



Quality Improvement Program



Quality Program Evaluation

UnitedHealthcare Community Plan of Nebraska has a quality improvement program. It works to give members better health care and services. Each year we set goals. Then we measure how well we meet them.

Some of our goals focus on improving the number of services pregnant people and children receive. These include postpartum visits, lead-screenings, and immunizations. Other goals focus on making sure people with certain diseases — such as diabetes — get the tests they need to monitor their condition. We reach out to our members to encourage them to get these and other services. We do this because it helps them stay healthy and manage their conditions.

We also survey our members each year. We want to see how they feel about our health plan. We use their feedback to improve the services we provide.

Performance Improvement Projects (PIPs)

UHC works on projects to provide better care for our members and their families in order to improve the health of our communities. Our current PIP projects are below:

- Increasing Chlamydia Screening Rates in Sexually Active Women Ages 16-24 Years
 - Our goal is to implement targeted interventions in sexually active women ages 16-24 to increase chlamydia screening rates by 3% over the baseline measurement year (2024) by December 31, 2026.
- Health Risk Screener (HRS) Completion in Pregnant Members
 - Our goal is to implement targeted interventions for pregnant members ages 16 and older to increase the completion rate of state required HRS forms within the first 21 calendar days of MCO assignment or confirmed pregnancy by 20% over the baseline measurement year (2024) by December 31, 2026.

*Baseline data was collected in 2024. Interventions began on January 1, 2025, and will continue through the end of 2026.

Healthcare Effectiveness Data and Information Set (HEDIS®)

HEDIS Measure Description		MY2023	MY2024	2025 National Average
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis-Total (AAB)		64.87%	58.99%	61.58
Follow-up Care for Children Prescribed ADHD Medication (Continuation & Maintenance Phase) (ADD-E)		48.20%	51.02%	54.06
Adult Immunization Status (AIS-E)	Influenza-Total	23.22%	22.22%	17.16
	Pneumococcal-66+	72.47%	80.11%	50.8
	Td/Tdap-Total	55.44%	56.84%	43.76
	Zoster-Total	21.81%	25.44%	14.01
Antidepressant Medication Management (AMM) – Continuation Phase Only		47.79%	48.63%	46.96
Asthma Medication Ratio (Total Rate) (AMR)		72.75%	70.84%	64.17
Metabolic Monitoring for Children and Adolescents on Antipsychotics (Total) (APM-E)		30.50%	30.22%	39.09
Breast Cancer Screening (BCS-E)		62.28%	63.15%	55.81
Blood Pressure Control (<140/90) for Patients with Diabetes (BPD)		79.56%	78.59%	70.02
Controlling High Blood Pressure (CBP)		72.51%	74.45%	66.66
Cervical Cancer Screening (CCS)		54.99%	61.07%	56.91
Chlamydia Screening in Women (Total Rate) (CHL)		31.84%	35.03%	56.59
Childhood Immunization Status (Combination 10) (CIS)		48.18%	43.55%	28.17
Appropriate Testing for Children with Pharyngitis (CWP)		79.54%	80.50%	81.06
Glycemic Status Assessment for Patients with Diabetes – Glycemic Status <8% (GSD)		63.02%	67.64%	58.65
Immunizations for Adolescents (Combination 2) (IMA)		35.52%	35.04%	37.84
Kidney Health Evaluation for Patients with Diabetes-Total (KED)		31.26%	44.87%	42.83
Use of Imaging Studies for Low Back Pain-Total (LBP)		70.11%	72.16%	70.71

Pharmacotherapy Management of COPD Exacerbation (Both Rates) (PCE)	Bronchodilator	85.16%	84.63%	82.14
	Systemic Corticosteroid	78.10%	74.39%	69.68
Pharmacotherapy for Opioid Use Disorder-Total (POD)		31.13%	28.22%	25.86
Prenatal Immunization Status – Combination Rate (PRS-E)		25.67%	24.81%	21.38
Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)		75.08%	78.33%	64.91
Statin Therapy for Patients with Cardiovascular Disease (SPC)	Statin Adherence 80%	78.46%	78.19%	71.47
	Received Statin Therapy (Total)	84.97%	85.21%	79.73
Statin Therapy for Patients with Diabetes (SPD)	Patients with Diabetes-Statin adherence 80%	72.85%	73.42%	69.01
	Patients with diabetes—received statin therapy	77.37%	76.98%	65.82
Weight Assessment and Counseling for Nutrition, Physical Activity for Adolescents (WCC)	BMI Percentile	70.56%	75.18%	80.87
	Counseling for Nutrition	55.96%	69.34%	70.94
	Counseling for Physical Activity	52.07%	66.42%	67.50
Child and Adolescent Well-Care Visits (WCV) (Total)		49.09%	54.70%	55.41
Well-Child Visits in the First 30 Months of Life (W30)	First 15 Months	66.40%	67.01%	61.92
	15 Months - 30 Months	69.43%	72.38%	72.84
Prenatal and Postpartum Care (PPC)	Timeliness of Prenatal Care	86.37%	90.75%	84.87
	Postpartum Care	81.51%	88.81%	80.76
Colorectal Cancer Screening (Total Rate) (COL-E)		49.59%	54.58%	41.93

*MY = Measurement Year - indicates the year the services were received

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

CAHPS® Measure Results - Adult Member Satisfaction Survey

Survey Measure	2024	2025	2025 QC National Average
Getting Needed Care	86.76%	86.66%	82.03
Getting Care Quickly	86.40%	85.09%	81.54
How Well Doctors Communicate	93.64%	95.45%	93.35
Customer Service	84.54%	90.70%	89.27
Coordination of Care	86.05%	85.84%	85.93
Rating of health care	80.74%	80.22%	76.47
Rating of Personal Doctor	85.80%	86.73%	84.53
Rating of Specialist	84.69%	83.05%	83.07
Rating of health plan	80.50%	79.62%	77.64

National Committee for Quality Assurance Accreditation (NCQA®)

UHCCP NE has collaborated across multiple areas in UnitedHealthcare and Optum to maintain regulatory compliance. This collaboration assures and supports the readiness to achieve and maintain NCQA accreditation. NCQA awards a separate Accreditation status based on standards and a star rating based on performance on HEDIS and CAHPS measures. The health plan completed NCQA Health Plan Accreditation in 2026 and Health Outcomes Accreditation in 2025. The plan achieved 4 Stars for the annual star rating in 2024 and 2025.

[UnitedHealthcare of the Midlands, Inc. \(UnitedHealthcare Community Plan \(NE\)\) – NCQA Report Cards](#)