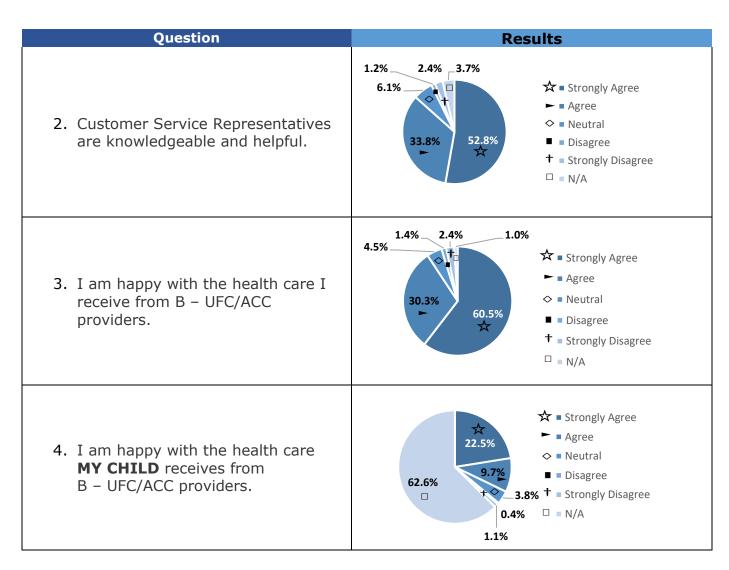
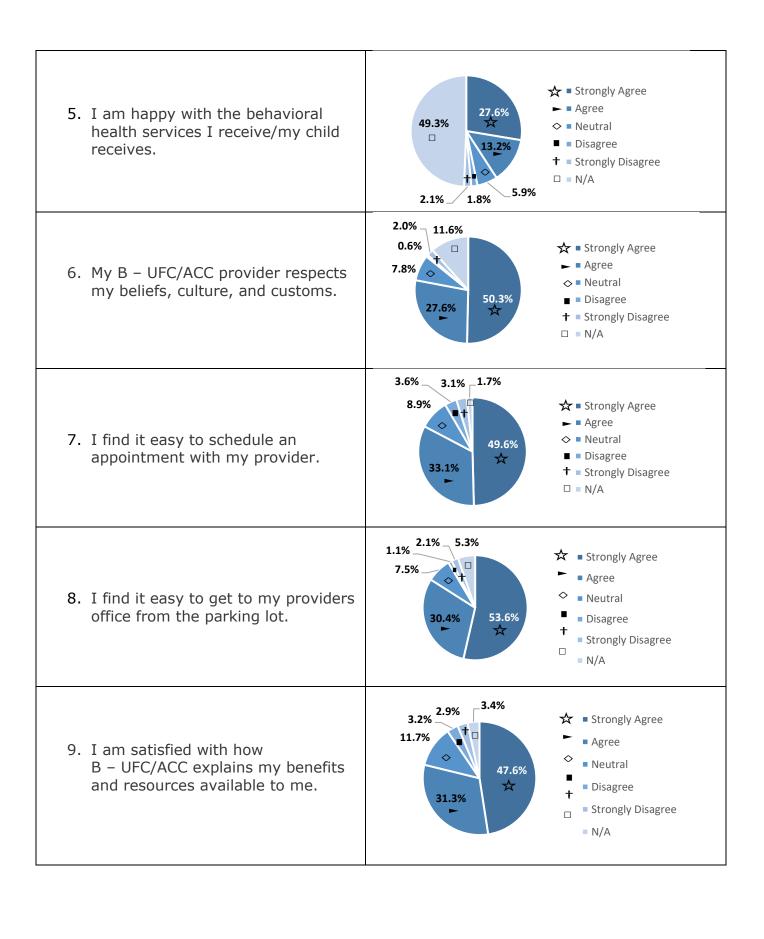


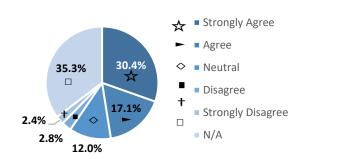
## Banner – University Family Care/ACC 2021 Member Survey Results

Question	2021	2020	2019	2018
1. On a scale of 1-10, with 10 being				
the highest, how likely are you to	*NPS =	*NPS =	*NPS =	*NPS =
recommend B - UFC/ACC to a	69% ↑	65%	66%	67%
family member or friend?	·			





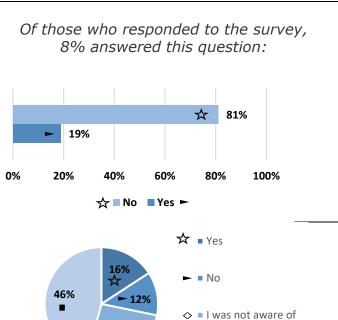
10.Online/video visits with my provider/case manager are easy and efficient.



11.(Please only answer this question if you are or were pregnant during the past year).

If you requested an OB visit during your first trimester (0-13 weeks of pregnancy), did the provider have appointments available within 14 days of your call?

12.At no cost to you, we offer transportation services to provider offices, clinics, and/or to pick up medications from pharmacies. If you used these services over the past year, did they meet your needs?



26%

these services

■ N/A

## **Results from previous years:**

Question	2020	2019	2018
<ol> <li>On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC/ACC to a family member or friend?</li> </ol>	*NPS = 65.7% ↓	*NPS = 66.4%	*NPS = 67.5%
2. Are you happy with B – UFC/ACC?	96.8% ↑	96%	95%
<ol> <li>If you were seen by a B – UFC/ACC doctor in the past year, were you happy with the medical care you received?</li> </ol>	93.7%↓	95%	95%
<ol> <li>If your child was seen by a B – UFC/ACC doctor in the past year were you happy with the medical care received?</li> </ol>	75.9% ↓	83%	75%

5. During the last year, did you feel that your doctor respected your beliefs, culture and customs when talking to you or your child about your health care?				97.3% ↑	97%	98.3%	
6.	6. If you are or were pregnant during the past year, were you able to get an OB visit within 14 days during your first trimester?			16.2% ↓	32%	23%	
7.	7. Do you find it hard to get to your provider's office from the parking lot?			5.6% ↑ <i>(Yes)</i>	4% (Yes)	6.5% (Yes)	
Rea	Reason for difficulty to access provider office:			94.4% <i>(No)</i>	96% (No)	93.5% <i>(No)</i>	
	Reason	2020	2019				
	Drop off too far	32.8%	39%				
	No ramp	6.9%	14%				
	No automatic doors	5.2%	14%				
	Other	55.2%	33%				
8.	8. During the last year did you use B –UFC/ACC's transportation services?			17.7% ↓ (Yes)	20% (Yes)	20% (Yes)	
9.	<ol><li>Were you happy with the service you received?</li></ol>				70.5% ↑	65%	77%
10	10.If you requested or received information from B – UFC/ACC in the past year, how helpful was the information in meeting your needs?			73.9% ( <i>Very</i> ) 23.2%	N/A	N/A	
11	11.How likely are you to have online/video visits with a doctor?			(Somewhat) 34% (Yes) 33.1% (Somewhat)	N/A	N/A	

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