

**Consumer Assessment of Healthcare Providers Systems (CAHPS)  
Foreign Service 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		321	345	342	408	517	551	602
Response Rate		29.42	31.83	31.61	36.99	47.43	51.16	57.10
Experience of Care Domain	<b>Ratings (%)</b>							
	<b>Rating of Personal Doctor*</b>	78.01	81.11	80.72	76.87	83.91	81.58	82.80
	Rating of Specialist Seen Most Often	79.57	84.55	77.64	80.95	80.70	79.90	87.90
	Rating of All Health Care	73.08	78.34	71.24	71.82	77.87	75.35	80.00
	<b>Rating of Health Plan*</b>	73.16	76.99	74.34	73.77	83.26	79.84	78.90
	<b>Composite Measures (%)</b>							
	<b>Getting Needed Care*</b>	87.16	90.07	85.95	86.19	91.28	89.81	90.80
	<b>Getting Care Quickly*</b>	87.04	89.42	88.26	86.02	92.80	90.93	90.70
	How Well Doctors Communicate	93.78	93.20	92.25	92.36	98.81	96.46	93.80
	<b>Customer Service*</b>	88.48	88.38	86.95	87.87	88.71	89.19	89.70
	<b>Claims Processing*</b>	83.53	87.46	85.80	87.10	90.41	88.89	90.30
	<b>Plan Information on Costs*</b>	64.17	60.54	62.13	69.55	73.37	72.07	72.00
	Shared Decision Making	81.67	85.77	78.09	80.49	47.72	40.03	53.00
	<b>Additional Content Areas (%)</b>							
	Health Promotion and Education	78.32	83.71	75.90	77.45	85.41	78.00	57.40
<b>Coordination of Care*</b>	72.07	73.74	79.89	67.87	81.01	75.29	81.80	
Effectiveness of Care	<b>Medical Assistance with Smoking and Tobacco Use Cessation - MSC (%)</b>							
	Advising Smokers and Tobacco Users to Quit	NA	NA	NA	NA	NA	NA	NA
	Discussing Cessation Medications	NA	NA	NA	NA	NA	NA	NA
	Discussing Cessation Strategies	NA	NA	NA	NA	NA	NA	NA
	% Current Smokers	6.27	5.85	6.47	-	-	-	-
	<b>Flu Vaccinations for Adults Ages 18-64 - FVA (%)</b>							
<b>Flu Vaccinations for Adults*</b>	64.84	63.44	57.99	59.20	63.36	63.44	63.00	

Notes:

Sample frame excludes Medicare Primary & Overseas/Redirect mailing addres; 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