

SURVEY RESULTS AT A GLANCE High 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	81.87%	76.47%	79.82%	353	323	332	2.4419 (75th)	2.3777 (25th)	2.4488 (50th)	79.99%	76.83%
	Q23. Rating of Personal Doctor	83.58%	83.55%	83.70%	341	310	319	2.5601 (50th)	2.5387 (50th)	2.5768 (75th)	85.59%	84.73%
	Q27. Rating of Specialist Seen Most Often	86.01%	85.15%	84.12%	243	229	233	2.5597 (50th)	2.5764 (50th)	2.5665 (50th)	84.50%	84.12%
	Q42. Rating of Health Plan	82.01%	77.93%	80.11%	389	358	372	2.4756 (90th)	2.3771 (75th)	2.4866 (90th)	75.01% ▲	61.91% ▲
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	89.91%	88.24%	88.09%	300	276	280	2.4588 (50th)	2.3773 (25th)	2.4163 (50th)	88.97%	86.71%
	Q14. Easy to get needed care	94.05% ▼	91.56%	89.91%	353	320	327				91.88%	
	Q25. Easy to see specialists	85.77%	84.91%	86.27%	246	232	233				86.05%	
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	89.40%	89.75%	86.38%	255	242	231	2.5101 (75th)	2.5486 (90th)	2.4961 (75th)	88.16%	85.26%
	Q4. Got urgent care as soon as needed	92.82%	94.65%	89.81%	181	187	157				90.26%	
	Q6. Got routine care as soon as needed	85.98%	84.85%	82.95%	328	297	305				86.06%	
How Well Doctors Communicate (% Always or Usually)	How Well Doctors Communicate Composite	94.71%	95.23%	95.24%	317	294	299	Not scored	Not scored	Not scored	95.33%	95.26%
	Q17. Doctor explained things	97.16%	95.58%	96.00%	317	294	300				96.56%	
	Q18. Doctor listened carefully	94.60%	95.58%	94.98%	315	294	299				94.93%	
	Q19. Doctor showed respect	95.27%	96.26%	97.32%	317	294	298				96.44%	
	Q20. Doctor spent enough time	91.80%	93.52%	92.67%	317	293	300				93.39%	
Customer Service (% Always or Usually)	Customer Service Composite	93.20%	90.48%	89.35%	155	132	127	2.6048 (75th)	2.5773 (75th)	2.5421 (50th)	89.55%	88.53%
	Q35. Provided needed information/help	90.91%	85.50%	83.46%	154	131	127				83.64%	
	Q36. Treated with courtesy/respect	95.48%	95.45%	95.24%	155	132	126				95.45%	
Claims Processing (% Always or Usually)	Claims Processing Composite	92.65%	93.48%	93.39%	238	183	181	2.4601 (75th)	2.4841 (75th)	2.5475 (75th)	90.06%	88.95%
	Q40. Handled claims quickly	92.44%	91.40%	91.80%	238	186	183				88.48%	
	Q41. Handled claims correctly	92.86%	95.56%	94.97%	238	180	179				91.64%	
Plan Information on Costs (% Always or Usually)	Plan Information on Costs Composite	66.50%	65.14%	64.88%	177	174	164	Not scored	Not scored	Not scored	63.04%	61.35%
	Q31. Found info on cost of service/equipment	63.49%	61.62%	65.38%	189	198	182				62.88%	
	Q33. Found info on cost of Rx medicine	69.51%	68.67%	64.38%	164	150	146				63.20%	
Shared Decision Making (% Yes)	Shared Decision Making Composite	84.05%	82.53%	82.23%	190	174	167	Not scored	Not scored	Not scored	81.34%	81.92%
	Q10. Discussed reasons to take a medicine	96.34%	93.68%	96.99%	191	174	166				94.49%	
	Q11. Discussed reasons not to take a medicine	75.92%	74.14%	70.06%	191	174	167				74.73%	
	Q12. Discussed what was best for you	79.89%	79.77%	79.64%	189	173	167				74.79%	
Other Areas	Q8. Health Promotion and Education (% Yes)	80.23%	78.77%	80.30%	354	325	330	Not scored	Not scored	Not scored	80.10%	75.45% ▲
	Q22. Coordination of Care (% Always or Usually)	81.74%	82.86%	79.53%	219	210	215	2.3196 (25th)	2.2952 (25th)	2.2930 (25th)	81.48%	82.23%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	75.58% (NA)	75.90% (NA)	75.64% (NA)	86	83	78				76.53%	
	Discussing Cessation Medications	54.65% (NA)	51.81% (NA)	50.00% (NA)	86	83	78				49.71%	
	Discussing Cessation Strategies	44.71% (NA)	50.00% (NA)	41.03% (NA)	85	82	78				45.69%	
	Flu Vaccinations for Adults	48.72%	50.76%	52.21%	390	329	339				55.24%	

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Comparisons to prior-year results and relevant benchmark scores are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your rate is higher or ▼ when it is lower.

SURVEY RESULTS AT A GLANCE CDHP and Value 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	81.87% ▼	76.47%	69.03%	353	323	155	2.4419 (75th)	2.3777 (25th)	2.2581 (<25th)	79.99% ▼	76.83% ▼
	Q23. Rating of Personal Doctor	83.58%	83.55%	76.92%	341	310	143	2.5601 (50th)	2.5387 (50th)	2.4126 (<25th)	85.59% ▼	84.73% ▼
	Q27. Rating of Specialist Seen Most Often	86.01%	85.15%	78.89% (NA)	243	229	90	2.5597 (50th)	2.5764 (50th)	2.4556 (NA)	84.50%	84.12%
	Q42. Rating of Health Plan	82.01% ▼	77.93% ▼	56.65%	389	358	233	2.4756 (90th)	2.3771 (75th)	2.0687 (25th)	75.01% ▼	61.91%
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	89.91%	88.24%	86.47%	300	276	125	2.4588 (50th)	2.3773 (25th)	2.3653 (25th)	88.97%	86.71%
	Q14. Easy to get needed care	94.05%	91.56%	89.61%	353	320	154				91.88%	
	Q25. Easy to see specialists	85.77%	84.91%	83.33% (NA)	246	232	96				86.05%	
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	89.40% ▼	89.75% ▼	81.60%	255	242	105	2.5101 (75th)	2.5486 (90th)	2.3655 (<25th)	88.16% ▼	85.26%
	Q4. Got urgent care as soon as needed	92.82% ▼	94.65% ▼	83.33% (NA)	181	187	66				90.26%	
	Q6. Got routine care as soon as needed	85.98%	84.85%	79.86%	328	297	144				86.06% ▼	
How Well Doctors Communicate (% Always or Usually)	How Well Doctors Communicate Composite	94.71%	95.23%	93.89%	317	294	123	Not scored	Not scored	Not scored	95.33%	95.26%
	Q17. Doctor explained things	97.16%	95.58%	94.31%	317	294	123				96.56%	
	Q18. Doctor listened carefully	94.60%	95.58%	92.68%	315	294	123				94.93%	
	Q19. Doctor showed respect	95.27%	96.26%	95.90%	317	294	122				96.44%	
	Q20. Doctor spent enough time	91.80%	93.52%	92.68%	317	293	123				93.39%	
Customer Service (% Always or Usually)	Customer Service Composite	93.20% ▼	90.48%	83.42% (NA)	155	132	55	2.6048 (75th)	2.5773 (75th)	2.3559 (NA)	89.55%	88.53%
	Q35. Provided needed information/help	90.91% ▼	85.50%	75.93% (NA)	154	131	54				83.64%	
	Q36. Treated with courtesy/respect	95.48%	95.45%	90.91% (NA)	155	132	55				95.45%	
Claims Processing (% Always or Usually)	Claims Processing Composite	92.65%	93.48%	91.02% (NA)	238	183	83	2.4601 (75th)	2.4841 (75th)	2.5151 (NA)	90.06%	88.95%
	Q40. Handled claims quickly	92.44%	91.40%	89.53% (NA)	238	186	86				88.48%	
	Q41. Handled claims correctly	92.86%	95.56%	92.50% (NA)	238	180	80				91.64%	
Plan Information on Costs (% Always or Usually)	Plan Information on Costs Composite	66.50%	65.14%	61.24% (NA)	177	174	40	Not scored	Not scored	Not scored	63.04%	61.35%
	Q31. Found info on cost of service/equipment	63.49%	61.62%	61.36% (NA)	189	198	44				62.88%	
	Q33. Found info on cost of Rx medicine	69.51%	68.67%	61.11% (NA)	164	150	36				63.20%	
Shared Decision Making (% Yes)	Shared Decision Making Composite	84.05%	82.53%	80.18% (NA)	190	174	71	Not scored	Not scored	Not scored	81.34%	81.92%
	Q10. Discussed reasons to take a medicine	96.34%	93.68%	94.37% (NA)	191	174	71				94.49%	
	Q11. Discussed reasons not to take a medicine	75.92%	74.14%	67.61% (NA)	191	174	71				74.73%	
	Q12. Discussed what was best for you	79.89%	79.77%	78.57% (NA)	189	173	70				74.79%	
Other Areas	Q8. Health Promotion and Education (% Yes)	80.23%	78.77%	72.44%	354	325	156	Not scored	Not scored	Not scored	80.10% ▼	75.45%
	Q22. Coordination of Care (% Always or Usually)	81.74%	82.86%	77.94% (NA)	219	210	68	2.3196 (25th)	2.2952 (25th)	2.2059 (NA)	81.48%	82.23%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	75.58% (NA) ▼	75.90% (NA) ▼	55.17% (NA)	86	83	29				76.53% ▼	
	Discussing Cessation Medications	54.65% (NA) ▼	51.81% (NA) ▼	27.59% (NA)	86	83	29				49.71% ▼	
	Discussing Cessation Strategies	44.71% (NA)	50.00% (NA)	34.48% (NA)	85	82	29				45.69%	
	Flu Vaccinations for Adults	48.72% ▼	50.76% ▼	37.95%	390	329	224				55.24% ▼	

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