



CLE SCORING PAST PERFORMANCE - YH20-0002  
 CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS) SURVEY SCORING TOOL

| ACC                                      |   | CUSTOMER SERVICE SCORE (%) | RATING OF HEALTH PLAN SCORE (%) | AVG | RANKING |
|--|---|----------------------------|---------------------------------|-----|---------|
| AUDITING TIMEFRAME                       | 2020-2021   |                            |                                 |     |         |
| DOCUMENT(S) UTILIZED                     | External Quality Review Annual Member Satisfaction Report - ACC |                            |                                 |     |         |
| MOLINA COMPLETE CARE                     |   | 87.9%                      | 53.1%                           | 71% | 7       |
| MERCY CARE (MC)                          |   | 86.7%                      | 63.9%                           | 75% | 3       |
| UNITEDHEALTH CARE COMMUNITY PLAN (UHCOP) |   | 86.3%                      | 66.5%                           | 76% | 2       |
| BANNER UNIVERSITY FAMILY CARE (BUFC)     |   | 91.7%                      | 67.4%                           | 80% | 1       |
| HEALTH CHOICE (HC)                       |   | 89.5%                      | 57.7%                           | 74% | 4       |
| ARIZONA COMPLETE HEALTH (AZCH)           |   | 87.5%                      | 60.7%                           | 74% | 4       |
| CAREST (CF)                              |   | 89.0%                      | 59.3%                           | 74% | 4       |

| RBHA                           |  | CUSTOMER SERVICE SCORE (%) | RATING OF HEALTH PLAN SCORE (%) | AVG | RANKING |
|--------------------------------|--|----------------------------|---------------------------------|-----|---------|
| AUDITING TIMEFRAME             | 2020-2021  |                            |                                 |     |         |
| DOCUMENT(S) UTILIZED           | External Quality Review Annual Member Satisfaction Report - RBHA |                            |                                 |     |         |
| ARIZONA COMPLETE HEALTH (AZCH) |  | 89.0%                      | 48.5%                           | 69% | 3       |
| HEALTH CHOICE (HC)             |  | 87.9%                      | 54.2%                           | 71% | 1       |
| MERCY CARE (MC)                |  | 84.5%                      | 58.3%                           | 71% | 1       |

|                                       |  |
|---------------------------------------|--|
| EVALUATOR FULL NAME (FIRST AND LAST): | Jakenna L Lebsock  |
| EVALUATOR TITLE:                      | Assistant Director   |
| DATE:                                 | Sep 24, 2021   |
| SIGNATURE:                            | <br><u>Jakenna L Lebsock (Sep 24, 2021 08:56 PDT)</u> |
| EVALUATOR FULL NAME (FIRST AND LAST): | Jamie Robin  |
| EVALUATOR TITLE:                      | Quality Improvement Manager  |
| DATE:                                 | Sep 24, 2021   |
| SIGNATURE:                            | <br><u>Jamie Robin (Sep 24, 2021 11:25 PDT)</u>       |