

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2016 CSS Adult Commercial Average	2015 NCQA Adult Commercial National Average, All LOBs
		2014	2015	2016	2014	2015	2016		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	83.45%	81.93%	78.26%	556	393	345	76.20%	77.49%
	Q23. Rating of Personal Doctor	88.41%	85.27%	84.71%	552	387	327	83.60%	84.74%
	Q27. Rating of Specialist Seen Most Often	87.65%	87.64%	84.14%	413	275	227	82.65%	83.95%
	Q42. Rating of Health Plan	84.98% ⁵	77.28%	79.32%	606	449	382	61.82% ⁴	63.03% ⁴
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	92.14%	90.64%	88.39%	489	334	287	87.16%	87.87%
	Q14. Easy to get needed care	94.96% ⁵	92.84%	90.70%	556	391	344	90.05%	
	Q25. Easy to see specialists	89.31%	88.45%	86.09%	421	277	230	84.28%	
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	92.47% ⁵	87.77%	85.51%	397	281	243	84.93%	85.84%
	Q4. Got urgent care as soon as needed	94.33%	88.48%	89.94%	282	191	169	87.50%	
	Q6. Got routine care as soon as needed	90.61% ⁵	87.06% ⁵	81.07%	511	371	317	82.36%	
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	97.16%	94.48%	96.38%	528	353	303	95.13%	95.30%
	Q17. Doctor explained things	97.35%	97.17%	97.70%	528	353	304	96.26%	
	Q18. Doctor listened carefully	97.15%	93.77% ⁴	97.68%	527	353	302	94.94% ⁴	
	Q19. Doctor showed respect	98.67%	95.18%	96.70%	528	353	303	96.07%	
	Q20. Doctor spent enough time	95.45%	91.78%	93.42%	528	353	304	93.24%	
Customer Service (% Always or Usually)	Customer Service Composite	92.17%	90.70%	89.02%	217	172	155	86.56%	87.26%
	Q35. Provided needed information/help	86.18%	86.05%	83.23%	217	172	155	79.86%	
	Q36. Treated with courtesy/respect	98.16%	95.35%	94.81%	217	172	154	93.25%	
Claims Processing (% Always or Usually)	Claims Processing Composite	95.29%	93.50%	92.25%	328	239	194	87.40% ⁴	88.15%
	Q40. Handled claims quickly	93.96%	92.34%	92.19%	331	235	192	85.93% ⁴	
	Q41. Handled claims correctly	96.62% ⁵	94.65%	92.31%	325	243	195	88.88%	
Plan Information on Costs*** (% Always or Usually)	Plan Information on Costs Composite	74.46%	74.58%	72.20%	293	242	191	62.13% ⁴	62.54% ⁴
	Q31. Found info on cost of service/equipment	68.57%	69.96%	71.78%	245	233	202	60.47% ⁴	
	Q33. Found info on cost of Rx medicine	80.35% ⁵	79.20%	72.63%	341	250	179	63.80% ⁴	
Shared Decision Making** (% Yes)	Shared Decision Making Composite	---	81.40%	86.30%	---	194	178	81.41%	81.45%
	Q10. Discussed reasons to take a medicine	---	94.33%	93.85%	---	194	179	94.71%	
	Q11. Discussed reasons not to take a medicine	---	75.13% ⁴	85.39%	---	193	178	73.18% ⁴	
	Q12. Discussed what was best for you	70.10% ⁴	74.74%	79.66%	311	194	177	76.32%	
Other Areas	Q8. Health Promotion and Education (% Yes)	79.64%	79.44%	80.92%	555	394	346	75.94% ⁴	74.69% ⁴
	Q22. Coordination of Care (% Always or Usually)	88.22%	81.97%	84.62%	382	244	208	82.35%	81.88%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	79.57% (NA)	76.79%	75.76% (NA)	93	112	99	73.59%	
	Discussing Cessation Medications	59.57% (NA)	55.36%	55.10% (NA)	94	112	98	46.64%	
	Discussing Cessation Strategies	44.68% (NA)	45.13%	42.42% (NA)	94	113	99	42.39%	
	Flu Vaccinations for Adults	---	47.46%	49.30%	---	413	355	46.99%	
	Aspirin Use	53.16% ⁵	47.06%	40.49%	237	221	205	40.02%	
	Discussing Aspirin Risks and Benefits	57.58% ⁵	51.72%	48.54%	495	464	410	46.52%	

Results were calculated by CSS following NCQA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCQA.

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"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.

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 the plan and the comparison score are marked as ⁴ when the plan's score is higher or ⁵ when the plan's score is lower.

* *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* was revised in 2015. 2014 results are not trendable. This composite is not scored for NCQA Accreditation.

*** *Plan Information on Costs* is not scored for NCQA Accreditation.