

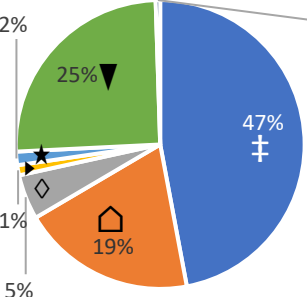
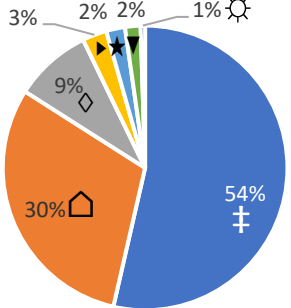
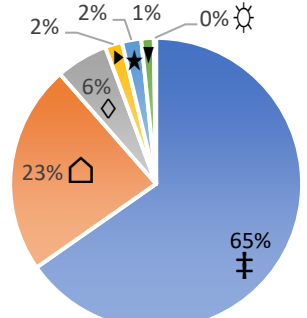


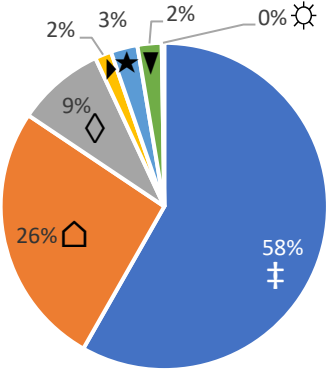
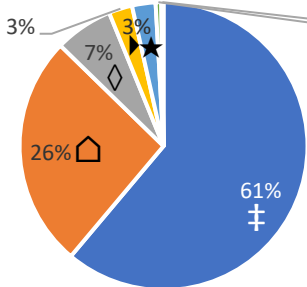
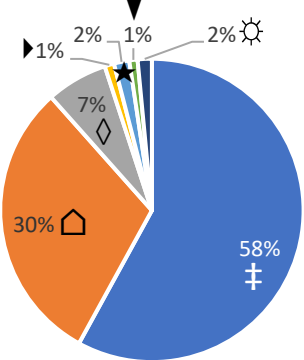
## 2023 Member Survey Results

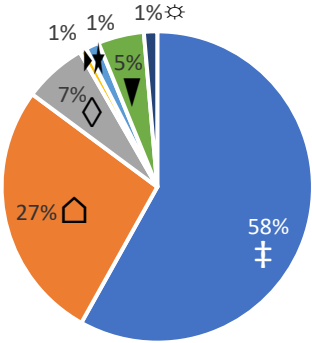
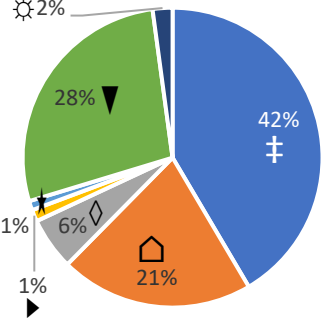
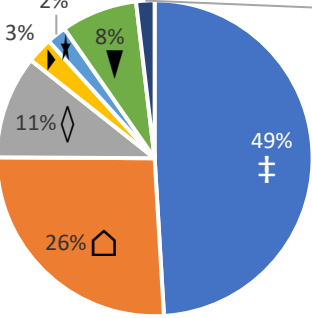
### Banner – University Family Care/ALTCS

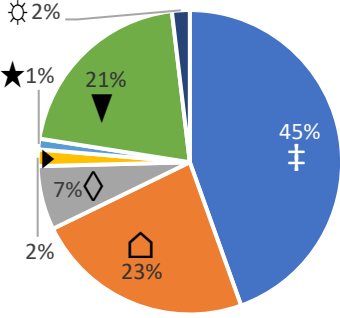
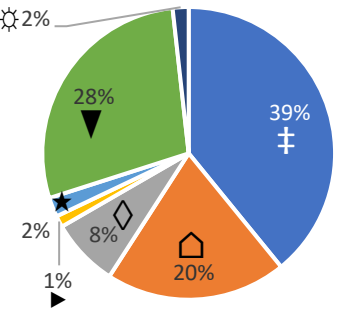
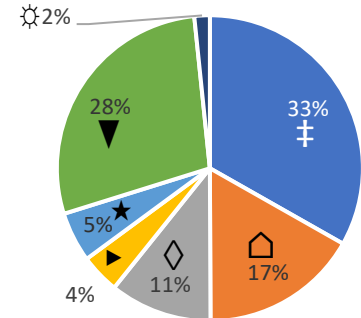
Question	2023	2022	2021	2020	2019
1. On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC/ALTCS to a family member or friend?	NPS = 74%	NPS = 84%	NPS = 69%	NPS = 67%	NPS = 62%

Question	Results
2. Overall, my experience with B – UFC/ALTCS health plan has been positive.	<p>             1% 2% 0% 0%              1% 6% 29% 62%              0% 0%           </p> <ul style="list-style-type: none"> <li>Strongly Agree</li> <li>Agree</li> <li>Neutral</li> <li>Disagree</li> <li>Strongly Disagree</li> <li>N/A</li> <li>Blank</li> </ul>
3. Customer Care representatives are knowledgeable and helpful.	<p>             1% 1% 3% 0%              1% 6% 30% 58%              0% 0%           </p> <ul style="list-style-type: none"> <li>Strongly Agree</li> <li>Agree</li> <li>Neutral</li> <li>Disagree</li> <li>Strongly Disagree</li> <li>N/A</li> <li>Blank</li> </ul>

Question	Results																
<p>4. I am satisfied with the language assistance services provided by my B – UFC/ALTCS Case Manager and Customer Care Center.</p>	 <p>1% ☼ Strongly Agree  ☐ Agree  ◊ Neutral  ▶ Disagree  ★ Strongly Disagree  ▼ N/A  ☼ Blank</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>47%</td> </tr> <tr> <td>Agree</td> <td>19%</td> </tr> <tr> <td>N/A</td> <td>25%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Neutral</td> <td>5%</td> </tr> <tr> <td>Blank</td> <td>0%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	47%	Agree	19%	N/A	25%	Strongly Disagree	1%	Disagree	1%	Neutral	5%	Blank	0%
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<p>12. I find it easy to schedule an appointment with my providers.</p>	 <p>Legend:</p> <ul style="list-style-type: none"> <li>Strongly Agree</li> <li>Agree</li> <li>Neutral</li> <li>Disagree</li> <li>Strongly Disagree</li> <li>N/A</li> <li>Blank</li> </ul> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>49%</td> </tr> <tr> <td>Agree</td> <td>26%</td> </tr> <tr> <td>Neutral</td> <td>11%</td> </tr> <tr> <td>Disagree</td> <td>3%</td> </tr> <tr> <td>Strongly Disagree</td> <td>2%</td> </tr> <tr> <td>N/A</td> <td>8%</td> </tr> <tr> <td>Blank</td> <td>2%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	49%	Agree	26%	Neutral	11%	Disagree	3%	Strongly Disagree	2%	N/A	8%	Blank	2%
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Question	Results
<p>13.The parking lot, doorways and bathrooms at my provider’s offices are easily accessible to me.</p>	 <p> <span>⚡ Strongly Agree</span>  <span>🏠 Agree</span>  <span>◇ Neutral</span>  <span>▶ Disagree</span>  <span>★ Strongly Disagree</span>  <span>▼ N/A</span>  <span>☀ Blank</span> </p>
<p>14.Telehealth visits with my provider are easy and efficient.</p>	 <p> <span>⚡ Strongly Agree</span>  <span>🏠 Agree</span>  <span>◇ Neutral</span>  <span>▶ Disagree</span>  <span>★ Strongly Disagree</span>  <span>▼ N/A</span>  <span>☀ Blank</span> </p>
<p>15.Transportation services offered by B – UFC/ALTCS met my needs and were easy to use.</p>	 <p> <span>⚡ Strongly Agree</span>  <span>🏠 Agree</span>  <span>◇ Neutral</span>  <span>▶ Disagree</span>  <span>★ Strongly Disagree</span>  <span>▼ N/A</span>  <span>☀ Blank</span> </p>

## Strongly Agree and Agree Comparison Results

Question	2023	2022
2. Overall, my experience with B – UFC/ALTCS has been positive.	91.0%	88.6%
3. Customer service representatives are knowledgeable and helpful.	88.0%	84.2%
4. I am satisfied with the language assistance services provided by my B – UFC/ALTCS Case Manager and Customer Care Center.	67.0%	New Question
5. I am satisfied with how B – UFC/ALTCS health plan explains my benefits and resources available to me.	84.0%	78.7%
6. I am happy with the help I receive from my B – UFC/ALTCS Case Manager.	89.0%	New Question
7. The Case Management services I receive help me improve or manage my health.	84.0%	83.4%
8. I am satisfied with the overall B – UFC/ALTCS Case Management program.	87.0%	85.6%
9. I believe I receive quality care from B – UFC/ALTCS providers.	88.0%	86.1%
10. My B – UFC/ALTCS providers respect my beliefs, culture and customs.	85.0%	81.3%
11. I am satisfied with the language assistance services available during B – UFC/ALTCS provider appointments.	62.0%	New Question
12. I find it easy to schedule an appointment with my providers.	75.0%	75.1%
13. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.	68.0%	66.9%
14. Telehealth visits with my provider are easy and efficient.	59.0%	62.4%
15. Transportation services offered by B – UFC/ALTCS met my needs and were easy to use.	50.0%	Rephrased Question

For information, please call our Customer Care Center at **(833) 318-4146**, TTY 711. Or visit our website at **[www.BannerHealth.com/ALTCS](http://www.BannerHealth.com/ALTCS)**.