

Improving Quality and Satisfaction for Commercial Health Plan Members 2025

Measuring Key Areas of Quality

Sierra Health and Life (SHL) measured many key areas of quality in 2024. To review the success of the health plan, SHL collects and reports on a national set of performance measures. These performance measures are called the Healthcare Effectiveness Data and Information Set (HEDIS[®]). Health plans across the country use these different measures to look at how well a health plan is doing at improving quality for health plan members.

Key Areas of Focus

Adult Health

- Colorectal cancer screening
- Controlling high blood pressure

Chronic Conditions

- Comprehensive diabetes care (such as eye exams, hemoglobin A1c testing, blood pressure control)
- Controlling high blood pressure

Women's Health

- Breast cancer screening
- Cervical cancer screening

Child and Teen Health

- Childhood and adolescent immunizations
- Weight assessment and counseling for BMI, nutrition, and physical activity

Progress in 2024: Improving Quality for Sierra Health and Life Members

Sierra Health and Life saw improvements in many key HEDIS measures in 2024.

SHL Priority Measures		HEDIS 2023 Final Rate	HEDIS 2024 Final Rate	*50 th Percentile 2024
Adult Measures	Adults Access to Preventive/Amb Health Services, Total	91.85%	91.39%	94.36%
	Colorectal Cancer Screening	48.67%	52.74%	59.12%
	Diabetes Care, A1c < 8%	60.83%	66.42%	63.26%
	Diabetes Care, Blood Pressure Control	64.48%	70.56%	68.05%
	Diabetes Care, Eye Exam	31.39%	37.71%	49.39%
	Controlling High Blood Pressure	65.16%	69.15%	64.61%
Women's Measures	Breast Cancer Screening	66.74%	67.67%	74.67%
	Cervical Cancer Screening	69.43%	68.32%	72.22%
	Prenatal Care	89.95%	88.59%	78.79%
	Postpartum Care	88.13%	87.50%	84.11%
Children's Measures	Child and Adolescent Well Care Visits	42.99%	44.59%	58.44%
	Child Immunizations (Combo 10)	27.18%	27.68%	44.28%
	Immunizations for Adolescents (Combo 2)	22.39%	22.63%	29.38%
Beh Health Measures	Follow Up After ER Visit for Mental Illness – 30 days	48.00%	50.00%	62.16%
	Follow Up After ER Visit for Substance Use – 30 days	27.91%	25.49%	33.05%
	Initiation and Engagement of Substance Use Disorder Trmt (Initiat)	33.91%	26.30%	37.6%

*The 50th percentile represents the middle value, indicating that 50% of the reference population measures below this value and 50% measures above.

Looking at Key Areas of Satisfaction for Health Plan Members

Sierra Health and Life also measures how satisfied commercial health plan members are with the health plan and the health care they have received. SHL contracts with an outside survey firm to conduct the survey.

Four Areas of Satisfaction

Rating of Health Plan

- This rating looks at the percentage of members who rated the health plan as a 9 or 10 on a 10-point scale.

Rating of All Health Care

- This rating looks at the percentage of members who rated the health care they received as a 9 or 10 on a 10-point scale.

Getting Needed Care

- This rating looks at the percentage of members who stated that it was always or usually easy to get appointments with specialists and to get needed care, tests or treatment.

Getting Care Quickly

- This rating looks at three key areas. The three areas focused on how many members responding to the survey stated that:
 - It was always or usually easy to get care as soon as they thought it was needed.
 - It was always or usually easy to get an appointment at a doctor's office or clinic as soon as they thought it was needed.

2025 Survey Results

In 2024, goals for improvement were set by the health plan's Quality Improvement Committee. The 2025 survey results below were then compared against the national 50th percentile.

Measure	2024 SHL%	2025 SHL%	50 th Percentile
Getting Needed Care	80.13%	69.49%	82.61%
Getting Care Quickly	79.17%	75.43%	84.49%
Rating of Health Plan	38.32%	34.95%	41.06%
Rating of Health Care	38.27%	34.15%	48.74%
Rating of Personal Doctor	63.86%	61.54%	68.60%
Rating of Specialist	65.33%	43.08%	66.00%
Coordination of Care	73.08%	70.59%	84.21%
How Well Doctors Communicate	89.61%	91.07%	95.41%

Sierra Health and Life®

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*The 50th percentile represents the middle value, indicating that 50% of the reference population measures below this value and 50% measures above.

Rating of Health Plan

- The goal for Sierra Health and Life was to have 41.06 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2025 survey results: 34.95 percent of commercial health plan members rated the health plan as a 9 or 10 on a 10-point scale. This is a decrease of 3.37 percentage points from last year.
- The goal of 41.06 percent satisfaction was not met.

Rating of Health Care

- The goal for SHL is to have 48.74 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2025 survey results: 34.15 percent of commercial health plan members rated the health care they received as a 9 or 10 on a 10-point scale. This is a decrease of 4.12 percentage points from last year.
- The goal of 48.74 percent satisfaction was not met.

Getting Needed Care

- The goal of SHL is to have 82.61 percent of health plan members rate that they were always or usually able to get needed care.
- 2025 survey results: 69.49 percent of commercial health plan members stated that it was always or usually easy to get appointments with specialists and to get care, tests or treatment they thought were needed. This is a decrease of 10.64 percentage points from last year.
- The goal of 82.61 percent was not met.

Getting Care Quickly

- The goal for SHL is to have 84.49 percent of health plan members rate that they were always or usually able to get care quickly.
- 2025 survey results: 75.43 percent of commercial health plan members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic and get in to see the person they came to see within 15 minutes of the appointment time. This is a decrease of 3.74 percentage points over last year.
- The goal of 84.49 percent was not met.

Going Forward into 2026

Sierra Health and Life realizes that there is always room for improvement and will continue to put projects into place that will improve the quality of health care and services for health plan members.