

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

CAHPS 5.0H Member Satisfaction		2018 Plan Rate	2017 Plan Rate	2016 Plan Rate	2015 Plan Rate	2014 Plan Rate	2013 Plan Rate	2012 Plan Rate
Surveys Received		514	524	490	510	728	709	704
Response Rate		47.16	47.81	45.16	46.66	67.22	65.59	65.10
Experience of Care Domain	Ratings (%)							
	Rating of Personal Doctor*	87.19	87.39	83.13	86.10	88.96	87.78	87.60
	Rating of Specialist Seen Most Often	87.38	84.68	83.66	86.90	90.35	86.74	88.10
	Rating of All Health Care	80.62	83.80	75.85	78.91	89.26	86.33	85.90
	Rating of Health Plan*	75.64	78.63	74.23	77.66	89.45	86.47	87.40
	Composite Measures (%)							
	Getting Needed Care*	90.87	92.00	92.66	92.79	95.84	94.62	95.40
	Getting Care Quickly*	92.20	90.10	90.93	91.54	94.33	94.71	93.10
	How Well Doctors Communicate	96.75	97.43	96.12	96.28	96.07	96.70	95.70
	Customer Service*	92.22	95.63	90.68	95.56	92.86	92.82	92.30
	Claims Processing*	93.09	94.01	92.20	94.10	97.14	96.64	96.60
	Plan Information on Costs*	69.76	73.09	72.06	74.45	74.60	77.27	79.00
	Shared Decision Making	85.92	82.14	82.35	81.84	43.53	40.81	54.80
	Additional Content Areas (%)							
Health Promotion and Education	77.18	82.09	78.99	79.60	76.70	75.44	57.90	
Coordination of Care*	84.42	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	74.83	73.10	71.43	73.44	80.67	77.23	73.70
	Discussing Cessation Medications	48.61	50.34	55.41	53.49	49.57	47.93	49.10
	Discussing Cessation Strategies	41.67	48.28	53.10	44.80	41.03	37.40	37.40
	% Current Smokers	14.29	13.89	15.43	-	-	-	-
	Flu Vaccinations for Adults Ages 18-64 - FVA (%)							
Flu Vaccinations for Adults*	40.97	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*