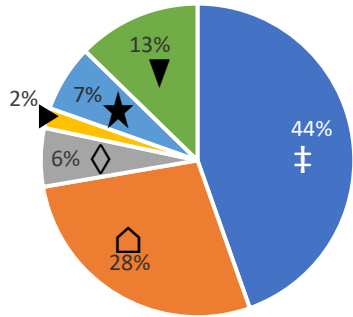
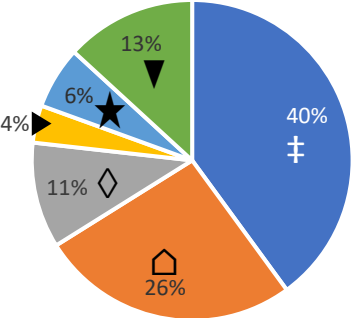
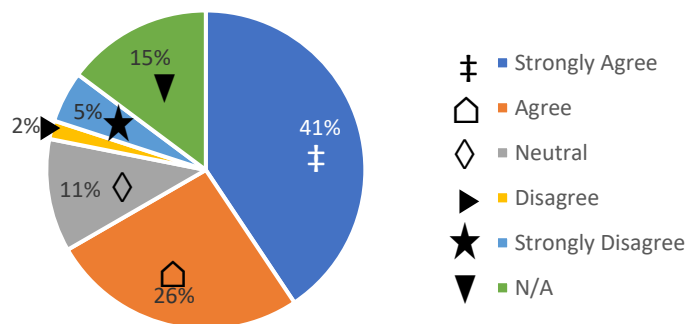


2024 Member Survey Results Behavioral Health

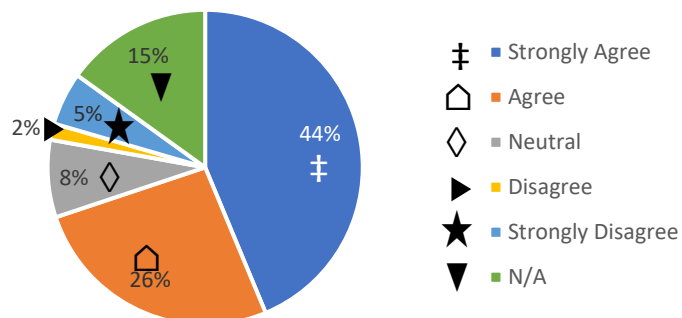
Question	2024	2023	2022	2021	2020
1. How likely are you to recommend Banner – University Family Care/ACC (B – UFC/ACC) to a family member or friend?	NPS = 54%	NPS = 39%	NPS = 62%	NPS = 69%	NPS = 65%

Question	Results
2. Overall, I am satisfied with the behavioral health services I receive.	 - Strongly Agree - Agree - Neutral - Disagree - Strongly Disagree - N/A
3. I am happy with how B – UFC/ACC explains my behavioral health benefits and resources available to me.	 - Strongly Agree - Agree - Neutral - Disagree - Strongly Disagree - N/A

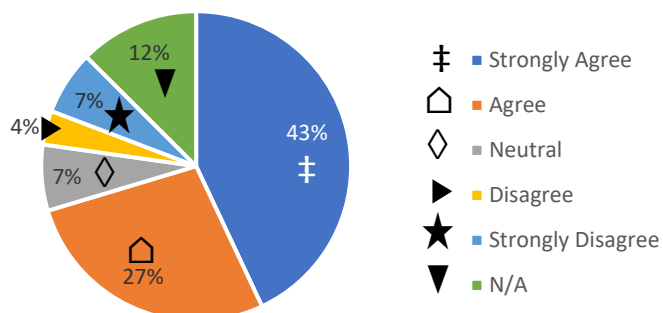
4. Customer service representatives are knowledgeable and helpful about behavioral health services.



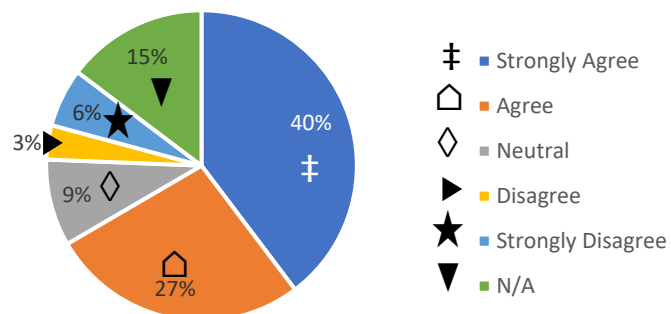
5. My B – UFC/ACC behavioral health provider offers treatment recommendations that respect my beliefs, culture and customs.



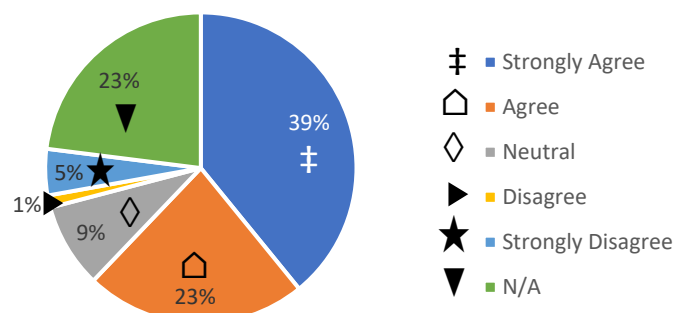
6. I find it easy to schedule an appointment with my behavioral health provider.



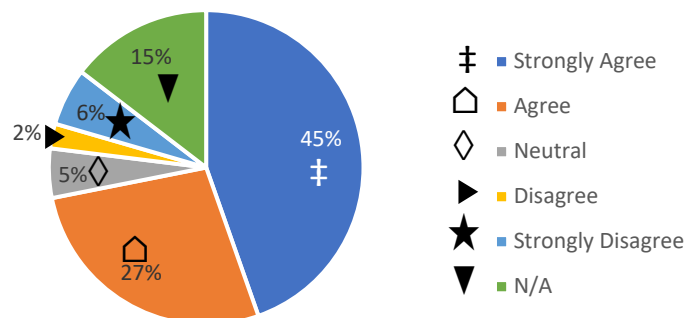
7. It is easy for me to get a referral for behavioral health services, if needed.



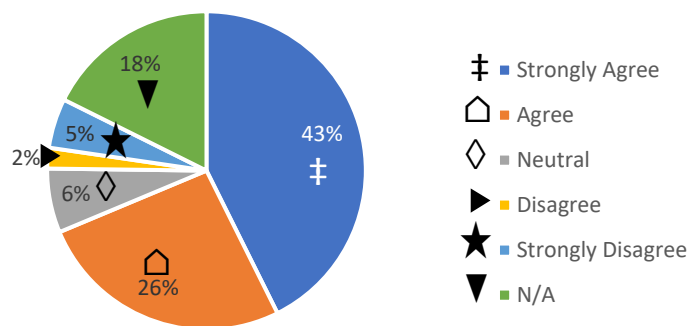
8. My behavioral health provider's office is accessible to those who have physical disabilities.



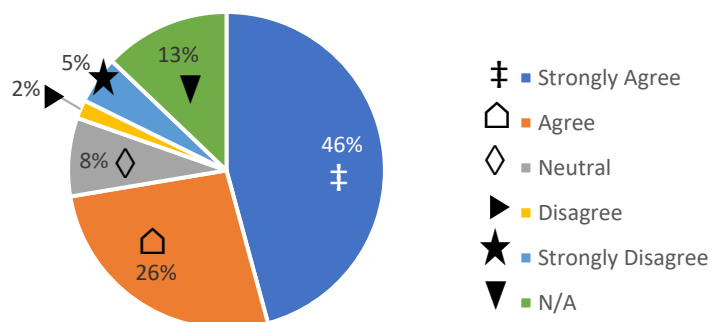
9. My behavioral health provider's office meets with me at my scheduled appointment time or within a reasonable amount of time.



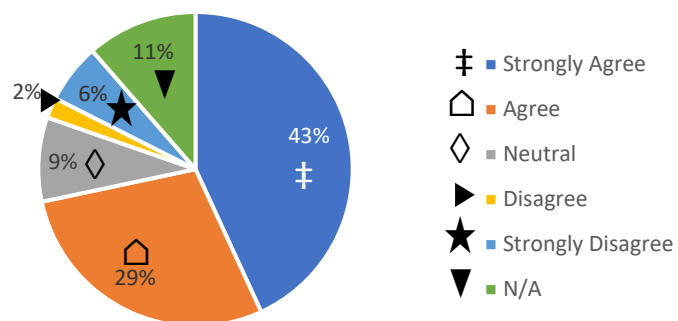
10. I understand my behavioral health medications and the possible risks and side effects they may have.



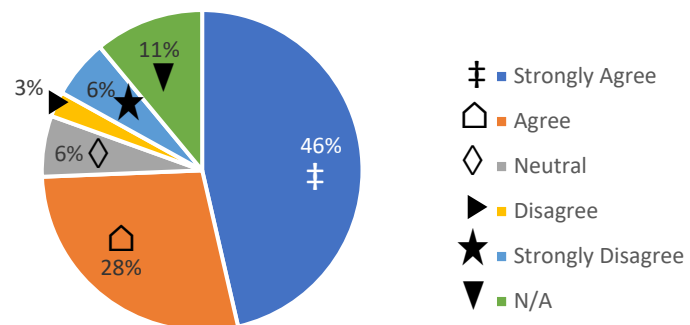
11. I am involved in all aspects of my care, including the development of my treatment plan.



12. I find it easy to schedule appointments with my providers, and when I call to schedule, I am helped right away.



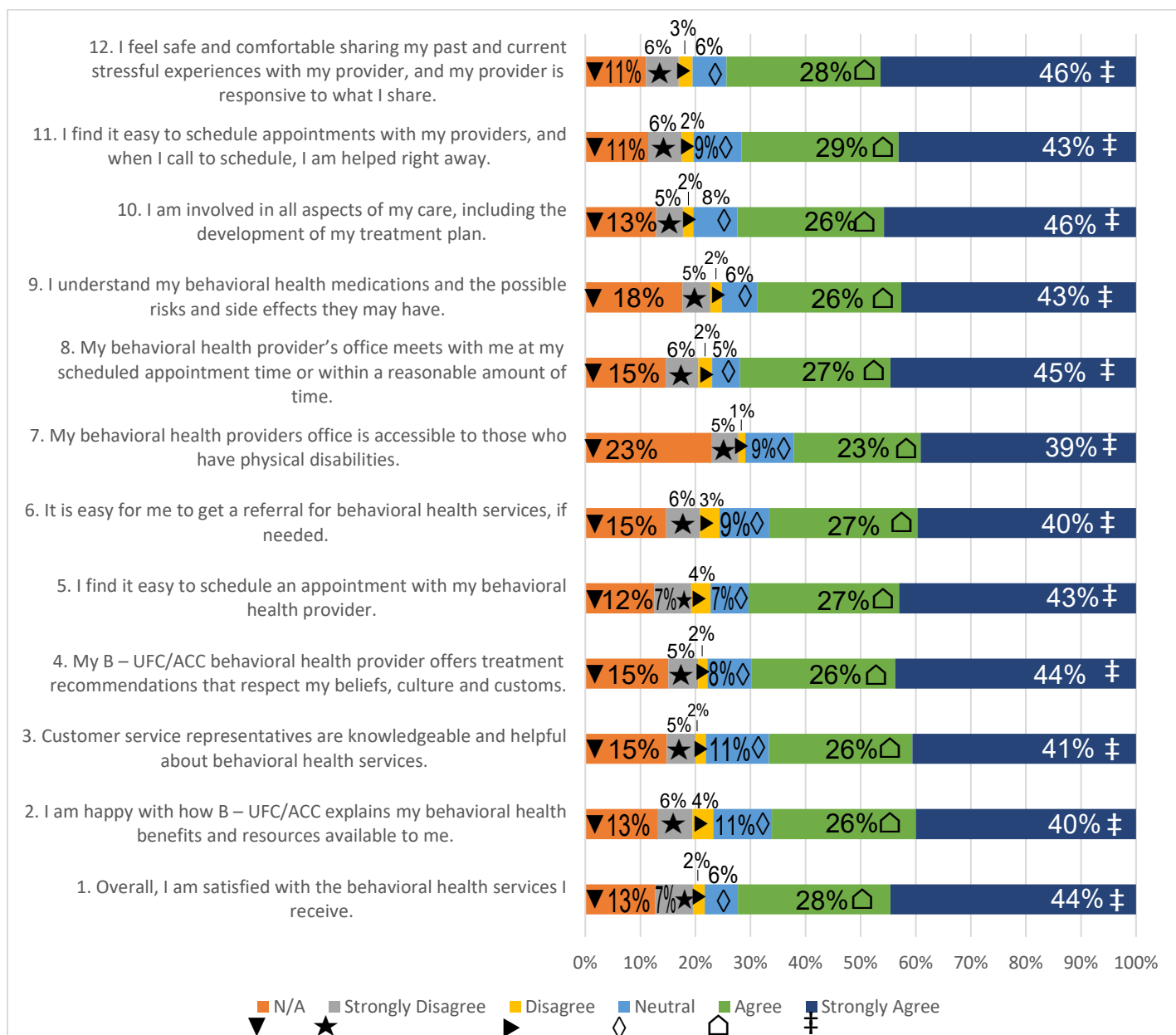
13. I feel safe and comfortable sharing my past and current stressful experiences with my provider, and my provider is responsive to what I share.



Strongly Agree and Agree Comparison Results

Question	2024	2023
2. Overall, I am satisfied with the behavioral health services I receive.	72%	76%
3. I am happy with how B – UFC/ACC explains my behavioral health benefits and resources available to me.	66%	73%
4. Customer service representatives are knowledgeable and helpful about behavioral health services.	66%	71%
5. My B – UFC/ACC behavioral health provider offers treatment recommendations that respect my beliefs, culture and customs.	69%	77%
6. I find it easy to schedule an appointment with my behavioral health provider.	70%	72%
7. It is easy for me to get a referral for behavioral health services, if needed.	66%	72%
8. My behavioral health providers office is accessible to those who have physical disabilities.	62%	67%
9. My behavioral health provider's office meets with me at my scheduled appointment time or within a reasonable amount of time.	71%	76%
10.I understand my behavioral health medications and the possible risks and side effects they may have.	68%	67%
11.I am involved in all aspects of my care, including the development of my treatment plan.	71%	81%
12.I find it easy to schedule appointments with my providers, and when I call to schedule, I am helped right away.	70%	*New Question
13.I feel safe and comfortable sharing my past and current stressful experiences with my provider, and my provider is responsive to what I share.	73%	*New Question

2024 Behavioral Health Survey Results



For information, please call our Customer Care Center at **800-582-8686**, TTY 711.
Or visit our website at www.BannerHealth.com/ACC.