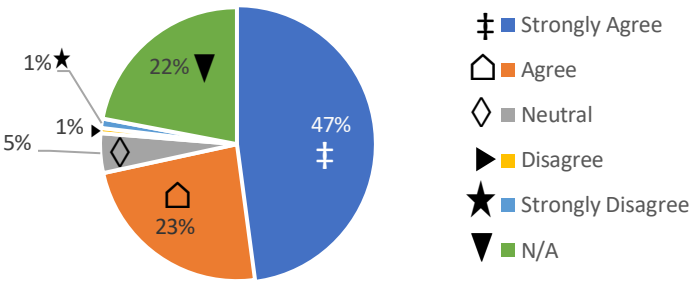
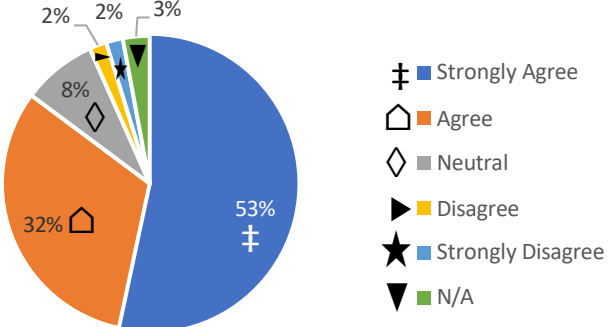
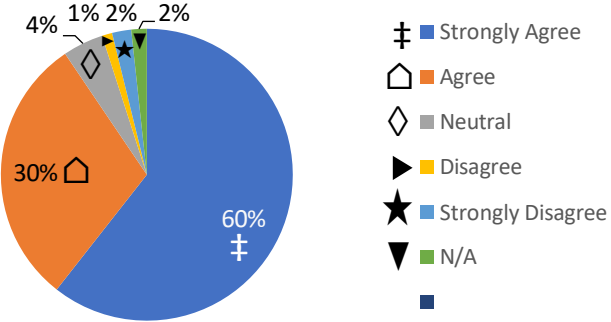


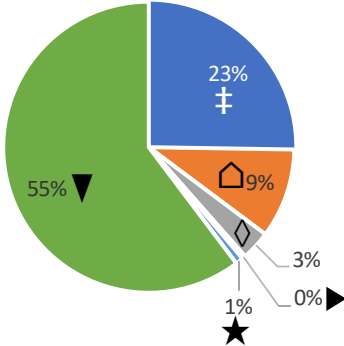
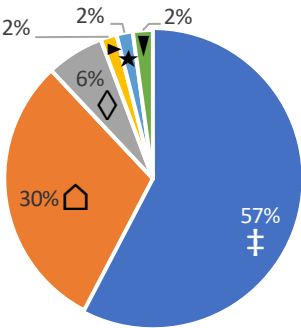
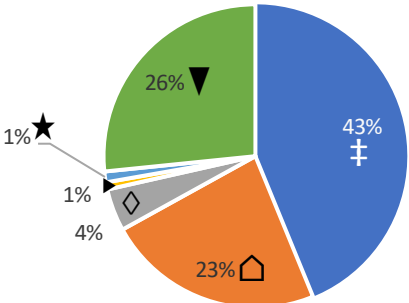


2023 Member Survey Results Banner – University Family Care/ACC

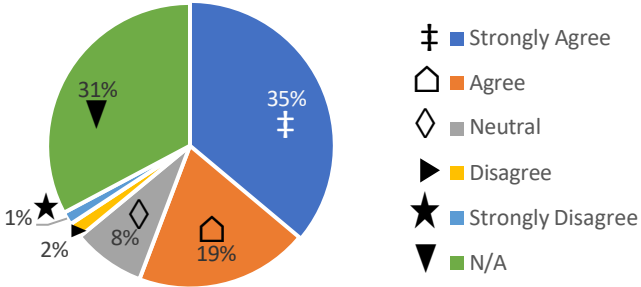
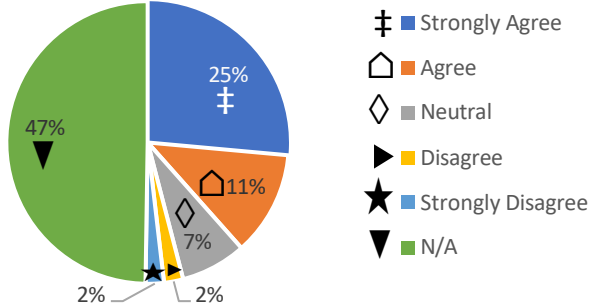
Question	2023	2022	2021	2020	2019
1. How likely are you to recommend Banner – University Family Care/ACC (B – UFC/ACC) to a family member or friend?	NPS = 76%	NPS = 78%	NPS = 69%	NPS = 65%	NPS = 66%

Question	Results
2. Overall, my experience with B – UFC/ACC has been positive.	<p>Legend:</p> <ul style="list-style-type: none"> Strongly Agree (Blue square with cross) Agree (Orange square) Neutral (Grey diamond) Disagree (Yellow triangle) Strongly Disagree (Blue star) N/A (Green inverted triangle)
3. Customer Service Representatives are knowledgeable and helpful.	<p>Legend:</p> <ul style="list-style-type: none"> Strongly Agree (Blue square with cross) Agree (Orange square) Neutral (Grey diamond) Disagree (Yellow triangle) Strongly Disagree (Blue star) N/A (Green inverted triangle)

Question	Results
<p>4. I am satisfied with the language assistance services provided by B – UFC/ACC Customer Care Center.</p>	 <p> ⚕️ Strongly Agree 🏠 Agree ◇ Neutral ▶️ Disagree ★ Strongly Disagree ▼ N/A </p>
<p>5. I am satisfied with how B – UFC/ACC health plan explains my benefits and resources available to me.</p>	 <p> ⚕️ Strongly Agree 🏠 Agree ◇ Neutral ▶️ Disagree ★ Strongly Disagree ▼ N/A </p>
<p>6. I believe I receive quality health care from B – UFC/ACC providers.</p>	 <p> ⚕️ Strongly Agree 🏠 Agree ◇ Neutral ▶️ Disagree ★ Strongly Disagree ▼ N/A </p>

Question	Results														
<p>7. I am happy with the health care MY CHILD receives from B – UFC/ACC providers.</p>	 <p>Legend:</p> <ul style="list-style-type: none"> Strongly Agree (Blue square with cross) Agree (Orange square with house) Neutral (Grey square with diamond) Disagree (Yellow square with triangle) Strongly Disagree (Blue square with star) N/A (Green square with inverted triangle) <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>23%</td> </tr> <tr> <td>Agree</td> <td>9%</td> </tr> <tr> <td>Neutral</td> <td>3%</td> </tr> <tr> <td>Disagree</td> <td>0%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1%</td> </tr> <tr> <td>N/A</td> <td>55%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	23%	Agree	9%	Neutral	3%	Disagree	0%	Strongly Disagree	1%	N/A	55%
Response	Percentage														
Strongly Agree	23%														
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Strongly Disagree	1%														
N/A	55%														
<p>8. I am satisfied with how my health care providers answer my questions.</p>	 <p>Legend:</p> <ul style="list-style-type: none"> Strongly Agree (Blue square with cross) Agree (Orange square with house) Neutral (Grey square with diamond) Disagree (Yellow square with triangle) Strongly Disagree (Blue square with star) N/A (Green square with inverted triangle) <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>57%</td> </tr> <tr> <td>Agree</td> <td>30%</td> </tr> <tr> <td>Neutral</td> <td>6%</td> </tr> <tr> <td>Disagree</td> <td>2%</td> </tr> <tr> <td>Strongly Disagree</td> <td>2%</td> </tr> <tr> <td>N/A</td> <td>2%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	57%	Agree	30%	Neutral	6%	Disagree	2%	Strongly Disagree	2%	N/A	2%
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N/A	2%														
<p>9. I am satisfied with the language assistance services available during B – UFC/ACC provider appointments.</p>	 <p>Legend:</p> <ul style="list-style-type: none"> Strongly Agree (Blue square with cross) Agree (Orange square with house) Neutral (Grey square with diamond) Disagree (Yellow square with triangle) Strongly Disagree (Blue square with star) N/A (Green square with inverted triangle) <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>43%</td> </tr> <tr> <td>Agree</td> <td>23%</td> </tr> <tr> <td>Neutral</td> <td>4%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1%</td> </tr> <tr> <td>N/A</td> <td>26%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	43%	Agree	23%	Neutral	4%	Disagree	1%	Strongly Disagree	1%	N/A	26%
Response	Percentage														
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N/A	26%														

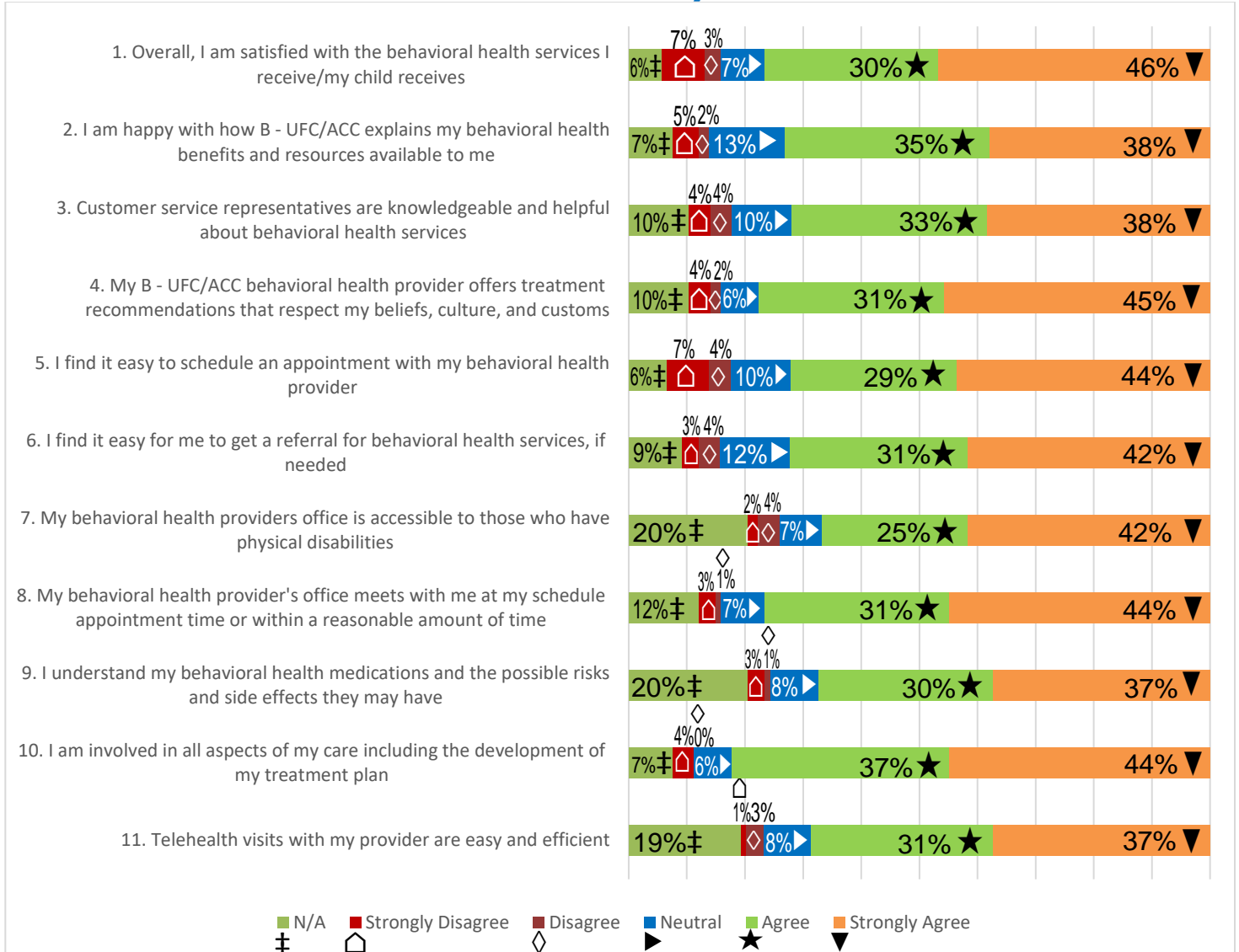
Question	Results														
10.My B – UFC/ACC providers respect my beliefs, culture, and customs.	<p>A pie chart representing the survey results for Question 10. The chart is divided into six segments: a large blue segment for 'Strongly Agree' at 51%, an orange segment for 'Agree' at 28%, a green segment for 'N/A' at 11%, a grey segment for 'Neutral' at 6%, and two very small segments for 'Disagree' and 'Strongly Disagree', each at 1%. A legend to the right of the chart defines the symbols for each response category.</p> <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>51%</td></tr><tr><td>Agree</td><td>28%</td></tr><tr><td>Neutral</td><td>6%</td></tr><tr><td>Disagree</td><td>1%</td></tr><tr><td>Strongly Disagree</td><td>1%</td></tr><tr><td>N/A</td><td>11%</td></tr></tbody></table>	Response	Percentage	Strongly Agree	51%	Agree	28%	Neutral	6%	Disagree	1%	Strongly Disagree	1%	N/A	11%
Response	Percentage														
Strongly Agree	51%														
Agree	28%														
Neutral	6%														
Disagree	1%														
Strongly Disagree	1%														
N/A	11%														
11.I find it easy to schedule appointments with my providers.	<p>A pie chart representing the survey results for Question 11. The chart is divided into six segments: a large blue segment for 'Strongly Agree' at 52%, an orange segment for 'Agree' at 30%, a grey segment for 'Neutral' at 8%, and three small segments for 'Disagree', 'Strongly Disagree', and 'N/A', each at 2%. A legend to the right of the chart defines the symbols for each response category.</p> <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>52%</td></tr><tr><td>Agree</td><td>30%</td></tr><tr><td>Neutral</td><td>8%</td></tr><tr><td>Disagree</td><td>2%</td></tr><tr><td>Strongly Disagree</td><td>2%</td></tr><tr><td>N/A</td><td>2%</td></tr></tbody></table>	Response	Percentage	Strongly Agree	52%	Agree	30%	Neutral	8%	Disagree	2%	Strongly Disagree	2%	N/A	2%
Response	Percentage														
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Agree	30%														
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Disagree	2%														
Strongly Disagree	2%														
N/A	2%														
12.The parking lot, doorways and bathrooms at my provider’s offices are easily accessible to me.	<p>A pie chart representing the survey results for Question 12. The chart is divided into six segments: a large blue segment for 'Strongly Agree' at 58%, an orange segment for 'Agree' at 29%, a green segment for 'N/A' at 5%, a grey segment for 'Neutral' at 4%, and two very small segments for 'Disagree' and 'Strongly Disagree', each at 1%. A legend to the right of the chart defines the symbols for each response category.</p> <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>58%</td></tr><tr><td>Agree</td><td>29%</td></tr><tr><td>Neutral</td><td>4%</td></tr><tr><td>Disagree</td><td>1%</td></tr><tr><td>Strongly Disagree</td><td>1%</td></tr><tr><td>N/A</td><td>5%</td></tr></tbody></table>	Response	Percentage	Strongly Agree	58%	Agree	29%	Neutral	4%	Disagree	1%	Strongly Disagree	1%	N/A	5%
Response	Percentage														
Strongly Agree	58%														
Agree	29%														
Neutral	4%														
Disagree	1%														
Strongly Disagree	1%														
N/A	5%														

Question	Results														
13.Telehealth visits with my provider are easy and efficient.	 <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>35%</td></tr><tr><td>Agree</td><td>19%</td></tr><tr><td>Neutral</td><td>8%</td></tr><tr><td>Disagree</td><td>2%</td></tr><tr><td>Strongly Disagree</td><td>1%</td></tr><tr><td>N/A</td><td>31%</td></tr></tbody></table>	Response	Percentage	Strongly Agree	35%	Agree	19%	Neutral	8%	Disagree	2%	Strongly Disagree	1%	N/A	31%
Response	Percentage														
Strongly Agree	35%														
Agree	19%														
Neutral	8%														
Disagree	2%														
Strongly Disagree	1%														
N/A	31%														
14.Transportation services offered by B – UFC/ACC met my needs and were easy to use.	 <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>25%</td></tr><tr><td>Agree</td><td>11%</td></tr><tr><td>Neutral</td><td>7%</td></tr><tr><td>Disagree</td><td>2%</td></tr><tr><td>Strongly Disagree</td><td>2%</td></tr><tr><td>N/A</td><td>47%</td></tr></tbody></table>	Response	Percentage	Strongly Agree	25%	Agree	11%	Neutral	7%	Disagree	2%	Strongly Disagree	2%	N/A	47%
Response	Percentage														
Strongly Agree	25%														
Agree	11%														
Neutral	7%														
Disagree	2%														
Strongly Disagree	2%														
N/A	47%														

Strongly Agree and Agree Comparison Results

Question	2023	2022
2. Overall, my experience with B – UFC/ACC has been positive.	91%	90%
3. Customer service representatives are knowledgeable and helpful.	87%	85%
4. I am satisfied with the language assistance services provided by B – UFC/ACC Customer Care Center.	71%	89%
5. I am satisfied with how B – UFC/ACC health plan explains my benefits and resources available to me.	84%	49%
6. I believe I receive quality health care from B – UFC/ACC providers.	90%	88%
7. I am happy with the health care my child receives from B – UFC/ACC providers.	32%	80%
8. I am satisfied with how my health care providers answer my questions.	87%	79%
9. I am satisfied with the language assistance services available during B – UFC/ACC provider appointments.	65%	80%
10. My B – UFC/ACC providers respect my beliefs, culture, and customs.	79%	83%
11. I find it easy to schedule appointments with my providers.	82%	53%
12. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.	87%	Yes: 18%
13. Telehealth visits with my provider are easy and efficient.	54%	N/A
14. Transportation services offered by B – UFC/ACC met my needs and were easy to use.	36%	N/A

2023 Behavioral Health Services Survey Results



For information, please call our Customer Care Center at **(800) 582-8686**, TTY 711. Or visit our website at **www.BannerHealth.com/ACC**.