

Nationwide Fee-for-Service Plans

Member Survey results are collected, scored, and reported by an independent organization – not by the health plans. See Appendix D for a fuller explanation of each survey category.

Overall Plan Satisfaction	<ul style="list-style-type: none"> How would you rate your overall experience with your health plan?
Getting Needed Care	<ul style="list-style-type: none"> Was it easy to get an appointment with specialists? Was it easy to get the care, tests, or treatment you thought you needed?
Getting Care Quickly	<ul style="list-style-type: none"> Did you get the advice or help you needed when you called your doctor during regular office hours? Could you get an appointment for regular or routine care as soon as you thought you needed?
How Well Doctors Communicate	<ul style="list-style-type: none"> Did your doctor listen carefully to you and explain things in a way you could understand? Did your doctor spend enough time with you?
Customer Service	<ul style="list-style-type: none"> Was your plan helpful when you called its customer service? Did the plan's written materials or the Internet provide you with the information you needed about how the plan works?
Claims Processing	<ul style="list-style-type: none"> Did your plan pay your claims quickly and correctly?
Shared Decision Making	<ul style="list-style-type: none"> Did your doctor talk with you about the pros and cons of each choice for your treatment or health care? When there was more than one choice for your treatment or health care, did your doctor ask which choice was best for you?

Plan Name	Member Survey Results (with national averages for Fee-for-Service plans in each category)							
	Plan Code	Overall plan satisfaction 81.3	Getting needed care 91.9	Getting care quickly 92.4	How well doctors communicate 94.5	Customer service 89.5	Claims processing 94	Shared Decision Making 56.8
APWU Health Plan -high	47	82.3	92	92.2	95.9	84.4	92.1	53
Blue Cross and Blue Shield Service Benefit Plan -std	10	82.1	92.5	91	94	89.1	94.5	65.2
Blue Cross and Blue Shield Service Benefit Plan -basic	11	71.4	88.7	89.3	92.1	86	93	57.3
GEHA Benefit Plan -high	31	85.1	93.2	93.2	95.1	92.9	96	52.9
GEHA Benefit Plan -std	31	77.5	90.2	89.5	93.6	88.8	94	53
Mail Handlers Benefit Plan -std	45	76.1	90.1	91.5	94	89	94.3	58.6
Mail Handlers Benefit Plan Value -std	41							
NALC -high	32	86.9	92.8	91.5	95.3	89.7	95	52.4
SAMBA -high	44	84.1	93.1	93.9	95.8	90.4	94.7	61.9
SAMBA -std	44	74.7	93.2	94.6	95.7	87.7	91.2	59.8

Plan Name: Open Only to Specific Groups

Association Benefit Plan	42	86.4	93.6	95.8	93.5	94.7	97.4	56.8
Foreign Service Benefit Plan	40	81.9	89.3	93.2	94.9	87.3	90	55.1
Panama Canal Area Benefit Plan	43							
Rural Carrier Benefit Plan	38	83.7	94.3	95.7	95.5	93.9	94.3	58