SURVEY RESULTS AT A GLANCE - HIGH OPTION

Overall Ratings Q13. Rating of Personal Doctor 87.78% 82.67% 84.52% 401 352 394 80.82% 76.95% 89.00% 88.36% 86.33% 375 335 395 84.89% 84.46% 87.69% 86.28% 296 203 11. 84.85% 83.57% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 86.28% 296 203 11. 84.85% 84.46% 87.69% 87	CAHPS 5.0H Survey Measures		Global Proportions and Question Summary			Valid Responses				2016 NCQA Adult
Coverall Ratings (% 8, 9, or 10) Coverall Ratings of Specialist Seen Most Often (% 87.84% 87.69% 83.60% 436 390 433 76.48% 83.57% Coverall Ratings (% 80.20% 83.50% 83.60% 83.50% 83.60% 436 390 433 76.48% Coverall Ratings (% 19.81% 83.60% 83.50% 83.60% 83.50% 83.60% 83.50% 83.60% 83.50% Coverall Ratings (% 19.81% 83.60% 83.50% 83.60% 83.50% Coverall Ratings (% 19.81% 83.60% 83.60% 83.50% Coverall Ratings (% 19.81% 83.60% 83.60% 83.60% 83.50% Coverall Ratings (% 19.81% 83.60% 83.60% 83.50% Coverall Ratings (% 19.81% 83.60% 83.60% 83.60% 83.60% Coverall Ratings (% 19.81% 83.60% 83.60% 83.60% Coverall Ratings (% 19.81% 83.60% 83.60% 83.60% Coverall Ratings (% 19.81% 83.60% Coverall Ratings (% 19.81% 83.60% 83.60% 83.60% Coverall Ratings (% 19.81% 83.60% 83.60% 83.60% Coverall Ratings (% 19.81% 83.60% Coverall Ratings (% 19			2015	2016	2017	2015	2016	2017		Commercial National Average, All LOBs
(%8, 9, or 10) Q27. Rating of Specialist Seen Most Often 87.84% 87.69% 88.82% 88.60% 436 390 433 76.48% 61.78 62tting Needed Carg (tiffing Needed Carg Q14. Easy to get needed care 94.74% 43.0% 93.65% 89.14% 304 305 307 354 90.41% 87.065 87.065 87.065 (%Always or Usually) 62tting Care Quickly (Composite 92.15% 89.17% 89.17% 89.27% 88.50% 48.50% 81.176 200 91.76% 62tting Care Quickly (Composite 92.15% 89.17% 89.95% 88.50% 88.1176 200 91.76% 91.85% 95.03% 90.91% 88.50% 88.1233 87.33% 88.50% 88.1176 200 91.76% 91.77% 91.76% 91.77% 91.76% 91.77% 91.76% 91.77% 91.76% 91.77% 91.76% 91.77%						401				76.95%
Cetting Needed Care (% Always or Usually) Capture Communicate		-	89.60%	88.36%	86.33%	375	335	395	84.89%	84.46%
Getting Needed Care (% Always or Usually)		Q27. Rating of Specialist Seen Most Often	87.84%	87.69%	86.82%	296	260	311	84.85%	83.57%
Cetting Needed Care 94.74% 94.30% 93.65% 399 351 394 39.81% 205. Easy to see specialists 93.09% 91.22% 89.14% 304 262 313 87.00% 31		Q42. Rating of Health Plan	85.09%	83.59%	83.60%	436	390	433	76.48%	61.78%
(% Always or Usually Q15. Easy to get needed care 94./4% 94.30% 93.50% 93.50% 399 31.53 334 93.81% 93.81% 93.61%	<u> </u>	Getting Needed Care Composite	93.91%	92.76%	91.40%	352	307	354	90.41%	87.06%
Communicate		Q14. Easy to get needed care	94.74%	94.30%	93.65%	399	351	394	93.81%	
Customer Service (% Always or Usually) Q4. Got urgent care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q4. Got or outine care as soon as needed (% Always or Usually) Q5. Doctor spent enough time (% Always or Usually) Q6. Got or outine care fully (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Got or spent enough time (% Always or Usually) Q6. Treated with courtesy/respect (% Always or Usually) Q6. Treated with courte		Q25. Easy to see specialists	93.09%	91.22%	89.14%	304	262	313	87.00%	
Californic Care as Soon as needed 95.03% 99.19% 88.30% 181 176 200 91.76% 88.30% 181 176 200 91.76% 88.30% 181 176 200 91.76% 88.30% 181 176 200 91.76% 88.30% 181 176 91.76% 88.30% 181 176 91.76% 91.7		Getting Care Quickly Composite	92.15%	89.17%	89.22%	282	255	289	89.56%	85.23%
How Well Doctors Communicate Composite Office O		Q4. Got urgent care as soon as needed	95.03%	90.91%	88.50%	181	176	200	91.76%	
How Well Doctors Communicate* Q17. Doctor explained things 98.59% 96.17% 97.04% 354 313 371 97.02% 97.02% 97.74% 95.81% 93.77% 354 310 369 95.38% 96.27% 94.89% 97.04% 356 313 372 96.52% 96.27% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 97.04% 97.04% 97.04% 356 313 372 96.52% 97.04% 9		Q6. Got routine care as soon as needed	89.27%	87.43%	89.95%	382	334	378	87.35%	
Communicate* (% Always or Usually) Q18. Doctor listened carefully 97.74% 95.81% 93.77% 354 310 369 95.38% 96.52% 97.04% 356 313 372 96.52% 96.52% 96.62% 93.61% 97.04% 356 313 372 96.52% 96.52% 96.62% 93.61% 97.04% 356 313 372 96.52% 96.52% 350 313 371 93.13% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 371 97.13% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 97.04% 356 313 372 96.52% 372	Communicate*	How Well Doctors Communicate Composite	97.53%	95.12%	95.07%	355	312	371	95.51%	95.28%
Customer Service (% Always or Usually) Customer Service Composite 97.19% 94.89% 97.04% 356 313 371 93.13% 93.13% 96.52% 92.45% 355 313 371 93.13% 93.12% 93.12% 93.		Q17. Doctor explained things	98.59%	96.17%	97.04%	354	313	371	97.02%	
Q20. Doctor spent enough time 96.62% 93.61% 92.45% 355 313 371 93.13% 93.13% Q35. Power Service Composite Q35. Provided needed information/help Q36. Treated with courtesy/respect 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.91% 173 164 171 96.19% 95.95% 95.73% 95.91% 173 164 171 96.19% 95.95% 95.91% 173 164 171 96.19% 95.95% 95.91% 173 164 171 96.19% 95.95% 95.91% 95.91% 173 164 171 96.19% 95.95% 95.91% 95.91% 173 164 171 96.19% 95.95% 95.91% 173 164 171 96.19% 95.95% 95.91% 173 164 171 96.19% 95.95% 95.91% 173 164 171 96.19% 96.19% 95.95% 95.91% 173 164 171 96.19% 96.19% 95.95% 95.91% 173 164 171 96.19% 96.19% 95.95% 95.91% 173 164 171 96.19% 96.19% 95.95% 95.95% 95.91% 173 164 171 96.19% 96.19% 96.19% 95.95% 95.95% 95.91% 173 164 171 96.19% 96.19% 96.19% 95.95% 95.		Q18. Doctor listened carefully	97.74%	95.81%	93.77%	354	310	369	95.38%	
Customer Service (% Always or Usually) Customer Service (making service (making service) Customer Service (making service) 91.04% 91.16% 89.47% 173 164 171 90.96% 87.48% Claims Processing (Malways or Usually) Q35. Provided needed information/help Q36. Treated with courtesy/respect 95.95% 95.73% 95.91% 173 164 171 96.19% Claims Processing (Malways or Usually) Claims Processing Composite Q40. Handled claims quickly Q41. Handled claims correctly 93.82% 91.50% 92.96% 275 217 249 91.39% 87.41% Plan Information on Costs (Malways or Usually) Plan Information on Costs Composite Q31. Found info on cost of service/equipment Q33. Found info on cost of service/equipment Q33. Found info on cost of Rx medicine Q33. Found info on cost of Rx medicine Q35. Provided needed information Q45. Provided New Needed S25. Provided Needed S25. Provided New Needed S25. Provided New Needed S25. Provided New Needed S25. Provid		Q19. Doctor showed respect	97.19%	94.89%	97.04%	356	313	372	96.52%	
Claims Processing (% Always or Usually) Q35. Provided needed information/help Q36. Treated with courtesy/respect 95.95% 95.73% 95.91% 173 164 171 85.73% 96.19%		Q20. Doctor spent enough time	96.62%	93.61%	92.45%	355	313	371	93.13%	
Always or Usually) Q35. Provided needed information/help Q36. Treated with courtesy/respect Q35. Provided needed information/help Q36. Treated with courtesy/respect Q35. Provided needed information/help Q36. Treated with courtesy/respect Q55. 95.93% Q55.91% Q55.91% Q55.91% Q40. Handled claims quickly Q41. Handled claims correctly Q41. Handled claims correctly Q42. Handled claims correctly Q43. Fround info on Costs Composite Q31. Found info on cost of service/equipment Q33. Found info on cost of Rx medicine Q34. Handled claims correctly Q45. Handled claims correctly Q46. Handled claims correctly Q47. Handled claims correctly Q48. Handled claims correctly Q49. Handled claims correctly Q41. Handled claims correctly Q42. Handled claims correctly Q43. Found info on Costs Composite Q31. Found info on cost of service/equipment Q33. Found info on cost of Rx medicine Q33. Found info on cost of Rx medicine Q34. Found info on cost of Rx medicine Q35. Found info on cost of Rx medicine Q36. Treated with courtesy/respect Q37. Found info on Costs Composite Q37. Found info on cost of Rx medicine Q38. Found info on cost of Rx medicine Q39. Found info on cost of Rx medicine Q30. Found info on cost of Rx medicine Q31. Found info on cost of Rx medicine Q32. Found info on cost of Rx medicine Q33. Found info on cost of Rx medicine Q34. Found info on cost of Rx medicine Q35. Found info on cost of Rx medicine Q36. Found info on cost of Rx medicine Q37. Found info on cost of Rx medicine Q38. Found info on cost of Rx medicine Q39. Found info on cost of Rx medicine Q31. Found info on cost of Rx medicine Q32. Found info on cost of Rx medicine Q33. Found info on cost of Rx medicine Q34. Found info on cost of Rx medicine Q35. Found info on cost of Rx medicine Q37. Found info on cost of Rx medicine Q38. Found info on Cost of Rx medicine Q39. Found info on Cost of Rx medicine Q31. Found info on Cost of Rx medicine Q32. Found in		Customer Service Composite	91.04%	91.16%	89.47%	173	164	171	90.96%	87.48%
Claims Processing (% Always or Usually) Claims Processing Composite 93.82% 91.50% 92.96% 275 217 249 91.39% 87.419 240. Handled claims quickly 94.53% 93.46% 93.09% 274 214 246 92.57% 220 251 90.22% 220. Handled claims correctly 94.53% 93.46% 93.09% 274 214 246 92.57% 220 230 64.71% 62.175 230 64.71% 62.175 230 64.71% 62.175 69.88% 66.96% 255 219 230 64.71% 62.175 69.88% 66.96% 255 219 230 64.71% 62.175 69.88% 66.96% 255 219 230 64.71% 62.175 69.88% 66.96% 255 219 230 64.71% 62.175 69.88% 66.96% 218 218 231 248 232 248 24		Q35. Provided needed information/help	86.13%	86.59%	83.04%	173	164	171	85.73%	
Claims Processing (% Always or Usually) Claims Processing Composite 93.82% 91.50% 92.96% 275 217 249 91.39% 87.419 93.12% 89.55% 92.83% 276 220 251 90.22% 90.22% 241 246 92.57% 94.53% 93.46% 93.09% 274 214 246 92.57% 94.51% 94.53% 93.46% 93.09% 274 214 246 92.57% 94.51% 94.53% 93.46% 93.09% 274 214 246 92.57% 94.51% 94.51% 94.51% 94.53% 93.46% 93.09% 274 214 246 92.57% 94.51%		Q36. Treated with courtesy/respect	95.95%	95.73%	95.91%	173	164	171	96.19%	
Always or Usually Q40. Handled claims quickly Q41. Handled claims correctly 94.53% 93.46% 93.09% 274 214 246 92.57% 94.53% 93.46% 93.09% 274 214 246 92.57% 94.53% 94.66% 95.50% 94.66% 255 219 230 64.71% 62.179 250 250 250 250 250 250 250 250 250 250			93.82%	91.50%	92.96%	275	217	249	91.39%	87.41%
Plan Information on Costs *** Q41. Handled claims correctly 94.53% 93.46% 93.09% 274 214 246 92.57%		Q40. Handled claims quickly	93.12%	89.55%	92.83%	276	220	251	90.22%	
Costs***		Q41. Handled claims correctly	94.53%	93.46%	93.09%	274	214	246	92.57%	
Costs*** Q31. Found info on cost of service/equipment 71.56% 69.10% 66.30% 218 178 181 63.24% (% Always or Usually) Q33. Found info on cost of Rx medicine 73.63% 70.66% 67.63% 292 259 278 66.18% Shared Decision Making Composite 82.36% 84.61% 83.53% 220 204 231 81.95% 81.65% Shared Decision Making Composite 82.36% 84.61% 83.53% 220 204 231 81.95% 81.65% Other Making** (% Yes) Q10. Discussed reasons to take a medicine Q10. Discussed reasons not to take a medicine Q11. Discussed what was best for you 74.55% 76.47% 77.16% 220 204 232 75.55% Q12. Discussed what was best for you 77.52% 79.80% 78.60% 218 203 229 75.06% Other Areas Q8. Health Promotion and Education (% Yes) Q22. Coordination of Care (% Always or Usually) 86.84% 87.39% 81.04% 266 238 269 82.87% 81.91% Advising Smokers and Tobacco Users to	Costs***	Plan Information on Costs Composite	72.59%	69.88%	66.96%	255	219	230	64.71%	62.17%
Shared Decision Making Composite 82.36% 84.61% 83.53% 220 204 231 81.95% 81.65% Shared Decision Making** (% Yes) Q10. Discussed reasons to take a medicine Q11. Discussed reasons not to take a medicine Q12. Discussed what was best for you 74.55% 76.47% 77.16% 220 204 232 75.55% 75.55% 76.47% 77.16% 220 204 232 75.55% 75.55% 76.47% 77.16% 220 204 232 75.55% 75.55% 76.47% 77.16% 220 204 232 75.55% 75.55% 76.47% 77.16% 220 204 232 75.55% 75.55% 75.06% 75.06% 75.06% 75.06% 75.06% 75.06% 76.47% 77.60% 77.78% 80.66% 402 351 393 79.48% 74.76% 74.76% 75.06% 81.91% 81.91% 81.91% 81.91% 81.91% 81.91% 81.91% 74.76% 81.91% 81.91% 81.91% 81.91% 81.91% 81.91% 81.91% 8		Q31. Found info on cost of service/equipment	71.56%	69.10%	66.30%	218	178	181	63.24%	
Shared Decision Making** (% Yes) Q10. Discussed reasons to take a medicine Q11. Discussed reasons not to take a medicine Q12. Discussed what was best for you 95.02% 74.55% 76.47% 77.16% 77.16% 220 204 232 20 204 232 75.55% 220 205.23% 229 75.06% Other Areas Q8. Health Promotion and Education (% Yes) Q22. Coordination of Care (% Always or Usually) 82.09% 81.77% 80.66% 87.39% 81.04% 266 238 269 82.87% 80.66% 81.91% 81.04% 266 402 232 20 204 232 75.55% 229 75.06% 75.06% 218 203 229 75.06% Advising Smokers and Tobacco Users to Quit Discussing Cessation Medications 80.43% (NA) 48.61% (NA) 48.61% (NA) 48.61% (NA) 53.45% (NA) 92 72 58 48.50% 74.23% 74.23% 75.55% 75.06%		Q33. Found info on cost of Rx medicine	73.63%	70.66%	67.63%	292	259	278	66.18%	
Making** (% Yes) Q11. Discussed reasons not to take a medicine Q12. Discussed what was best for you 74.55% 76.47% 77.16% 220 204 232 75.55% 75.06% Other Areas Q8. Health Promotion and Education (% Yes) Q22. Coordination of Care (% Always or Usually) 82.09% 81.77% 86.84% 87.39% 81.04% 80.66% 218 232 25 75.55% 75.06% Advising Smokers and Tobacco Users to Quit Discussing Cessation Medications 80.43% (NA) 48.61% (NA) 48.61% (NA) 77.78% (NA) 79.66% (NA) 92 72 59 74.23% 74.23% 74.23% 75.55% 75.06%		Shared Decision Making Composite	82.36%	84.61%	83.53%	220	204	231	81.95%	81.65%
Q12. Discussed what was best for you 77.52% 79.80% 78.60% 218 203 229 75.06% Other Areas Q8. Health Promotion and Education (% Yes) Q22. Coordination of Care (% Always or Usually) 82.09% 81.77% 86.84% 87.39% 81.04% 266 80.66% 402 351 269 393 79.48% 74.76% 81.91% 86.84% 87.39% 81.04% 266 238 269 82.87% 81.91% 81.91% 80.43% (NA) 77.78% (NA) 77.78% (NA) 79.66% (NA) 92 72 59 74.23% 86.74% (NA) 77.78% (NA) 48.61% (NA) 48.61% (NA) 92 72 58 48.50%		Q10. Discussed reasons to take a medicine	95.02%	97.55%	94.83%	221	204	232	95.23%	
Other Areas Q8. Health Promotion and Education (% Yes) 82.09% 81.77% 80.66% 402 351 393 79.48% 74.76% Q22. Coordination of Care (% Always or Usually) 86.84% 87.39% 81.04% 266 238 269 82.87% 81.91% Advising Smokers and Tobacco Users to Quit Discussing Cessation Medications 80.43% (NA) 77.78% (NA) 79.66% (NA) 92 72 59 74.23% 46.74% (NA) 48.61% (NA) 53.45% (NA) 92 72 58 48.50%		Q11. Discussed reasons not to take a medicine	74.55%	76.47%	77.16%	220	204	232	75.55%	
Other Areas Q22. Coordination of Care (% Always or Usually) 86.84% 87.39% 81.04% 266 238 269 82.87% 81.91% Advising Smokers and Tobacco Users to Quit Discussing Cessation Medications 80.43% (NA) 77.78% (NA) 79.66% (NA) 92 72 59 74.23% 46.74% (NA) 48.61% (NA) 53.45% (NA) 92 72 58 48.50%		Q12. Discussed what was best for you	77.52%	79.80%	78.60%	218	203	229	75.06%	
Q22. Coordination of Care (% Always or Usually) 86.84% 87.39% 81.04% 266 238 269 82.87% 81.91% Advising Smokers and Tobacco Users to Quit 80.43% (NA) 77.78% (NA) 79.66% (NA) 92 72 59 74.23% Discussing Cessation Medications 46.74% (NA) 48.61% (NA) 53.45% (NA) 92 72 58 48.50%	Other Areas	Q8. Health Promotion and Education (% Yes)	82.09%	81.77%	80.66%	402	351	393	79.48%	74.76%
Discussing Cessation Medications 46.74% (NA) 48.61% (NA) 53.45% (NA) 92 72 58 48.50%		Q22. Coordination of Care (% Always or Usually)	86.84%	87.39%	81.04%	266	238	269	82.87%	81.91%
Discussing Cessation Medications 46.74% (NA) 48.61% (NA) 53.45% (NA) 92 72 58 48.50%	Effectiveness of Care Measures		80.43% (NA)	77.78% (NA)	79.66% (NA)	92	72	59	74.23%	
		•				92	72	58	48.50%	
Effectiveness of Care Discussing Cessation Strategies 35.87% (NA) 36.62% (NA) 42.11% (NA) 92 71 57 44.92%		Discussing Cessation Strategies	35.87% (NA)	36.62% (NA)	42.11% (NA)	92	71	57	44.92%	
							339	355		
Aspirin Use 53.91% 47.19% 49.68% 243 178 157 43.03%										
Discussing Aspirin Risks and Benefits 59.81% 51.95% 53.02% 535 437 430 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.

[&]quot;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.