

**Consumer Assessment of Healthcare Providers Systems (CAHPS)
Overview - Rural Carrier Benefit Plan**

| CAHPS 5.0H Member Satisfaction Rural Carrier Benefit Plan (1782, 9516) | | 2017 Plan Rate | 2016 Plan Rate | 2015 Plan Rate | 2014 Plan Rate | 2013 Plan Rate | 2012 Plan Rate |
|--|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Surveys Received | | 524 | 490 | 510 | 728 | 709 | 704 |
| Response Rate | | 47.81 | 45.16 | 46.66 | 67.22 | 65.59 | 65.10 |
| Experience of Care Domain | Ratings (%) | | | | | | |
| | Rating of Personal Doctor* | 87.39 | 83.13 | 86.10 | 88.96 | 87.78 | 87.60 |
| | Rating of Specialist Seen Most Often | 84.68 | 83.66 | 86.90 | 90.35 | 86.74 | 88.10 |
| | Rating of All Health Care | 83.80 | 75.85 | 78.91 | 89.26 | 86.33 | 85.90 |
| | Rating of Health Plan* | 78.63 | 74.23 | 77.66 | 89.45 | 86.47 | 87.40 |
| | Composite Measures (%) | | | | | | |
| | Getting Needed Care* | 92.00 | 92.66 | 92.79 | 95.84 | 94.62 | 95.40 |
| | Getting Care Quickly* | 90.10 | 90.93 | 91.54 | 94.33 | 94.71 | 93.10 |
| | How Well Doctors Communicate | 97.43 | 96.12 | 96.28 | 96.07 | 96.70 | 95.70 |
| | Customer Service* | 95.63 | 90.68 | 95.56 | 92.86 | 92.82 | 92.30 |
| | Claims Processing* | 94.01 | 92.20 | 94.10 | 97.14 | 96.64 | 96.60 |
| | Plan Information on Costs* | 73.09 | 72.06 | 74.45 | 74.60 | 77.27 | 79.00 |
| | Shared Decision Making | 82.14 | 82.35 | 81.84 | 43.53 | 40.81 | 54.80 |
| | Additional Content Areas (%) | | | | | | |
| | Health Promotion and Education | 82.09 | 78.99 | 79.60 | 76.70 | 75.44 | 57.90 |
| Coordination of Care* | 89.82 | 85.31 | 83.97 | 88.40 | 87.44 | 89.00 | |
| Effectiveness of Care | Medical Assistance with Smoking and Tobacco Use Cessation - MSC (%) | | | | | | |
| | Advising Smokers and Tobacco Users to Quit | 73.10 | 71.43 | 73.44 | 80.67 | 77.23 | 73.70 |
| | Discussing Cessation Medications | 50.34 | 55.41 | 53.49 | 49.57 | 47.93 | 49.10 |
| | Discussing Cessation Strategies | 48.28 | 53.10 | 44.80 | 41.03 | 37.40 | 37.40 |
| | Flu Vaccinations for Adults Ages 18-64 - FVA (%) | | | | | | |
| Flu Vaccinations for Adults* | 45.08 | 36.81 | 40.45 | 46.24 | 44.10 | 44.60 | |

Notes:

sample frame excludes Medicare Primary; initial sample size = 1,100 mailings

"NA" denotes that the measure does not meet the NCQA minimum denominator threshold (100 responses)

Percentile Benchmarks are sourced from NCQA Quality Compass - National Commercial PPO Products

* denotes OPM QCR Plan Performance Scored measure

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TTY: 711

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T'áá ni nizaad k'ehjí bee níká a'doowoł doo báh ílínígóó koji' hólne' 800-638-8432. (Navajo)