

Banner – University Family Care/ACC

2022 Member Survey Results

Question	2022	2021	2020	2019	2018
1. On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC/ACC to a family member or friend?	NPS = 78% ↑	NPS = 69%	NPS = 65%	NPS = 66%	NPS = 67%

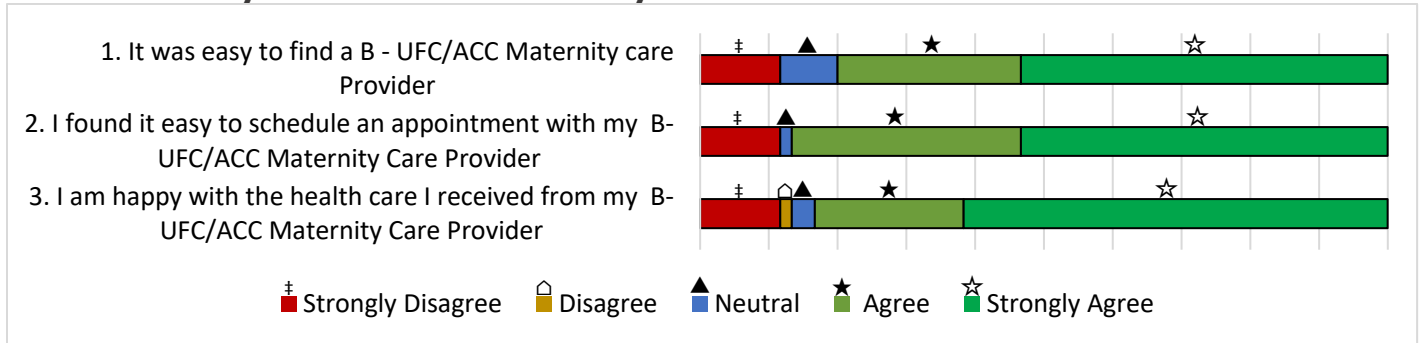
Question	Results
2. Overall, my experience with B – UFC/ACC has been positive.	<p> ☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank </p>
3. Customer Service Representatives are knowledgeable and helpful.	<p> ☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank </p>
4. I believe I receive quality health care from B – UFC/ACC providers.	<p> ☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank </p>

<p>5. I am happy with the health care MY CHILD receives from B – UFC/ACC providers.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>6. I am satisfied with how my health care providers answer my questions.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>7. My B – UFC/ACC provider respects my beliefs, culture, and customs.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>8. I find it easy to schedule appointments with my providers.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>

<p>9. I am satisfied with how B – UFC/ACC explains my benefits and resources available to me.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral □ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>10. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral □ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>11. Online/video visits with my provider/case manager are easy and efficient.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral □ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>12. At no cost to you, we offer transportation services to provider offices, clinics, and/or to pick up medications from pharmacies. If you used these services over the past year, did they meet your needs?</p>	<p>☆ Yes ‡ No ▲ I was not aware of these services ◇ N/A ⊛ Blank</p>

Strongly Agree and Agree Comparison Results		
Question	2022	2021
2. Overall, my experience with B – UFC/ACC has been positive.	90%	N/A
3. Customer service representatives are knowledgeable and helpful.	85%	86.6%
4. I believe I receive quality health care from B – UFC/ACC providers.	89%	90.8%
5. I am happy with the health care my child receives from B – UFC/ACC providers.	49%	32.2%
6. I am satisfied with how my health care providers answer my questions.	88%	N/A
7. My B – UFC/ACC providers respect my beliefs, culture, and customs.	80%	77.9%
8. I find it easy to schedule appointments with my providers.	79%	82.7%
9. I am satisfied with how B – UFC/ACC explains my benefits and resources available to me.	80%	78.9%
10. The parking lot, doorways and bathrooms at my provider’s offices are easily accessible to me.	83%	84.0%
11. Online/video visits with my provider/case manager are easy and efficient.	53%	47.5%
12. At no cost to you, we offer transportation services to provider offices, clinics, and/or to pick up medications from pharmacies. If you used these services over the past year, did they meet your needs?	Yes: 18%	Yes: 19%

2022 Maternity Care Drill Down Survey Results



2022 Behavioral Health Services Survey Results

