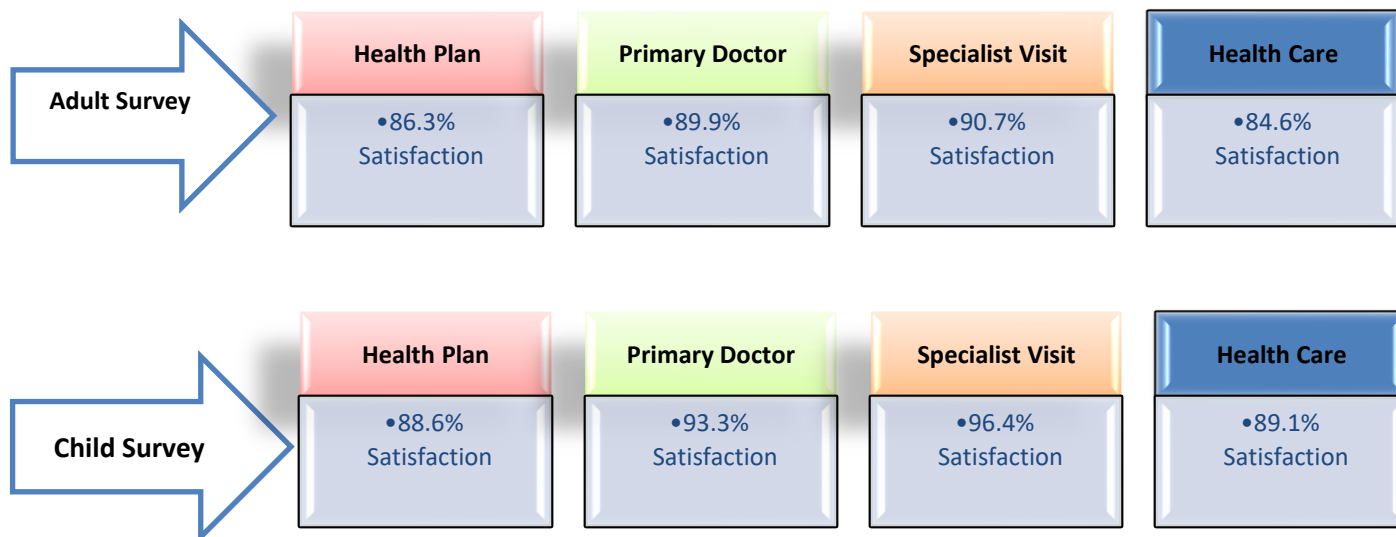


Satisfaction Survey Results of CAHPS 2020

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 intention to share the results of this survey with our beneficiaries and the general public. The sample selected was 1,868 adults and 1,565 children members enrolled in the plan until December 31, 2019. The period of the survey was from March 30, 2020 to May 4, 2020.

General Results of the 2020 CAHPS Survey



* Response Rate: 23.7% of the sample of the Adult Population and 28.6% of the sample of the Pediatric Population.

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 2020	Children Survey 2020
Necessary Care Access	83.5%	85.9%
Prompt Medicaid Services Access	81.9%	87.4%
How well the provider communicates	91.6%	90.7%
Customer Service	89.7%	83.4%

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.