

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			Accreditation Means and Percentiles			2018 CSS FEHB Average	2017 NCQA Adult Commercial National Average, All LOBs
		2016	2017	2018	2016	2017	2018	2016	2017	2018		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	78.26%	81.87%	<b>76.47%</b>	345	353	<b>323</b>	2.3797 (25th)	2.4419 (75th)	<b>2.3777 (25th)</b>	79.05%	77.03%
	Q23. Rating of Personal Doctor	84.71%	83.58%	<b>83.55%</b>	327	341	<b>310</b>	2.5596 (50th)	2.5601 (50th)	<b>2.5387 (50th)</b>	85.77%	84.65%
	Q27. Rating of Specialist Seen Most Often	84.14%	86.01%	<b>85.15%</b>	227	243	<b>229</b>	2.4846 (<25th)	2.5597 (50th)	<b>2.5764 (50th)</b>	84.66%	84.19%
	Q42. Rating of Health Plan	79.32%	82.01%	<b>77.93%</b>	382	389	<b>358</b>	2.4162 (90th)	2.4756 (90th)	<b>2.3771 (75th)</b>	74.97%	61.41% ▲
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	88.39%	89.91%	<b>88.24%</b>	287	300	<b>276</b>	2.4188 (25th)	2.4588 (50th)	<b>2.3773 (25th)</b>	89.44%	86.98%
	Q14. Easy to get needed care	90.70%	94.05%	<b>91.56%</b>	344	353	<b>320</b>				92.20%	
	Q25. Easy to see specialists	86.09%	85.77%	<b>84.91%</b>	230	246	<b>232</b>				86.69%	
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	85.51%	89.40%	<b>89.75%</b>	243	255	<b>242</b>	2.4910 (50th)	2.5101 (75th)	<b>2.5486 (90th)</b>	88.92%	85.03% ▲
	Q4. Got urgent care as soon as needed	89.94%	92.82%	<b>94.65%</b>	169	181	<b>187</b>				91.12%	
	Q6. Got routine care as soon as needed	81.07%	85.98%	<b>84.85%</b>	317	328	<b>297</b>				86.72%	
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	96.38%	94.71%	<b>95.23%</b>	303	317	<b>294</b>	2.7255 (90th)	2.6627 (50th)	<b>2.6978 (75th)</b>	95.49%	95.34%
	Q17. Doctor explained things	97.70%	97.16%	<b>95.58%</b>	304	317	<b>294</b>				96.68%	
	Q18. Doctor listened carefully	97.68%	94.60%	<b>95.58%</b>	302	315	<b>294</b>				95.28%	
	Q19. Doctor showed respect	96.70%	95.27%	<b>96.26%</b>	303	317	<b>294</b>				96.29%	
	Q20. Doctor spent enough time	93.42%	91.80%	<b>93.52%</b>	304	317	<b>293</b>				93.73%	
Customer Service (% Always or Usually)	<b>Customer Service Composite</b>	89.02%	93.20%	<b>90.48%</b>	155	155	<b>132</b>	2.5248 (50th)	2.6048 (75th)	<b>2.5773 (75th)</b>	90.61%	88.16%
	Q35. Provided needed information/help	83.23%	90.91%	<b>85.50%</b>	155	154	<b>131</b>				84.37%	
	Q36. Treated with courtesy/respect	94.81%	95.48%	<b>95.45%</b>	154	155	<b>132</b>				96.85%	
Claims Processing (% Always or Usually)	<b>Claims Processing Composite</b>	92.25%	92.65%	<b>93.48%</b>	194	238	<b>183</b>	2.4933 (75th)	2.4601 (75th)	<b>2.4841 (75th)</b>	90.11%	88.39% ▲
	Q40. Handled claims quickly	92.19%	92.44%	<b>91.40%</b>	192	238	<b>186</b>				87.67%	
	Q41. Handled claims correctly	92.31%	92.86%	<b>95.56%</b>	195	238	<b>180</b>				92.55%	
Plan Information on Costs*** (% Always or Usually)	<b>Plan Information on Costs Composite</b>	72.20%	66.50%	<b>65.14%</b>	191	177	<b>174</b>	2.0878	2.0030	<b>1.9703</b>	64.80%	62.05%
	Q31. Found info on cost of service/equipment	71.78% ▼	63.49%	<b>61.62%</b>	202	189	<b>198</b>				64.02%	
	Q33. Found info on cost of Rx medicine	72.63%	69.51%	<b>68.67%</b>	179	164	<b>150</b>				65.57%	
Shared Decision Making** (% Yes)	<b>Shared Decision Making Composite</b>	86.30%	84.05%	<b>82.53%</b>	178	190	<b>174</b>				81.93%	82.01%
	Q10. Discussed reasons to take a medicine	93.85%	96.34%	<b>93.68%</b>	179	191	<b>174</b>				94.20%	
	Q11. Discussed reasons not to take a medicine	85.39% ▼	75.92%	<b>74.14%</b>	178	191	<b>174</b>				74.97%	
	Q12. Discussed what was best for you	79.66%	79.89%	<b>79.77%</b>	177	189	<b>173</b>				76.62%	
Other Areas	Q8. Health Promotion and Education (% Yes)	80.92%	80.23%	<b>78.77%</b>	346	354	<b>325</b>				78.42%	75.11%
	Q22. Coordination of Care (% Always or Usually)	84.62%	81.74%	<b>82.86%</b>	208	219	<b>210</b>	2.3221 (50th)	2.3196 (25th)	<b>2.2952 (25th)</b>	82.43%	82.76%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	75.76% (NA)	75.58% (NA)	<b>75.90% (NA)</b>	99	86	<b>83</b>				75.12%	
	Discussing Cessation Medications	55.10% (NA)	54.65% (NA)	<b>51.81% (NA)</b>	98	86	<b>83</b>				46.67%	
	Discussing Cessation Strategies	42.42% (NA)	44.71% (NA)	<b>50.00% (NA)</b>	99	85	<b>82</b>				43.96%	
	Flu Vaccinations for Adults	49.30%	48.49%	<b>50.76%</b>	355	365	<b>329</b>				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.

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\*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.

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 ▲ when the plan's score is higher or ▼ 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* is not scored for NCQA Accreditation.

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