



Banner
University Family Care

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 recommend B – UFC/ACC to a family member or friend?	*NPS = 69% ↑	*NPS = 65%	*NPS = 66%	*NPS = 67%

Question	Results
2. Customer Service Representatives are knowledgeable and helpful.	<ul style="list-style-type: none"> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A
3. I am happy with the health care I receive from B – UFC/ACC providers.	<ul style="list-style-type: none"> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A
4. I am happy with the health care MY CHILD receives from B – UFC/ACC providers.	<ul style="list-style-type: none"> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A

<p>5. I am happy with the behavioral health services I receive/my child receives.</p>	<p> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A </p>
<p>6. My B – UFC/ACC provider respects my beliefs, culture, and customs.</p>	<p> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A </p>
<p>7. I find it easy to schedule an appointment with my provider.</p>	<p> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A </p>
<p>8. I find it easy to get to my providers office from the parking lot.</p>	<p> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A </p>
<p>9. I am satisfied with how B – UFC/ACC explains my benefits and resources available to me.</p>	<p> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree † Strongly Disagree □ N/A </p>

<p>10. Online/video visits with my provider/case manager are easy and efficient.</p>	<p> ☆ Strongly Agree ▶ Agree ◇ Neutral ■ Disagree + Strongly Disagree □ N/A </p>
<p>11. <i>(Please only answer this question if you are or were pregnant during the past year).</i></p> <p>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?</p>	<p><i>Of those who responded to the survey, 8% answered this question:</i></p> <p> ☆ No 81% ■ Yes 19% </p>
<p>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?</p>	<p> ☆ Yes 16% ▶ No 12% ◇ I was not aware of these services 26% ■ N/A 46% </p>

Results from previous years:

Question	2020	2019	2018
1. 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?	*NPS = 65.7% ↓	*NPS = 66.4%	*NPS = 67.5%
2. Are you happy with B – UFC/ACC?	96.8% ↑	96%	95%
3. If you were seen by a B – UFC/ACC doctor in the past year, were you happy with the medical care you received?	93.7% ↓	95%	95%
4. If your child was seen by a B – UFC/ACC doctor in the past year were you happy with the medical care received?	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. 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. Do you find it hard to get to your provider's office from the parking lot?	5.6% ↑ (Yes)	4% (Yes)	6.5% (Yes)															
Reason for difficulty to access provider office:	94.4% (No)	96% (No)	93.5% (No)															
<table border="1"> <thead> <tr> <th>Reason</th> <th>2020</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Drop off too far</td> <td>32.8%</td> <td>39%</td> </tr> <tr> <td>No ramp</td> <td>6.9%</td> <td>14%</td> </tr> <tr> <td>No automatic doors</td> <td>5.2%</td> <td>14%</td> </tr> <tr> <td>Other</td> <td>55.2%</td> <td>33%</td> </tr> </tbody> </table>				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%
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8. During the last year did you use B –UFC/ACC's transportation services?	17.7% ↓ (Yes)	20% (Yes)	20% (Yes)															
9. Were you happy with the service you received?	70.5% ↑	65%	77%															
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% (Very) 23.2% (Somewhat)	N/A	N/A															
11.How likely are you to have online/video visits with a doctor?	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**.