

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.

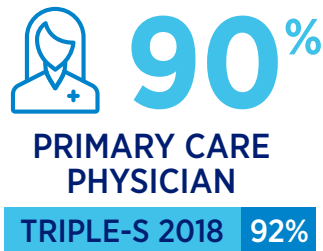
CAHPS Commercial

SUMMARY 2019



The final sample included 139 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, 2018; were currently enrolled; had been continuously enrolled for twelve months. Survey was conducted between March 8 and May 19, 2019.

TRIPLE-S RATINGS



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).

COMPOSITE MEASURE

Composite measures combine results from related survey questions into a single measure to summarize health plan performance.

| Composite Measures | TSS 2019 | TSS 2018 |
|--|----------|----------|
| Access to the necessary services | 83% | 86% |
| Quick access to medical services | 82% | 88% |
| How well the doctor communicates | 93% | 97% |
| Customer Service | 87% | 84% |
| Complaint processing | 72% | 80% |
| Plan Cost Information | 48% | 63% |
| Making shared decisions | 75% | 75% |
| Other Measures | | |
| Health Promotion and Education | 62% | 77% |
| Care Coordination | 72% | 82% |
| Providing the necessary information | 74% | - |
| Ease of filling out forms | 99% | - |
| Qualification Questions | | |
| Health care rating | 76% | 82% |
| Primary Care Physician Rating | 90% | 92% |
| Specialist Rating | 88% | 87% |
| Health Plan Rating | 72% | 74% |
| Effectiveness of care measures | | |
| Flu vaccines (adults 18-64) | 26% | 27% |
| Advice to smokers and tobacco users to discontinue use | 100% | 79% |
| Discussing smoking cessation medications | 43% | 32% |
| Discussing cease-and-see strategies | 43% | 11% |