

# 2022 (MY2021) CAHPS® 5.1H Survey Results at a Glance



## NALC CDHP+VO (Adult Commercial Survey)

| Survey Measures   | Your Organization |       |        |              |        |              | Benchmark Comparisons |             |   |             | Your Organization's Estimated 2022 NCQA Health Plan (Star) Rating |
|---|-------------------|-------|--------|--------------|--------|--------------|-----------------------|-------------|---|-------------|---|
|   | 2022              |       | 2021   |              | 2020   |              | 2022 CSS FEHB Average |             | 2021 NCQA Quality Compass National Average (All LOBs) |             |   |
|   | Rate              | (n)   | Rate   | Point Change | Rate   | Point Change | Rate                  | Point Diff. | Rate  | Point Diff. |   |
| <b>Patient Experience Measures Reported in NCQA Health Plan Ratings</b>         |                   |       |        |              |        |              |                       |             |   |             |   |
| <b>Getting Care</b>   |                   |       |        |              |        |              |                       |             |   |             |   |
| <b>Getting Needed Care Composite (% Always or Usually)</b>                      | 79.45%            | (125) | 88.57% | [-9.12] ✓    | 88.31% | [-8.86] ✓    | 87.21%                | [-7.76] ✓   | 87.81%  | [-8.36] ✓   | ★★★★☆   |
| Ease of Getting Needed Care (% Always or Usually)                               | 81.82%            | (154) | 87.23% | [-5.42]      | 93.28% | [-11.46] ✓   | 89.24%                | [-7.42] ✓   | 89.62%  | [-7.80] ✓   | ★★★★☆   |
| Ease of Seeing a Specialist (% Always or Usually)                               | 77.08%            | (96)  | 89.90% | [-12.82] ✓   | 83.33% | [-6.25]      | 85.19%                | [-8.11] ✓   | 86.17%  | [-9.09] ✓   | Not calculated  |
| <b>Getting Care Quickly Composite (% Always or Usually)</b>                     | 77.44%            | (105) | 81.89% | [-4.45]      | 87.76% | [-10.31] ✓   | 85.87%                | [-8.43] ✓   | 86.57%  | [-9.13] ✓   | ★★★★☆   |
| Ease of Getting Urgent Care (% Always or Usually)                               | 78.95%            | (76)  | 82.02% | [-3.08]      | 92.75% | [-13.81] ✓   | 87.76%                | [-8.81] ✓   | 88.83%  | [-9.88] ✓   | ★★★★☆   |
| Ease of Getting a Check-up or Routine Care (% Always or Usually)                | 75.94%            | (133) | 81.76% | [-5.82]      | 82.76% | [-6.82]      | 83.99%                | [-8.05] ✓   | 83.91%  | [-7.97] ✓   | Not calculated  |
| <b>Satisfaction With Plan Physicians</b>  |                   |       |        |              |        |              |                       |             |   |             |   |
| Rating of Personal Doctor (% 9 or 10)   | 68.21%            | (151) | 63.22% | [+4.99]      | 60.94% | [+7.27]      | 68.01%                | [+0.20]     | 70.23%  | [-2.02]     | ★★★★☆   |
| Rating of Specialist Seen Most Often (% 9 or 10)                                | 61.29%            | (93)  | 66.67% | [-5.38]      | 71.53% | [-10.24]     | 67.12%                | [-5.83]     | 69.78%  | [-8.49]     | ★★★★☆   |
| Rating of All Health Care (% 9 or 10)   | 41.56%            | (154) | 43.32% | [-1.76]      | 49.41% | [-7.85]      | 54.98%                | [-13.43] ✓  | 55.93%  | [-14.37] ✓  | ★★★★☆   |
| Coordination of Care (% Always or Usually)                                      | 85.71%            | (84)  | 83.56% | [+2.15]      | 82.50% | [+3.21]      | 83.62%                | [+0.09]     | 85.05%  | [+0.66]     | ★★★★☆   |
| <b>Satisfaction With Plan Services</b>  |                   |       |        |              |        |              |                       |             |   |             |   |
| <b>Claims Processing Composite (% Always or Usually)</b>                        | 89.97%            | (90)  | 91.04% | [-1.08]      | 89.50% | [+0.47]      | 90.23%                | [-0.27]     | 90.61%  | [-0.64]     | ★★★★☆   |
| Plan Handled Claims Quickly (% Always or Usually)                               | 90.80%            | (87)  | 90.74% | [+0.06]      | 87.20% | [+3.60]      | 88.86%                | [+1.95]     | 89.37%  | [+1.43]     | ★★★★☆   |
| Plan Handled Claims Correctly (% Always or Usually)                             | 89.13%            | (92)  | 91.35% | [-2.22]      | 91.80% | [-2.67]      | 91.61%                | [-2.48]     | 91.70%  | [-2.57]     | Not calculated  |
| Rating of Health Plan (% 9 or 10)   | 35.65%            | (216) | 36.26% | [-0.62]      | 43.04% | [-7.39]      | 56.30%                | [-20.65] ✓  | 45.34%  | [-9.69] ✓   | ★★★★☆   |
| <b>Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings</b> |                   |       |        |              |        |              |                       |             |   |             |   |
| Rating of All Health Care (% 8, 9 or 10)  | 68.18%            | (154) | 70.05% | [-1.87]      | 79.45% | [-11.26] ✓   | 79.21%                | [-11.03] ✓  | 80.12%  | [-11.94] ✓  | ★★★★☆   |
| Rating of Personal Doctor (% 8, 9 or 10)  | 82.78%            | (151) | 81.03% | [+1.75]      | 83.26% | [-0.48]      | 85.48%                | [-2.70]     | 86.36%  | [-3.58]     | ★★★★☆   |
| Rating of Specialist Seen Most Often (% 8, 9 or 10)                             | 74.19%            | (93)  | 84.38% | [-10.18]     | 81.02% | [-6.83]      | 83.44%                | [-9.25] ✓   | 86.47%  | [-12.28] ✓  | Not calculated  |
| Rating of Health Plan (% 8, 9 or 10)  | 64.35%            | (216) | 58.97% | [+5.38]      | 66.46% | [-2.10]      | 78.22%                | [-13.87] ✓  | 68.18%  | [-3.83]     | ★★★★☆   |
| <b>Additional Measures NOT Reported in NCQA Health Plan Ratings</b>             |                   |       |        |              |        |              |                       |             |   |             |   |
| <b>How Well Doctors Communicate Composite (% Always or Usually)</b>             | 94.65%            | (136) | 95.96% | [-1.31]      | 95.75% | [-1.09]      | 95.79%                | [-1.14]     | 95.90%  | [-1.25]     | ★★★★☆   |
| Doctor Explained Things (% Always or Usually)                                   | 96.32%            | (136) | 94.62% | [+1.71]      | 97.94% | [-1.61]      | 97.28%                | [-0.95]     | 96.52%  | [-0.20]     | ★★★★☆   |
| Doctor Listened Carefully (% Always or Usually)                                 | 94.12%            | (136) | 97.69% | [-3.57]      | 95.88% | [-1.76]      | 95.52%                | [-1.40]     | 95.74%  | [-1.62]     | ★★★★☆   |
| Doctor Showed Respect (% Always or Usually)                                     | 96.32%            | (136) | 98.46% | [-2.14]      | 96.39% | [-0.07]      | 96.34%                | [-0.01]     | 96.97%  | [-0.65]     | ★★★★☆   |
| Doctor Spent Enough Time (% Always or Usually)                                  | 91.85%            | (135) | 93.08% | [-1.23]      | 92.78% | [-0.93]      | 94.03%                | [-2.18]     | 94.38%  | [-2.53]     | Not calculated  |
| <b>Customer Service Composite (% Always or Usually)</b>                         | 86.71%            | (61)  | 88.82% | [-2.11]      | 89.56% | [-2.85]      | 91.69%                | [-4.98]     | 89.68%  | [-2.97]     | ★★★★☆   |
| Customer Service Provided Information/Help (% Always or Usually)                | 78.33%            | (60)  | 81.58% | [-3.25]      | 83.33% | [-5.00]      | 86.79%                | [-8.45]     | 83.82%  | [-5.49]     | ★★★★☆   |
| Customer Service Was Courteous/Respectful (% Always or Usually)                 | 95.08%            | (61)  | 96.05% | [-0.97]      | 95.79% | [-0.71]      | 96.60%                | [-1.52]     | 95.47%  | [-0.39]     | ★★★★☆   |
| <b>Effectiveness of Care Measures</b>   |                   |       |        |              |        |              |                       |             |   |             |   |
| Flu Vaccinations for Adults (% Yes)   | 34.78%            | (207) | 38.37% | [-3.59]      | 38.85% | [-4.07]      | 56.32%                | [-21.54] ✓  | 56.98%  | [-22.20] ✓  | ★★★★☆   |
| Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)    | 67.74%            | (62)  | 65.28% | [+2.46]      | 62.32% | [+5.42]      | 72.30%                | [-4.56]     | 79.50%  | [-11.76] ✓  | ★★★★☆   |
| Discussing Cessation Medications (% Sometimes, Usually, or Always)              | 46.77%            | (62)  | 39.44% | [+7.34]      | 33.82% | [+12.95]     | 49.32%                | [-2.55]     | 56.69%  | [-9.92]     | Not calculated  |
| Discussing Cessation Strategies (% Sometimes, Usually, or Always)               | 46.77%            | (62)  | 40.28% | [+6.50]      | 39.13% | [+7.64]      | 42.32%                | [+4.45]     | 53.59%  | [-6.82]     | Not calculated  |

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### Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

### Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a ✓ symbol.

### Health Plan Ratings (HPR)

Estimated HPR stars for applicable measures, calculated by CSS based on the 2021 (MY2020) NCQA Quality Compass national benchmarks, are **UNOFFICIAL** and displayed for reference only. Final HPR stars will be calculated by NCQA and released in September of 2022.