

CAHPS Commercial

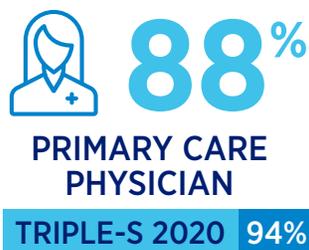
SUMMARY 2021

The survey measures the members experiences with health care including health plan accessibility of services and communications skills of providers. It also measures health plans performance on important dimension of care and service.



The final sample included 259 members of Triple-S Salud whose primary coverage was through a commercial product line. Eligible members were defined as plan members who were 18 years or older as of December 31, 2020; were currently enrolled; had been continuously enrolled for twelve months. Survey was conducted between February 24 and May 19, 2021.

TRIPLE-S RATINGS



Rating questions use a 0 to 10 scale with 10 being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (8, 9, or 10).

COMPOSITE MEASURE

Composite measures combine results from related survey questions into a single measure to summarize health plan performance.

Composite Measures	TSS 2020	TSS 2021
Getting Needed Care	87%	82%
Getting Care Quicky	84%	79%
Claims Processing	75%	79%
Coordination of Care	85%	79%
Customer Service	85%	87%
How well Doctors Communicate	97%	95%
Other Measures		
Ease of filling out form	97%	98%
Qualification Questions		
Rating of Health Plan	85%	88%
Rating of Health Care	86%	86%
Rating of Personal Doctor	94%	88%
Rating of Specialist	87%	90%
Effectiveness of care measures		
Flu vaccines (adults 18-64)	37%	44%
Advice to smokers and tobacco users to discontinue use	90%	80%
Discussing smoking cessation medications	47%	58%
Discussing cease-and-see strategies	47%	47%