

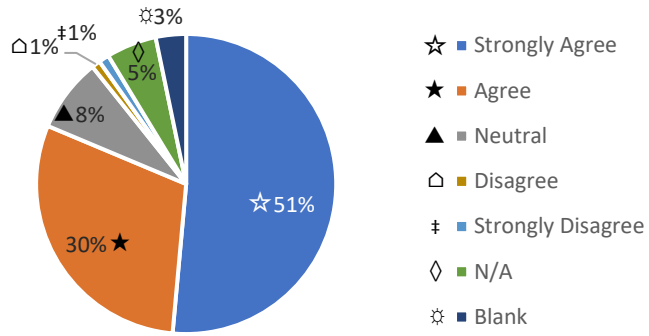
Banner – University Family Care/ALTCS 2022 Member Survey Results

Question	2022	2021	2020	2019	2018
1. On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC/ALTCS to a family member or friend?	NPS = 84% ↑	NPS = 69%	NPS = 67%	NPS = 62%	NPS = 53%

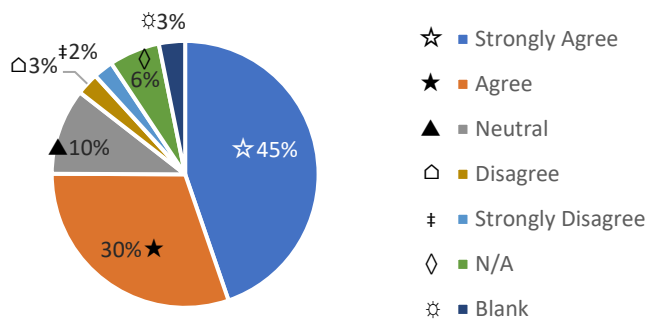
<p>2. Overall, my experience with B – UFC/ALTCS has been positive.</p>	<table border="1"> <caption>Response Distribution for Question 2</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>56%</td> </tr> <tr> <td>Agree</td> <td>32%</td> </tr> <tr> <td>Neutral</td> <td>6%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1%</td> </tr> <tr> <td>N/A</td> <td>1%</td> </tr> <tr> <td>Blank</td> <td>1%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	56%	Agree	32%	Neutral	6%	Disagree	1%	Strongly Disagree	1%	N/A	1%	Blank	1%
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<p>3. Customer service representatives are knowledgeable and helpful.</p>	<table border="1"> <caption>Response Distribution for Question 3</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>52%</td> </tr> <tr> <td>Agree</td> <td>32%</td> </tr> <tr> <td>Neutral</td> <td>9%</td> </tr> <tr> <td>Disagree</td> <td>1%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1%</td> </tr> <tr> <td>N/A</td> <td>3%</td> </tr> <tr> <td>Blank</td> <td>1%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	52%	Agree	32%	Neutral	9%	Disagree	1%	Strongly Disagree	1%	N/A	3%	Blank	1%
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<p>4. I am happy with the help I received from my B – UFC/ALTCS Case Manager.</p>	<table border="1"> <caption>Response Distribution for Question 4</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>58%</td> </tr> <tr> <td>Agree</td> <td>27%</td> </tr> <tr> <td>Neutral</td> <td>8%</td> </tr> <tr> <td>Disagree</td> <td>2%</td> </tr> <tr> <td>Strongly Disagree</td> <td>2%</td> </tr> <tr> <td>N/A</td> <td>1%</td> </tr> <tr> <td>Blank</td> <td>2%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	58%	Agree	27%	Neutral	8%	Disagree	2%	Strongly Disagree	2%	N/A	1%	Blank	2%
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<p>5. The Case Management services I received help me improve or manage my health.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>6. I am satisfied with the overall B – UFC/ALTCS Case Management program.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>7. I believe I receive quality health care from B – UFC/ALTCS providers.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>
<p>8. I am satisfied with how my health care providers answer my questions.</p>	<p>☆ Strongly Agree ★ Agree ▲ Neutral ◻ Disagree ‡ Strongly Disagree ◇ N/A ⊛ Blank</p>

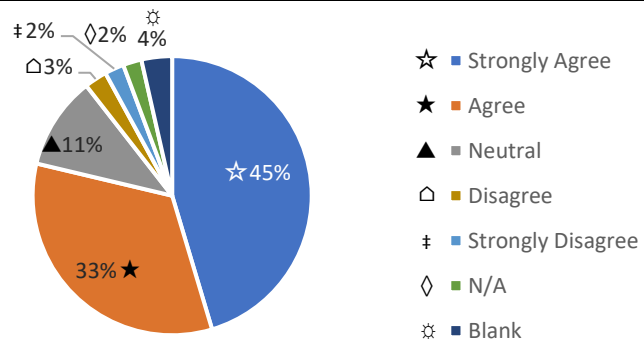
9. My B – UFC/ALTCS providers respect my beliefs, culture, and customs.



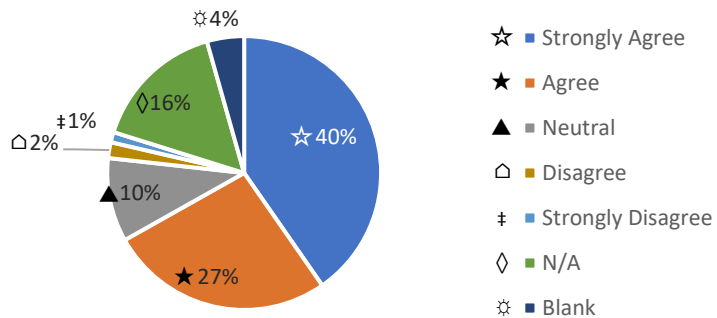
10. I find it easy to schedule an appointment with my provider.



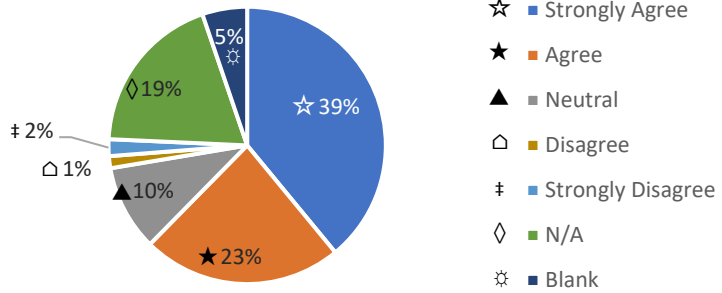
11. I am satisfied with how B-UFC/ALTCS explains my benefits and resources available to me.



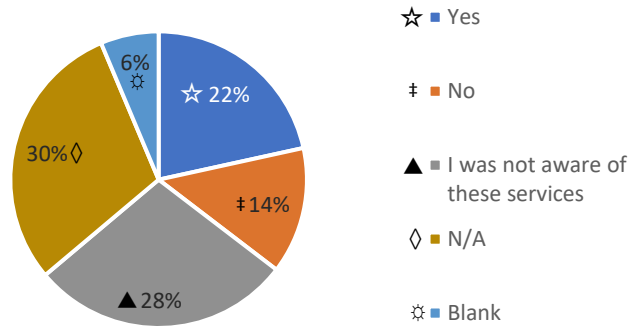
12. The parking lot, doorways, and bathrooms at my provider's offices are easily accessible to me.



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



14. 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?



Strongly Agree and Agree Comparison Results

Question	2022	2021
2. Overall, my experience with B – UFC/ALTCS has been positive?	88.6%	N/A
3. Customer service representatives are knowledgeable and helpful.	84.2%	85.6%
4. I am happy with the help I receive from my B – UFC/ALTCS Case Manager.	85.6%	90.9%
5. The Case Management services I receive help me improve or manage my health.	83.4%	N/A
6. I am satisfied with the overall B – UFC/ALTCS Case Management program.	85.6%	N/A
7. I believe I receive quality health care from B – UFC/ALTCS providers.	86.1%	90.8%
8. I am satisfied with how my health care providers answer my questions.	82.7%	88.4%
9. My B – UFC/ALTCS providers respect my beliefs, culture, and customs.	81.3%	86.6%
10. I find it easy to schedule an appointment with my provider.	75.1%	78.4%
11. I am satisfied with how B – UFC/ALTCS explains my benefits and resources available to me.	78.7%	83.5%
12. The parking lot, doorways, and bathrooms at my provider's offices are easily accessible to me.	66.9%	64.9%
13. Online/video visits with my provider/case manager are easy and efficient.	62.4%	59.1%
14. 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.	Yes: 22%	Yes: 31%