

Member Survey Results- Nationwide Fee-For Service (FFS) Plans

Plan Name	Plan Code	State	Overall Plan Satisfaction	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Claims Processing	Plan Information on Costs
National Average - FFS Plans			73.82	90.26	88.79	94.92	89.66	89.28	69.54
APWU Health Plan	47	Nationwide	65.42	86.64	87.12	92.88	82.48	84.04	66.03
Blue Cross and Blue Shield Service Benefit Plan-Standard Option	10	All other states	77.34	94.02	89.13	95.02	NA	91.67	75.60
		AZ	78.07	85.20	88.03	94.01	NA	92.48	71.65
		CA	73.62	87.55	84.54	95.31	NA	NA	67.73
		DC	72.67	88.80	88.34	96.41	NA	85.09	59.39
		FL	83.70	94.19	NA	92.80	NA	NA	69.77
		IL	84.62	88.66	87.59	97.14	NA	95.41	72.61
		MD	78.71	92.57	86.86	96.20	NA	93.93	65.57
		TX	86.99	90.42	87.02	93.66	NA	NA	68.24
Blue Cross and Blue Shield Service Benefit Plan-Basic Option	11	All other states	78.37	90.88	88.13	93.91	NA	95.45	66.93
		AZ	76.54	87.28	81.51	89.42	NA	92.56	63.75
		CA	69.63	84.27	81.40	94.43	85.32	88.75	63.59
		DC	68.64	85.09	82.77	92.90	NA	90.36	55.25
		FL	77.78	86.46	82.96	93.30	NA	91.67	64.27
		IL	81.68	87.59	86.28	95.09	NA	95.61	65.96
		MD	73.64	88.91	87.76	94.31	NA	91.47	59.29
		TX	77.25	88.72	89.73	94.40	NA	93.81	64.63
VA	80.08	90.75	89.03	94.55	NA	94.87	69.93		
GEHA Benefit Plan- High Option	31	Nationwide	78.05	87.94	89.77	96.84	87.66	84.70	63.00
GEHA Benefit Plan- Standard Option	31	Nationwide	64.64	87.22	84.77	93.01	86.86	84.70	64.55
MHBP - Value Plan	41	Nationwide	61.69	91.13	86.64	93.54	89.93	88.86	63.41
MHBP - Standard Option	45	Nationwide	76.11	93.01	90.83	97.09	91.23	90.94	73.41
NALC- High Option	32	Nationwide	77.28	90.64	87.77	94.48	90.70	93.50	74.58
NALC- Value Option	KM	Nationwide	77.28	90.64	87.77	94.48	90.70	93.50	74.58
SAMBA- High Option	44	Nationwide	85.09	93.91	92.15	97.53	91.04	93.82	72.59
SAMBA	44	Nationwide	75.72	90.35	89.03	95.37	89.63	88.83	71.04
FFS Plans Open Only to Specific Groups									
Compass Rose Health Plan	42	Nationwide	66.31	91.89	92.71	95.24	86.27	80.87	71.44
Foreign Service Benefit Plan	40	Nationwide	73.77	86.19	86.02	92.36	87.87	87.10	69.55
Rural Carrier Benefit Plan	38	Nationwide	77.66	92.79	91.54	96.28	95.56	94.10	74.45