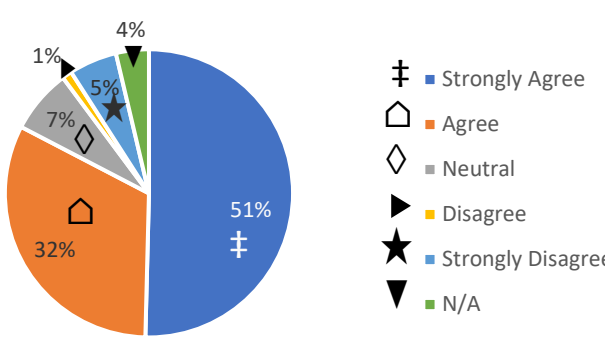
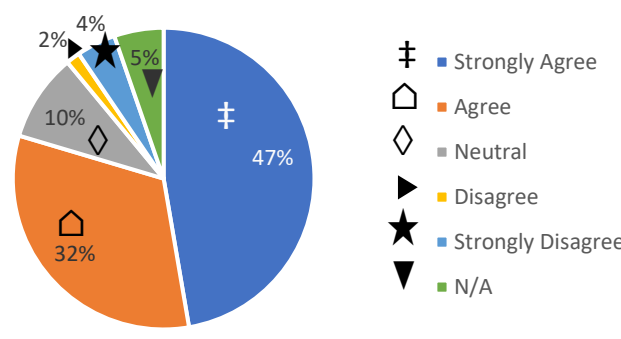


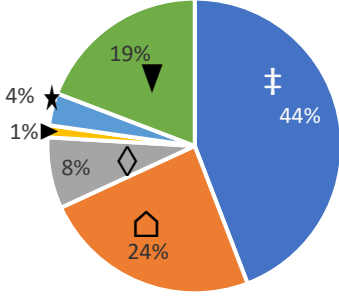
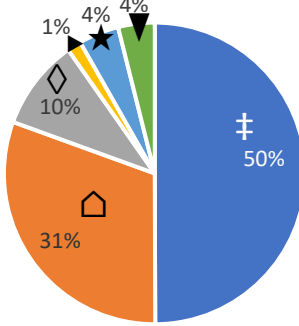
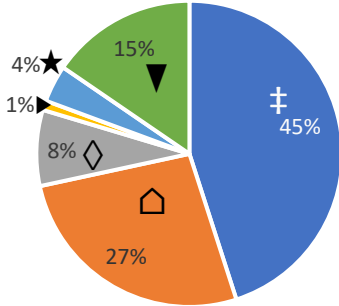
2024 Member Survey Results

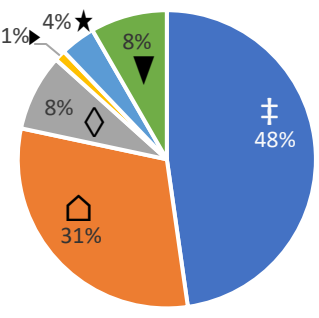
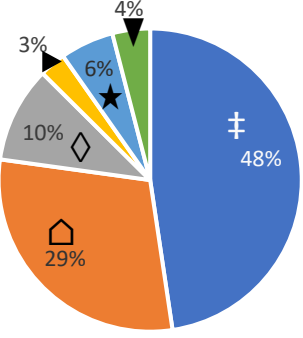
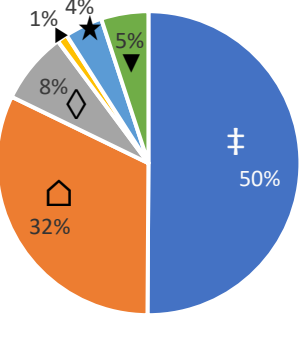
Banner – University Family Care/ACC

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 = 69%	NPS = 76%	NPS = 78%	NPS = 69%	NPS = 65%

Question	Results
2. Overall, my experience with B – UFC/ACC has been positive.	 ⛶ Strongly Agree 🏠 Agree ◇ Neutral ▶ Disagree ★ Strongly Disagree ▼ N/A
3. Customer Service Representatives are knowledgeable and helpful.	 ⛶ Strongly Agree 🏠 Agree ◇ Neutral ▶ Disagree ★ Strongly Disagree ▼ N/A

Question	Results
4. I am satisfied with the language assistance services provided by B – UFC/ACC Customer Care Center.	46% Strongly Agree, 28% Agree, 8% Neutral, 0% Disagree, 4% Strongly Disagree, 14% N/A
5. I am satisfied with how B – UFC/ACC health plan explains my benefits and resources available to me.	47% Strongly Agree, 30% Agree, 9% Neutral, 4% Disagree, 5% Strongly Disagree, 5% N/A
6. I believe I receive quality health care from B – UFC/ACC providers.	51% Strongly Agree, 31% Agree, 9% Neutral, 1% Disagree, 5% Strongly Disagree, 3% N/A

Question	Results														
7. I am happy with the health care MY CHILD receives from B – UFC/ACC providers.	 ⦿ Strongly Agree ⬜ Agree ◇ Neutral ▶ Disagree ★ Strongly Disagree ▼ N/A <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>44%</td> </tr> <tr> <td>Agree</td> <td>24%</td> </tr> <tr> <td>Neutral</td> <td>8%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Strongly Disagree</td> <td>4%</td> </tr> <tr> <td>N/A</td> <td>19%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	44%	Agree	24%	Neutral	8%	Disagree	1%	Strongly Disagree	4%	N/A	19%
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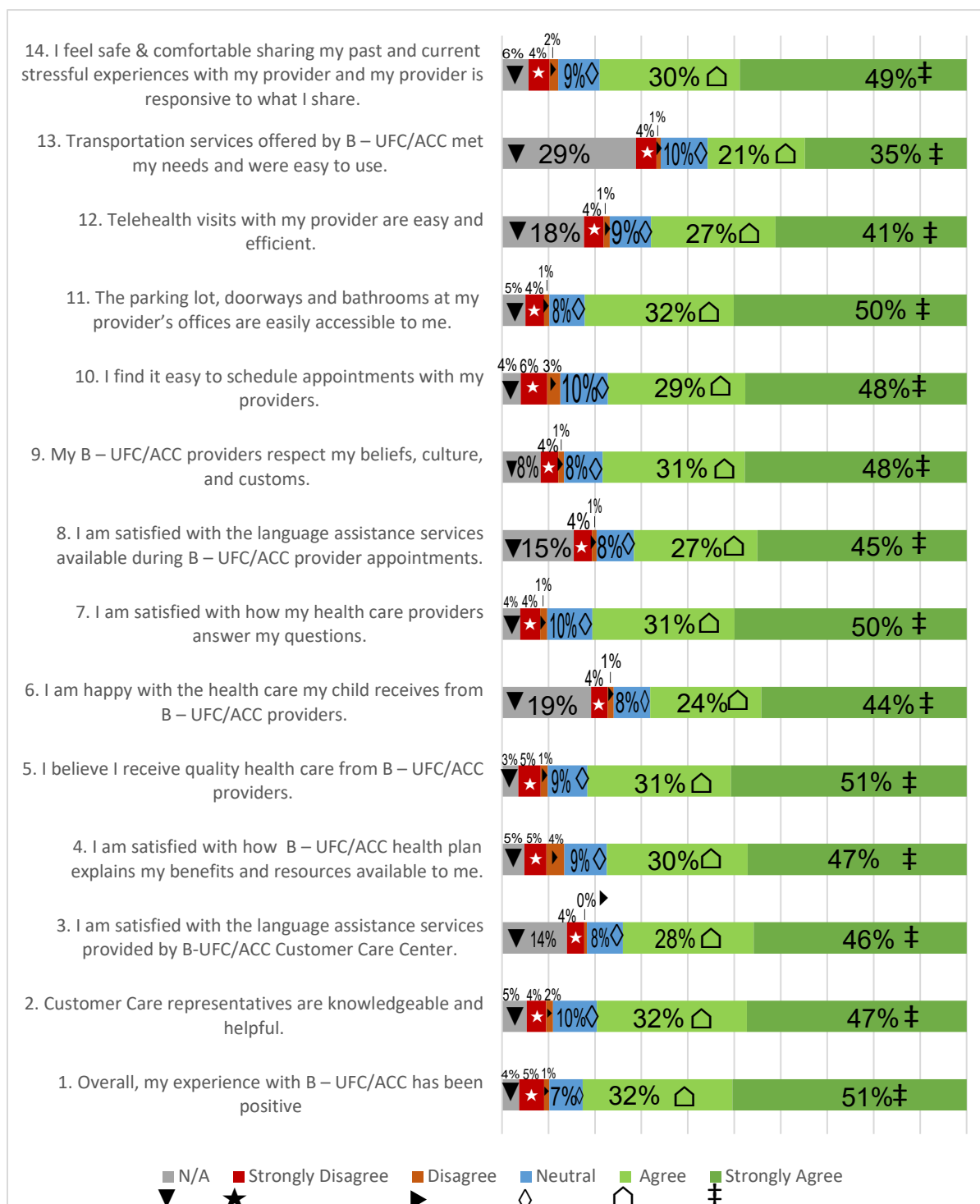
Question	Results														
10. My B – UFC/ACC providers respect my beliefs, culture, and customs.	 ‡ Strongly Agree ☐ Agree ◇ Neutral ► Disagree ★ Strongly Disagree ▼ N/A <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>48%</td> </tr> <tr> <td>Agree</td> <td>31%</td> </tr> <tr> <td>Neutral</td> <td>8%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Strongly Disagree</td> <td>4%</td> </tr> <tr> <td>N/A</td> <td>8%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	48%	Agree	31%	Neutral	8%	Disagree	1%	Strongly Disagree	4%	N/A	8%
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12. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.	 ‡ Strongly Agree ☐ Agree ◇ Neutral ► Disagree ★ Strongly Disagree ▼ N/A <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>50%</td> </tr> <tr> <td>Agree</td> <td>32%</td> </tr> <tr> <td>Neutral</td> <td>8%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Strongly Disagree</td> <td>4%</td> </tr> <tr> <td>N/A</td> <td>5%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	50%	Agree	32%	Neutral	8%	Disagree	1%	Strongly Disagree	4%	N/A	5%
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N/A	5%														

Question	Results
13.Telehealth visits with my provider are easy and efficient.	Pie chart for Question 13: Telehealth visits with my provider are easy and efficient. The chart shows the following distribution: Strongly Agree (41%), Agree (27%), Neutral (9%), Disagree (1%), Strongly Disagree (4%), and N/A (18%). - Strongly Agree: 41% - Agree: 27% - Neutral: 9% - Disagree: 1% - Strongly Disagree: 4% - N/A: 18%
14.Transportation services offered by B – UFC/ACC met my needs and were easy to use.	Pie chart for Question 14: Transportation services offered by B – UFC/ACC met my needs and were easy to use. The chart shows the following distribution: Strongly Agree (35%), Agree (21%), Neutral (10%), Disagree (1%), Strongly Disagree (4%), and N/A (29%). - Strongly Agree: 35% - Agree: 21% - Neutral: 10% - Disagree: 1% - Strongly Disagree: 4% - N/A: 29%
15. I feel safe & comfortable sharing my past and current stressful experiences with my provider and my provider is responsive to what I share.	Pie chart for Question 15: I feel safe & comfortable sharing my past and current stressful experiences with my provider and my provider is responsive to what I share. The chart shows the following distribution: Strongly Agree (49%), Agree (30%), Neutral (9%), Disagree (2%), Strongly Disagree (4%), and N/A (6%). - Strongly Agree: 49% - Agree: 30% - Neutral: 9% - Disagree: 2% - Strongly Disagree: 4% - N/A: 6%

Strongly Agree and Agree Comparison Results

Question	2024	2023
2. Overall, my experience with B – UFC/ACC has been positive.	82%	91%
3. Customer service representatives are knowledgeable and helpful.	79%	87%
4. I am satisfied with the language assistance services provided by B – UFC/ACC Customer Care Center.	73%	71%
5. I am satisfied with how B – UFC/ACC health plan explains my benefits and resources available to me.	77%	84%
6. I believe I receive quality health care from B – UFC/ACC providers.	80%	90%
7. I am happy with the health care my child receives from B – UFC/ACC providers.	66%	32%
8. I am satisfied with how my health care providers answer my questions.	79%	87%
9. I am satisfied with the language assistance services available during B – UFC/ACC provider appointments.	71%	65%
10. My B – UFC/ACC providers respect my beliefs, culture and customs.	77%	79%
11. I find it easy to schedule appointments with my providers.	76%	82%
12. The parking lot, doorways and bathrooms at my provider's offices are easily accessible to me.	81%	87%
13. Telehealth visits with my provider are easy and efficient.	67%	54%
14. Transportation services offered by B – UFC/ACC met my needs and were easy to use.	55%	36%
15. I feel safe & comfortable sharing my past and current stressful experiences with my provider and my provider is responsive to what I share.	78%	*New Question

2024 ACC 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.