

SURVEY RESULTS AT A GLANCE – STANDARD OPTION

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2018 CSS FEHB Average	2017 NCQA Adult Commercial National Average, All LOBs
		2016	2017	2018	2016	2017	2018		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	76.41%	77.99%	78.40%	301	309	213	79.05%	77.03%
	Q23. Rating of Personal Doctor	79.26%	82.70%	89.11%	270	289	202	85.77%	84.65%
	Q27. Rating of Specialist Seen Most Often	82.97%	82.01%	84.21%	229	239	171	84.66%	84.19%
	Q42. Rating of Health Plan	70.68%	76.57%	74.49%	324	350	243	74.97%	61.41%
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	88.00%	89.62%	89.00%	267	277	193	89.44%	86.98%
	Q14. Easy to get needed care	92.38%	93.23%	90.14%	302	310	213	92.20%	
	Q25. Easy to see specialists	83.62%	86.01%	87.86%	232	243	173	86.69%	
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.84%	88.36%	88.89%	214	221	158	88.92%	85.03%
	Q4. Got urgent care as soon as needed	94.16%	90.26%	90.83%	154	154	109	91.12%	
	Q6. Got routine care as soon as needed	83.52%	86.46%	86.96%	273	288	207	86.72%	
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	93.25%	95.40%	95.16%	252	272	186	95.49%	95.34%
	Q17. Doctor explained things	94.84%	95.94%	97.31%	252	271	186	96.68%	
	Q18. Doctor listened carefully	92.06%	94.83%	93.55%	252	271	186	95.28%	
	Q19. Doctor showed respect	95.63%	96.32%	96.24%	252	272	186	96.29%	
	Q20. Doctor spent enough time	90.48%	94.49%	93.55%	252	272	186	93.73%	
Customer Service (% Always or Usually)	Customer Service Composite	88.97%	90.08%	86.17% (NA)	145	131	84	90.61%	88.16%
	Q35. Provided needed information/help	82.76%	84.73%	77.11% (NA)	145	131	83	84.37%	
	Q36. Treated with courtesy/respect	95.17%	95.42%	95.24% (NA)	145	131	84	96.85%	
Claims Processing (% Always or Usually)	Claims Processing Composite	90.88%	90.74%	91.04%	187	187	133	90.11%	88.39%
	Q40. Handled claims quickly	91.15%	88.78%	88.32%	192	196	137	87.67%	
	Q41. Handled claims correctly	90.61%	92.70%	93.75%	181	178	128	92.55%	
Plan Information on Costs*** (% Always or Usually)	Plan Information on Costs Composite	64.77%	65.56%	62.62%	202	202	164	64.80%	62.05%
	Q31. Found info on cost of service/equipment	66.67%	66.86%	61.27%	174	169	142	64.02%	
	Q33. Found info on cost of Rx medicine	62.88%	64.26%	63.98%	229	235	186	65.57%	
Shared Decision Making** (% Yes)	Shared Decision Making Composite	79.56%	83.39%	80.73%	157	151	109	81.93%	82.01%
	Q10. Discussed reasons to take a medicine	93.63%	96.69%	95.41%	157	151	109	94.20%	
	Q11. Discussed reasons not to take a medicine	73.89%	74.67%	72.48%	157	150	109	74.97%	
	Q12. Discussed what was best for you	71.15%	78.81%	74.31%	156	151	109	76.62%	
Other Areas	Q8. Health Promotion and Education (% Yes)	79.40%	79.10%	77.57%	301	311	214	78.42%	75.11%
	Q22. Coordination of Care (% Always or Usually)	77.96%	80.60%	80.69%	186	201	145	82.43%	82.76%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	70.21% (NA)	70.45% (NA)	69.77% (NA)	47	44	43	75.12%	
	Discussing Cessation Medications	34.04% (NA)	29.55% (NA)	30.23% (NA)	47	44	43	46.67%	
	Discussing Cessation Strategies	44.68% (NA)	38.64% (NA)	39.53% (NA)	47	44	43	43.96%	
	Flu Vaccinations for Adults	58.31%	57.37%	60.71%	319	319	224	52.44%	

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.