

## SURVEY RESULTS AT A GLANCE - HIGH OPTION

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary			Valid Responses			Accreditation Means and Percentiles			2019 CSS FEHB Average	2018 NCQA Quality Compass Adult Commercial National Average, All LOBs
		2017	2018	2019	2017	2018	2019	2017	2018	2019		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	84.52%	84.99%	<b>85.20%</b>	394	353	<b>331</b>	2.5508 (90th)	2.5637 (90th)	<b>2.5770 (90th)</b>	79.99%	76.83%
	Q23. Rating of Personal Doctor	86.33%	90.48%	<b>88.44%</b>	395	336	<b>320</b>	2.6481 (90th)	2.6994 (90th)	<b>2.7063 (90th)</b>	85.59%	84.73%
	Q27. Rating of Specialist Seen Most Often	86.82%	89.09%	<b>89.80%</b>	311	275	<b>245</b>	2.6141 (75th)	2.6873 (90th)	<b>2.7061 (90th)</b>	84.50%	84.12%
	Q42. Rating of Health Plan	83.60%	84.87%	<b>82.80%</b>	433	390	<b>372</b>	2.5658 (90th)	2.5872 (90th)	<b>2.5995 (90th)</b>	75.01%	61.91%
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	91.40%	92.59%	<b>93.26%</b>	354	316	<b>290</b>	2.4803 (75th)	2.5080 (90th)	<b>2.5586 (90th)</b>	88.97%	86.71%
	Q14. Easy to get needed care	93.65%	93.75%	<b>93.35%</b>	394	352	<b>331</b>				91.88%	
	Q25. Easy to see specialists	89.14%	91.43%	<b>93.17%</b>	313	280	<b>249</b>				86.05%	
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	89.22%	89.65%	<b>92.79%</b>	289	250	<b>233</b>	2.5440 (90th)	2.5572 (90th)	<b>2.6196 (90th)</b>	88.16%	85.26%
	Q4. Got urgent care as soon as needed	88.50%	91.57%	<b>93.08%</b>	200	166	<b>159</b>				90.26%	
	Q6. Got routine care as soon as needed	89.95%	87.72%	<b>92.51%</b>	378	334	<b>307</b>				86.06%	
How Well Doctors Communicate (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	95.07%	97.52%	<b>97.94%</b>	371	312	<b>290</b>	Not scored	Not scored	Not scored	95.33%	95.26%
	Q17. Doctor explained things	97.04%	97.76%	<b>99.31%</b>	371	313	<b>289</b>				96.56%	
	Q18. Doctor listened carefully	93.77%	96.81%	<b>97.93%</b>	369	313	<b>290</b>				94.93%	
	Q19. Doctor showed respect	97.04%	98.71%	<b>97.94%</b>	372	311	<b>291</b>				96.44%	
	Q20. Doctor spent enough time	92.45%	96.78%	<b>96.56%</b>	371	311	<b>291</b>				93.39%	
Customer Service (% Always or Usually)	<b>Customer Service Composite</b>	89.47%	95.07%	<b>92.50%</b>	171	153	<b>134</b>	2.5789 (75th)	2.6551 (90th)	<b>2.6213 (75th)</b>	89.55%	88.53%
	Q35. Provided needed information/help	83.04%	91.45%	<b>89.47%</b>	171	152	<b>133</b>				83.64%	
	Q36. Treated with courtesy/respect	95.91%	98.69%	<b>95.52%</b>	171	153	<b>134</b>				95.45%	
Claims Processing (% Always or Usually)	<b>Claims Processing Composite</b>	92.96%	95.74%	<b>95.96%</b>	249	219	<b>221</b>	2.6119 (90th)	2.6184 (90th)	<b>2.6501 (90th)</b>	90.06%	88.95%
	Q40. Handled claims quickly	92.83%	93.36%	<b>94.22%</b>	251	226	<b>225</b>				88.48%	
	Q41. Handled claims correctly	93.09%	98.11%	<b>97.70%</b>	246	212	<b>217</b>				91.64%	
Plan Information on Costs (% Always or Usually)	<b>Plan Information on Costs Composite</b>	66.96%	65.75%	<b>65.39%</b>	230	213	<b>171</b>	Not scored	Not scored	Not scored	63.04%	61.35%
	Q31. Found info on cost of service/equipment	66.30%	64.97%	<b>64.79%</b>	181	177	<b>142</b>				62.88%	
	Q33. Found info on cost of Rx medicine	67.63%	66.53%	<b>66.00%</b>	278	248	<b>200</b>				63.20%	
Shared Decision Making (% Yes)	<b>Shared Decision-Making Composite</b>	83.53%	83.73%	<b>80.56%</b>	231	191	<b>194</b>	Not scored	Not scored	Not scored	81.34%	81.92%
	Q10. Discussed reasons to take a medicine	94.83%	92.15%	<b>93.88%</b>	232	191	<b>196</b>				94.49%	
	Q11. Discussed reasons not to take a medicine	77.16%	79.58%	<b>72.16%</b>	232	191	<b>194</b>				74.73%	
	Q12. Discussed what was best for you	78.60%	79.47%	<b>75.65%</b>	229	190	<b>193</b>				74.79%	
Other Areas	Q8. Health Promotion and Education (% Yes) Q22. Coordination of Care (% Always or Usually)	80.66%	81.82%	<b>83.13%</b>	393	352	<b>332</b>	Not scored	Not scored	Not scored	80.10%	75.45%
		81.04%	89.87%	<b>89.14%</b>	269	227	<b>221</b>	2.2862 (25th)	2.4978 (90th)	<b>2.4977 (90th)</b>	81.48%	82.23%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	79.66% (NA)	75.36% (NA)	<b>68.25% (NA)</b>	59	69	<b>63</b>				76.53%	
	Discussing Cessation Medications	53.45% (NA)	48.53% (NA)	<b>44.26% (NA)</b>	58	68	<b>61</b>				49.71%	
	Discussing Cessation Strategies	42.11% (NA)	38.24% (NA)	<b>34.43% (NA)</b>	57	68	<b>61</b>				45.69%	
	Flu Vaccinations for Adults	62.18%	62.30%	<b>68.86%</b>	431	313	<b>273</b>				55.24%	

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 it is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates the result for reference only.