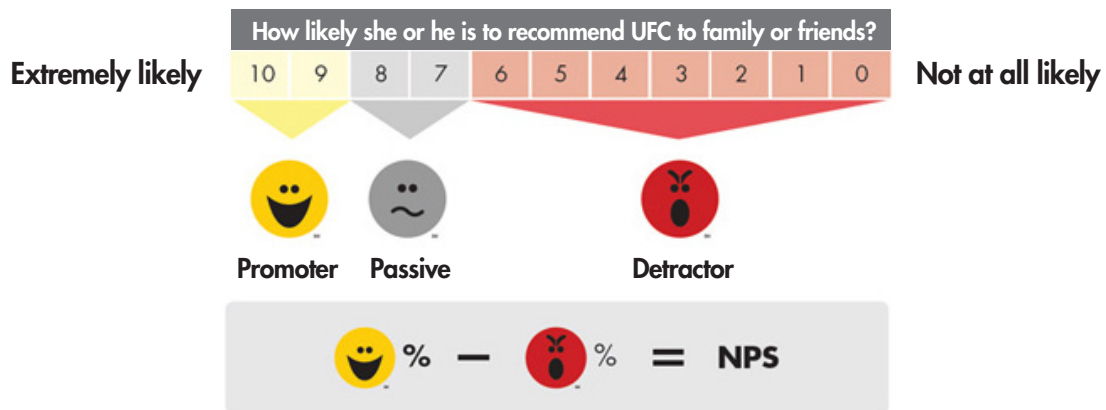




2017 MEMBER SATISFACTION SURVEY RESULTS THIS IS WHAT YOU TOLD US!

Questions	COMPARISON	
	2016	2017
<p>Are you happy with UFC? 95.6% of respondents said they were happy with UFC. 4.4% of respondents said they were not happy with UFC.</p>	95.7%	95.6%
<p>If you called UFC in the past year were you happy with the service you received? 95% of respondents said they were happy with the service. 5% of respondents said they were not happy with the service.</p>	93.25%	95%
<p>If you were seen by a UFC doctor in the past year, were you happy with the medical care you received? 94.1% of respondents said they were happy with their doctor. 5.9% of respondents said they were not happy with their doctor.</p>	93.55%	94.1%
<p>If your child was seen by a UFC doctor in the past year were you happy with the medical care you received? 82% of respondents said they were happy. 18% of respondents said they were not happy.</p>	87%	82%
<p>When you have medical questions, does your doctor answer them? 98.8% of respondents said their doctor answers their questions. 1.2% of respondents said their doctor did not answers their questions.</p>	98.5%	98.8%
<p>During the past year did you feel that your doctor ALWAYS respected your beliefs, culture and customs when talking to you or your child about your health care? 82% of respondents said ALWAYS. 13.8% of respondents said USUALLY. 3.1% of respondents said SOMETIMES. 1.1% of respondents said NEVER.</p>	87.1% ALWAYS	82% ALWAYS
<p>If you were pregnant during the last year, were you able to get an OB appointment within 15 days? 46.8% of respondents said yes 53.2% of respondents said no</p>	87.1%	46.8%

A Net Promoter Score (NPS) asks members how likely she or he is to recommend UFC to family or friends. UFC uses a scale of 1–10 to score member responses. Member responses are separated into 3 areas:

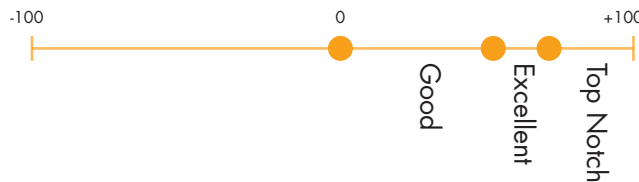


To calculate the NPS all responses are added up by area. Then, the total detractor score is subtracted from the total promoter score.

What is considered a good Net Promoter Score?

Given the NPS range of -100 to +100, a “Positive” score or NPS above 0 is considered “Good”, +50 is “Excellent”, and above +70 is considered “Top Notch.”

Net Promoter Score Analysis



Here is how UFC did on the NPS:

On a scale of 1-10, with 10 being the highest, how likely are you to recommend UFC to friends or family members?

72.7% (Promoters) - Likely to recommend. Rated UFC a 9 or 10.

16% (Passive) - Likely to not recommend or detract. Rated UFC 7 or 8.

11.3% (Detractors) - Likely to not recommend. Rated UFC 1- 6.

$$\text{NPS} = 61.4\% \text{ this is calculated by } \begin{array}{r} - 72.7\% \text{ Promoters} \\ - 11.3\% \text{ Detractors} \\ \hline 61.4\% \text{ Net Promoter Score} \end{array}$$

On a scale of 1-10 with 10 being excellent, rate your experience with UFC’s transportation services.

59% (Promoters) - Likely to recommend. Rated UFC a 9 or 10.

20% (Passive) - Likely to not recommend or detract. Rated UFC 7 or 8.

21% (Detractors) - Likely to not recommend. Rated UFC 1- 6.

$$\text{NPS} = 38\% \text{ this is calculated by } \begin{array}{r} - 59\% \text{ Promoters} \\ - 21\% \text{ Detractors} \\ \hline 38\% \text{ Net Promoter Score} \end{array}$$

Improving our Net Promoter Score is thinking about the specific factors that impact how **YOU** feel about **US**.

Here's what UFC is going to do to improve our Net Promoter Score:

- **Engage in Active Listening in every interaction we have with you.**
This will allow for a better understanding of your needs and demonstrate our willingness to help.
- **Monitor our call center calls at a higher frequency.**
This will increase our accountability to you and make sure our staff is always courteous and respectful.
- **Evaluate our provider network to ensure that pregnant moms can make timely appointments.**
This will ensure you are able to make appointments when you need it.
- **Develop a team to address pediatric providers regarding appointment availability and service.**
This will improve parental satisfaction with children's providers.
- **Meet weekly with our non-emergency medical transportation provider.**
This will address grievances, complaints, and needs for improving services.
- **Conduct 3 member surveys during 2018.**
This will allow us to know how we are improving.

Do you have something else on your mind?

Call us and tell us about it. (800) 582-8686. TTY 711.