

2020 B – UFC/ALTCS Member Satisfaction Survey Results

Question	2020	2019	2018															
1. On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC to a family member or friend?	*NPS = 67% ↑	*NPS = 62%	*NPS = 53%															
2. Are you happy with B – UFC/ALTCS?	96.5% ↑	94.5%	93%															
3. If you were seen by a B – UFC/ALTCS doctor within the past year, were you happy with the medical care you received?	94.3% ↑	93%	91%															
4. Are you happy with your B – UFC/ALTCS Case Manager?	96.4% ↓	97%	96.7%															
5. When you have medical questions does your doctor answer them?	96 % ↓	97%	94%															
6. During the last year, did you use B – UFC/ALTCS's transportation service?	32.7% ↓ (Yes)	36% (Yes)	34% (Yes)															
7. Were you happy with the service you received?	70.5% ↓	76%	77%															
8. Do you find it hard to get to your provider's office from the parking lot? Reason for difficulty to access provider office:	12.2% ↓ (Yes) 87.8% (No)	20% (Yes) 80% (No)	22% (Yes) 78% (No)															
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #002060; color: white;">Reason</th> <th style="background-color: #002060; color: white;">2020</th> <th style="background-color: #002060; color: white;">2019</th> </tr> </thead> <tbody> <tr> <td>Drop off too far</td> <td>23.2%</td> <td>23%</td> </tr> <tr> <td>No ramp</td> <td>2.4%</td> <td>10%</td> </tr> <tr> <td>No automatic doors</td> <td>13.4%</td> <td>33%</td> </tr> <tr> <td>Other</td> <td>61.0%</td> <td>34%</td> </tr> </tbody> </table>	Reason	2020	2019	Drop off too far	23.2%	23%	No ramp	2.4%	10%	No automatic doors	13.4%	33%	Other	61.0%	34%			
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9. During the last year, did you feel that your doctor respected your beliefs, culture and customs when talking to you about your health care?	99.3% ↑	99%	78%															
10. How likely are you to have online/video visits with a doctor?	34.1 % (Yes) 27.1% (Somewhat)	N/A	N/A															

*NPS (Net Promoter Score) = % Promoters - % Detractors
Detractors score 0-6 & Promoters score 9-10