

2021 (MY2020) CAHPS® 5.1H Survey Results at a Glance



NALC High Option (Adult Commercial Survey)

Survey Measures	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2021 NCQA Health Plan (Star) Rating
	2021		2020		2019		2021 CSS FEHB Average		2020 NCQA Quality Compass National Average (All LOBs)		
	Rate	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Diff.	Rate	Point Diff.	
Patient Experience Measures Reported in NCQA Health Plan Ratings											
Getting Care											
Getting Needed Care Composite (% Always or Usually)	86.92%	(227)	88.68%	[-1.76]	88.09%	[-1.17]	88.88%	[-1.96]	87.22%	[-0.30]	★★★★☆
Ease of Getting Needed Care (% Always or Usually)	90.42%	(261)	92.02%	[-1.60]	89.91%	[+0.51]	90.51%	[-0.09]	90.45%	[-0.03]	★★★★☆
Ease of Seeing a Specialist (% Always or Usually)	83.42%	(193)	85.34%	[-1.92]	86.27%	[-2.85]	87.25%	[-3.84]	83.91%	[-0.49]	Not calculated
Getting Care Quickly Composite (% Always or Usually)	89.93%	(182)	89.29%	[+0.63]	86.38%	[+3.55]	87.72%	[+2.20]	86.02%	[+3.91]	★★★★☆
Ease of Getting Urgent Care (% Always or Usually)	91.06%	(123)	91.76%	[-0.70]	89.81%	[+1.25]	89.60%	[+1.46]	89.86%	[+1.20]	★★★★☆
Ease of Getting a Check-up or Routine Care (% Always or Usually)	88.80%	(241)	86.83%	[+1.97]	82.95%	[+5.85]	85.85%	[+2.95]	82.58%	[+6.22]	Not calculated
Satisfaction With Plan Physicians											
Rating of Personal Doctor (% 9 or 10)	71.64%	(275)	69.19%	[+2.45]	65.83%	[+5.81]	69.37%	[+2.26]	71.10%	[+0.54]	★★★★☆
Rating of Specialist Seen Most Often (% 9 or 10)	69.27%	(192)	71.10%	[-1.83]	65.67%	[+3.61]	68.36%	[+0.91]	69.75%	[-0.48]	★★★★☆
Rating of All Health Care (% 9 or 10)	63.22%	(261)	55.44%	[+7.78]	54.52%	[+8.70]	56.61%	[+6.61]	55.45%	[+7.77]	★★★★☆
Coordination of Care (% Always or Usually)	87.82%	(156)	85.47%	[+2.35]	79.53%	[+8.29]	83.75%	[+4.07]	84.85%	[+2.97]	★★★★☆
Satisfaction With Plan Services											
Claims Processing Composite (% Always or Usually)	89.49%	(157)	92.40%	[-2.91]	93.39%	[-3.90]	90.77%	[-1.28]	90.29%	[-0.80]	★★★★☆
Plan Handled Claims Quickly (% Always or Usually)	86.62%	(157)	90.43%	[-3.81]	91.80%	[-5.18]	89.51%	[-2.89]	89.09%	[-2.47]	Not calculated
Plan Handled Claims Correctly (% Always or Usually)	92.36%	(157)	94.37%	[-2.02]	94.97%	[-2.62]	92.02%	[+0.34]	91.49%	[+0.87]	★★★★☆
Rating of Health Plan (% 9 or 10)	61.52%	(330)	59.11%	[+2.40]	57.26%	[+4.26]	56.14%	[+5.38]	44.63%	[+16.89]	★★★★☆
Overall Ratings (% 8, 9, or 10) NOT Reported in NCQA Health Plan Ratings											
Rating of All Health Care (% 8, 9 or 10)	81.23%	(261)	82.49%	[-1.27]	79.82%	[+1.41]	80.62%	[+0.61]	79.55%	[+1.68]	★★★★☆
Rating of Personal Doctor (% 8, 9 or 10)	87.27%	(275)	88.80%	[-1.52]	83.70%	[+3.57]	85.74%	[+1.54]	87.18%	[+0.09]	★★★★☆
Rating of Specialist Seen Most Often (% 8, 9 or 10)	85.42%	(192)	87.07%	[-1.66]	84.12%	[+1.30]	85.81%	[-0.39]	86.13%	[-0.71]	★★★★☆
Rating of Health Plan (% 8, 9 or 10)	80.91%	(330)	80.30%	[+0.61]	80.11%	[+0.80]	76.74%	[+4.17]	67.00%	[+13.91]	★★★★☆
Additional Measures NOT Reported in NCQA Health Plan Ratings											
How Well Doctors Communicate Composite (% Always or Usually)	96.96%	(238)	95.66%	[+1.30]	95.24%	[+1.71]	95.84%	[+1.12]	95.85%	[+1.11]	★★★★☆
Doctor Explained Things (% Always or Usually)	96.65%	(239)	96.05%	[+0.60]	96.00%	[+0.65]	96.21%	[+0.44]	96.65%	[+0.00]	★★★★☆
Doctor Listened Carefully (% Always or Usually)	97.06%	(238)	95.43%	[+1.63]	94.98%	[+2.08]	95.92%	[+1.14]	95.70%	[+1.36]	★★★★☆
Doctor Showed Respect (% Always or Usually)	98.31%	(237)	96.65%	[+1.67]	97.32%	[+1.00]	96.94%	[+1.37]	96.86%	[+1.45]	★★★★☆
Doctor Spent Enough Time (% Always or Usually)	95.80%	(238)	94.51%	[+1.29]	92.67%	[+3.13]	94.28%	[+1.52]	94.18%	[+1.62]	★★★★☆
Customer Service Composite (% Always or Usually)	87.76%	(122)	90.75%	[-2.99]	89.35%	[-1.59]	90.30%	[-2.54]	90.30%	[-2.54]	★★★★☆
Customer Service Provided Information/Help (% Always or Usually)	81.30%	(123)	87.28%	[-5.98]	83.46%	[-2.16]	84.94%	[-3.64]	84.53%	[-3.23]	★★★★☆
Customer Service Was Courteous/Respectful (% Always or Usually)	94.21%	(121)	94.22%	[-0.00]	95.24%	[-1.02]	95.65%	[-1.43]	96.03%	[-1.82]	★★★★☆
Effectiveness of Care Measures											
Flu Vaccinations for Adults (% Yes)	54.95%	(293)	53.72%	[+1.23]	52.21%	[+2.74]	60.37%	[-5.42]	55.36%	[-0.41]	★★★★☆
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	76.92%	(78)	70.00%	[+6.92]	75.64%	[+1.28]	77.18%	[-0.26]	73.06%	[+3.86]	★★★★☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	51.28%	(78)	43.75%	[+7.53]	50.00%	[+1.28]	54.80%	[-3.52]	49.20%	[+2.08]	★★★★☆
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	42.86%	(77)	30.38%	[+12.48]	41.03%	[+1.83]	50.42%	[-7.57]	46.18%	[-3.32]	★★★★☆

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 your 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 2020 NCQA Quality Compass national benchmarks, are displayed for reference only. Final HPR stars will be calculated by NCQA based on the 2021 Quality Compass benchmarks. NCQA plans to release these scored directly to plans in September of 2021.