



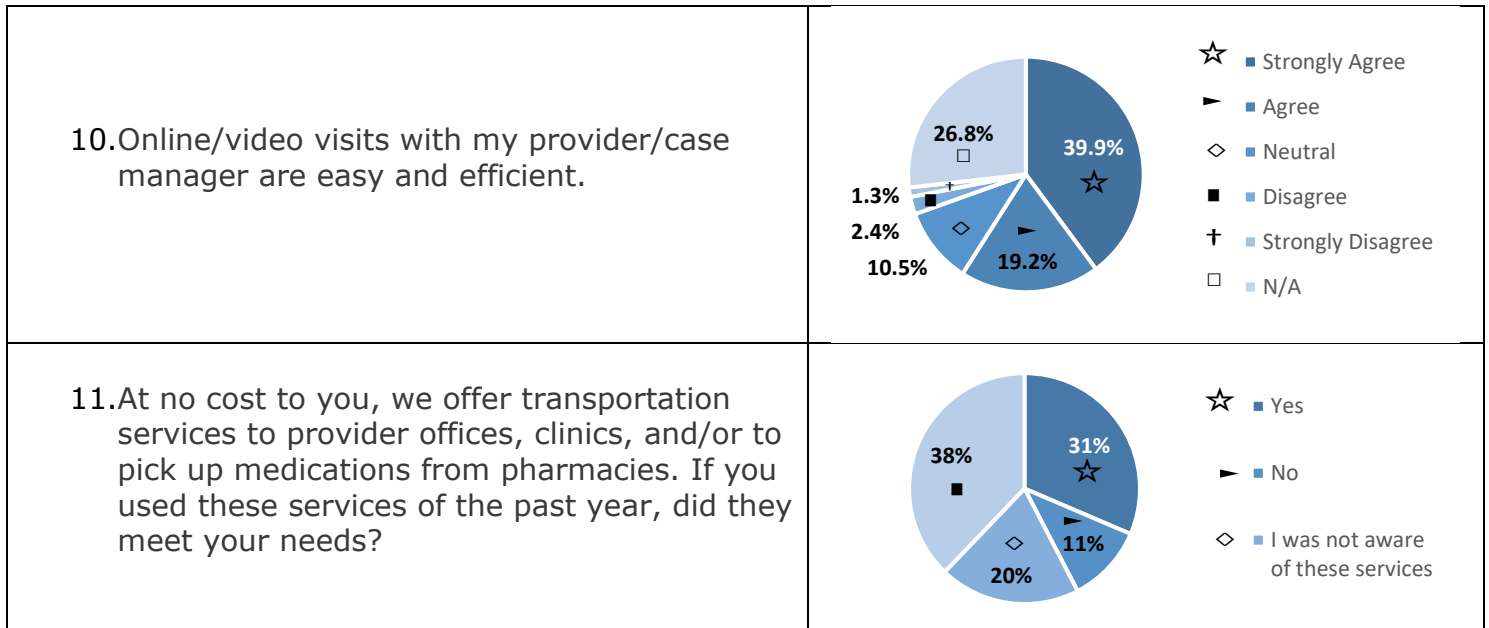
Banner
University Family Care

2021 Member Survey Results Banner – University Family Care/ALTCS

Question	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 = 69% ↑	*NPS = 67%	*NPS = 62%	*NPS = 53%

Question	Results
2. Customer Service Representatives are Knowledgeable and Helpful.	<ul style="list-style-type: none"> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A
3. I am happy with the health care I receive from B – UFC/ALTCS providers.	<ul style="list-style-type: none"> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A
4. I am satisfied with how my health care provider answers my questions.	<ul style="list-style-type: none"> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A

<p>5. I am happy with the help I receive from my B – UFC/ALTCS Case Manager.</p>	<p>☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A</p>
<p>6. My B – UFC/ALTCS provider respects my beliefs, culture and customs.</p>	<p>☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A</p>
<p>7. I find it easy to schedule an appointment with my provider.</p>	<p>☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A</p>
<p>8. I am satisfied with how B – UFC/ALTCS explains my benefits and resources available to me.</p>	<p>☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A</p>
<p>9. I find it easy to get to my providers office from the parking lot.</p>	<p>☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A</p>



Results from previous years:

Question	2020	2019	2018
1. On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC to a family member or friend?	*NPS = 67% ↑	*NPS = 62%	*NPS = 53%
2. Are you happy with B – UFC/ALTCS?	96.5% ↑	94.5%	93%
3. If you were seen by a B – UFC/ALTCS doctor within the past year, were you happy with the medical care you received?	94.3% ↑	93%	91%
4. Are you happy with your B – UFC/ALTCS Case Manager?	96.4% ↓	97%	96.7%
5. When you have medical questions does your doctor answer them?	96 % ↓	97%	94%
6. During the last year, did you use B – UFC/ALTCS’s transportation service?	32.7% ↓ (Yes)	36% (Yes)	34% (Yes)
7. Were you happy with the service you received?	70.5% ↓	76%	77%

<p>8. Do you find it hard to get to your provider's office from the parking lot?</p> <p><i>Reason for difficulty to access provider office:</i></p> <table border="1" data-bbox="185 369 786 623"> <thead> <tr> <th>Reason</th> <th>2020</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Drop off too far</td> <td>23.2%</td> <td>23%</td> </tr> <tr> <td>No ramp</td> <td>2.4%</td> <td>10%</td> </tr> <tr> <td>No automatic doors</td> <td>13.4%</td> <td>33%</td> </tr> <tr> <td>Other</td> <td>61.0%</td> <td>34%</td> </tr> </tbody> </table>	Reason	2020	2019	Drop off too far	23.2%	23%	No ramp	2.4%	10%	No automatic doors	13.4%	33%	Other	61.0%	34%	<p>12.2% ↓ (Yes)</p> <p>87.8% (No)</p>	<p>20% (Yes)</p> <p>80% (No)</p>	<p>22% (Yes)</p> <p>78% (No)</p>
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<p>9. During the last year, did you feel that your doctor respected your beliefs, culture and customs when talking to you about your health care?</p>	<p>99.3%↑</p>	<p>99%</p>	<p>78%</p>															
<p>10. How likely are you to have online/video visits with a doctor?</p>	<p>34.1 % (Yes)</p> <p>27.1% (Somewhat)</p>	<p>N/A</p>	<p>N/A</p>															

For information, please call our Customer Care Center at **(833) 318-4146**, TTY 711.

Or, visit our website at **www.BannerUFC.com/ALTCS**.