**Satisfaction Survey Results of CAHPS 2017**

At First Medical Health Plan, Inc., (FMHP) we are committed to provide a quality service to our beneficiaries and providers of the Puerto Rico’s Government Health Plan (GHP). As part of this commitment, we conducted Satisfaction Surveys to know their opinion and identify areas for improvement. One of these Satisfaction Surveys carried out to beneficiaries of the GHP is the Consumer Assessment of Health Care Providers and Systems (CAHPS). It is an annual nationwide survey, used to report information about the experience of Medicaid and Medicare members with health plans.

It is our commitment to share the results of this survey with our beneficiaries and the general public. The sample selected was 1,350 adult and children members enrolled in the plan until December 31, 2016. The period of the survey was from March 10 to May 19, 2017.

* **General Results of the 2017 CAHPS Survey**

Adult Survey

Children Survey

* **Specific Results**

The compound measures evaluate the general satisfaction of the experience of our beneficiaries with: Service Access, Prompt Access to Services, Communication with Provider and Customer Service.

|  |  |  |
| --- | --- | --- |
| Compound Measures | Adult Survey 2017 | Children Survey 2017 |
| Necessary Care Access  | **78%** | **76%** |
| Prompt Medicaid Services Access | **78%** | **79%** |
| How well the provider communicates | **86%** | **88%** |
| Customer Service | **81%** | **83%** |

Survey results allow FHMP to identify the satisfaction areas and which ones we must improve to continue guaranteeing excellent services to our beneficiaries of the Government Health Plan (GHP).

Our priority at FMHP is to offer quality services to our beneficiaries and providers.