



# TPA Commercial Adult Member Satisfaction Survey Results 2016

**Preferred**  
ADMINISTRATORS

# Overall Objective

- SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS Survey Vendor, was selected by Preferred Administrators to conduct its 2016 CAHPS® 5.0H Commercial Adult Member Satisfaction Survey.
- NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

# Overall Objective

- The CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care.
- The survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care

# Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration:

- 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards)
- 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts.

# Response Rates

- The required sample size is 1,100 in accordance with NCQA protocol for adult commercial plans
- 15 were ineligible due to either bad address and bad phone numbers, etc.
- 109 total surveys completed – 106 mail and 3 phone
- 10.1% response rate by mail/phone

# Overview of Summary Rate Comparisons

## Health Plan Domain

Composites, Measures, & Ratings	2016 Summary Rate (SR)	2015 Trend Comparisons		2016 PPO SPH Analytics Benchmark Comparisons			2016 PPO Quality Compass® All Plans Benchmark Comparisons		
		SR	**	SR	Percentile Rank†	**	SR	Percentile Rank†	**
8-10 Rating of Health Plan (Q42)	70.1%	NA		60.8%	81st	↑	59.5%	88th	↑
8-10 Rating of Health Plan (Q42)	49.5%	NA		36.3%	96th	↑	34.7%	97th	↑
Getting Needed Care	80.5%***	NA		88.0%	<10th	↓	87.9%	<10th	↓
Customer Service	78.0%***	NA		86.7%	<10th		87.5%	<10th	
Claims Processing	88.1%***	NA		87.9%	49th		87.8%	50th	
Plan Information on Costs	67.1%***	NA		57.8%	91st		60.7%	90th	
Providing Needed Information (Q29)	55.6%***	NA		62.7%	10th		65.6%	<10th	
Ease of Filling Out Forms (Q38)	100.0%	NA		95.4%	99th		95.2%	99th	↑

† Indicates where your plan's Summary Rate ranks when compared to all other plans in the benchmark.

\*\* Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.

\*\*\* Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

# Overview of Summary Rate Comparisons

## Health Care Domain

Composites, Measures, & Ratings	2016 Summary Rate (SR)	2015 Trend Comparisons		2016 PPO SPH Analytics Benchmark Comparisons			2016 PPO Quality Compass® All Plans Benchmark Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	71.4%***	NA		76.8%	<10th		76.5%	<10th	
9-10 Rating of Health Care (Q13)	48.4%***	NA		49.8%	45th		48.7%	48th	
Getting Care Quickly	70.5%***	NA		86.2%	<10th	↓	85.8%	<10th	↓
How Well Doctors Communicate	93.2%***	NA		95.6%	<10th		95.6%	<10th	
Shared Decision Making	81.7%***	NA		82.5%	33rd		82.0%	45th	
Health Promotion and Education (Q8)	79.1%***	NA		74.4%	94th		74.6%	87th	
Coordination of Care (Q22)	79.5%***	NA		80.3%	43rd		81.3%	32nd	
8-10 Rating of Personal Doctor (Q23)	78.5%***	NA		84.1%	<10th		84.4%	<10th	
9-10 Rating of Personal Doctor (Q23)	64.6%***	NA		65.6%	44th		65.5%	45th	
8-10 Rating of Specialist (Q27)	81.1%***	NA		83.5%	19th		83.3%	25th	
9-10 Rating of Specialist (Q27)	62.3%***	NA		65.5%	22nd		64.9%	28th	

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