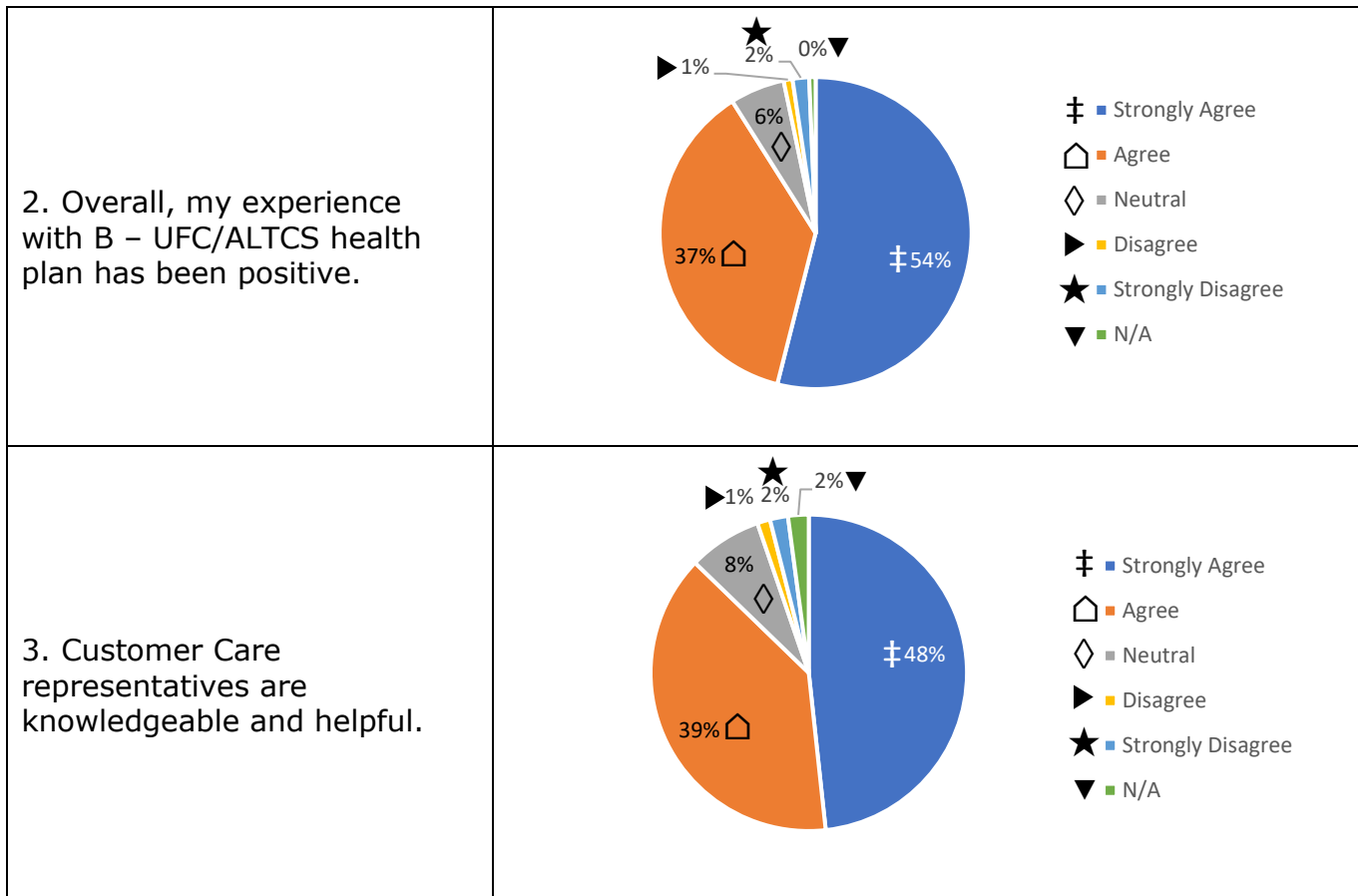


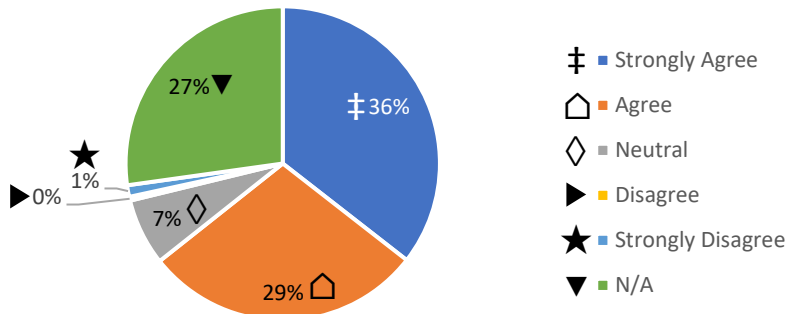
2024 Member Survey Results

Banner – University Family Care/ALTCS

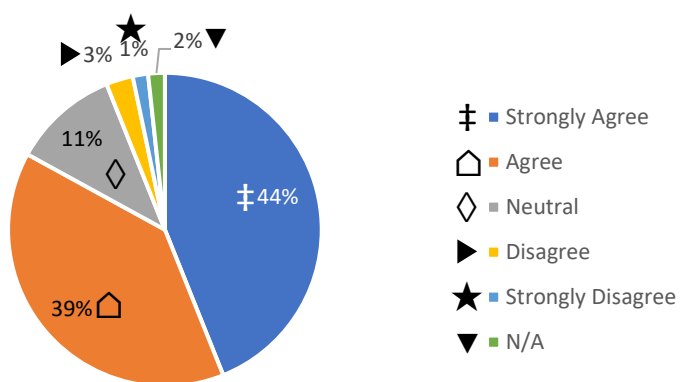
Question	2024	2023	2022	2021	2020
1. How likely are you to recommend Banner – University Family Care/ALTCS (B – UFC/ALTCS), as your health insurance plan to a family member or friend?	NPS = 75%	NPS = 74%	NPS = 84%	NPS = 69%	NPS = 67%



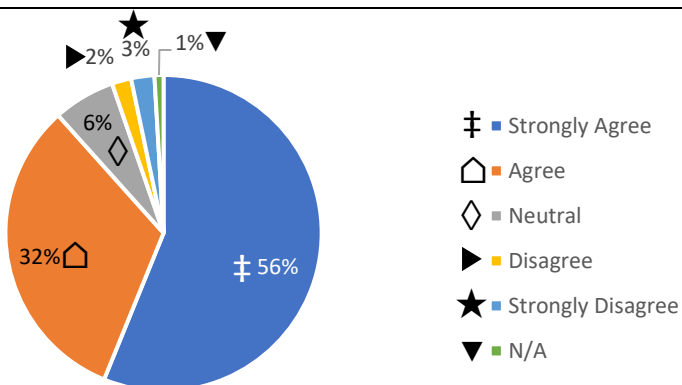
4. I am satisfied with the language assistance services provided by my B – UFC/ALTCS Case Manager and Customer Care Center.



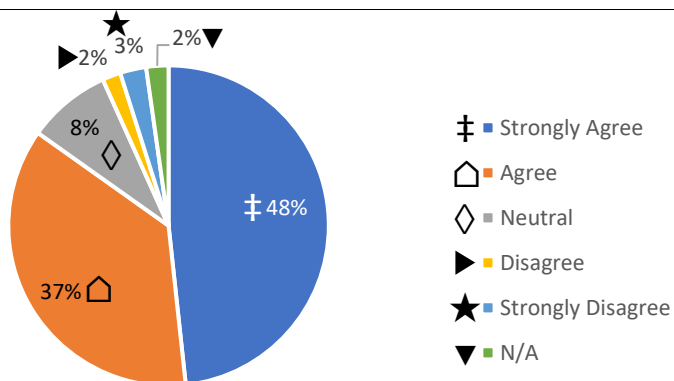
5. I am satisfied with how B – UFC/ALTCS health plan explains my benefits and resources available to me.



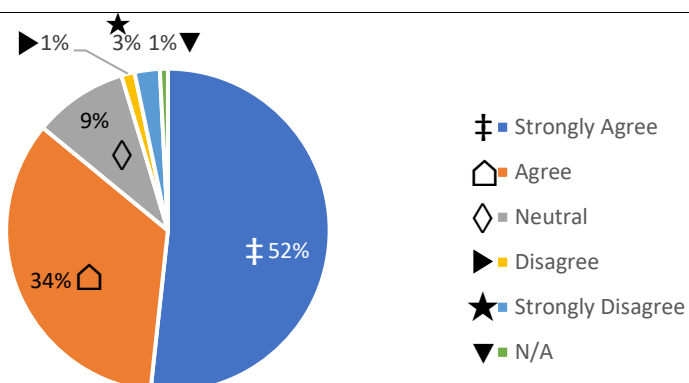
6. I am happy with the help I receive from my B – UFC/ALTCS Case Manager.



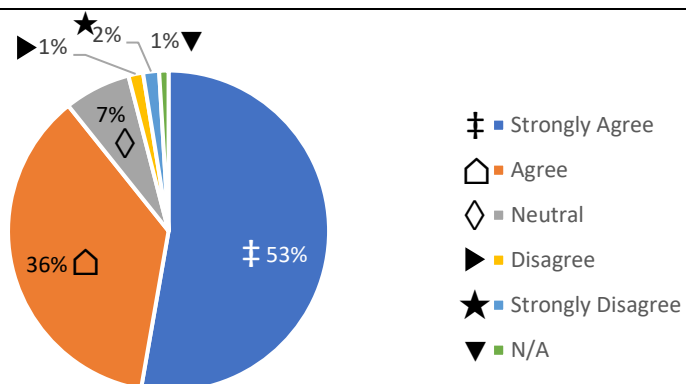
7. The Case Management services I receive help me improve or manage my health.



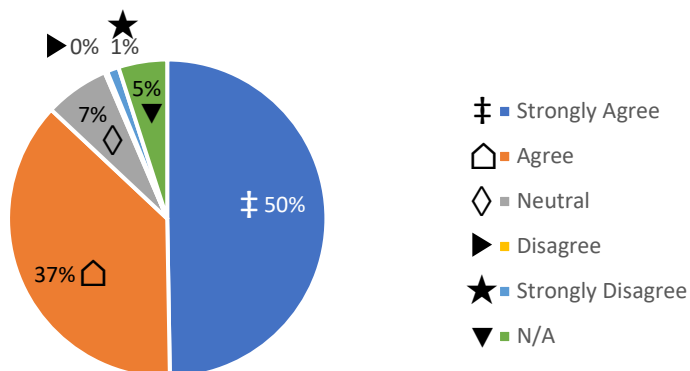
8. I am satisfied with the overall B – UFC/ALTCS Case Management program.



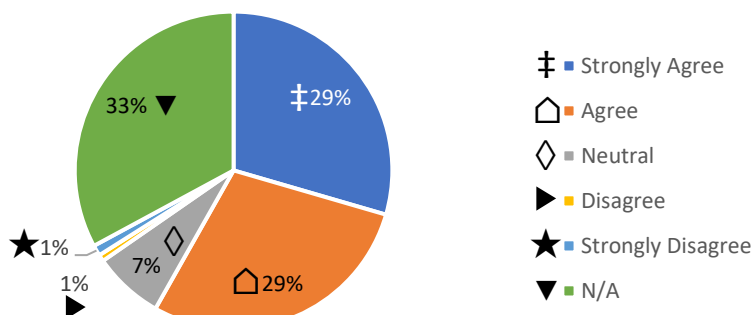
9. I believe I receive quality health care from B – UFC/ALTCS providers.



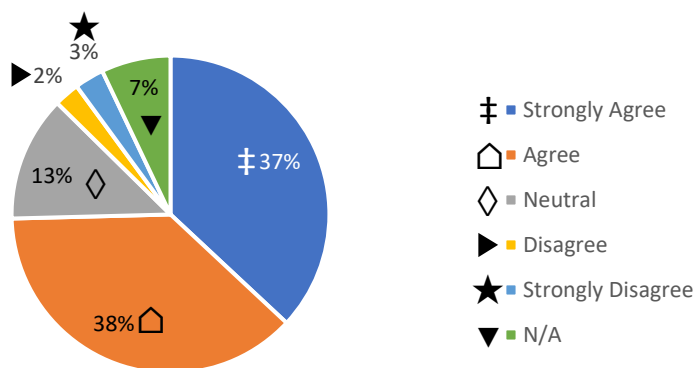
10. My B – UFC/ALTCS providers respect my beliefs, culture, and customs.



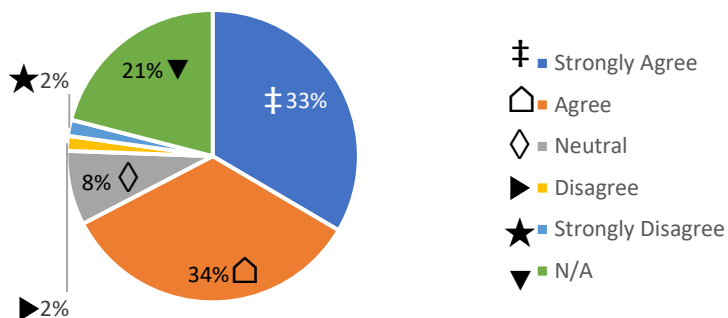
11. I am satisfied with the language assistance services available during B – UFC/ALTCS provider appointments.



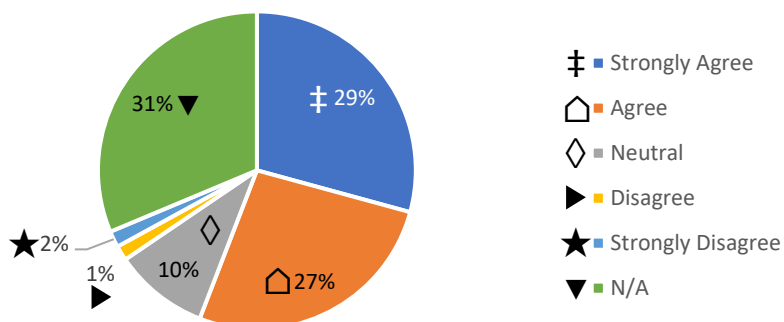
12. I find it easy to schedule an appointment with my providers



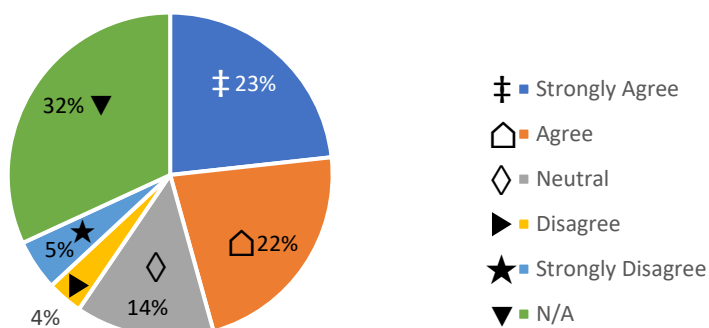
13. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.



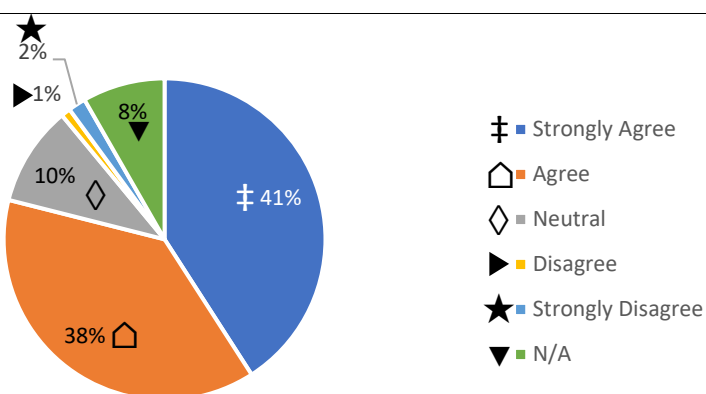
14. Telehealth visits with my provider are easy and efficient.



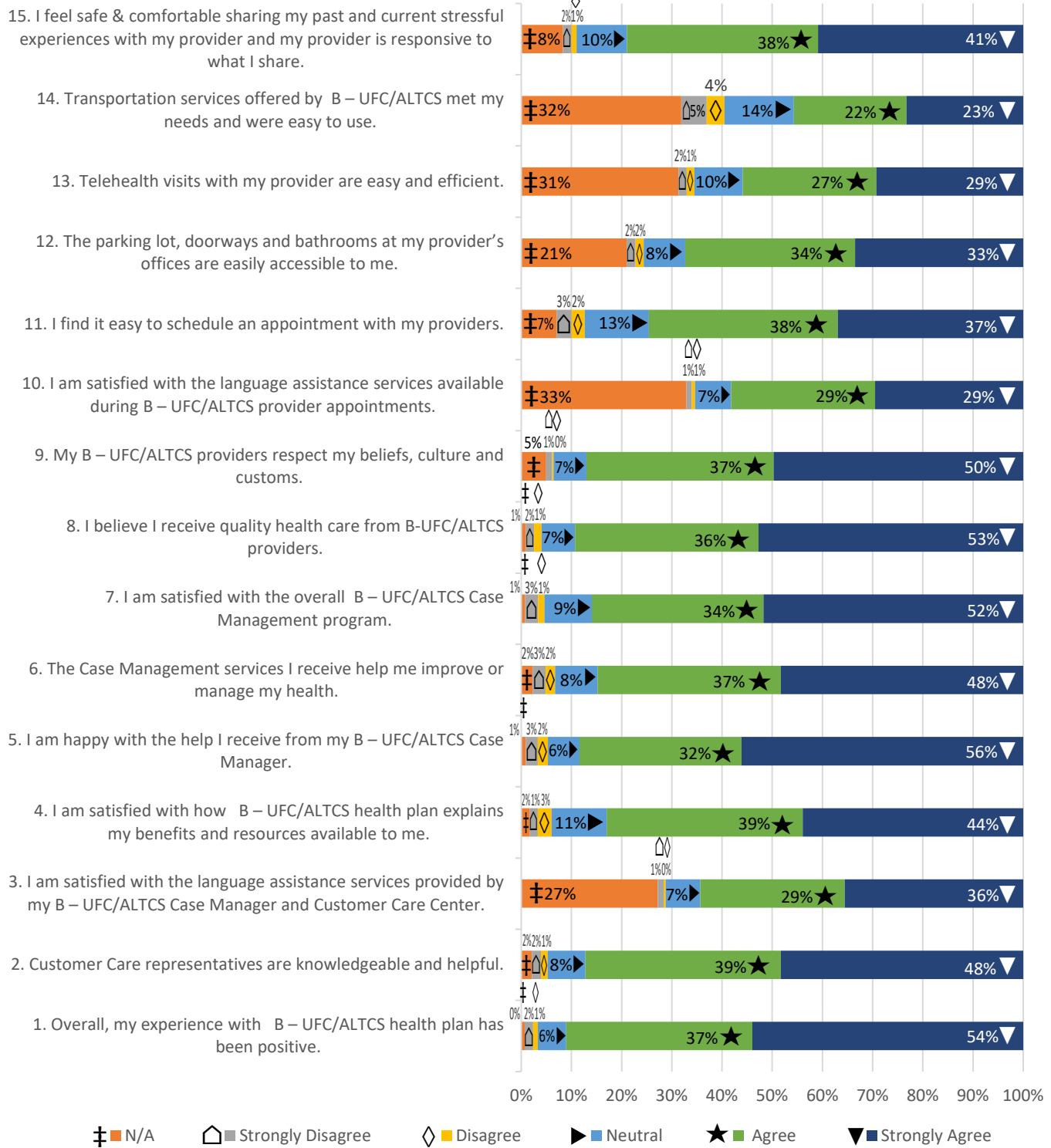
15. Transportation services offered by B – UFC/ALTCS met my needs and were easy to use.



16. I feel safe & 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, my experience with B – UFC/ALTCS has been Positive.	90%	91%
3. Customer service representatives are knowledgeable and helpful.	86%	88%
4. I am satisfied with the language assistance services provided by my B – UFC/ALTCS Case Manager and Customer Care Center.	63%	67%
5. I am satisfied with how B – UFC/ALTCS health plan explains my benefits and resources available to me.	82%	84%
6. I am happy with the help I receive from my B – UFC/ALTCS Case Manager.	87%	89%
7. The Case Management services I receive help me improve or manage my health.	84%	84%
8. I am satisfied with the overall B – UFC/ALTCS Case Management program.	84%	87%
9. I believe I receive quality care from B – UFC/ALTCS providers.	86%	88%
10. My B – UFC/ALTCS providers respect my beliefs, culture and customs.	84%	85%
11. I am satisfied with the language assistance services available during B – UFC/ALTCS provider appointments.	56%	62%
12. I find it easy to schedule an appointment with my providers.	71%	75%
13. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.	64%	68%
14. Telehealth visits with my provider are easy and efficient.	53%	59%
15. Transportation services offered by B – UFC/ALTCS met my needs and were easy to use.	43%	50%
16. I feel safe & comfortable sharing my past and current stressful experiences with my provider and my provider is responsive to what I share.	75%	*New Question



For information, please call our Customer Care Center at **833-318-4146**, TTY 711. Or visit our website at **www.BannerHealth.com/ALTCS**.