

# UNITED HEALTHCARE COMMUNITY PLAN DATA AT A GLANCE



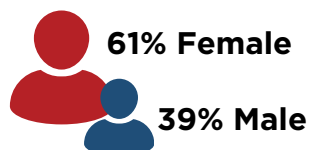
This report includes data from a sample of Medicaid members who receive long term services and supports (LTSS) from United Healthcare Community Plan that completed the National Core Indicators - Aging and Disability (NCI-AD) Adult Consumer Survey in Virginia. All surveys were completed by phone either with a Cardinal Care Managed Care Medicaid member or with a proxy who knew the person well. Overall state results are provided for certain data points in parentheses and denoted with “VA”.

Virginia participates in the NCI-AD Project as part of the state’s effort to measure the quality of LTSS and systems performance. For more information about NCI-AD in Virginia, visit our website at: <https://nci.partnership.vcu.edu/>.

## SAMPLE INFORMATION

**189 total respondents**

### Gender

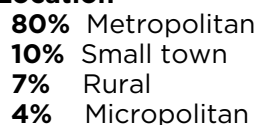


### Age

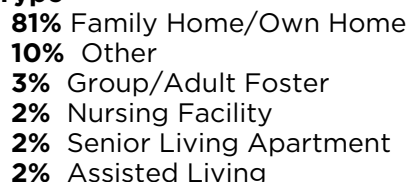


## RESIDENCE

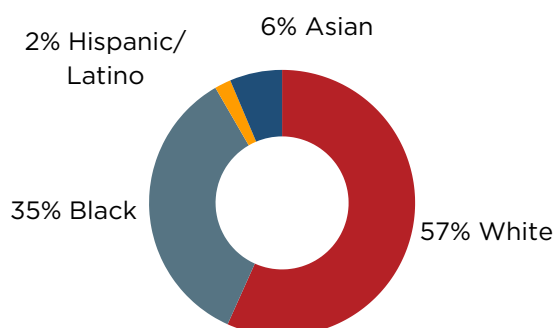
### Location



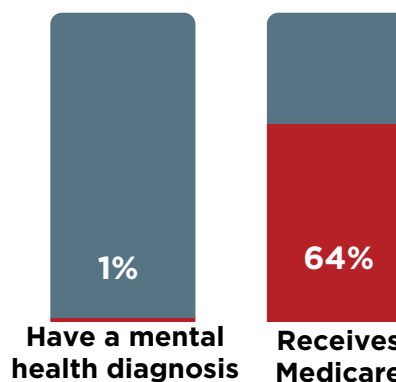
### Type



## RACE & ETHNICITY



## MEDICAL BACKGROUND



## DIAGNOSIS

1% PHYSICAL  
DISABILITY



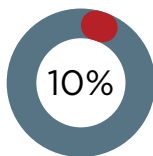
4% TBI

5% ALZHEIMER'S  
/DEMENTIA

8% ID/DD

## EMPLOYMENT

Overall **10%** of  
respondents  
want a job  
(VA: 23%)



**For respondents  
aged 18-59**

**19%**  
reported they  
wanted a job  
(VA: 36%)

**19%**  
report that someone  
has talked with  
them about job  
options (VA: 36%)

## RESPECT & PRIVACY

**100%**

Services and supports are  
delivered in a way that is  
**respectful of their culture**  
(VA: 94%)

**57%**

Have **enough privacy where  
they live** (if in a group  
setting) (VA: 63%)

**43%**

Others **ask before coming in**  
their home/room (if living in  
a group setting) (VA: 69%)

## CHOICE & CONTROL

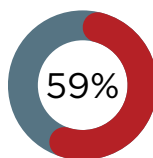
**91%** Can choose/change  
their services and  
supports (VA: 87%)

**88%** Can choose/change  
the people who provide  
paid supports (VA: 81%)

**88%** Can choose/change  
when/how often they  
receive services (VA: 82%)

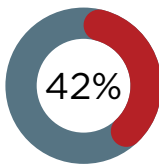
**76%** of respondents say  
**they feel in control  
of their life** (VA: 74%)

## SERVICES & UNMET NEEDS



Services  
meet **all their  
current goals**  
(VA: 59%)

Case manager  
talked to them  
about services  
to help with  
unmet needs  
(VA: 45%)



## STAFF LONGEVITY & TURNOVER

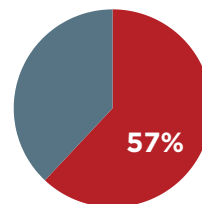


Paid staff changes  
too often (VA: 19%)



Case manager changes  
too often (VA: 24%)

## SERVICE COORDINATION



**57% Have a backup  
plan if their paid  
support staff  
does not show up**  
(VA: 73%)

## HEALTH & HEALTHCARE

**89%** Have access to  
mental health  
services if they want  
them (VA: 86%)



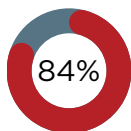
**79%** Can get an appointment  
to see or talk to their primary care  
doctor when needed (VA: 77%)

**51%** Talked to health  
professionals using video  
conference/telehealth (VA: 51%)

**45%** Went to the emergency  
room in the past 12 months  
(VA: 42%)

**26%** Had an overnight stay in a  
hospital or rehab/nursing  
facility in the past 12 months  
and was discharged to go home  
(VA: 23%)

## SUPPORT & FOOD ACCESS



84% of respondents  
say they have  
enough help with  
everyday activities  
(VA: 76%)

**9%** have to skip  
meals due to  
financial worries  
(VA: 15%)



**87%** have access  
to healthy foods  
when they want them  
(VA: 85%)



## FALLS



**Have a history of falls**  
(VA: 21%)



**Have concerns about  
falling/being unstable**  
(VA: 46%)



**Have worked with  
someone to reduce their  
risk of falling** (VA: 71%)

## SUPPORT ACCESS TO COMMUNITY

**96%** of respondents say  
they can see/talk to  
family/friends they do not  
live with when they want  
(VA: 93%)

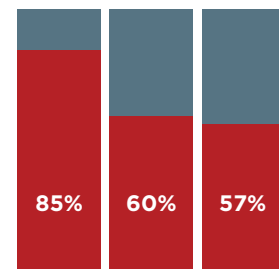
**73%** always have a way to  
get where they want to go  
(VA: 72%)

**74%** can take part in  
activities with others as  
much as they want  
(VA: 69%)

**19%** often feel lonely  
(VA: 21%)



## ACCESS TO PREVENTIVE HEALTH CARE



**85%** Had physical exam in  
past 12 months (VA: 78%)

**60%** Had a vision exam in  
past 12 months (VA: 52%)

**57%** Had a dental visit in  
past 12 months (VA: 47%)