

# Premier Blue

November 12, 1999

PB-9-99

## Members rate their providers high

Recently, Premier Blue members completed the National Committee for Quality Assurance (NCQA) Health Plan Employer Data and Information Set (HEDIS) 1999 CAHPS 2.0H Survey. Conducted by Premier Blue, the members rated the Program very positively in virtually every area.

The NCQA requires HEDIS reporting for NCQA accreditation, which is used as a "report card" for employers and consumers to compare managed health care plans.

First and foremost, the members had very positive things to say about their Primary Care Physicians, their office personnel, as well as the care they provide.

Premier Blue Members rated their health care providers notably higher than the national, regional and state averages in 16 of the 18 areas addressed. Their ratings were comparable to the national, regional and state averages in the other two areas.

### QUESTIONS:

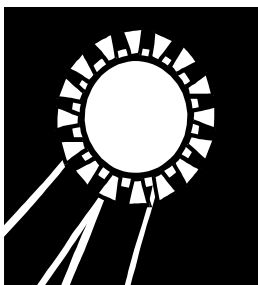
Contact your Professional Relations Representative, or the Professional Relations Hotline at **1.800.432.3587**, or in the Topeka area, **785.291.7060**.

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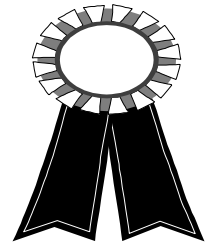
Following are the areas the survey addressed and the members responses about their physicians.



1. No problems finding a provider they were happy with – 66.0%
2. Rated their provider as an 8, 9 or 10, (on a scale of one to ten, ten being the best possible provider) – 75.8%
3. No problems getting a referral to a specialist – 78.9%
4. Rated their specialists as an 8, 9 or 10, (on a scale of one to ten, ten being the best possible specialist) – 73.4%

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5. Always or usually got the advice or help needed when calling the provider's office – 90.9%
6. Always or usually able to get a routine care appointment as soon as they wanted – 84.4%
7. Had a wait of 14 days or less for a routine care appointment – 82.5%
8. Able to get an appointment for urgent care as quickly as they wanted – 91.1%
9. Able to get an appointment for urgent care the same day they called in – 55.9%
10. No problem getting care they or their doctor felt was necessary – 85.9%
11. No problem with delays in care while waiting for the Plan to approve care – 88.8%
12. Sometimes or never waited more than 15 minutes past scheduled appointment time – 72.6%
13. Always or usually treated by the office staff with courtesy and respect – 95.5%
14. Office staff was always or usually as helpful as the member expected – 92.3%
15. The physician always or usually listened to the member carefully – 93.4%
16. The physician always or usually explained things clearly to the member – 96.0%
17. The physician always or usually respected what the member had to say – 94.7%
18. The physician always or usually spent enough time with the member – 91.0%



And last but not least, when the Premier Blue members were asked to rate the overall health care they'd received on a scale of one to ten, 73.6% responded with an 8, 9 or 10, rating their health care providers higher than the national averages.

Other survey questions addressed services provided by Blue Cross and Blue Shield of Kansas, such as claim processing accuracy and timeliness, and the effectiveness of customer service with regard to problem-resolution. Members also rated these areas favorably.

As our partners in the Premier Blue Program, we thank you for making such a significant contribution to the success of Premier Blue.

# Thank You