



Fall Plan Conference
October 17-18, 2000

2000 FEHB/CAHPS SURVEY

Participation Requirements

- All FEHB Plans with >500 subscribers as of March 1999
- FEHB Plans with <500 subscribers as of March 1999, if conducting CAHPS for NCQA/Other business
- Use CAHPS 2.0H Adult, plus OPM supplemental questions

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Participation Requirements

- Report complete CAHPS Child Survey data, if conducted for other lines of business
- Use NCQA Certified Vendor & NCQA Protocols

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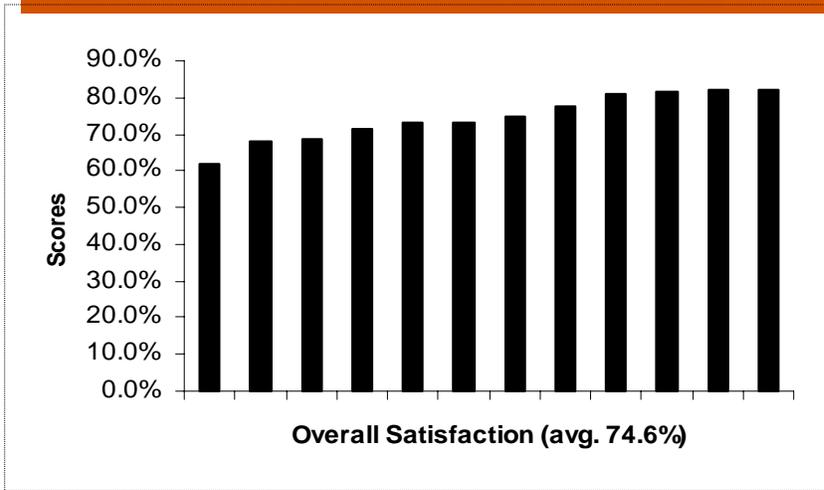
Participation and Response Rates

- 12 FFS plans (sample size - 9,107, response rate - 70.8%)
- 183 HMO/POS plans (sample size - 209,865, response rate - 52.5%)
- Total surveys mailed - 218,972
- Overall response rate 53.2% (NCQA Target - 55%)

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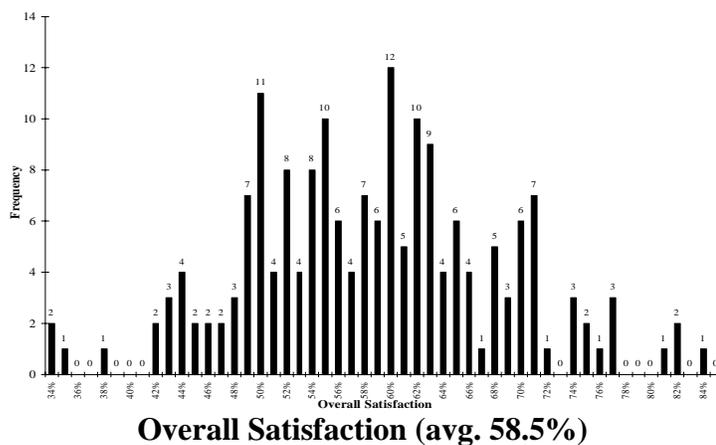
Overall Satisfaction (range) FFS



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Overall Satisfaction HMO/POS (Frequency)



Overall Satisfaction (avg. 58.5%)

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Plan Averages FFS

Quality Indicators	1999	2000
*Overall Satisfaction	69.9%	74.6%
Getting Needed Care	88.1%	89.6%
Getting Care Quickly	77.5%	86.7%
How Well Doctors Communicate	91.2%	93.5%
Courteous & Helpful Office Staff	93.6%	96.2%
Customer Service	54%	70.4%
Claims Processing	90.6%	89.9%

*Overall Satisfaction scores are based on top three boxes (8 to 10), instead of top 4 boxes reported in 2000 FEHB Guide.

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Plan Averages HMO/POS

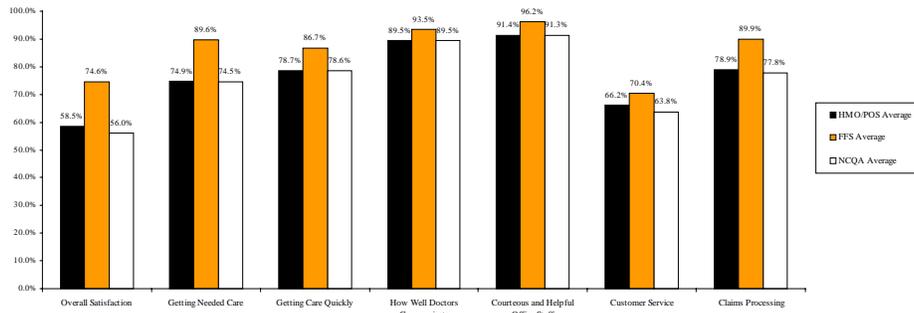
Quality Indicators	1999	2000
*Overall Satisfaction	60%	58.5%
Getting Needed Care	84.4%	74.9%
Getting Care Quickly	82.9%	78.7%
How Well Doctors Communicate	89.7%	89.5%
Courteous & Helpful Office Staff	91.9%	91.4%
Customer Service	60.2%	66.2%
Claims Processing	83.6%	78.9%

*Overall Satisfaction scores are based on top three boxes (8 to 10), instead of top 4 boxes reported in 2000 FEHB Guide.

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FEHB AVERAGES v. NCQA NATIONAL AVERAGE



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Insights

- **Response rates**
 - Highest in the North Plains
 - Low in the North East and California
- **Older = higher scores**
- **Better health = higher scores**
- **More educated = lower scores**

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Insights (cont.)

- **Satisfaction with customer service, paperwork and claims = higher satisfaction (HMO and FFS)**
- **Higher rating for overall healthcare = higher satisfaction (HMO)**
- **Differences between HMO and FFS most pronounced on questions regarding access to care**

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Child Data

- **ORI is evaluating data from plans that reported the supplemental child questions and the full child survey**
- **We expect a report by early-November**
- **OPM will analyze the report before making a decision on child data for 2001**

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2001 CAHPS Guidelines

- **Carrier Letter by mid-November**
- **CAHPS 2.0H Adult Commercial Survey, including smoking measures**
- **Sample size increases from 850 to 1,500**
- **NCQA file specs, layout and protocol**

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2001 CAHPS Guidelines (cont.)

- **Vendor Selection Forms due to OPM November 30**
- **No FEHB name or Sub-Code**
- **No interim report to OPM**
- **Final member level data due to ORI June 18, 2001**
- **OPM/ORI processing fee -- \$283 per FEHB sub-code**

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