

SURVEY RESULTS AT A GLANCE - STANDARD OPTION

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			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	77.99%	78.40%	80.13%	309	213	302	2.4304 (50th)	2.4178 (50th)	2.4967 (75th)	79.99%	76.83%
	Q23. Rating of Personal Doctor	82.70%	89.11%	84.31%	289	202	274	2.5536 (50th)	2.6337 (90th)	2.6277 (90th)	85.59%	84.73%
	Q27. Rating of Specialist Seen Most Often	82.01%	84.21%	85.71%	239	171	224	2.5523 (50th)	2.6140 (75th)	2.6027 (75th)	84.50%	84.12%
	Q42. Rating of Health Plan	76.57%	74.49%	76.95%	350	243	334	2.4171 (90th)	2.3333 (75th)	2.4102 (90th)	75.01%	61.91%
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	89.62%	89.00%	87.73%	277	193	267	2.4335 (50th)	2.3849 (25th)	2.4153 (50th)	88.97%	86.71%
	Q14. Easy to get needed care	93.23%	90.14%	90.82%	310	213	305				91.88%	
	Q25. Easy to see specialists	86.01%	87.86%	84.65%	243	173	228				86.05%	
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.36%	88.89%	85.28%	221	158	224	2.4769 (50th)	2.4665 (50th)	2.4495 (50th)	88.16%	85.26%
	Q4. Got urgent care as soon as needed	90.26%	90.83%	89.17%	154	109	157				90.26%	
	Q6. Got routine care as soon as needed	86.46%	86.96%	81.38%	288	207	290				86.06%	
How Well Doctors Communicate (% Always or Usually)	How Well Doctors Communicate Composite	95.40%	95.16%	95.99%	272	186	256	Not scored	Not scored	Not scored	95.33%	95.26%
	Q17. Doctor explained things	95.94%	97.31%	98.43%	271	186	255				96.56%	
	Q18. Doctor listened carefully	94.83%	93.55%	94.53%	271	186	256				94.93%	
	Q19. Doctor showed respect	96.32%	96.24%	96.08%	272	186	255				96.44%	
Customer Service (% Always or Usually)	Q20. Doctor spent enough time	94.49%	93.55%	94.92%	272	186	256				93.39%	
	Customer Service Composite	90.08%	86.17% (NA)	91.10%	131	84	118	2.5573 (50th)	2.3938 (NA)	2.5085 (25th)	89.55%	88.53%
	Q35. Provided needed information/help	84.73%	77.11% (NA)	86.44%	131	83	118				83.64%	
Claims Processing (% Always or Usually)	Q36. Treated with courtesy/respect	95.42%	95.24% (NA)	95.76%	131	84	118				95.45%	
	Claims Processing Composite	90.74%	91.04%	88.27%	187	133	173	2.4868 (75th)	2.3944 (25th)	2.4221 (25th)	90.06%	88.95%
	Q40. Handled claims quickly	88.78%	88.32%	86.41%	196	137	184				88.48%	
Plan Information on Costs (% Always or Usually)	Q41. Handled claims correctly	92.70%	93.75%	90.12%	178	128	162				91.64%	
	Plan Information on Costs Composite	65.56%	62.62%	60.45%	202	164	150	Not scored	Not scored	Not scored	63.04%	61.35%
	Q31. Found info on cost of service/equipment	66.86%	61.27%	58.78%	169	142	131				62.88%	
Shared Decision Making (% Yes)	Q33. Found info on cost of Rx medicine	64.26%	63.98%	62.13%	235	186	169				63.20%	
	Shared Decision-Making Composite	83.39%	80.73%	80.93%	151	109	170	Not scored	Not scored	Not scored	81.34%	81.92%
	Q10. Discussed reasons to take a medicine	96.69%	95.41%	94.71%	151	109	170				94.49%	
	Q11. Discussed reasons not to take a medicine	74.67%	72.48%	72.35%	150	109	170				74.73%	
Other Areas	Q12. Discussed what was best for you	78.81%	74.31%	75.74%	151	109	169				74.79%	
	Q8. Health Promotion and Education (% Yes)	79.10%	77.57%	81.25%	311	214	304	Not scored	Not scored	Not scored	80.10%	75.45%
	Q22. Coordination of Care (% Always or Usually)	80.60%	80.69%	79.60%	201	145	201	2.2488 (<25th)	2.3103 (25th)	2.2985 (25th)	81.48%	82.23%
Effectiveness of Care Measures	Q2. Flu Vaccinations for Adults	58.36%	60.71%	62.71%	353	224	303				55.24%	
	Advising Smokers and Tobacco Users to Quit	70.45% (NA)	69.77% (NA)	78.26% (NA)	44	43	46				76.53%	
	Discussing Cessation Medications	29.55% (NA)	30.23% (NA)	52.17% (NA)	44	43	46				49.71%	
	Discussing Cessation Strategies	38.64% (NA)	39.53% (NA)	45.65% (NA)	44	43	46				45.69%	

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.