

Provider Satisfaction Post-Call Survey
Key Indicators Dashboard 2017
San Antonio, TX Clinical Team

Key Indicators	Question Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Goal
Survey Response Rate	# of Surveys / # of Incoming Calls	10.9%	11.5%	10.5%	9.4%	9.9%	10.9%	11.0%	10.7%	11.5%	11.1%	9.9%	9.1%	10.5%	> 5%
Net Promoter Score	Based on this call, how likely are you to recommend Aetna to your friends, family, and colleagues?	74.8%	76.0%	74.2%	77.5%	80.0%	74.0%	78.1%	70.8%	74.5%	69.7%	79.8%	65.0%	74.5%	> 55%
Care & Effort	I felt valued as a customer; I was satisfied with the service I received today; The representative was easy to work with.	95.1%	94.7%	93.4%	94.9%	94.8%	94.5%	92.1%	92.9%	92.7%	94.0%	95.0%	91.2%	93.8%	> 90%
Ownership	The representative took full responsibility for helping me.	97.7%	98.5%	97.4%	97.5%	98.1%	97.4%	95.1%	98.1%	97.2%	97.7%	97.8%	96.4%	97.4%	> 90%
First Call Resolution	Was the representative able to resolve your request at the time of the call?	92.7%	95.5%	93.6%	97.8%	95.5%	93.6%	93.5%	90.8%	95.6%	94.0%	94.7%	92.4%	94.1%	> 90%
Calls Per Issue (1 Call)	Please indicate the number of times you have had to call regarding this inquiry.	84.6%	85.4%	85.4%	85.1%	86.0%	84.1%	84.3%	87.5%	88.8%	86.5%	89.0%	88.6%	86.3%	> 90%

