

## SURVEY RESULTS AT A GLANCE – HIGH OPTION

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary			Valid Responses			2017 CSS FEHB Average	2016 NCQA Adult Commercial National Average, All LOBs
		2015	2016	2017	2015	2016	2017		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	87.78%	82.67%	<b>84.52%</b>	401	352	<b>394</b>	80.82%	76.95%
	Q23. Rating of Personal Doctor	89.60%	88.36%	<b>86.33%</b>	375	335	<b>395</b>	84.89%	84.46%
	Q27. Rating of Specialist Seen Most Often	87.84%	87.69%	<b>86.82%</b>	296	260	<b>311</b>	84.85%	83.57%
	Q42. Rating of Health Plan	85.09%	83.59%	<b>83.60%</b>	436	390	<b>433</b>	76.48%	61.78%
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	93.91%	92.76%	<b>91.40%</b>	352	307	<b>354</b>	90.41%	87.06%
	Q14. Easy to get needed care	94.74%	94.30%	<b>93.65%</b>	399	351	<b>394</b>	93.81%	
	Q25. Easy to see specialists	93.09%	91.22%	<b>89.14%</b>	304	262	<b>313</b>	87.00%	
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	92.15%	89.17%	<b>89.22%</b>	282	255	<b>289</b>	89.56%	85.23%
	Q4. Got urgent care as soon as needed	95.03%	90.91%	<b>88.50%</b>	181	176	<b>200</b>	91.76%	
	Q6. Got routine care as soon as needed	89.27%	87.43%	<b>89.95%</b>	382	334	<b>378</b>	87.35%	
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	97.53%	95.12%	<b>95.07%</b>	355	312	<b>371</b>	95.51%	95.28%
	Q17. Doctor explained things	98.59%	96.17%	<b>97.04%</b>	354	313	<b>371</b>	97.02%	
	Q18. Doctor listened carefully	97.74%	95.81%	<b>93.77%</b>	354	310	<b>369</b>	95.38%	
	Q19. Doctor showed respect	97.19%	94.89%	<b>97.04%</b>	356	313	<b>372</b>	96.52%	
	Q20. Doctor spent enough time	96.62%	93.61%	<b>92.45%</b>	355	313	<b>371</b>	93.13%	
Customer Service (% Always or Usually)	<b>Customer Service Composite</b>	91.04%	91.16%	<b>89.47%</b>	173	164	<b>171</b>	90.96%	87.48%
	Q35. Provided needed information/help	86.13%	86.59%	<b>83.04%</b>	173	164	<b>171</b>	85.73%	
	Q36. Treated with courtesy/respect	95.95%	95.73%	<b>95.91%</b>	173	164	<b>171</b>	96.19%	
Claims Processing (% Always or Usually)	<b>Claims Processing Composite</b>	93.82%	91.50%	<b>92.96%</b>	275	217	<b>249</b>	91.39%	87.41%
	Q40. Handled claims quickly	93.12%	89.55%	<b>92.83%</b>	276	220	<b>251</b>	90.22%	
	Q41. Handled claims correctly	94.53%	93.46%	<b>93.09%</b>	274	214	<b>246</b>	92.57%	
Plan Information on Costs*** (% Always or Usually)	<b>Plan Information on Costs Composite</b>	72.59%	69.88%	<b>66.96%</b>	255	219	<b>230</b>	64.71%	62.17%
	Q31. Found info on cost of service/equipment	71.56%	69.10%	<b>66.30%</b>	218	178	<b>181</b>	63.24%	
	Q33. Found info on cost of Rx medicine	73.63%	70.66%	<b>67.63%</b>	292	259	<b>278</b>	66.18%	
Shared Decision Making** (% Yes)	<b>Shared Decision Making Composite</b>	82.36%	84.61%	<b>83.53%</b>	220	204	<b>231</b>	81.95%	81.65%
	Q10. Discussed reasons to take a medicine	95.02%	97.55%	<b>94.83%</b>	221	204	<b>232</b>	95.23%	
	Q11. Discussed reasons not to take a medicine	74.55%	76.47%	<b>77.16%</b>	220	204	<b>232</b>	75.55%	
	Q12. Discussed what was best for you	77.52%	79.80%	<b>78.60%</b>	218	203	<b>229</b>	75.06%	
Other Areas	Q8. Health Promotion and Education (% Yes)	82.09%	81.77%	<b>80.66%</b>	402	351	<b>393</b>	79.48%	74.76%
	Q22. Coordination of Care (% Always or Usually)	86.84%	87.39%	<b>81.04%</b>	266	238	<b>269</b>	82.87%	81.91%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	80.43% (NA)	77.78% (NA)	<b>79.66% (NA)</b>	92	72	<b>59</b>	74.23%	
	Discussing Cessation Medications	46.74% (NA)	48.61% (NA)	<b>53.45% (NA)</b>	92	72	<b>58</b>	48.50%	
	Discussing Cessation Strategies	35.87% (NA)	36.62% (NA)	<b>42.11% (NA)</b>	92	71	<b>57</b>	44.92%	
	Flu Vaccinations for Adults	62.47%	60.77%	<b>61.69%</b>	373	339	<b>355</b>	52.34%	
	Aspirin Use	53.91%	47.19%	<b>49.68%</b>	243	178	<b>157</b>	43.03%	
	Discussing Aspirin Risks and Benefits	59.81%	51.95%	<b>53.02%</b>	535	437	<b>430</b>	47.86%	

Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA.

\*NA" appears next to the result if is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates the result for reference only.

\* *How Well Doctors Communicate* was retired from Accreditation scoring in 2015. Accreditation mean and percentile values for this measure are provided for reference only.

\*\* *Shared Decision Making* is not scored for NCQA Accreditation.

\*\*\* *Plan Information on Costs* is not scored for NCQA Accreditation.