

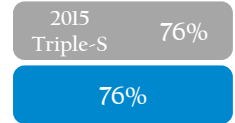
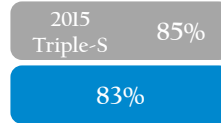
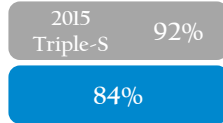
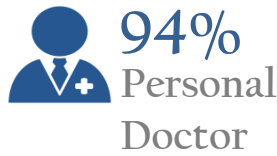
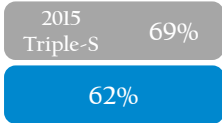
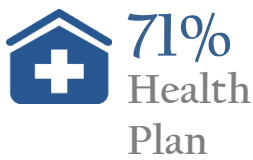
The survey measures the members experiences with health care including health plan accessibility of services and communications skills of providers. It also measures health plans performance on important dimension of care and service.



The final sample included 1,100 members of Triple-S Salud whose primary coverage was through a commercial product line. Eligible members were defined as plan members who were 18 years or older as of December 31, 2015; were currently enrolled; had been continuously enrolled for twelve months. Survey was conducted between February 19 and May 11, 2016.

Triple-S Ratings

■ 2016 CSS Adult Commercial Average



Rating questions use a 0 to 10 scale with 10 being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (8, 9, or 10). The CSS Adult Commercial Average is calculated by pooling survey responses across 52 representative Adult Commercial plans surveyed by CSS.

Composite Measure

Composite measures combine results from related survey questions into a single measure to summarize health plan performance. (*Less than 100 responses)

Composite Measure	Triple-S Salud		2016 CSS Adult Commercial Average
	2016	2015	
Getting Needed Care	86%	84%	87%
Getting Care Quickly	88%	84%	85%
How Well Doctors Communicate	98%	97%	95%
*Customer Service	86%	84%	87%
*Claims Processing	78%	76%	87%
*Plan Information on Cost	61%	58%	62%
*Shared Decision Making	79%	75%	81%