

Nationwide Fee-for-Service Plans

Member Survey results are collected, scored, and reported by an independent organization – not by the health plans. See Appendix D for a fuller explanation of each survey category.

Overall Plan Satisfaction	• How would you rate your overall experience with your health plan?
Getting Needed Care	• How often was it easy to get an appointment, the care, tests, or treatment you thought you needed through your health plan?
Getting Care Quickly	• When you needed care right away, how often did you get care as soon as you thought you needed? • Not counting the times you needed care right away, how often did you get an appointment at a doctor's office or clinic as soon as you thought you needed?
How Well Doctors Communicate	• How often did your personal doctor explain things in a way that was easy to understand? • How often did your personal doctor listen carefully to you, show respect for what you had to say, and spend enough time with you?
Customer Service	• How often did written materials or the Internet provide the information you needed about how your health plan works? • How often did your health plan's customer service give you the information or help you needed? • How often were the forms from your health plan easy to fill out?
Claims Processing	• How often did your health plan handle your claims quickly and correctly?
Plan Information on Costs	• How often were you able to find out from your health plan how much you would have to pay for a health care service or equipment, or for specific prescription drug medicines?

Plan Name: Open to All	Member Survey Results							
	Plan Code	Overall plan satisfaction	Getting needed care	Getting care quickly	How well doctors communicate	Customer service	Claims processing	Plan Information on Costs
FFS National Average		80.7	92.1	91.9	94.8	90.5	93.3	72.4
APWU Health Plan -high	47 47	76.5	92	91.4	95.6	86.4	90.4	69.5
Blue Cross and Blue Shield Service Benefit Plan -std	10 10	79.9	91.5	91	94.3	90.3	96.2	68.9
Blue Cross and Blue Shield Service Benefit Plan -basic	11	72.1	90.2	89.9	92.5	92.5	92.8	66.7
GEHA Benefit Plan -high	31 31	86.3	90.4	91.1	95.5	91.7	93.7	74.3
GEHA Benefit Plan -std	31 31	74.5	89	91.6	94.3	84	91.9	74.1
MHBP -std	45 45	83.9	92.9	93	96.4	92.8	94.2	71.5
MHBP - Value Plan	41 41	64.5	89.6	87.1	94.1	90.4	90.8	61.2
NALC -high	32 32	86.3	95	92.2	95.7	93.7	96.4	77
SAMBA -high	44 44	91.1	94.6	94.6	96.4	92.1	96.8	80.2
SAMBA -std	44 44	78.5	92.5	92.9	94.2	92.9	93.4	74

Plan Name: Open Only to Specific Groups

	Plan Code	Overall plan satisfaction	Getting needed care	Getting care quickly	How well doctors communicate	Customer service	Claims processing	Plan Information on Costs
FFS National Average		80.7	92.1	91.9	94.8	90.5	93.3	72.4
Compass Rose Health Plan	42 42	85.1	93.7	95.8	95.2	90.2	90.3	71.4
Foreign Service Benefit Plan	40 40	78.9	90.8	90.7	93.8	89.7	90.3	72
Panama Canal Area Benefit Plan	43 43							
Rural Carrier Benefit Plan	38 38	87.4	95.4	93.1	95.7	92.3	96.6	79