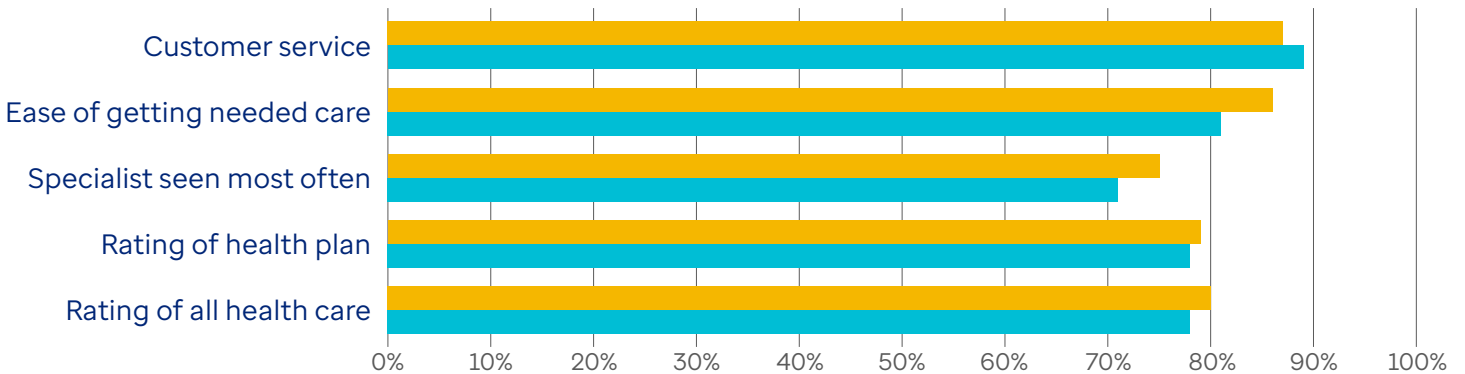


# 2024 (MY 2023) Annual Consumer Assessment of Health Care Providers and Systems (CAHPS®) adult and child results

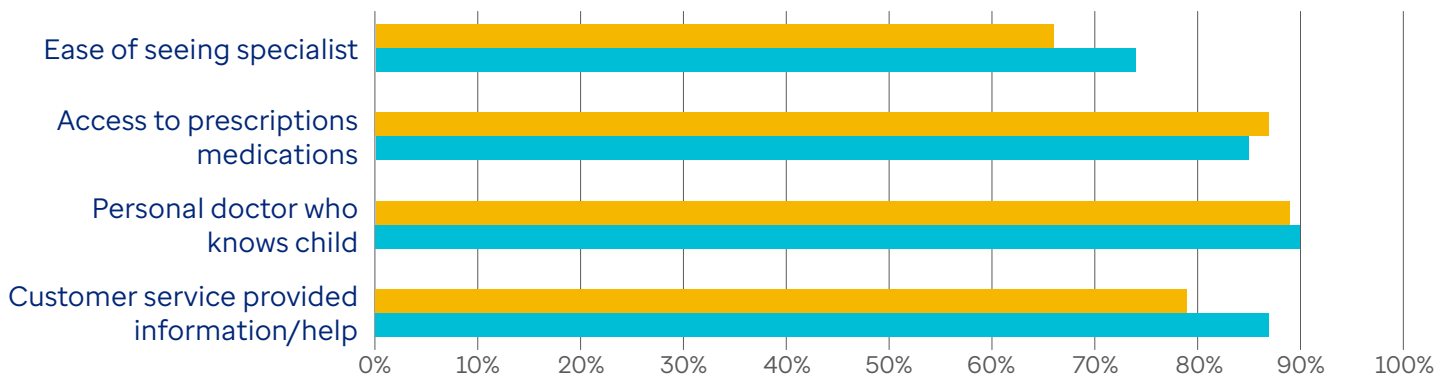
Each year, our members are asked to complete a survey to determine their level of satisfaction with the services received from health care professionals and UnitedHealthcare. The survey results help us identify key success drivers and areas for improvement, which increases member satisfaction.

The following graphs reflect our ongoing commitment to improving the service areas that are important to our members, who are your patients.

## 2024 Annual Consumer Assessment of Health Care Provider and Systems adult results



## 2024 Annual Consumer Assessment of Health Care Provider and Systems child results



■ 2023 ■ 2024