

Assessment of Customer Satisfaction

A qualitative look at the Vital Plan Managed Care Organizations



ADMINISTRACIÓN DE SEGUROS
DE PUERTO RICO
ASES



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Introduction

Introduction

Summary

In the 1960's the government of Puerto Rico established the first Medicaid program, providing healthcare to its population through a decentralized government financed network of regional hospitals and clinics. Although the system provided health care to lower income individuals it also created a sense of social segregation and health care inequality between the people that could afford private insurance and those who could not. The situation was aggravated by scarce resources and rising costs of public healthcare leading to a significant decay in quality of service. To address the situation, the government implemented a new **managed care delivery model**¹ (Act No. 72 of September 7, 1993), with the goal of reducing costs, improving quality of service and ensuring access to healthcare for everyone.

The Medicaid program in Puerto Rico, marketed to the general public as **Plan Vital**, provides healthcare services to over 1.5 million beneficiaries among all its categories, however, there are 1,406,000 people (43% of the total population²) who are exclusive to Plan Vital, excluding dual cases known as Platino, OPM (*Oficina de la Procuradora de las Mujeres*), and the beneficiaries who correspond to the corrections system. The program expands on previous models by allowing the enrollees to choose their **Managed Care Insurance Provider**. This freedom of choice changed the health industry from a regional monopoly to promoting competition between the providers themselves. In turn, forcing those providers to improve their services and provider networks.

The program is administered by the **Puerto Rico Department of Health** and the **Puerto Rico Health Insurance Administration** (Commonly known as **ASES** – Administración de Seguros de Salud).

The **Puerto Rico Department of Health** is the Single State Agency³ for the Medicaid Program. As such assumes the responsibility of determining eligibility, implements policy and administers the Medicaid State Plan.

ASES oversees, monitors and evaluates the services offered by the **Managed Care Organizations (MCO's)**. As part of their mandate, they are tasked with evaluating the performance of all contracted insurance providers.

In an effort to help **ASES** and the **Puerto Rico Department of Health** on their mission, **Truenorth**, as an independent firm, has developed a Customer Satisfaction Survey. Our goal is to assess and understand the consumers' experience with the public healthcare system starting

¹ Managed Care is a health care delivery system organized to manage cost, utilization, and quality. Medicaid managed care provides for the delivery of Medicaid health benefits and additional services through contracted arrangements between state Medicaid agencies and managed care organizations (MCOs) that accept a set per member per month (capitation) payment for these services. (<https://www.medicaid.gov/medicaid/managed-care/index.html>)

² The population of Puerto Rico according to the US Census Bureau - 2020 Census is 3,285,874. (<https://www2.census.gov/programs-surveys/decennial/2020/data/apportionment/apportionment-2020-table02.pdf>)

³ The single State agency is responsible for determining eligibility for all individuals applying for or receiving benefits. (42 CFR § 431.10).

with the enrollment process, their Managed Care Organizations, interactions with their healthcare physicians and the overall experience with their health care.

Truenorth's Consumer Experience division conducted the survey and study on behalf of **ASES** to improve transparency and accountability of the managed care system and ultimately highlight areas of opportunity and future improvements to the public healthcare program.

One of the most important findings that arises from the analysis is the high level of satisfaction that beneficiaries have with the new Vital Plan model where they have free choice of insurer regardless of their place of residence. Although satisfaction levels are high for most survey responses, it highlights clear areas of opportunity in expanding Provider Networks; a clear distinction of underserved regions for some MCO's and a need to improve availability and access to both Primary Care Physicians and Specialists.

Disclaimers

This report is a working document and could be modified at any time. It is based on results of customer satisfaction surveys to participants of Plan Vital and are the expressed opinions of those participants at the time of the interview.

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Glossary

Beneficiary

A person who after being certified as eligible under the Medicaid Program has completed the enrollment process with the Insurer and for whom the Insurer has issued the identification card that identifies the person as a Vital insured

HIPAA (Health Insurance Portability and Accountability Act)

Health Insurance Portability and Accountability Act. The law includes regulations to establish secure electronic health records that will protect the privacy of an individual's medical information and prevent misuse of this information.

MCO (Managed Care Organization)

Managed Care Organization. It is an insurer or integrated entity in the healthcare system, which endeavor to reduce healthcare expenditures costs. It is associated with the managed care system.

Managed Care System

It is a health care delivery system organized to manage cost, utilization, and quality. Medicaid managed care provides for the delivery of Medicaid health benefits and additional services through contracted arrangements between state Medicaid agencies and managed care organizations (MCOs) that accept a set per member per month (capitation) payment for these services

Provider Network

Also known as Preferred Provider Organizations (PPO), it is a list of in-network providers for primary and specialty care. Health professionals duly licensed to practice medicine in Puerto Rico hired by Insurer for the insured to use as the first option. Beneficiaries can access these providers without referral or copayments if they belong to their Primary Medical Group.

PCP (Primary Care Physician)

A primary care physician (PCP), or primary care provider. A licensed physician (MD) who is a provider and who, within the scope of practice and in accordance with the certification and licensing requirements of Puerto Rico, is responsible for providing all the primary care required to the insured. The PCP is responsible for determining the services required by members, provides continuity of care, and provides referrals for members when medically necessary. A PCP can be a general practitioner, family doctor, internal medicine physician, OB / GYN, or pediatrician.

PMG (Primary Medical Group)

A primary medical group (PMG) that integrates health professionals to contract with MCOs to provide health services under a Managed Care System.

Specialist

A health professional licensed to practice medicine and surgery in Puerto Rico who provides specialized medical and complementary services for primary physicians. This category includes cardiologists, endocrinologists, neurologists, surgeons, radiologists, psychiatrists, ophthalmologists, nephrologists, urologists, physiatrists, orthopedists, and other physicians not included in the definition of PCP.

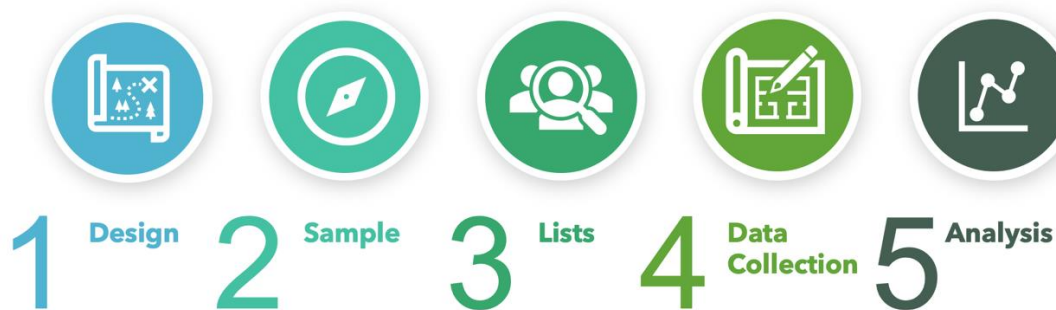


Methodology

Methodology

Process

This section describes the methodology used to perform the customer satisfaction assessment. A methodology consisting of five (5) stages in sequence was established as shown in the following diagram. In each of the stages, controls and validations were included to maintain the highest standards of rigor in the industry. As needed, expert resources participated and joined the team at the corresponding stage.



Design and Development of Survey

The survey questionnaire has 20 questions divided in **three (3) main sections**:

- I. The first section titled (6 questions) **“Perception & Image of Plan VITAL”** encompasses the general perception of Plan Vital and the enrollment process.

Topics considered:

- Enrollment Process
- Access to information about Plan Vital
- Communication preference
- Coverage satisfaction
- Improvements

It has four (4) questions that are represented using a rating scale from 0 to 10 (0 being poor and 10 being very good) where participants select the number that most accurately represents the response to the question. It also has one (1) Single Choice question and one (1) Multiple-Choice question that highlight the participants preferences to certain options or improvements to the services provided by Plan Vital. (Refer to Appendix: Questionnaire).

- II. The second section **“Experience with your MCO”** relates to the experience and interactions the participant has had with their selected Managed Care Organization.

Topics considered:

- Service Satisfaction
- Quality of Service
- Improvements

This section has three (3) questions represented using a Likert scale to gauge the respondent's opinion of the particular topic. It has two (2) questions using a rating scale from 0 to 10 (0 being poor and 10 being very good) where participants select the number that most accurately represents the response to the question. And one (1) Yes or No question. (Refer to Appendix: Questionnaire).

III. Finally, the third section **“Health Service Satisfaction”** comprises the relationship and interactions with their healthcare providers, physicians and services.

Topics considered:

- Service Satisfaction
- Quality of Service
- Accessibility
- Preventative care

This section has six (6) questions represented using a Likert scale to gauge the respondent's opinion of the particular topic. And one (1) question using a rating scale from 0 to 10 (0 being poor and 10 being very good) where participants select the number that most accurately represents the response to the question. (Refer to Appendix: Questionnaire).

The analysis used a CSAT (Customer Satisfaction Score) Score. The count of responses considered as positive over the total amount of responses for that question.

$$\frac{\text{Number of Satisfied Customers}}{\text{Number of Survey Responses}} \times 100 = \% \text{ of Satisfied Customers}$$

Each stratification (Region & MCO) would have a CSAT score and can be used comparatively to highlight any outliers and if the survey is repeated periodically can be used to track progress of a particular topic.

Population Sample & Target

The sample size was determined by an independent research consultant firm⁴, to ensure all of the required components that **ASES** is interested in measuring are represented in the study.

Participants had to be 21 years of age or older and distribution for region and MCO within the sample had to be representative of the total population.

⁴ Estudios Técnicos Inc.

Currently, there are 4 active Managed Care Organizations available for participants of Plan Vital. First Medical, MMM, Plan de Salud Menonita and Triple S.

Puerto Rico is comprised of **seventy-eight (78) municipalities** which **ASES** grouped into **eight (8) geographical regions**. Although the **new Plan Vital eliminates the need to classify its population by region**, we will leverage this model in the presentation of the results to highlight any significant findings between those regions.



Source: ASES ([ASES_Perfil_de_asegurados_del_Plan_de_Salud_del_Gobierno_2013.pdf](#))

The distribution of the population used to calculate the sample is described in the following table.

Table 1: Population of Plan Vital by MCO and Region (January 2021).

MCO	Region							
	Norte	Metro Norte	San Juan	Noreste	Oeste	Suroeste	Sureste	Este
First Medical	114,804	21,431	69,704	10,976	24,360	23,404	7,663	26,350
MMM	15,569	21,602	8,972	85,397	24,115	30,680	95,663	23,143
Plan de Salud Menonita	2,340	2,967	2,864	8,171	6,473	20,520	15,002	98,640
Triple S	33,878	138,301	18,081	18,902	131,924	39,540	11,538	31,108

Source: Reporte Distribución de la Muestra del Plan Vital – ASES Enrollment Counselor

* Certain groups of individuals were excluded for the purposes of determining the sample of this study. Members of Platino (Dually Eligible Individuals), children under the custody of ADFAN (Administración de Familia y Niños), women under protection of the state through the OPM (Oficina de la Procuradora de la Mujer), and the prison population under the custody of the DCR (Departamento de Corrección y Rehabilitación).

The following figure shows a graphic representation of the population distribution in each of the regions considered in this study.

Figure 1: Population of Plan Vital by Region (January 2021).



Source: Truenorth Corporation

The sample size calculated reflects a confidence level of **95%** with a margin of error lower than **5%** on all segments. The survey includes the **four (4) active Managed Care Organizations (MCO's)** and all **eight (8) regions** previously classified by ASES.

Table 2: Sample by MCO and Region

MCO	Region								Total
	Norte	Metro Norte	San Juan	Noreste	Oeste	Suroeste	Sureste	Este	
First Medical	970	181	589	93	206	198	65	223	2,525
MMM	131	182	76	721	204	259	808	195	2,576
Plan de Salud Menonita	20	25	24	69	55	173	127	833	1,326
Triple S	286	1,168	153	160	1,114	334	97	263	3,575
Total	1,407	1,556	842	1,043	1,579	964	1,097	1,514	10,002

Source: Estudios Tecnicos Inc - Reporte Distribución de la Muestra del Plan Vital - Truenorth.pdf

Table 3: Sample margin of error by MCO

MCO	Error
First Medical	2.0%
MMM	1.9%
Plan de Salud Menonita	2.6%
Triple S	1.6%

Source: Estudios Tecnicos Inc - Reporte Distribución de la Muestra del Plan Vital - Truenorth.pdf

Table 4: Sample margin of error by Region

Region	Error
Norte	2.6%
Metro Norte	2.5%
San Juan	3.4%
Noreste	3.0%
Oeste	2.5%
Suroeste	3.2%
Sureste	3.0%
Este	2.5%

Source: Estudios Tecnicos Inc - Reporte Distribución de la Muestra del Plan Vital - Truenorth.pdf

Call Lists

Participants were chosen at random from the pool of available enrollees of Plan Vital. Their enrollment records were used to determine region and active MCO to ensure sample requirements were met.

Phone survey and Data Collection

From February 3, 2021 to April 14, 2021 over 62,000 phone calls were placed to participants. The team collected 10,518 surveys surpassing our goal of 10,002 needed, a participation rate of **17%** of the contacts established. **Truenorth's Consumer Experience** personnel performed all the interviews, guided the participants through the questionnaire and collected the answers of the survey.

Data Analysis

Data Analysis

Survey Responses

After making more than 62,000 phone calls to randomly selected beneficiaries, 10,518 surveys were collected, surpassing the sample of 10,002 surveys required. The results of the collected surveys were distributed as shown in the table below, considering the four (4) active Managed Care Organizations (MCO) and the eight (8) regions.

Table 5: Survey Responses by MCO and Region

MCO	Region								Total
	Norte	Metro Norte	San Juan	Noreste	Oeste	Suroeste	Sureste	Este	
First Medical	1,009	190	673	96	222	209	70	233	2,702
MMM	144	193	85	748	211	280	897	206	2,764
Plan de Salud Menonita	20	26	25	72	56	186	131	820	1,336
Triple S	298	1,181	175	171	1,172	344	105	270	3,716
Total	1,471	1,590	958	1,087	1,661	1,019	1,203	1,529	10,518

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Perception & Image of Plan VITAL

1. Eligibility Process

Using a number from 0 to 10, 0 being dissatisfied and 10 being very satisfied, how would you rate the Medicaid certification / evaluation process for your VITAL Plan eligibility?
(Rating scale 0 – 10)

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses
First Medical		29	7	4	5	16	73	58	108	360	332	1,710	2,702
Este		1			1	3	5	5	8	28	28	154	233
Metro Norte		6				3	11	4	6	24	15	121	190
Noreste		2		1			3	1	1	10	10	68	96
Norte		6	2	2	3	2	24	24	38	136	134	638	1,009
Oeste		4	3			1	6	4	11	28	24	141	222
San Juan		10	1	1	1	4	16	15	34	101	85	405	673
Sureste							1	2	2	8	10	47	70
Suroeste			1			3	7	3	8	25	26	136	209
MMM		35	10	8	7	13	48	46	127	343	378	1,749	2,764
Este		3	1		1		5	3	13	32	29	119	206
Metro Norte		1	1		1	2	5	3	12	28	33	107	193
Noreste		8	5	3	3	3	14	22	41	84	116	449	748
Norte		1				2	3		6	13	17	102	144
Oeste		1	1			1	3	4	3	25	30	143	211
San Juan		3	1			1	1	2	3	17	12	45	85
Sureste		11	1	4	2	4	14	7	31	111	111	601	897
Suroeste		7		1			3	5	18	33	30	183	280
Plan Menonita	3	21	1	4	4	1	30	20	48	160	170	874	1,333
Este		15		2	2	1	17	13	28	101	94	547	820
Metro Norte	1						1			2	6	16	25
Noreste							3	3	2	7	16	41	72
Norte	2								1	3	1	13	18
Oeste		1	1		1		3		3	6	9	32	56
San Juan		2							3	2	4	14	25
Sureste		1			1		2	2	5	18	17	85	131
Suroeste		2		2			4	2	6	21	23	126	186
Triple S		51	10	4	9	19	80	61	164	483	484	2,351	3,716
Este		3	3	1	1	1	4	3	15	37	30	172	270
Metro Norte		20	3	1	1	5	30	23	45	139	146	768	1,181
Noreste		3			2		2	3	5	21	21	114	171
Norte						3	7	2	14	42	48	182	298
Oeste		15	4		2	7	22	16	61	156	160	729	1,172
San Juan		2			2	2	5	4	6	33	16	105	175
Sureste		2		2		1	1	3	3	12	20	61	105
Suroeste		6			1		9	7	15	43	43	220	344
Grand Total	3	136	28	20	25	49	231	185	447	1,346	1,364	6,684	10,515

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

2. Information about Vital

Using a number from 0 to 10, 0 being poor and 10 being very good, how easy is it to obtain information about the VITAL Plan?

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses	
First Medical	13	131	13	13	24	21	136	72	145	377	329	1,428	2,689	
Este	1	6	2	3	2	2	13	4	6	28	29	137	232	
Metro Norte	1	14	1		2	2	9	5	4	32	19	101	189	
Noreste	1	1			1		6	5	4	12	12	54	95	
Norte	6	56	1	6	4	6	45	18	64	128	122	553	1,003	
Oeste		13	3	1	4	3	17	9	15	32	41	84	222	
San Juan	5	31	5	3	11	7	36	25	41	90	74	345	668	
Sureste		3					1	3		2	12	10	40	71
Suroeste		7	1					7	6	9	43	22	114	209
MMM	10	134	8	18	24	27	109	62	145	358	355	1,514	2,754	
Este		9	1	2	3	5	11	4	7	34	25	105	206	
Metro Norte	1	11		4	1	2	11	5	8	29	24	97	192	
Noreste	4	33	2	8	7	4	26	15	45	85	99	420	744	
Norte	1	12	1		1	3	4	4	9	15	24	70	143	
Oeste		6			3	3	13	2	7	30	31	116	211	
San Juan		5		1	1	1	4	3	8	12	6	44	85	
Sureste	4	40	3	1	6	6	29	22	49	110	110	517	893	
Suroeste		18	1	2	2	3	11	7	12	43	36	145	280	
Plan Menonita	7	40	2	3	8	8	56	35	59	159	181	778	1,329	
Este		23	1	1	4	4	32	17	35	99	94	510	820	
Metro Norte							1		1	4	5	15	26	
Noreste	1	4						2	5	4	11	17	28	71
Norte	1						4		1	1	2	11	19	
Oeste		4			2	1	6	1	2	6	7	27	56	
San Juan	2						3	2	4	2	3	9	23	
Sureste	3	2		1	2	1	2	3	5	14	26	72	128	
Suroeste		7	1	1		2	6	7	7	22	27	106	186	
Triple S	14	204	16	22	22	33	212	91	173	556	499	1,874	3,702	
Este	1	16	1	1		4	13	4	7	46	27	150	269	
Metro Norte	5	72	6	9	6	8	67	31	64	164	148	601	1,176	
Noreste	1	10			1	2	6	2	7	16	17	109	170	
Norte	1	7	4		3	1	22	7	16	35	46	156	297	
Oeste	2	60	1	8	9	12	69	30	60	183	190	548	1,170	
San Juan	2	11	1	2	2	2	11	6	13	28	17	80	173	
Sureste	1	6	1	1	1	2	4	5	3	25	9	47	104	
Suroeste	1	22	2	1		2	20	6	3	59	45	183	343	
Grand Total	41	509	39	56	78	89	513	260	522	1,450	1,364	5,594	10,474	

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

3. Preferred Communication Channels (Vital)

Select your two (2) preferred methods of gathering information about the VITAL Plan.

Multiple Choice Frequency

	Call Center	Email	Mail	Internet	SMS Text Messages	TV, Radio, Print	Total Frequency	Total Responses
First Medical	1,268	715	1,163	659	449	245	4,499	2,625
Este	129	55	100	38	31	11	364	228
Metro Norte	78	70	56	49	38	18	309	182
Noreste	48	42	37	29	15	5	176	94
Norte	466	232	452	253	165	109	1,677	980
Oeste	115	47	103	63	28	21	377	213
San Juan	324	187	296	159	128	62	1,156	655
Sureste	27	23	36	14	15	1	116	70
Suroeste	81	59	83	54	29	18	324	203
MMM	1,234	710	1,245	576	521	259	4,545	2,700
Este	89	54	82	70	58	21	374	205
Metro Norte	83	52	73	40	32	25	305	187
Noreste	320	236	309	178	149	67	1,259	729
Norte	72	42	76	36	29	8	263	143
Oeste	105	30	111	24	37	15	322	209
San Juan	31	43	29	23	19	5	150	81
Sureste	401	189	436	156	152	92	1,426	878
Suroeste	133	64	129	49	45	26	446	268
Plan Menonita	649	356	489	435	256	116	2,301	1,314
Este	413	206	287	278	157	76	1,417	808
Metro Norte	9	11	11	5	6	1	43	26
Noreste	25	21	34	24	16	8	128	70
Norte	12	8	9	3	7	2	41	20
Oeste	33	9	16	19	9	5	91	53
San Juan	9	9	8	7	9	1	43	25
Sureste	61	37	58	43	13	7	219	128
Suroeste	87	55	66	56	39	16	319	184
Triple S	1,774	908	1,686	834	637	279	6,118	3,624
Este	139	82	110	82	59	20	492	266
Metro Norte	584	279	526	252	225	106	1,972	1,154
Noreste	84	63	73	43	57	11	331	167
Norte	152	65	144	36	29	17	443	292
Oeste	515	269	567	244	177	74	1,846	1,139
San Juan	87	58	42	67	21	17	292	172
Sureste	45	29	38	29	18	3	162	100
Suroeste	168	63	186	81	51	31	580	334
Grand Total	4,925	2,689	4,583	2,504	1,863	899	17,463	10,263

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

4. Plan Vital Model

Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate the new model of Plan VITAL, where you are free to select your Insurance Provider? (The selection is no longer restricted by region)

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses
First Medical	35	89	6	9	9	7	32	25	57	163	249	2,021	2,667
Este	9	9	1	2			4	2	7	12	19	174	230
Metro Norte	11	11		1			2		3	15	10	145	187
Noreste	2	2					3		2	6	6	76	95
Norte	29	29	1	2	3	2	9	8	16	58	99	768	995
Oeste	5	5	1	1	1	1	2	2	10	14	34	150	221
San Juan	26	26	3	2	4	2	7	8	12	42	50	508	664
Sureste	2	2					1	1	2	1	2	6	55
Suroeste	5	5		1	1	1	4	3	6	14	25	145	205
MMM	80	80	3	4	3	8	36	30	48	177	287	2,058	2,734
Este	6	6		1		1	4	4	7	15	16	150	204
Metro Norte	2	2					4	3	5	9	29	135	187
Noreste	20	20	1	1		3	9	8	8	46	77	570	743
Norte	7	7					4		4	9	13	107	144
Oeste	7	7		1	1	1	2	3	3	19	19	155	211
San Juan	2	2		1	1		3	2	1	2	9	61	82
Sureste	29	29	1		1	2	7	8	15	59	94	672	888
Suroeste	7	7	1			1	3	2	5	18	30	208	275
Plan Menonita	36	36	1	2	2	3	20	9	19	83	139	1,009	1,323
Este	20	20	1	2	1	2	12	5	10	49	79	635	816
Metro Norte	1	1								2	3	18	24
Noreste	1	1				1	2		3	5	10	49	71
Norte											4	16	20
Oeste	2	2					2	1	1	3	8	37	54
San Juan					1				2	5	2	14	24
Sureste	2	2					3	1	2	8	12	101	129
Suroeste	10	10					1	2	1	11	21	139	185
Triple S	140	140	10	3	8	5	47	33	80	252	387	2,719	3,684
Este	12	12			1		7	3	4	22	20	196	265
Metro Norte	56	56	5	1	3	2	11	15	20	77	118	858	1,166
Noreste	13	13					1		1	11	13	131	170
Norte	12	12				1	4	1	7	23	28	221	297
Oeste	28	28	1	1	4	1	18	11	27	83	142	849	1,165
San Juan	5	5	3			1	1	2	7	11	19	126	175
Sureste	3	3					1		5	9	13	73	104
Suroeste	11	11	1	1			4	1	9	16	34	265	342
Grand Total	345	345	20	18	22	23	135	97	204	675	1,062	7,807	10,408

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

5. Plan Vital Coverage

Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate the service coverage that Plan Vital offers?

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses
First Medical	32	72	4	3	11	10	54	48	87	253	302	1,826	2,670
Este	3	8			1		4	8	8	13	26	162	230
Metro Norte	3	7		1		1	7	2	7	20	18	124	187
Noreste	1	1					3	2	5	7	11	66	95
Norte	11	22	1		4	3	15	9	19	96	108	721	998
Oeste	1	6	1		3	1	4	6	13	20	32	135	221
San Juan	9	17	2	1	3	3	16	17	25	67	73	440	664
Sureste		1				1	1	1	2	10	13	41	70
Suroeste	4	10		1		1	4	3	8	20	21	137	205
MMM	29	77	4	5	8	15	53	46	106	256	335	1,830	2,735
Este	2	7	1	1	1	2	3	6	18	16	22	127	204
Metro Norte	6	2			1	1	5	2	11	24	19	122	187
Noreste	5	20	2		1	4	23	14	26	68	90	495	743
Norte		6	1		1	1	3	1	6	9	18	98	144
Oeste		3		1		1	1	3	5	22	28	147	211
San Juan	3	6			1	2	1	3	2	13	12	42	82
Sureste	8	23		2	2	3	14	13	31	69	113	619	889
Suroeste	5	10		1	1	1	3	4	7	35	33	180	275
Plan Menonita	13	26	1	3	5	3	29	24	49	119	168	896	1,323
Este	4	17		1	3	2	17	16	30	70	93	567	816
Metro Norte	1								1	2	6	16	25
Noreste	1	1			1		3		2	8	11	45	71
Norte	1								1	2	1	15	19
Oeste	2	3		1				1	3	5	11	30	54
San Juan	1	1					4	1	3	2	1	12	24
Sureste	2	2	1	1	1	1	1	2	2	11	17	90	129
Suroeste	1	2					4	4	7	19	28	121	185
Triple S	30	95	6	8	11	12	78	81	140	389	477	2,389	3,686
Este	5	10		1	1	1	8	6	10	29	30	169	265
Metro Norte	14	31	4	2	3	4	28	23	50	121	125	776	1,167
Noreste	1	10		1			2	4	8	14	21	110	170
Norte	1	4	1	1		1	2	5	8	26	44	205	297
Oeste	6	21	1	1	5	3	23	28	38	124	184	738	1,166
San Juan		6		2	2	1	4	7	13	22	16	102	175
Sureste	1	1				2	1	5	4	11	12	68	104
Suroeste	2	12					10	3	9	42	45	221	342
Grand Total	104	270	15	19	35	40	214	199	382	1,017	1,282	6,941	10,414

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

6. Plan Vital Improvements

What would you recommend that Plan VITAL improve? Choose the option that you prefer.

Single Selection Frequency

	Additional MCOs	Additional Communication Channels (Mobile App., Email, SMS)	Coverage	PCP & PMG Change Process	Orientation & Information to Beneficiaries	Nothing to Improve None of the Above	Total Responses
First Medical	78	159	637	437	99	1,188	2,598
Este	7	13	48	24	16	118	226
Metro Norte	6	8	50	29	8	78	179
Noreste	4	5	28	18	4	32	91
Norte	15	58	221	161	24	497	976
Oeste	9	15	67	46	12	63	212
San Juan	25	47	168	126	21	258	645
Sureste	4	2	17	9	4	34	70
Suroeste	8	11	38	24	10	108	199
MMM	105	167	591	471	111	1,218	2,663
Este	15	8	62	38	18	59	200
Metro Norte	3	10	36	33	4	95	181
Noreste	35	55	180	108	24	324	726
Norte	6	12	36	11	7	72	144
Oeste	7	7	39	41	8	100	202
San Juan	7	1	21	18	6	28	81
Sureste	21	56	166	181	30	407	861
Suroeste	11	18	51	41	14	133	268
Plan Menonita	57	120	292	194	59	582	1,304
Este	40	79	184	123	36	342	804
Metro Norte			5	5	2	13	25
Noreste	2	7	11	15	6	28	69
Norte	1	2	2	2	2	10	19
Oeste	1	5	7	9	5	26	53
San Juan	1	2	11	4		6	24
Sureste	6	10	30	17	6	58	127
Suroeste	6	15	42	19	2	99	183
Triple S	102	224	838	677	154	1,590	3,585
Este	13	16	64	38	25	103	259
Metro Norte	36	80	258	246	41	471	1,132
Noreste	8	7	45	16	5	86	167
Norte	5	11	51	45	9	171	292
Oeste	18	62	276	218	54	511	1,139
San Juan	8	15	44	27	9	68	171
Sureste	4	6	22	22	4	38	96
Suroeste	10	27	78	65	7	142	329
Grand Total	342	670	2,358	1,779	423	4,578	10,150

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Experience with your MCO

7. MCO Polite & Respectful

The service representative of your insurance provider is polite and respectful.

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	93	1,912	116	51	25	505	2,609
Este	11	173	13	3	3	30	222
Metro Norte	6	143	4	1		36	184
Noreste	2	69	2	3	1	19	94
Norte	32	690	55	14	13	205	977
Oeste	9	133	12	7		61	213
San Juan	26	499	17	18	6	107	647
Sureste		48	5	3		14	70
Suroeste	7	157	8	2	2	33	202
MMM	91	2,033	112	45	16	467	2,673
Este	9	149	10	5	4	29	197
Metro Norte	8	139	11	6	1	28	185
Noreste	20	550	31	9	1	137	728
Norte		89	2	2	2	49	144
Oeste	7	160	7	1		36	204
San Juan	6	64	2	4		9	79
Sureste	32	675	38	14	5	133	865
Suroeste	9	207	11	4	3	46	271
Plan Menonita	39	1,021	58	21	10	187	1,297
Este	20	629	42	12	6	111	800
Metro Norte		24		1		1	26
Noreste	4	59	5	1		3	68
Norte		8				12	20
Oeste	3	36	3	1		13	53
San Juan	3	14	1	1	1	5	22
Sureste	5	100	3	3	2	18	126
Suroeste	4	151	4	2	1	24	182
Triple S	102	2,729	162	58	17	648	3,614
Este	6	175	13	3	1	72	264
Metro Norte	43	866	61	17	4	190	1,138
Noreste	3	91	6	3	3	65	168
Norte	6	233	15	5		39	292
Oeste	25	919	39	19	8	162	1,147
San Juan	6	142	9	2	1	15	169
Sureste	4	58	7	3		33	101
Suroeste	9	245	12	6		72	335
Grand Total	325	7,695	448	175	68	1,807	10,193

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

8. MCO Assistance

The service representative of your insurance provider provides the help you need.

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	114	1,759	187	114	30	498	2,588
Este	13	160	19	5	5	31	220
Metro Norte	9	134	9	4	3	31	181
Noreste	2	65	4	4	2	19	94
Norte	43	638	79	39	5	205	966
Oeste	8	109	23	11	8	63	214
San Juan	29	459	31	41	7	106	644
Sureste		47	8	2		13	70
Suroeste	10	147	14	8		30	199
MMM	100	1,863	186	110	26	479	2,664
Este	8	141	10	14	6	27	198
Metro Norte	10	135	11	8	1	28	183
Noreste	23	511	47	30	6	131	725
Norte		81	5	7	1	50	144
Oeste	6	148	13	5	1	38	205
San Juan	6	52	13	3	1	10	79
Sureste	37	609	65	32	10	144	860
Suroeste	10	186	22	11		51	270
Plan Menonita	36	961	81	46	13	199	1,300
Este	20	582	61	31	8	118	800
Metro Norte		20	2	1	1	2	26
Noreste	3	58	4	2		5	69
Norte		8				12	20
Oeste	4	35	3	1		13	52
San Juan	1	14	3	1	1	5	24
Sureste	5	95	5	5	2	19	126
Suroeste	3	149	3	5	1	25	183
Triple S	117	2,527	237	148	37	650	3,599
Este	11	144	20	16	4	75	259
Metro Norte	54	796	80	53	11	187	1,127
Noreste	4	85	9	4	3	66	167
Norte	5	222	23	7		41	293
Oeste	24	868	67	43	9	161	1,148
San Juan	5	138	8	8	3	13	170
Sureste	4	46	12	6	4	33	101
Suroeste	10	228	18	11	3	74	334
Grand Total	367	7,110	691	418	106	1,826	10,151

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

9. MCO Provider Network

Find the medical services you need within your current insurance provider's network.

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	129	1,692	442	287	37	115	2,573
Este	15	127	33	36	6	16	218
Metro Norte	9	124	25	23	3	6	181
Noreste	3	54	18	14	2	5	93
Norte	43	666	163	90	10	37	966
Oeste	15	123	45	23	4	12	207
San Juan	31	428	110	76	10	18	642
Sureste	1	36	19	8		6	69
Suroeste	12	134	29	17	2	15	197
MMM	115	1,828	365	311	39	106	2,649
Este	11	113	31	35	8	8	195
Metro Norte	11	116	27	30		9	182
Noreste	25	490	95	96	17	25	723
Norte	3	95	20	18	2	6	141
Oeste	10	151	22	19	3	6	201
San Juan	6	47	13	13	1	5	79
Sureste	38	621	131	72	6	29	859
Suroeste	11	195	26	28	2	18	269
Plan Menonita	42	869	194	133	17	81	1,294
Este	23	515	138	79	9	56	797
Metro Norte		14	3	6	1	2	26
Noreste	3	50	6	9		4	69
Norte		17	1			2	20
Oeste	3	32	8	8	1	4	53
San Juan	1	14	4	4	2		24
Sureste	6	88	21	9		7	125
Suroeste	6	139	13	18	4	6	180
Triple S	128	2,428	555	423	60	122	3,588
Este	12	154	35	49	10	10	258
Metro Norte	56	733	202	139	15	36	1,125
Noreste	5	103	24	17	6	16	166
Norte	3	207	45	28	2	13	295
Oeste	31	823	167	119	10	22	1,141
San Juan	6	114	17	21	10	7	169
Sureste	5	58	19	16	3	4	100
Suroeste	10	236	46	34	4	14	334
Grand Total	414	6,817	1,556	1,154	153	424	10,104

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

10. MCO Contact

Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate contact with your current Insurance Provider?

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses
First Medical	89	495	11	11	12	20	94	53	88	251	287	1,291	2,613
Este	7	28	1		3		6	7	4	15	30	132	226
Metro Norte	10	40			1	2	4	3	5	17	13	95	180
Noreste	2	22			1		5	2	3	5	8	48	94
Norte	33	207	3	6	3	4	23	13	27	102	103	485	976
Oeste	7	40	1			5	24	5	9	18	40	73	215
San Juan	23	114	6	5	3	6	22	16	29	65	70	314	650
Sureste		10			1	2	5	3	2	6	6	35	70
Suroeste	7	34				1	5	4	9	23	17	109	202
MMM	78	480	8	15	13	8	103	45	107	254	332	1,321	2,686
Este	5	35	1	1	3		6	2	11	18	25	99	201
Metro Norte	8	23				1	11	2	7	21	24	96	185
Noreste	19	125	3	3	2	1	22	15	23	74	89	372	729
Norte	2	52		2			6	1	2	7	12	60	142
Oeste	3	35				1	8	2	9	21	26	106	208
San Juan	4	10			1	1	2	1	4	9	15	38	81
Sureste	30	151	3	5	7	2	38	17	39	76	107	422	867
Suroeste	7	49	1	4		2	10	5	12	28	34	128	273
Plan Menonita	43	184	3	3	7	2	42	20	42	127	134	729	1,293
Este	11	114	3	2	6	2	24	13	27	88	95	435	809
Metro Norte	1	3								4	2	16	25
Noreste	2	11			1		2	1	1	5	7	42	70
Norte	12						1			1	1	5	8
Oeste	5	12		1			1		1	5	2	29	51
San Juan	7	2					1			2	2	11	18
Sureste	3	21					5	3	5	11	8	75	128
Suroeste	2	21					8	3	8	11	17	116	184
Triple S	87	585	15	9	19	22	178	76	160	413	410	1,742	3,629
Este	7	59		2	3	1	25	9	9	33	22	100	263
Metro Norte	33	196	4	3	8	8	57	27	48	144	126	527	1,148
Noreste	7	62			1	1	4	2	7	8	7	72	164
Norte	4	32	1			1	6	5	8	27	36	178	294
Oeste	19	131	6	2	7	4	59	18	59	150	158	559	1,153
San Juan	4	14	2			4	10	1	11	13	13	103	171
Sureste	4	24	2			1	4	5	8	12	6	39	101
Suroeste	9	67		2		2	13	9	10	26	42	164	335
Grand Total	297	1,744	37	38	51	52	417	194	397	1,045	1,163	5,083	10,221

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

11. MCO Services

Using a number from 0 to 10, 0 being poor and 10 being very good; How satisfied are you with the services provided by your current Insurance Provide?

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses
First Medical	54	123	6	6	10	13	44	30	74	221	306	1,815	2,648
Este	4	20				2	3	4	7	19	26	148	229
Metro Norte	4	7			2	1	6	4	4	14	20	128	186
Noreste	1	5		1	1	1	2	2	4	12	10	57	95
Norte	23	36	2	1	2	1	11	3	24	69	104	733	986
Oeste	2	14		2	2		4	4	7	21	33	133	220
San Juan	14	27	3	2	2	6	11	8	21	56	90	433	659
Sureste		1				1	1	2	3	10	5	47	70
Suroeste	6	13	1		1	1	6	3	4	20	18	136	203
MMM	47	135	3	5	9	7	49	27	76	214	332	1,860	2,717
Este	4	12	2	1	3	1	2	4	11	11	25	130	202
Metro Norte	7	4			1	1	7	3	4	18	24	124	186
Noreste	9	26	1	2	1	2	15	11	22	63	90	506	739
Norte	1	7		1		1	2		7	5	18	102	143
Oeste	3	5				1	4	2	4	12	34	146	208
San Juan	4	8			1		3	1	5	8	11	44	81
Sureste	13	58			3		9	4	16	70	102	622	884
Suroeste	6	15		1		1	7	2	7	27	28	186	274
Plan Menonita	21	62	3	3	2	3	27	9	30	106	125	945	1,315
Este	9	42	3	1	1	2	16	7	12	68	83	576	811
Metro Norte							1		3	3	3	16	26
Noreste	2	3					3		4	3	7	50	70
Norte	2									1	1	16	18
Oeste	2	5					3	1	3	5	3	34	54
San Juan	2			1			1		2	3	1	15	23
Sureste	2	7			1				3	13	9	96	129
Suroeste	2	5		1		1	3	1	3	10	18	142	184
Triple S	55	142	3	6	15	15	61	49	112	348	459	2,451	3,661
Este	6	17		2	1		10	4	10	26	28	166	264
Metro Norte	23	51	1	1	4	7	14	22	34	112	113	799	1,158
Noreste	3	9	1		1		4	3	6	16	17	111	168
Norte	2	4		1	2	2	4	1	8	22	34	218	296
Oeste	11	36			4	2	16	16	39	121	185	742	1,161
San Juan	2	10	1	2	3		4		3	13	14	123	173
Sureste	2	9				1	1	1	5	15	15	56	103
Suroeste	6	6				3	8	2	7	23	53	236	338
Grand Total	177	462	15	20	36	38	181	115	292	889	1,222	7,071	10,341

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

12. MCO Improvements

What would you like for your Insurance Provider to improve? Choose the option that you prefer.

Frequency

	Provider Network	PCP & PMG Change Process	Customer Service	Availability for Guidance & Orientation	New Health Services (Online or At Home)	None of the Above	Total Responses
First Medical	755	198	131	101	294	1,069	2,548
Este	53	14	8	4	21	116	216
Metro Norte	64	15	6	6	17	72	180
Noreste	38	5	3	2	13	32	93
Norte	257	72	47	39	109	432	956
Oeste	78	13	14	12	22	65	204
San Juan	194	54	37	33	89	231	638
Sureste	18	5	6	1	8	31	69
Suroeste	53	20	10	4	15	90	192
MMM	680	184	155	129	317	1,167	2,632
Este	66	18	18	7	22	64	195
Metro Norte	48	15	12	8	11	86	180
Noreste	186	55	40	25	106	308	720
Norte	42	7	9	7	12	62	139
Oeste	47	14	7	12	20	103	203
San Juan	16	8	7	4	14	30	79
Sureste	221	49	54	46	106	375	851
Suroeste	54	18	8	20	26	139	265
Plan Menonita	371	84	44	44	151	588	1,282
Este	234	58	33	27	93	348	793
Metro Norte	6			2	5	12	25
Noreste	19	4	2	2	7	31	65
Norte	7	1	1			10	19
Oeste	22	2		1	7	21	53
San Juan	9	2		1	3	8	23
Sureste	32	6	3	3	19	62	125
Suroeste	42	11	5	8	17	96	179
Triple S	1,019	325	162	163	432	1,458	3,559
Este	101	19	8	8	25	97	258
Metro Norte	305	99	76	50	166	425	1,121
Noreste	57	13	3	1	23	68	165
Norte	69	13	12	20	31	147	292
Oeste	318	123	34	55	127	466	1,123
San Juan	37	27	10	5	14	75	168
Sureste	32	10	7	6	14	31	100
Suroeste	100	21	12	18	32	149	332
Grand Total	2,825	791	492	437	1,194	4,282	10,021

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

13. MCO Recommend to Friends & Family

Would you recommend your Insurance Provider to friends or family?

CSAT Score

	Yes	No	Blank	Total Responses
First Medical	2,414	129	159	2,543
Este	205	10	18	215
Metro Norte	167	13	10	180
Noreste	87	5	4	92
Norte	924	30	55	954
Oeste	184	20	18	204
San Juan	602	35	36	637
Sureste	64	5	1	69
Suroeste	181	11	17	192
MMM	2,510	123	131	2,633
Este	168	25	13	193
Metro Norte	165	18	10	183
Noreste	694	23	31	717
Norte	128	14	2	142
Oeste	193	8	10	201
San Juan	74	4	7	78
Sureste	831	20	46	851
Suroeste	257	11	12	268
Plan Menonita	1,228	50	58	1,278
Este	774	18	28	792
Metro Norte	23	2	1	25
Noreste	64	4	4	68
Norte	17	2	1	19
Oeste	41	8	7	49
San Juan	21	3	1	24
Sureste	120	2	9	122
Suroeste	168	11	7	179
Triple S	3,434	138	144	3,572
Este	235	24	11	259
Metro Norte	1,090	39	52	1,129
Noreste	152	13	6	165
Norte	282	11	5	293
Oeste	1,095	28	49	1,123
San Juan	159	10	6	169
Sureste	94	7	4	101
Suroeste	327	6	11	333
Grand Total	9,586	440	492	10,026

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Health Service Satisfaction

14. Health Services – Medical Care

Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate the medical attention you have received using Plan VITAL?

CSAT Score

	Blank	0	1	2	3	4	5	6	7	8	9	10	Total Responses
First Medical	130	75	4	4	6	11	46	28	78	259	300	1,761	2,572
Este	13	11			1		4		4	21	31	148	220
Metro Norte	7	6			1	1	2	3	3	18	16	133	183
Noreste	2	3		1			2		4	14	10	60	94
Norte	47	16	2	1	1	3	13	6	28	79	81	732	962
Oeste	13	10			1	1	2	6	9	26	47	107	209
San Juan	34	22	2	1		5	17	10	22	74	89	397	639
Sureste	1	1					2		3	8	6	49	69
Suroeste	13	6		1	2	1	4	3	5	19	20	135	196
MMM	110	58	5	9	6	9	50	29	81	240	320	1,847	2,654
Este	10	5	2	1	2		3		14	14	25	130	196
Metro Norte	11	1		2			4	3	5	17	27	123	182
Noreste	26	14	2	3	1	3	15	12	20	67	89	496	722
Norte	3	6					3	2	5	8	16	101	141
Oeste	7	5		1	2		2	2	5	20	25	142	204
San Juan	6	2		1		1	2	4	4	6	7	52	79
Sureste	37	16	1			3	16	5	21	78	103	617	860
Suroeste	10	9		1	1	2	5	1	7	30	28	186	270
Plan Menonita	56	45	5	3	1	4	21	18	31	95	136	921	1,280
Este	26	28	4	2		2	14	12	15	55	90	572	794
Metro Norte	3	1					1		2		4	15	23
Noreste	4	1					1	2	1	7	6	50	68
Norte	4						1		1	2	3	9	16
Oeste	3	4	1	1		1		1		4	7	34	53
San Juan	3	1			1		1		2	4		13	22
Sureste	7	4						2	6	6	8	98	124
Suroeste	6	6				1	3	1	4	17	18	130	180
Triple S	127	113	10	11	9	17	60	51	128	323	480	2,387	3,589
Este	8	10		1	1	2	8	6	12	27	29	166	262
Metro Norte	50	47	4	9	3	5	24	14	41	104	136	744	1,131
Noreste	6	13					4	4	7	18	17	102	165
Norte	2	7				1	1	3	4	26	41	213	296
Oeste	41	14	3	1	3	5	16	16	46	101	181	745	1,131
San Juan	7	8	2		2	1	2	3	4	10	21	115	168
Sureste	5	7	1			1		1	7	6	15	62	100
Suroeste	8	7				2	5	4	7	31	40	240	336
Grand Total	423	291	24	27	22	41	177	126	318	917	1,236	6,916	10,095

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

15. Health Services – Primary Care Physician Appointments

Are you able to get appointments with your Primary Care Physician (PCP) on time, as needed?

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	150	1,799	291	244	96	122	2,552
Este	17	157	27	15	9	8	216
Metro Norte	8	124	21	16	10	11	182
Noreste	2	61	9	12	3	9	94
Norte	53	713	104	80	23	36	956
Oeste	13	138	25	22	13	11	209
San Juan	40	417	75	79	33	29	633
Sureste	1	46	10	5	1	7	69
Suroeste	16	143	20	15	4	11	193
MMM	119	1,932	258	274	66	115	2,645
Este	13	130	22	22	4	15	193
Metro Norte	13	130	16	23	4	7	180
Noreste	30	524	54	81	21	38	718
Norte	3	107	11	9	6	8	141
Oeste	5	148	22	20	8	8	206
San Juan	6	48	8	15	6	2	79
Sureste	39	664	85	74	10	25	858
Suroeste	10	181	40	30	7	12	270
Plan Menonita	59	916	128	116	47	70	1,277
Este	35	557	95	79	26	28	785
Metro Norte	-	19	1	2	2	2	26
Noreste	4	47	6	5	5	5	68
Norte	1	15		1		3	19
Oeste	2	34	3	5	4	8	54
San Juan	2	9	4	3	4	3	23
Sureste	8	93	10	10		10	123
Suroeste	7	142	9	11	6	11	179
Triple S	151	2,468	391	394	155	157	3,565
Este	11	186	25	25	14	9	259
Metro Norte	50	745	149	138	50	49	1,131
Noreste	5	113	9	15	12	17	166
Norte	5	228	30	16	5	14	293
Oeste	52	783	125	136	44	32	1,120
San Juan	7	105	10	21	16	16	168
Sureste	7	61	16	13	3	5	98
Suroeste	14	247	27	30	11	15	330
Grand Total	479	7,115	1,068	1,028	364	464	10,039

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

16. Health Services – Specialist Appointments

Are you able to get appointments with your specialists in a timely manner, as needed?

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	156	1,373	356	372	96	349	2,546
Este	15	120	35	32	9	22	218
Metro Norte	8	98	22	27	11	24	182
Noreste	3	45	13	18	3	14	93
Norte	62	513	136	140	29	129	947
Oeste	17	88	35	28	10	44	205
San Juan	36	364	77	90	29	77	637
Sureste	1	34	13	10		12	69
Suroeste	14	111	25	27	5	27	195
MMM	131	1,475	315	369	75	399	2,633
Este	12	105	22	36	9	22	194
Metro Norte	12	104	19	27	6	25	181
Noreste	32	417	79	111	24	85	716
Norte	3	58	15	22	8	38	141
Oeste	5	112	27	19	4	44	206
San Juan	6	38	9	17	6	9	79
Sureste	49	502	113	111	11	111	848
Suroeste	12	139	31	26	7	65	268
Plan Menonita	61	714	179	166	46	170	1,275
Este	35	423	130	114	27	91	785
Metro Norte		16	3	2	1	4	26
Noreste	4	43	4	10	2	9	68
Norte	1	10		1		8	19
Oeste	3	30	6	7	1	9	53
San Juan	2	12	2	2	1	6	23
Sureste	8	65	18	17	4	19	123
Suroeste	8	115	16	13	10	24	178
Triple S	141	1,999	469	495	147	465	3,575
Este	11	130	26	54	16	33	259
Metro Norte	55	605	162	181	40	138	1,126
Noreste	5	89	12	19	14	32	166
Norte	3	181	43	28	7	36	295
Oeste	43	646	152	141	44	146	1,129
San Juan	8	103	11	14	17	22	167
Sureste	5	41	20	16	3	20	100
Suroeste	11	204	43	42	6	38	333
Grand Total	489	5,561	1,319	1,402	364	1,383	10,029

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

17. Health Services – Ease of Access

It is simple to get medical care, treatment, labs, medical tests, etc.?

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	155	1,733	433	245	33	103	2,547
Este	15	150	38	21	1	8	218
Metro Norte	9	121	34	15	4	7	181
Noreste	2	61	13	11	1	8	94
Norte	59	661	166	83	9	31	950
Oeste	17	140	33	22	2	8	205
San Juan	39	435	98	61	16	24	634
Sureste	1	41	16	5		7	69
Suroeste	13	124	35	27		10	196
MMM	139	1,846	389	249	28	113	2,625
Este	13	136	26	19	4	8	193
Metro Norte	14	123	20	28	3	5	179
Noreste	35	469	117	87	5	35	713
Norte	4	101	20	9	1	9	140
Oeste	9	147	23	15	3	14	202
San Juan	6	42	16	16	3	2	79
Sureste	48	636	130	53	6	24	849
Suroeste	10	192	37	22	3	16	270
Plan Menonita	60	882	221	97	18	58	1,276
Este	35	525	156	67	9	28	785
Metro Norte		19	3	2	1	1	26
Noreste	4	50	9	5		4	68
Norte	1	14	1			4	19
Oeste	3	36	5	5	1	6	53
San Juan	2	13	3	1	3	3	23
Sureste	8	87	26	6	1	3	123
Suroeste	7	138	18	11	3	9	179
Triple S	152	2,528	519	303	57	157	3,564
Este	10	181	37	27	7	8	260
Metro Norte	56	771	180	108	18	48	1,125
Noreste	7	117	18	10	6	13	164
Norte	4	220	34	23	3	14	294
Oeste	48	796	179	90	12	47	1,124
San Juan	8	119	15	17	3	13	167
Sureste	6	64	16	10	3	6	99
Suroeste	13	260	40	18	5	8	331
Grand Total	506	6,989	1,562	894	136	431	10,012

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

18. Health Services – Medicine / Prescriptions

It is simple to obtain your medicine prescriptions.

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	151	1,875	315	209	27	125	2,551
Este	14	167	25	17	2	8	219
Metro Norte	10	128	23	17	3	9	180
Noreste	2	59	13	14		8	94
Norte	58	714	125	62	8	42	951
Oeste	14	146	28	18	3	13	208
San Juan	37	463	71	63	10	29	636
Sureste	1	48	7	5		9	69
Suroeste	15	150	23	13	1	7	194
MMM	141	2,027	289	175	17	115	2,623
Este	13	140	23	18	2	10	193
Metro Norte	13	144	15	12		9	180
Noreste	38	527	89	54	5	35	710
Norte	5	102	17	12		8	139
Oeste	7	159	14	14	4	13	204
San Juan	6	54	9	10	2	4	79
Sureste	47	693	99	34	2	22	850
Suroeste	12	208	23	21	2	14	268
Plan Menonita	68	907	175	95	17	74	1,268
Este	39	556	118	55	9	43	781
Metro Norte	1	17	3	2		3	25
Noreste	4	51	6	7		4	68
Norte	1	15		1		3	19
Oeste	2	33	6	8	1	6	54
San Juan	3	9	3	4	2	4	22
Sureste	9	86	19	10	1	6	122
Suroeste	9	140	20	8	4	5	177
Triple S	147	2,726	392	239	48	164	3,569
Este	12	190	32	25	3	8	258
Metro Norte	54	862	131	69	19	46	1,127
Noreste	6	115	19	9	7	15	165
Norte	7	229	34	12	1	15	291
Oeste	44	875	111	84	10	48	1,128
San Juan	8	120	10	18	5	14	167
Sureste	5	67	17	6	2	8	100
Suroeste	11	268	38	16	1	10	333
Grand Total	507	7,535	1,171	718	109	478	10,011

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

19. Health Services – Physician Respectful & Understands your Conditions

Your doctors show respect and understand your conditions.

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	163	2,209	147	98	21	64	2,539
Este	15	199	9	7		3	218
Metro Norte	9	160	11	2	2	6	181
Noreste	4	76	3	6		7	92
Norte	63	850	46	22	9	19	946
Oeste	17	175	14	8	3	5	205
San Juan	39	522	47	41	7	17	634
Sureste	1	59	3	3		4	69
Suroeste	15	168	14	9		3	194
MMM	137	2,301	130	108	15	73	2,627
Este	13	161	11	16		5	193
Metro Norte	12	158	11	7	1	4	181
Noreste	33	623	29	36	4	23	715
Norte	4	129	4	1		6	140
Oeste	9	178	6	9	3	6	202
San Juan	7	63	7	5	1	2	78
Sureste	47	762	46	24	4	14	850
Suroeste	12	227	16	10	2	13	268
Plan Menonita	68	1,096	86	34	8	44	1,268
Este	42	672	63	24	2	17	778
Metro Norte		24	1			1	26
Noreste	4	56	3	2	2	5	68
Norte	1	15				4	19
Oeste	3	42	4	2		5	53
San Juan	2	15	1	1	3	3	23
Sureste	8	111	7	3		2	123
Suroeste	8	161	7	2	1	7	178
Triple S	145	3,049	224	135	37	126	3,571
Este	10	226	17	4	5	8	260
Metro Norte	55	934	80	61	12	39	1,126
Noreste	6	131	8	7	6	13	165
Norte	4	260	18	7		9	294
Oeste	45	995	56	39	9	28	1,127
San Juan	9	137	7	2	4	16	166
Sureste	6	73	16	7		3	99
Suroeste	10	293	22	8	1	10	334
Grand Total	513	8,655	587	375	81	307	10,005

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

20. Health Services – Preventative Care

Your doctors provide preventive medical services to keep you healthy.

CSAT Score

	Blank	Always	Most of the Time	Sometimes	Never	I cannot rate. I do not have enough interactions.	Total Responses
First Medical	165	2,041	189	124	80	103	2,537
Este	16	187	9	12	2	7	217
Metro Norte	9	146	12	7	8	8	181
Noreste	2	73	6	5	2	8	94
Norte	63	774	88	31	20	33	946
Oeste	17	146	26	18	5	10	205
San Juan	41	504	34	35	38	21	632
Sureste	2	52	3	3	3	7	68
Suroeste	15	159	11	13	2	9	194
MMM	129	2,178	149	136	67	105	2,635
Este	13	156	13	14	4	6	193
Metro Norte	11	148	8	13	3	10	182
Noreste	31	591	35	42	20	29	717
Norte	4	113	6	8	6	7	140
Oeste	7	170	7	10	6	11	204
San Juan	6	61	5	4	3	6	79
Sureste	45	728	56	31	18	19	852
Suroeste	12	211	19	14	7	17	268
Plan Menonita	74	1,012	99	40	42	69	1,262
Este	45	609	75	28	27	36	775
Metro Norte		22	2			2	26
Noreste	4	53	5	1	4	5	68
Norte	1	15				4	19
Oeste	5	40	3	2	2	4	51
San Juan	2	14	1	1	3	4	23
Sureste	9	104	6	6	1	5	122
Suroeste	8	155	7	2	5	9	178
Triple S	148	2,824	264	184	117	179	3,568
Este	10	213	14	18	6	9	260
Metro Norte	55	862	105	62	40	57	1,126
Noreste	6	117	12	7	10	19	165
Norte	3	249	19	10	5	12	295
Oeste	51	914	70	60	34	43	1,121
San Juan	8	121	10	4	11	21	167
Sureste	5	62	14	13	5	6	100
Suroeste	10	286	20	10	6	12	334
Grand Total	516	8,055	701	484	306	456	10,002

Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

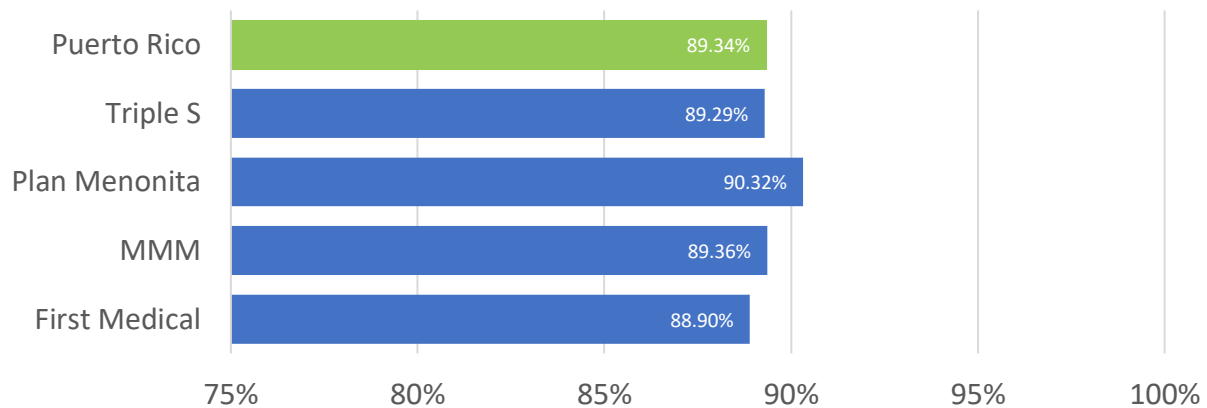
Results & Conclusions

Results & Conclusions

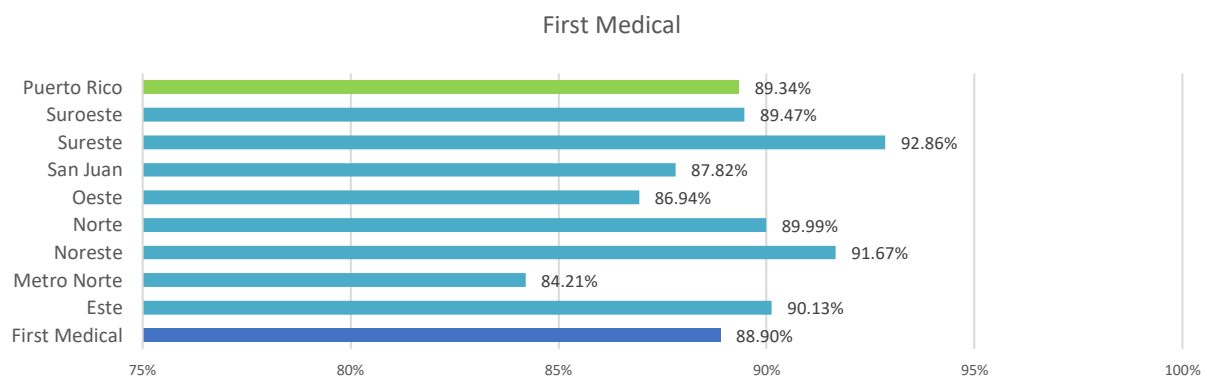
Results: Perception & Image of Plan VITAL

1. Eligibility Process

It is important to note that due to the COVID 19 pandemic Medicaid recertification has been automatically applied to all enrollees of the Medicaid program and only a fraction of the population has gone through the certification process since March of 2020. Nevertheless, a national score of **89.34%** reflects a very positive satisfaction level for Medicaid’s Eligibility Process. Across all MCO’s and regions they show a positive score with only **one outlier**. The San Juan region of Plan de Salud Menonita shows a **positive 80% satisfaction** level but it is **below the threshold of 10%** of the national level (highlighted on the graph as red).

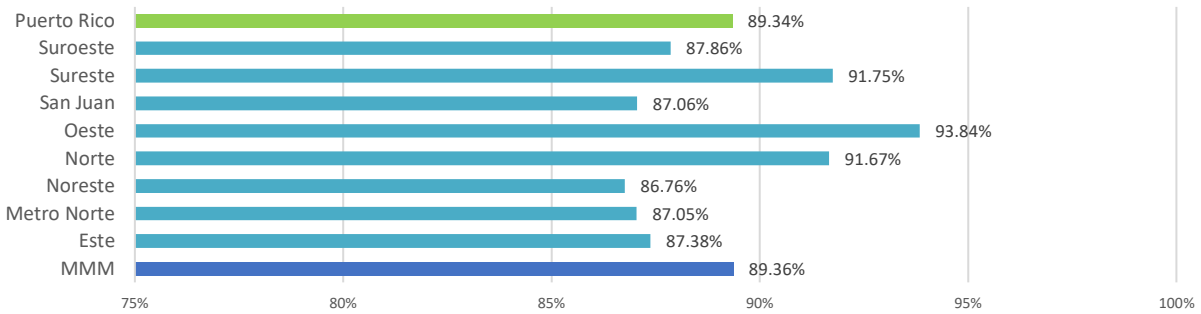


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



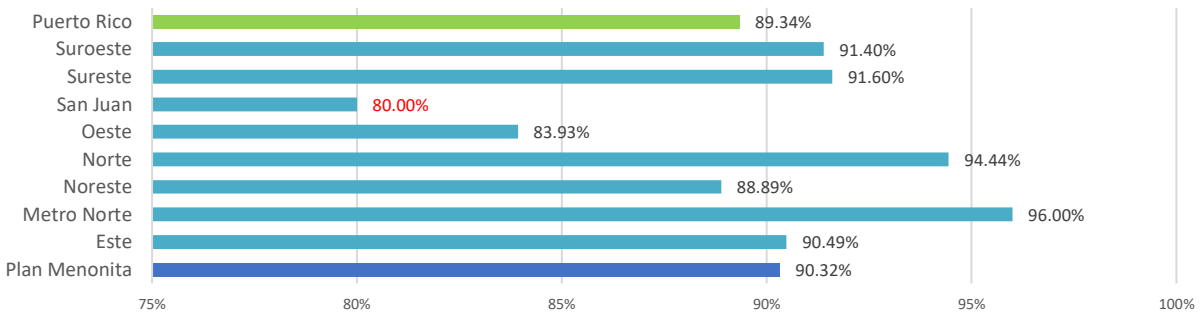
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

MMM



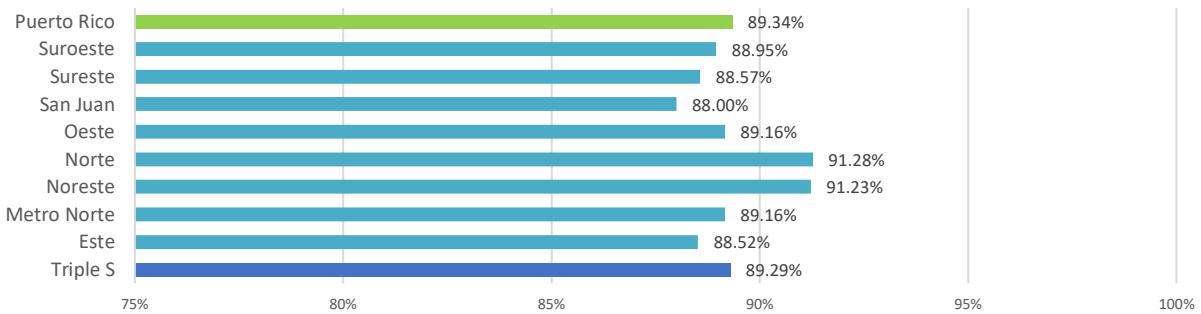
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

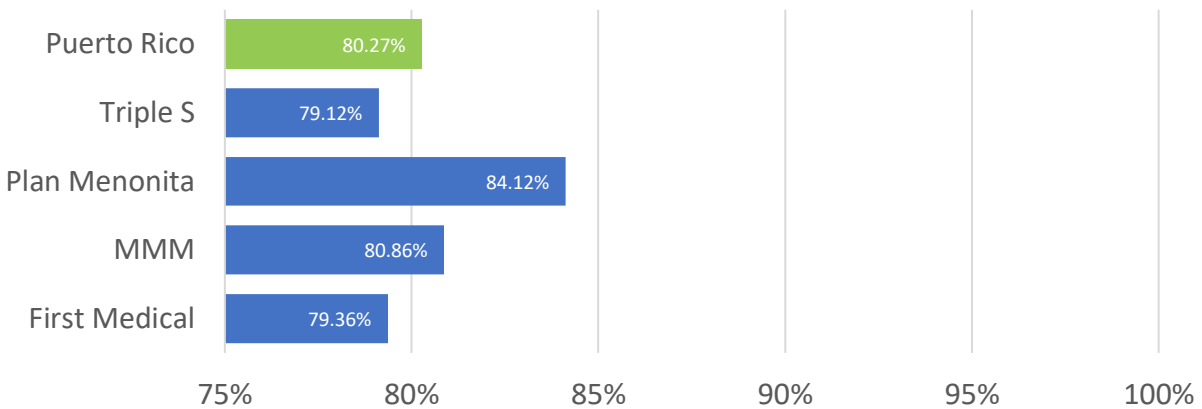
Triple S



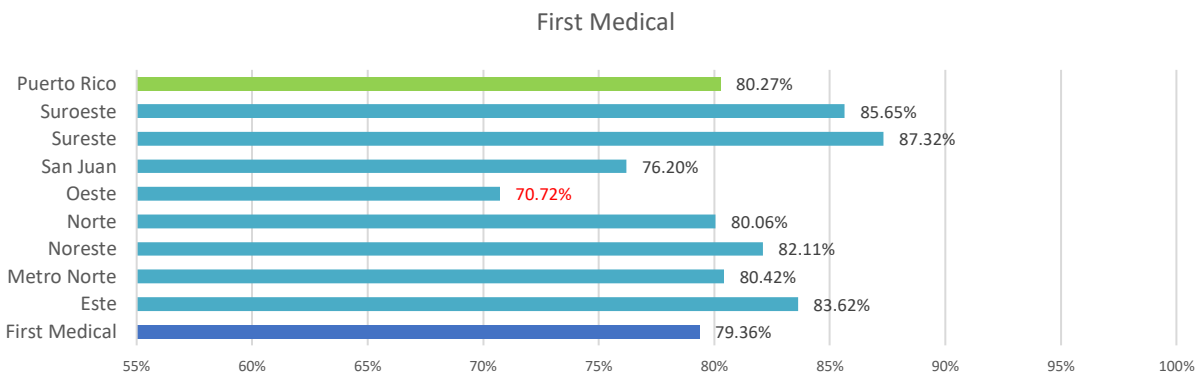
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

2. Information about Vital

A national score of **80.27%** shows a high satisfaction level on access to Information about Plan Vital across all regions with Plan de Salud Menonita achieving the highest overall score. If we take a closer look at the regions for each MCO we notice some outliers on some regions: The Oeste - First Medical, Oeste - Plan de Salud Menonita and San Juan - Plan de Salud Menonita are **below the 10% threshold** (marked as red on the graph) and **Plan de Salud Menonita Metro Norte region is above the 10% national average** (marked as green on the graph).

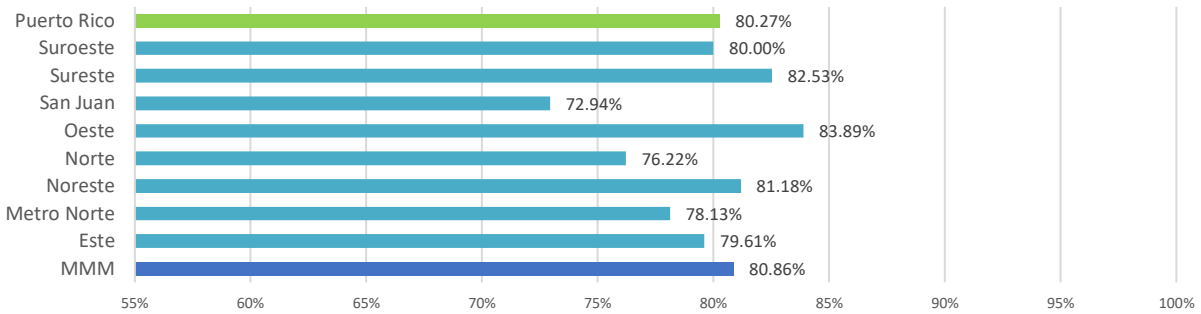


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



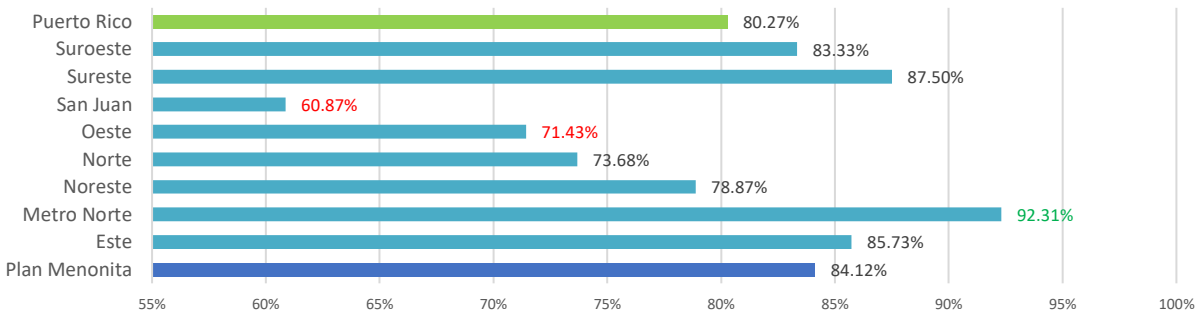
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

MMM



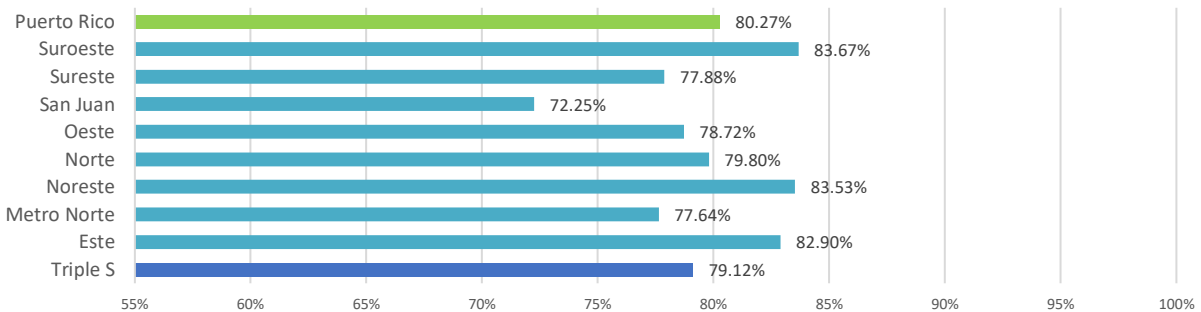
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Triple S

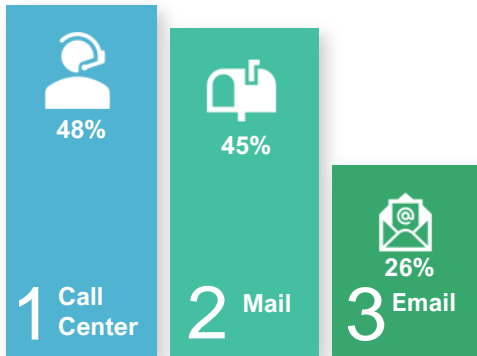


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

3. Preferred Communication Channels (Vital)

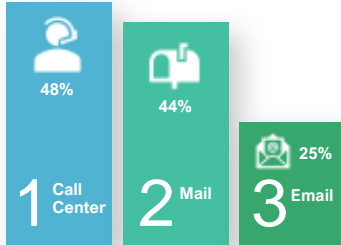
The preferred communication channel is the **Call Center** in Puerto Rico, 48% of surveys choosing that option followed by **Mail**, 45% of surveys and **Email** 26%. MMM **postal mail** takes first place with 46% with the Call Center at 46% a very close second ranking. Plan Menonita adds a different choice **Internet** as their third ranked at a high 33% of surveys.

Puerto Rico

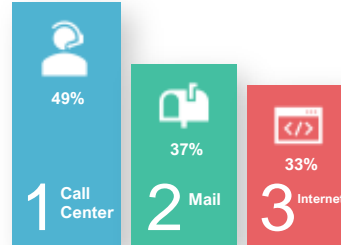


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

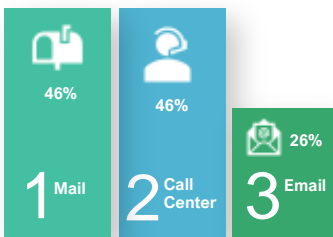
First Medical



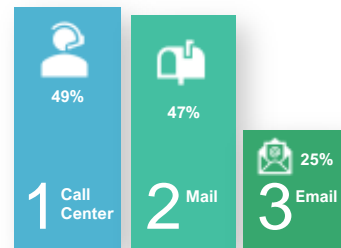
Plan Menonita



MMM

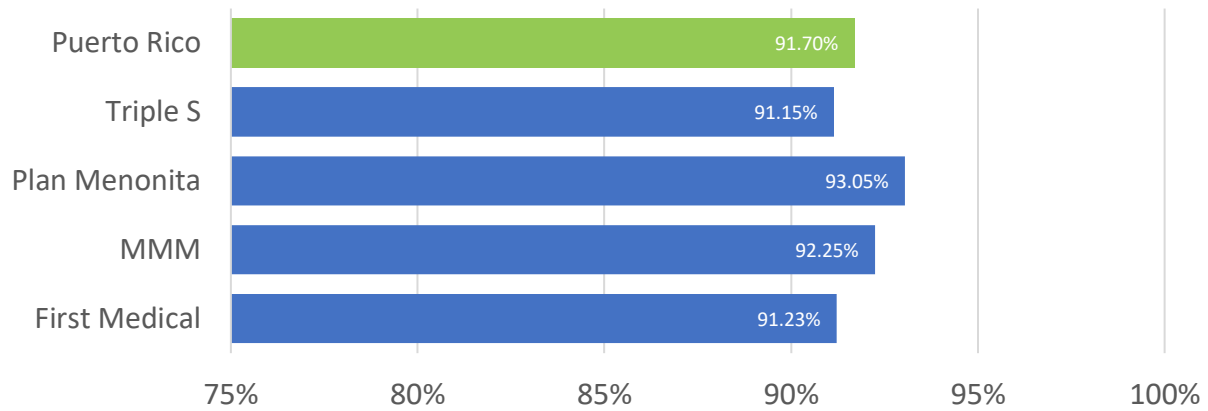


Triple S

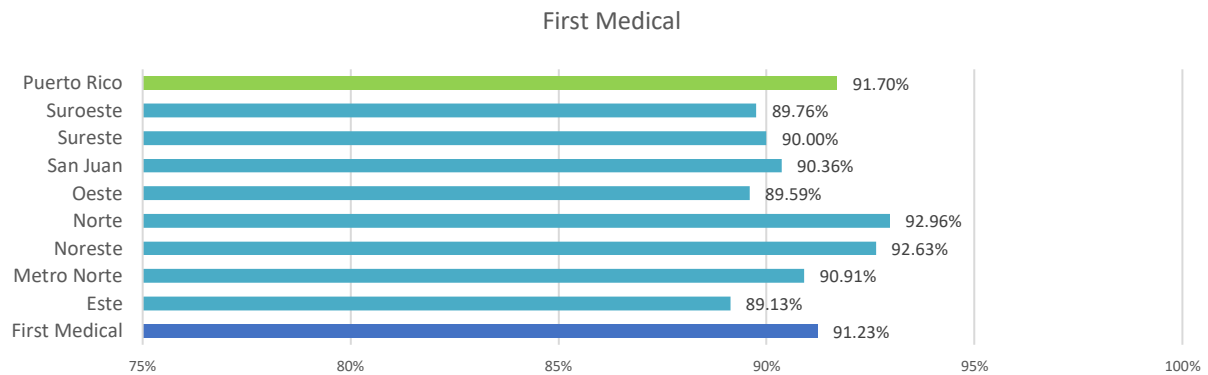


4. Plan Vital Model

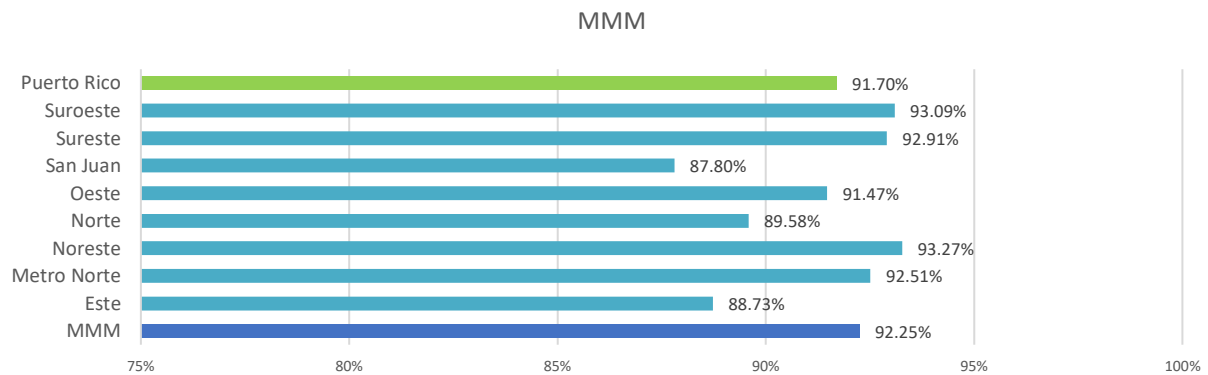
The New Model of Plan Vital has the highest overall score out of all the questions in the survey with a 91.70% score represented across all MCOs and regions.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

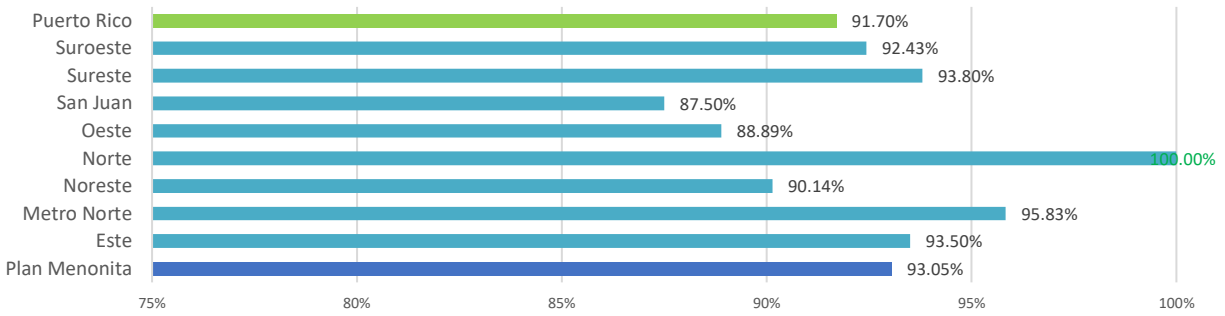


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



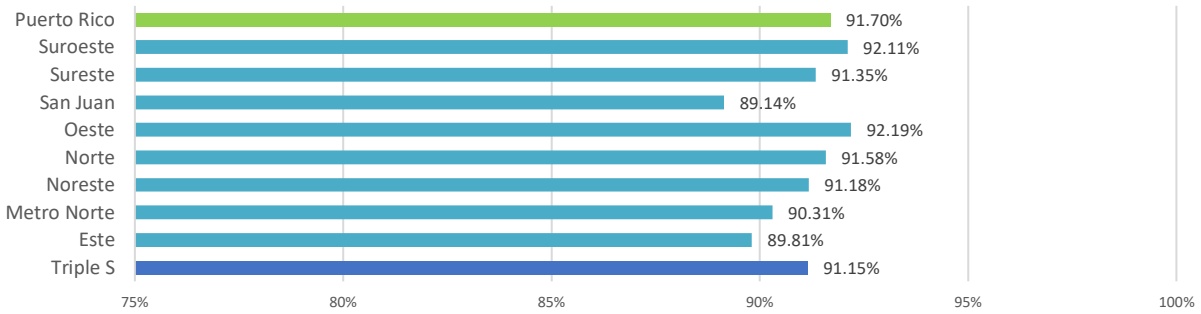
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

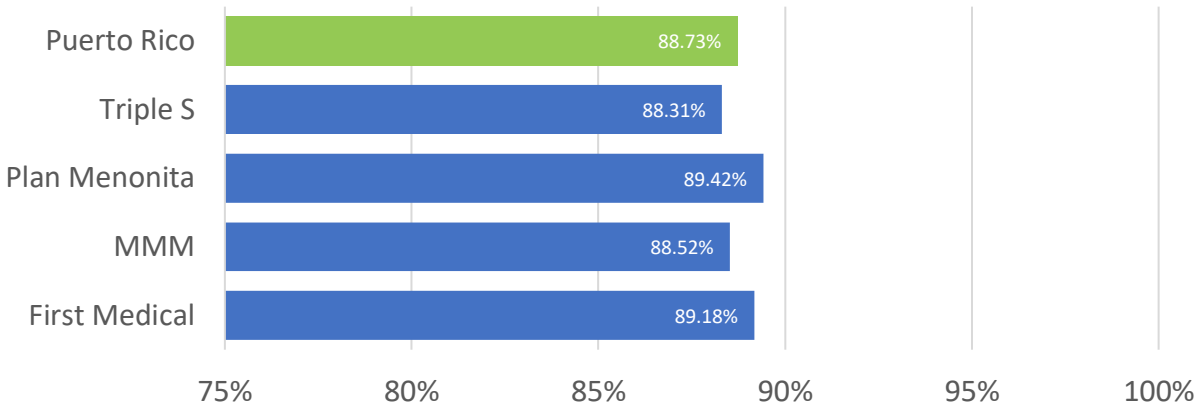
Triple S



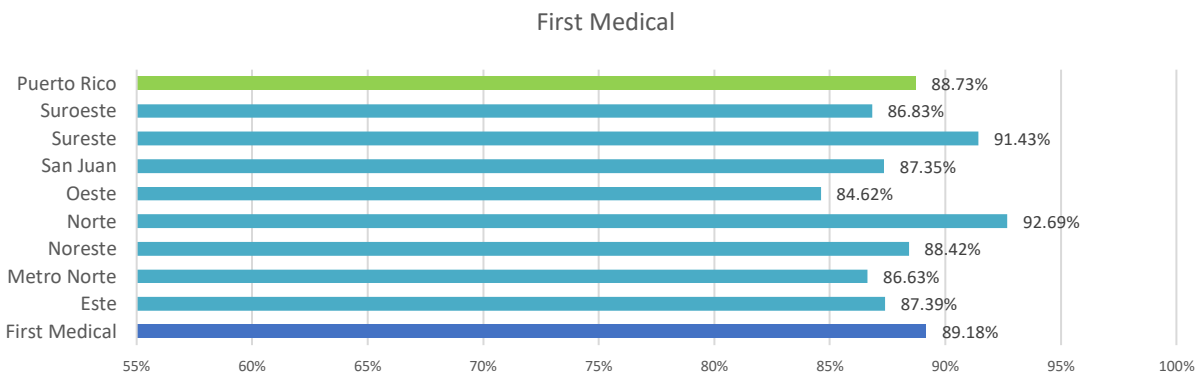
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

5. Plan Vital Coverage

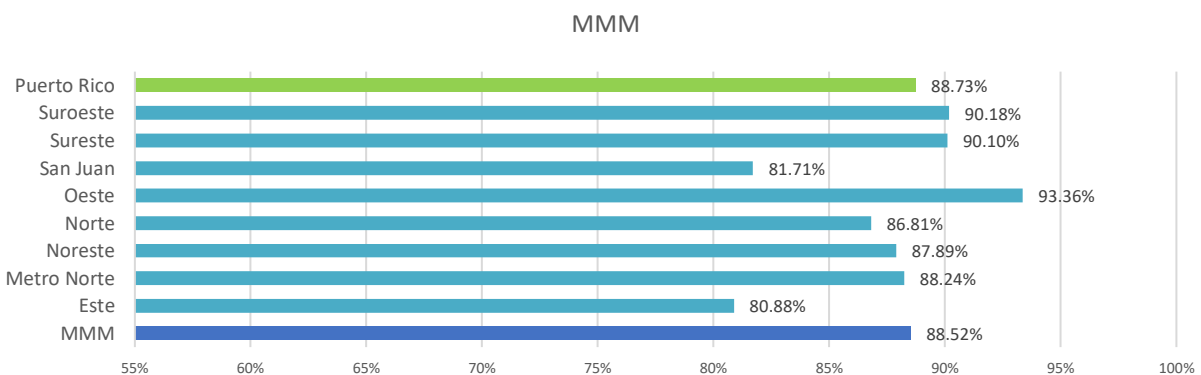
Coverage shows a high **88.73%** score for Puerto Rico and all MCOs on average hold that score with one exception on the San Juan region of Plan de Salud Menonita with a score of **62.50%**. A pattern that is followed on multiple questions highlighting underserved regions for some MCOs.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

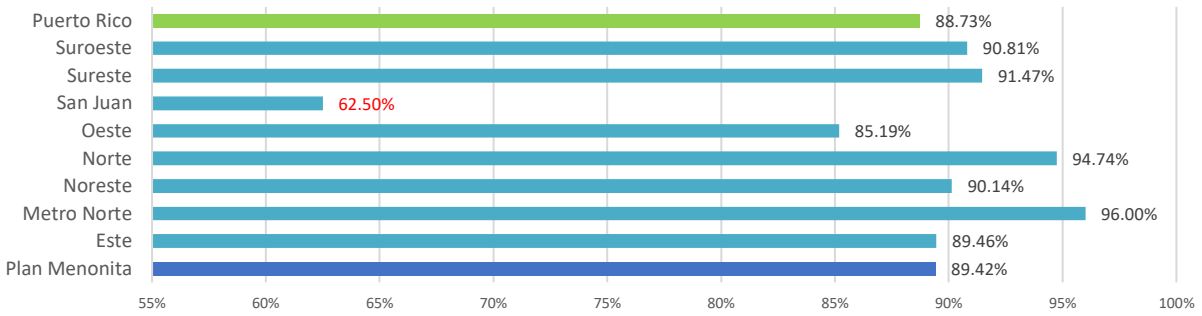


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



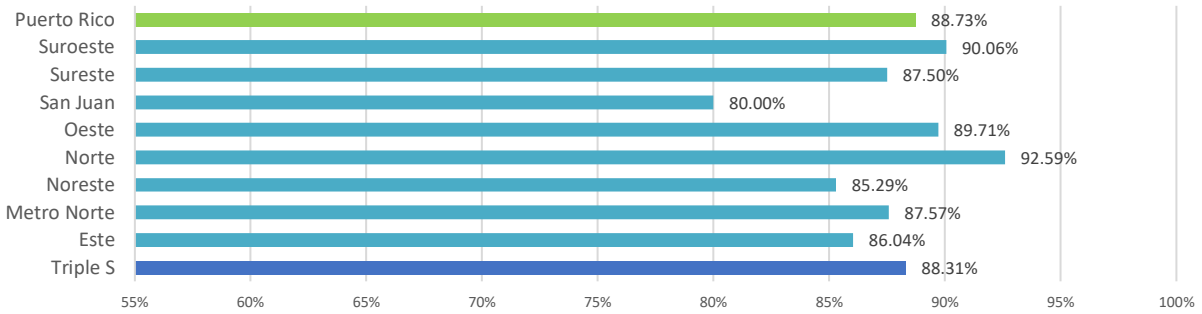
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Triple S

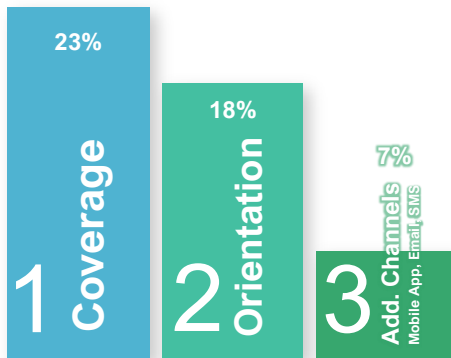


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

6. Plan Vital Improvements

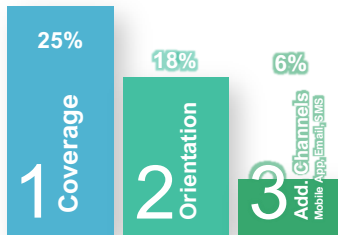
As far as improvements to Plan Vital it is important to state that the option with the highest response rate was **“Nothing to Improve”** with **45% of the responses in Puerto Rico**. If there is something to improve the participants chose **Plan Vital Coverage with 23%**, **Orientation 18%** followed by **Additional Communication Channels at 7%**. All MCOs show similar results.

Puerto Rico

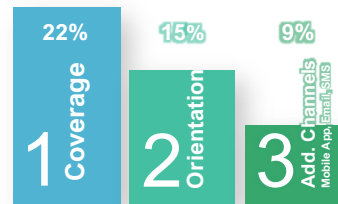


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

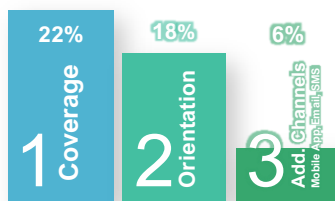
First Medical



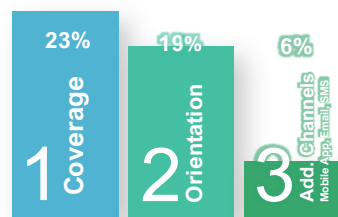
Plan Menonita



MMM

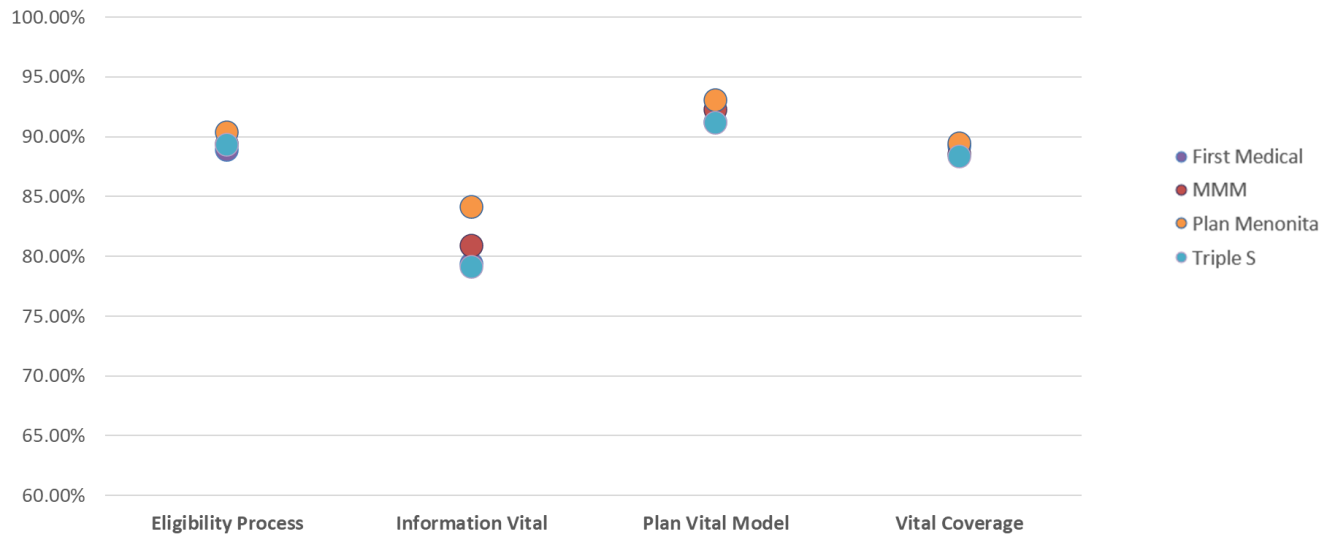


Triple S



Perception & Image of Plan VITAL

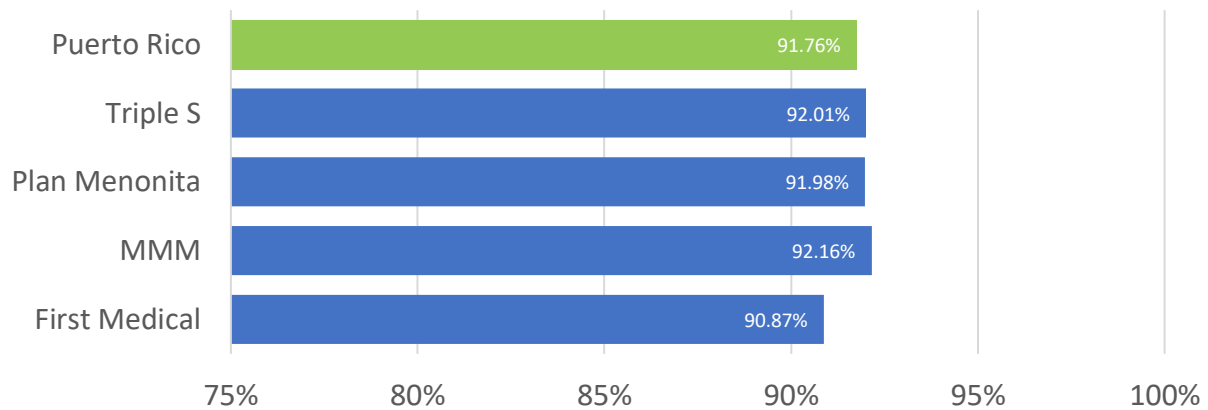
The following graph shows a comparative view of the results obtained in all questions associated with the Perception and Image of Plan Vital.



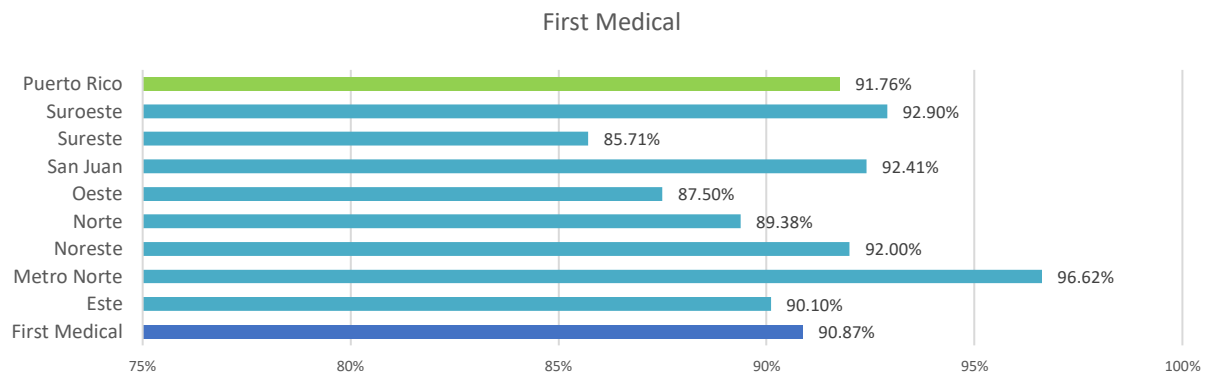
Results: Experience with your MCO

7. MCO Polite & Respectful.

When asked about customer service representatives of the Insurance providers they score at **91.76%** for Puerto Rico as being polite and respectful, a very high score. Plan de Salud Menonita with a higher score of **91.98%** showed a negative outlier in the San Juan region with a score of **82.35%**.

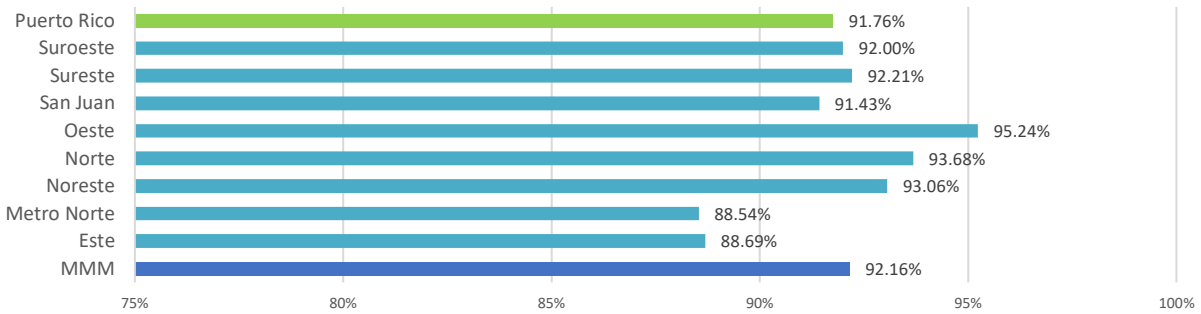


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



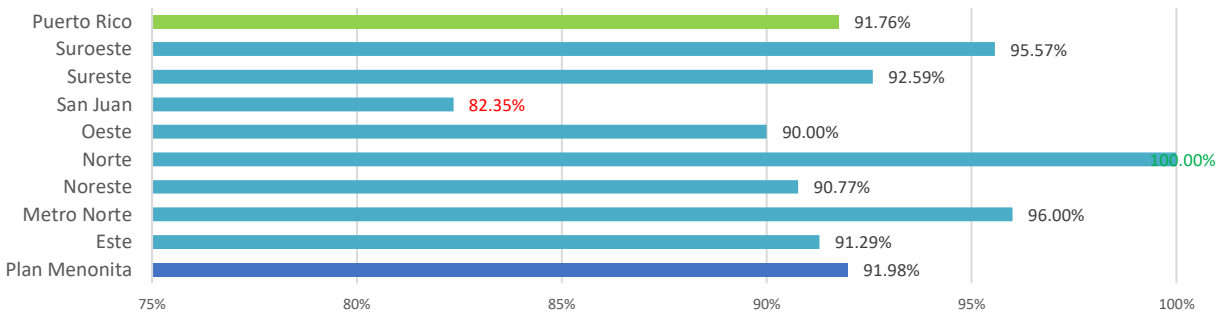
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

MMM



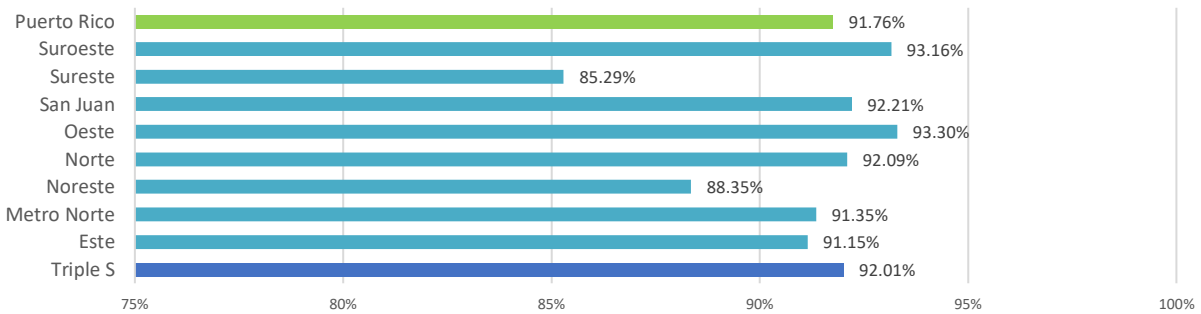
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

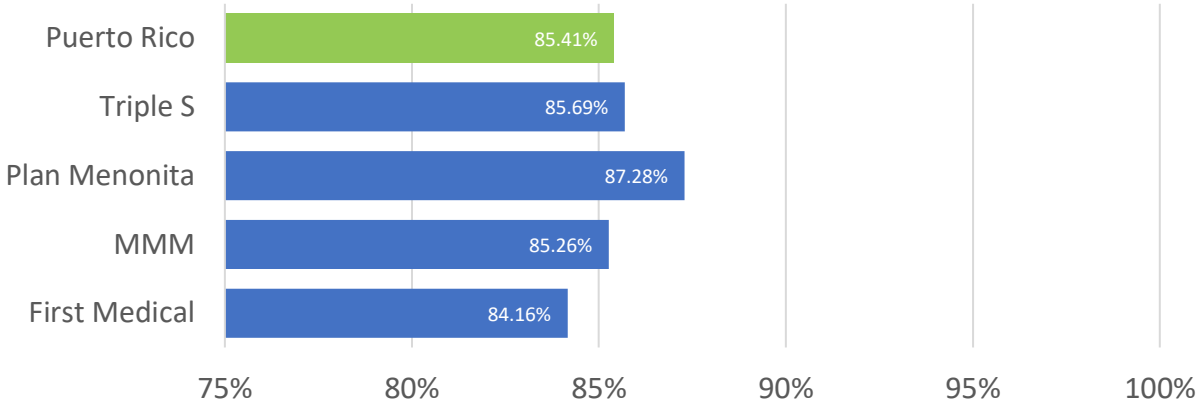
Triple S



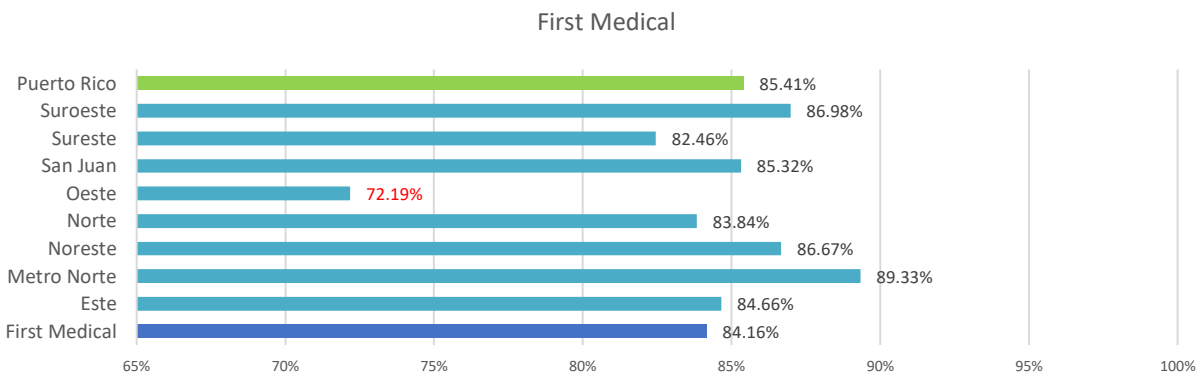
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

8. MCO Assistance.

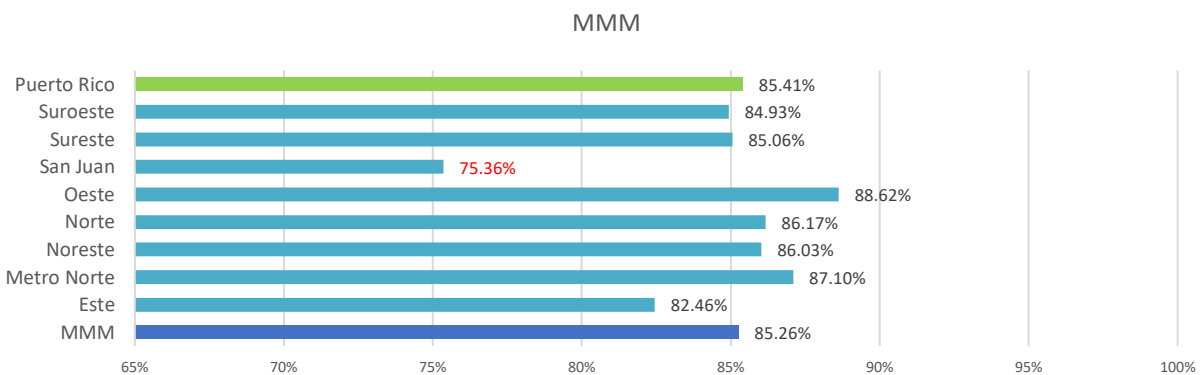
When asked about customer service representatives of the Insurance providers they score at **85.41%** for Puerto Rico. First Medical with an average score of **84.16%** showed a negative outlier in the Oeste region. MMM with a score of **85.26%** showed a negative outlier in the San Juan region with a score of **75.36%** Plan de Salud Menonita with a higher score of **87.28%** showed a negative outlier in the San Juan region with a score of **73.68%**. Triple S with an average score of **85.69%** has an outlier in the Sureste region with a score of **67.65%**.



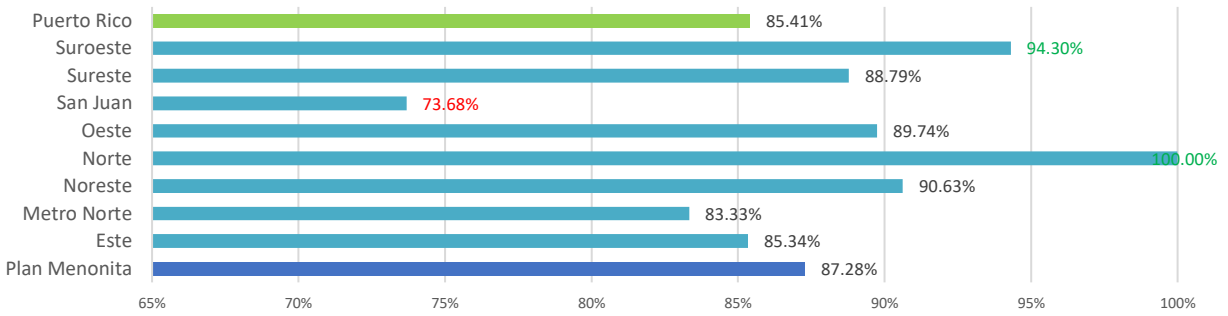
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

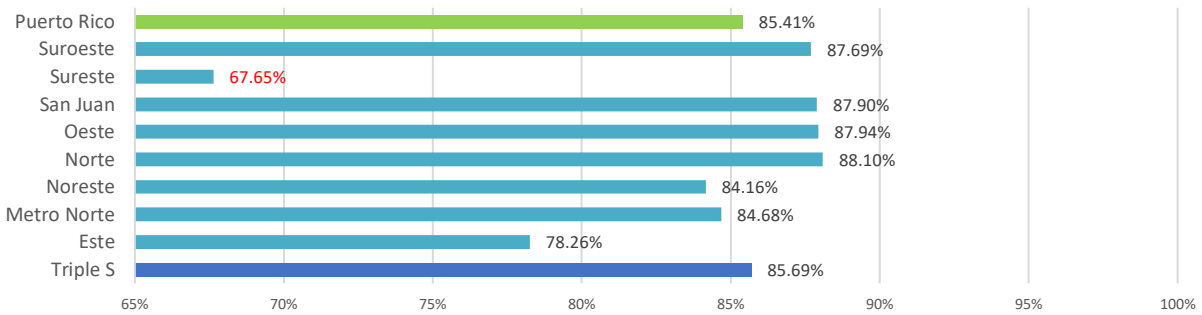


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

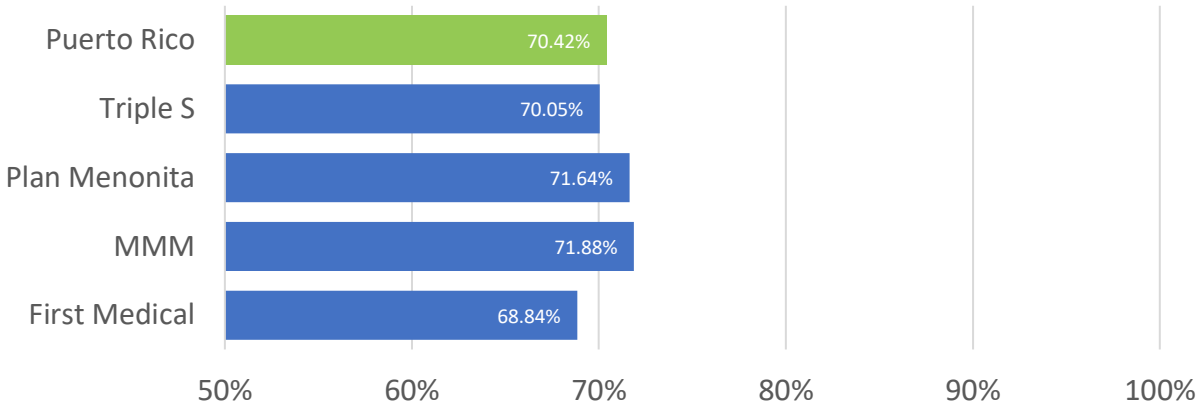
Triple S



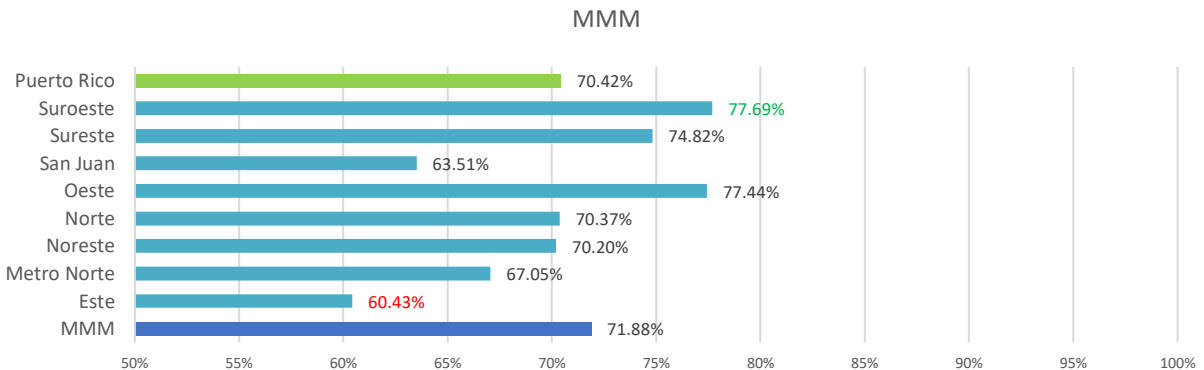
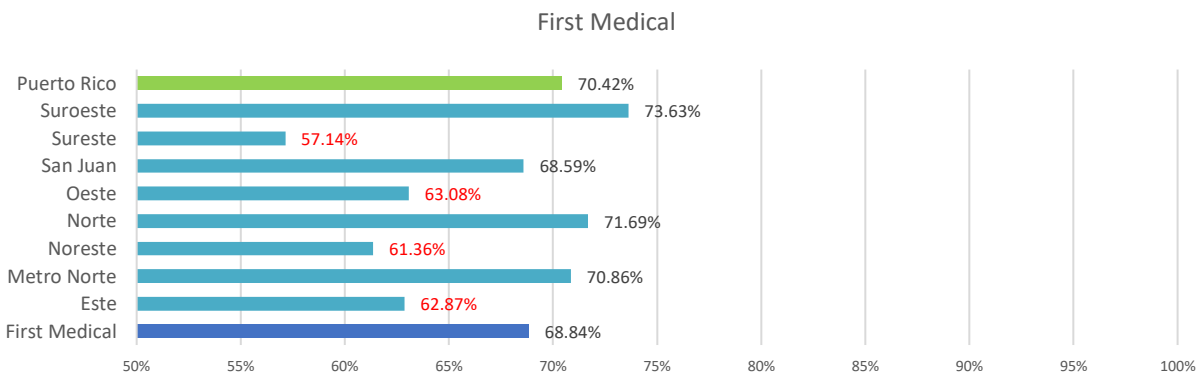
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

9. MCO Provider Network.

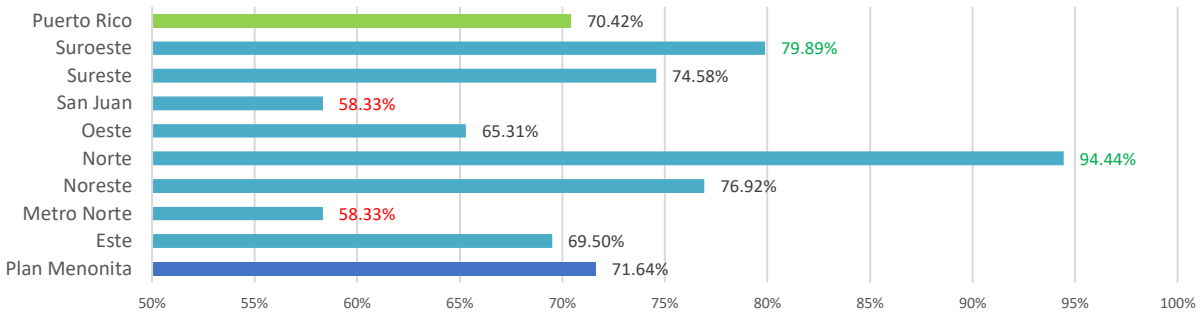
The MCO provider network has the lowest average score in the section with **70.42%** for Puerto Rico. Multiple outliers are seen across MCO regions: First Medical Sureste **57.14%**, Oeste **63.08%**, Noreste **61.36%**, Este **62.87%** are below the 10% threshold; MMM Este also below with **60.43%**; Plan Menonita San Juan and Metro Norte both with a score of **58.33%**; Triple S Sureste **60.42%** and Este **62.10%**. It highlights some regions have some concerns regarding their provider networks.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

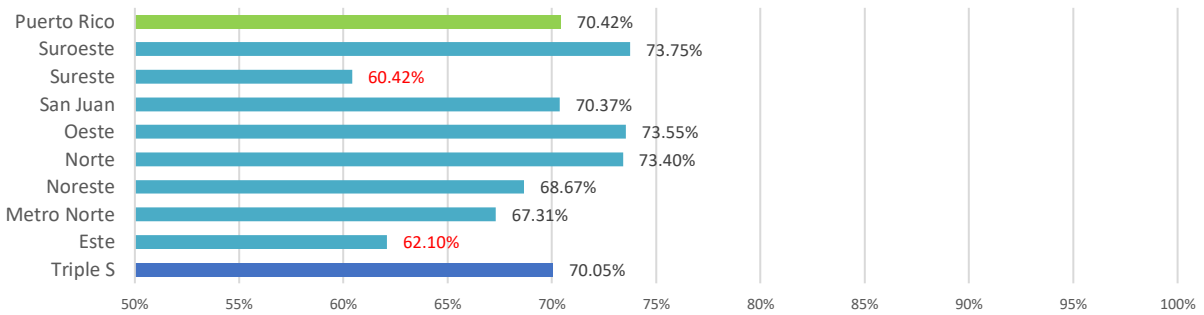


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

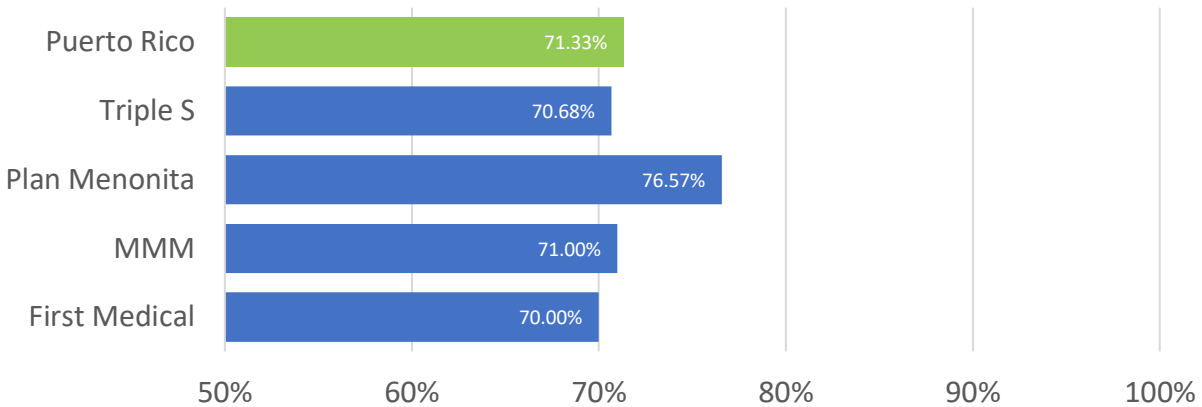
Triple S



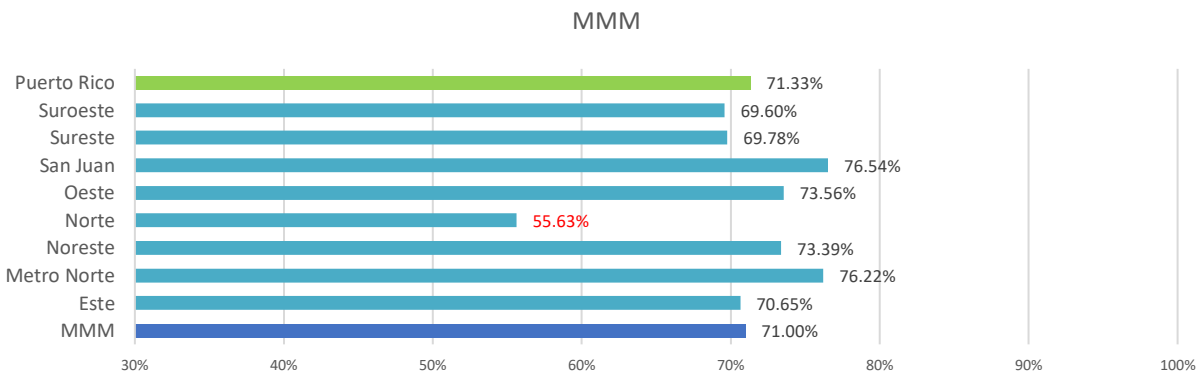
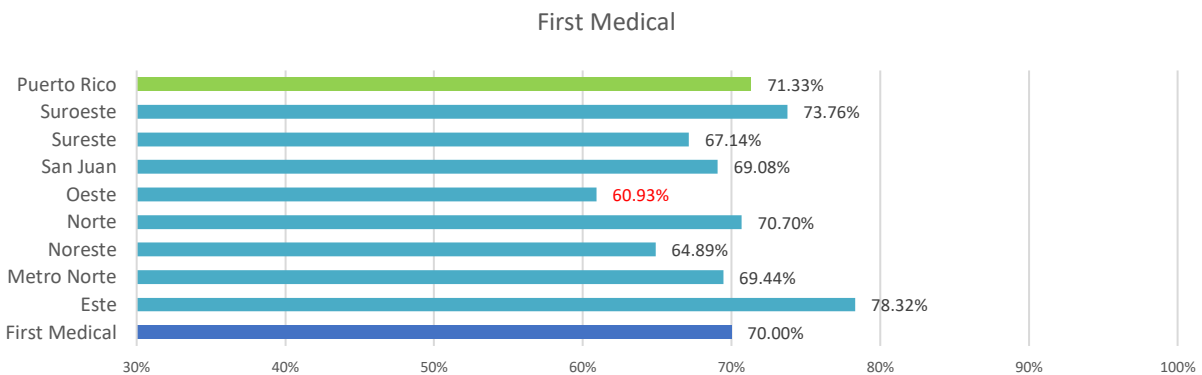
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

10. MCO Contact.

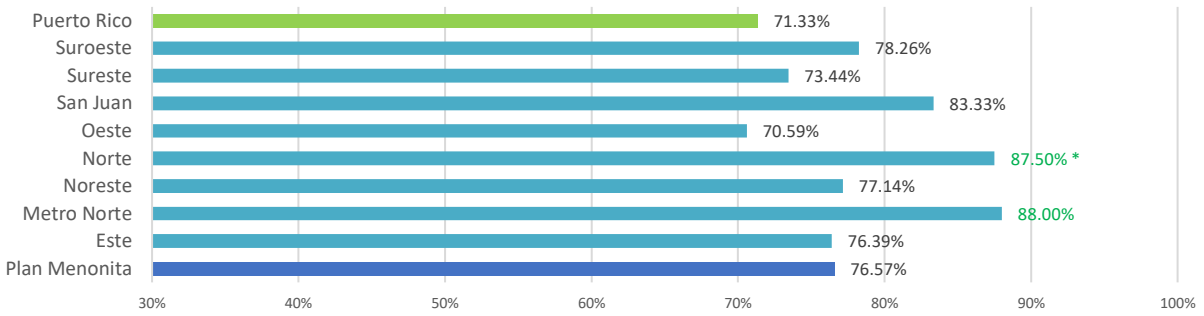
When asked how easy it is to contact your MCO shows a score of **71.33%** for Puerto Rico. Plan de Salud Menonita achieved the highest score with **76.57%** with two positive outliers in Metro Norte **88.00%** and Norte **87.50%**. The other MCOs show some regional concerns. First Medical Oeste **60.93%**, MMM Norte **55.63%**, Triple S Sureste **56.44%**; Noreste **53.05%**; Este **58.94%**.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

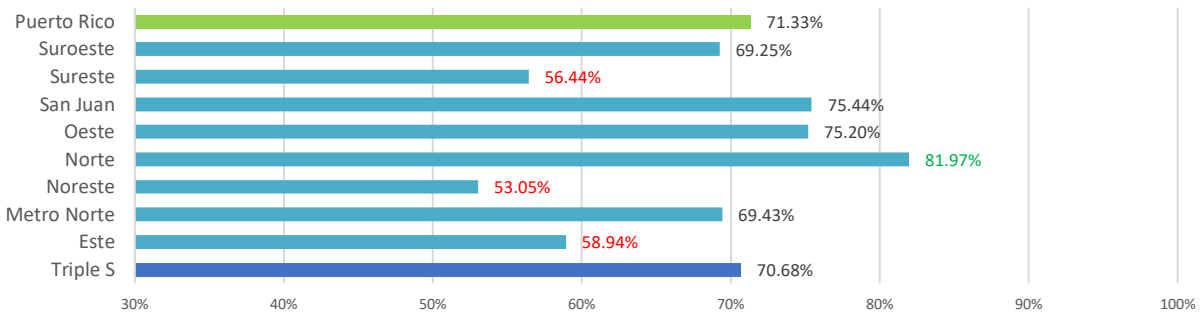


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

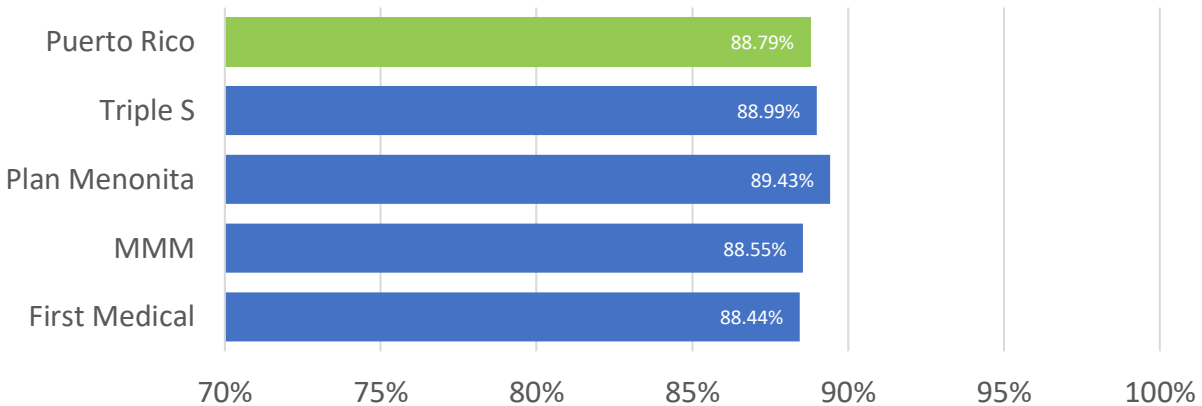
Triple S



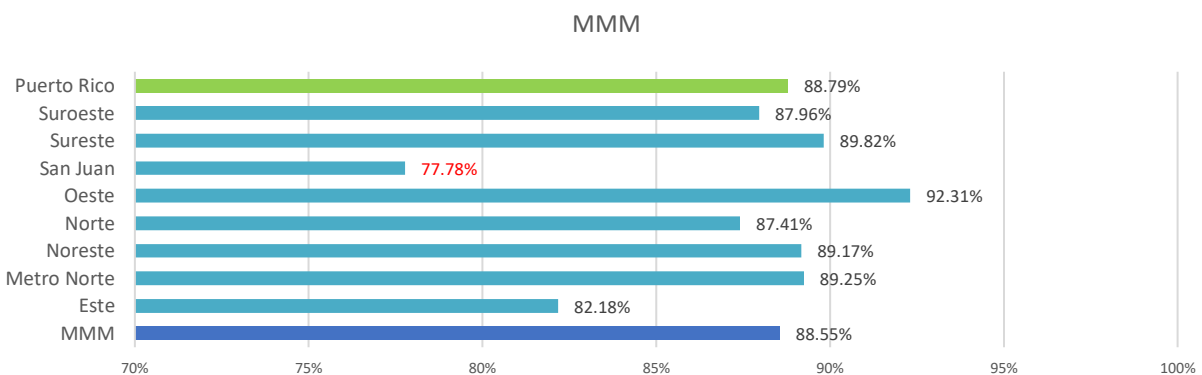
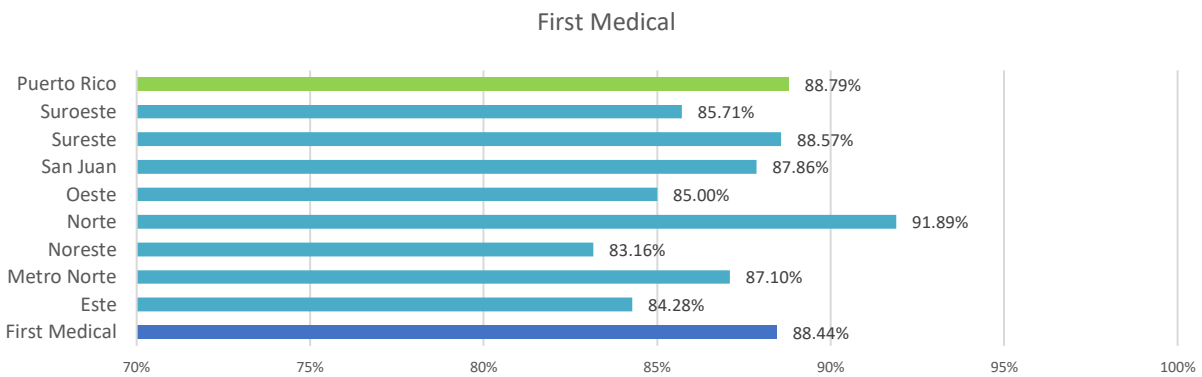
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

11. MCO Services.

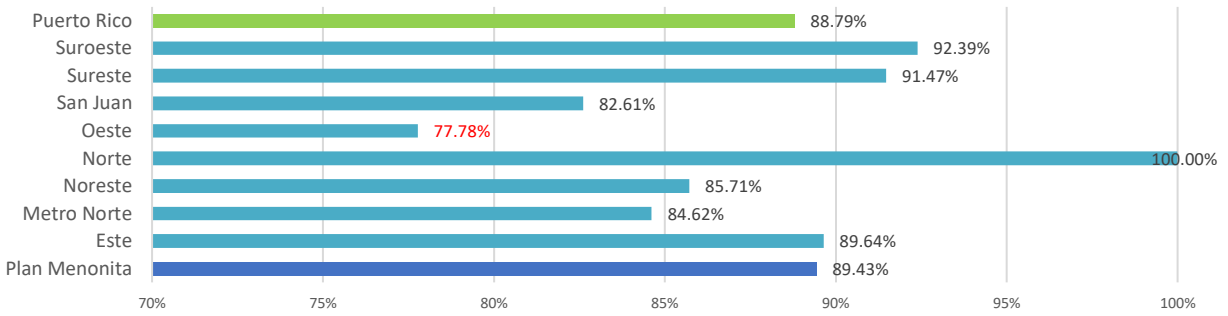
Satisfaction with the services provided by your Insurance provider all MCOs have high scores with an average of **88.79%**. Although collectively they show some regions that were below the 10% average: MMM San Juan 77.78%, Plan Menonita Oeste **77.78%**.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

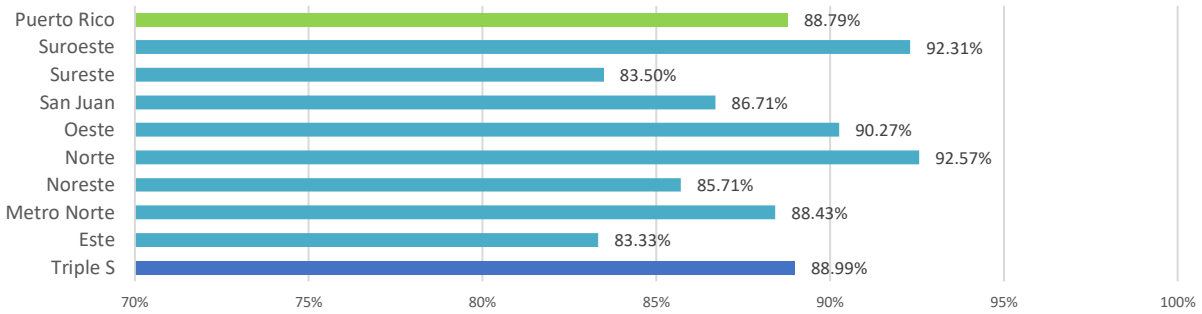


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Triple S

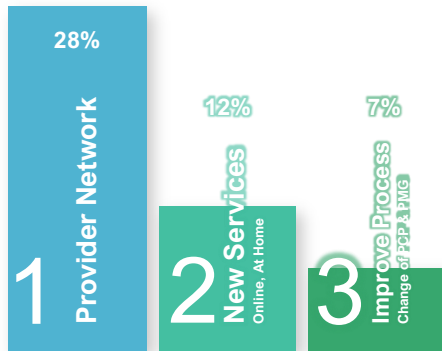


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

12. MCO Improvements

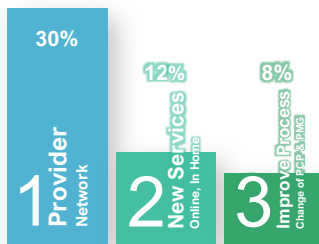
As far as MCO improvements it is important to state that the option with the highest response rate was **“Nothing to Improve”** with **43% of the responses in Puerto Rico**. If there is something to improve the participants chose **the provider network with 28%, New Services 12%** followed by **Improve Process Change of PCP & PMG 7%**. All MCOs show very similar results.

Puerto Rico

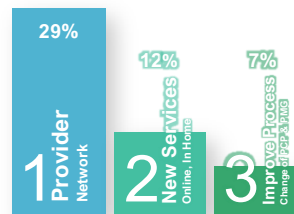


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

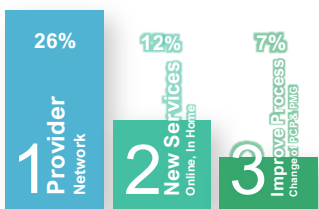
First Medical



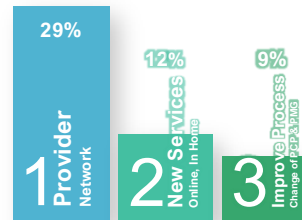
Plan Menonita



MMM

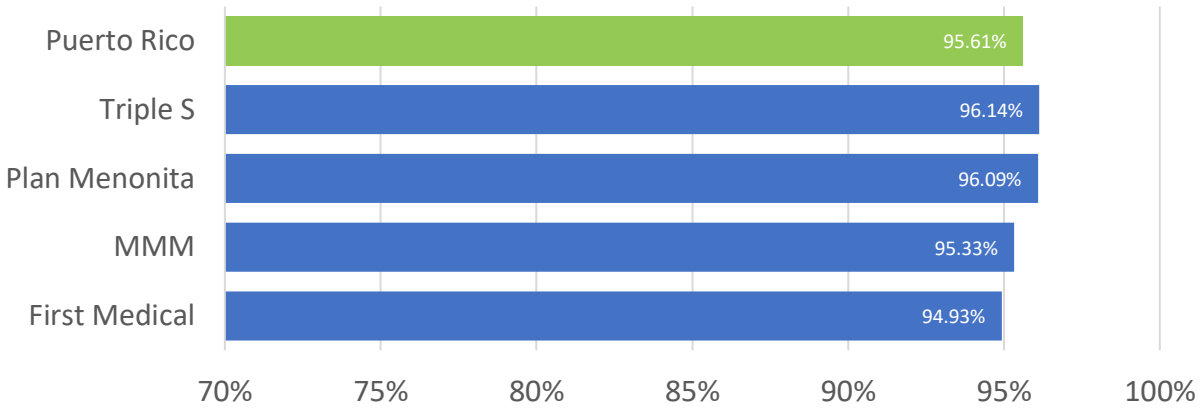


Triple S

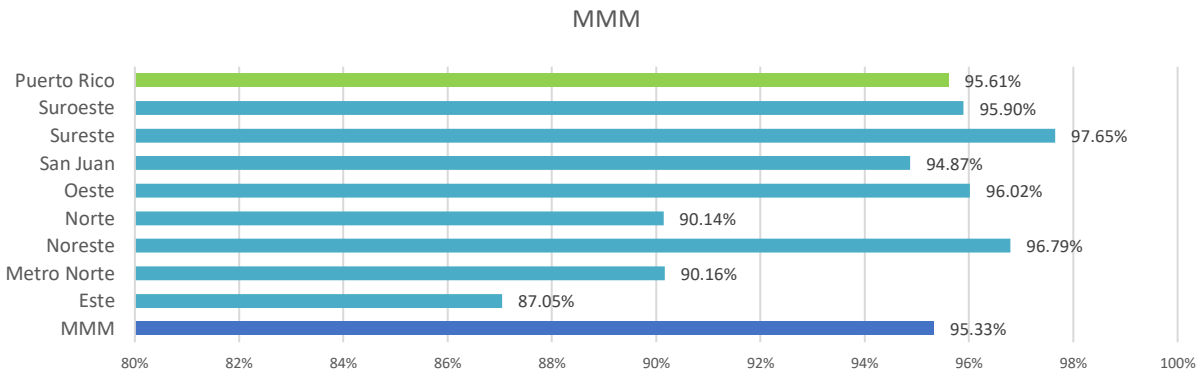
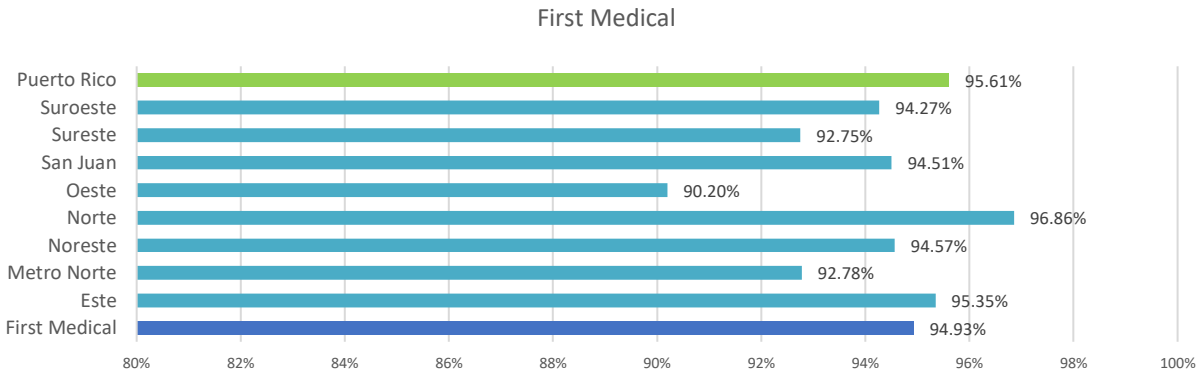


13. MCO Recommend to Friends & Family

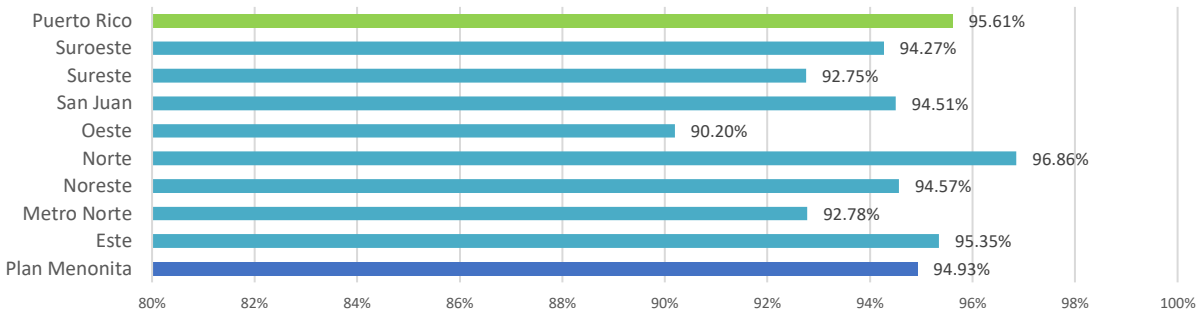
Recommend to Friends & Family received the highest score within the section with **95.61%** for Puerto Rico.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

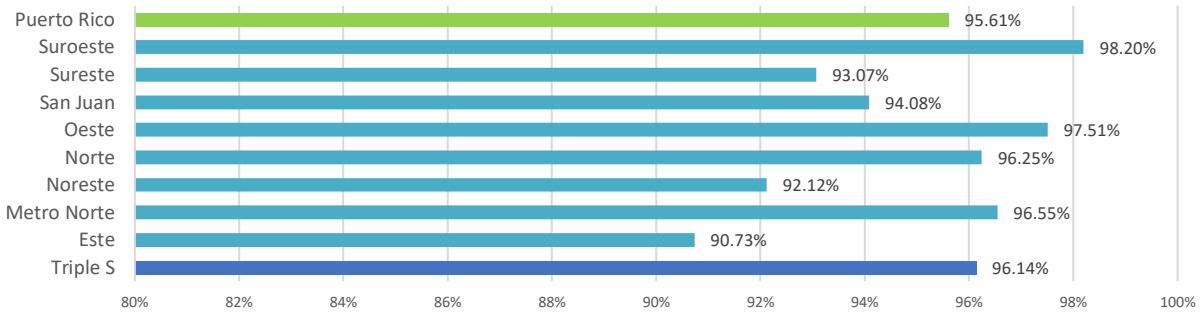


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

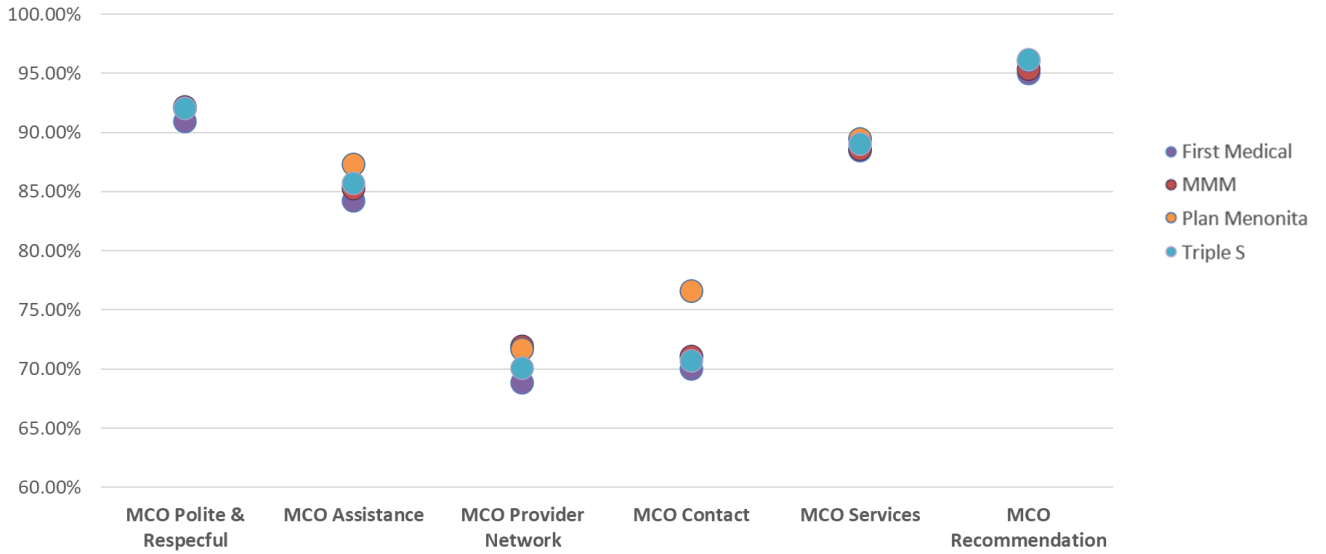
Triple S



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Experience with your MCO

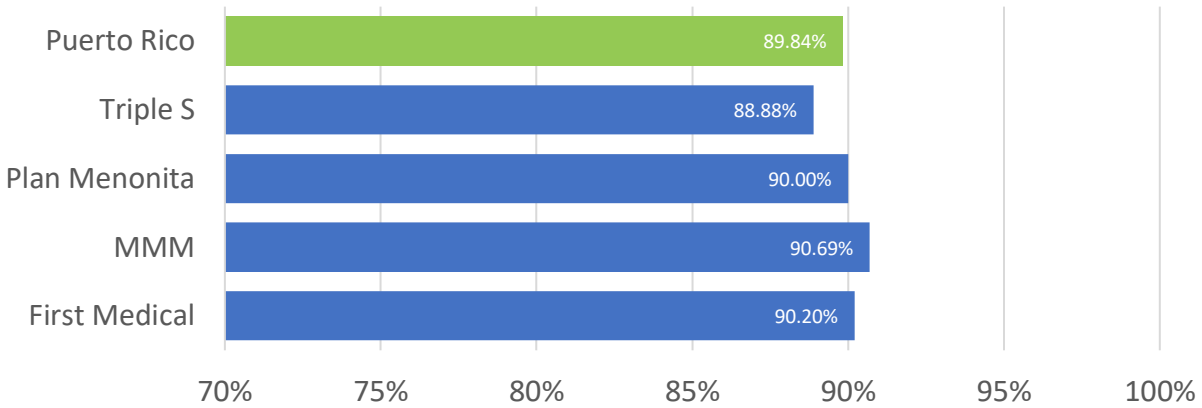
The following graph shows a comparative view of the results obtained in all questions associated with the Experience with your MCO.



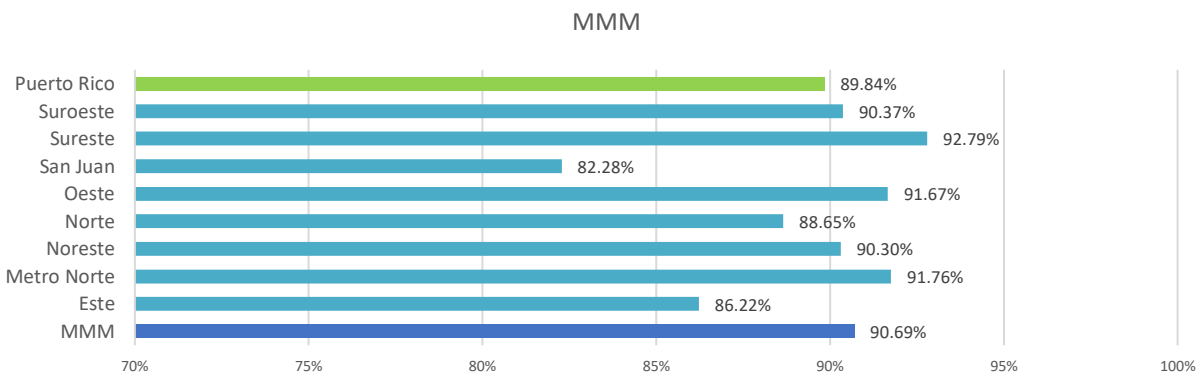
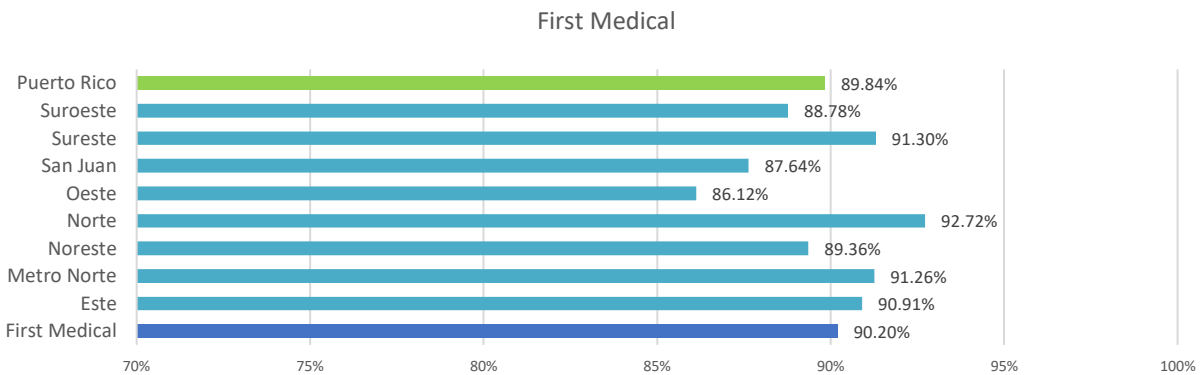
Results: Health Service Satisfaction

14. Health Services – Medical Care

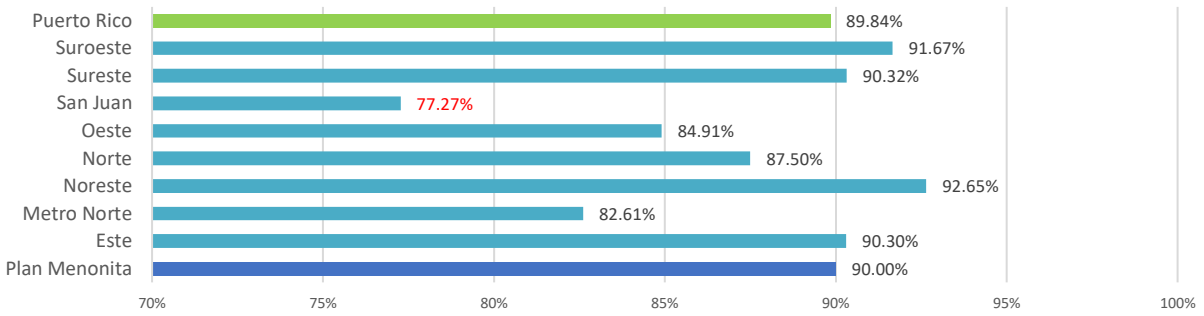
Overall medical care scores high with an **89.84%** in Puerto Rico. Plan de Salud Menonita San Juan region is below 10% of the average with a score of **77.27%**.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

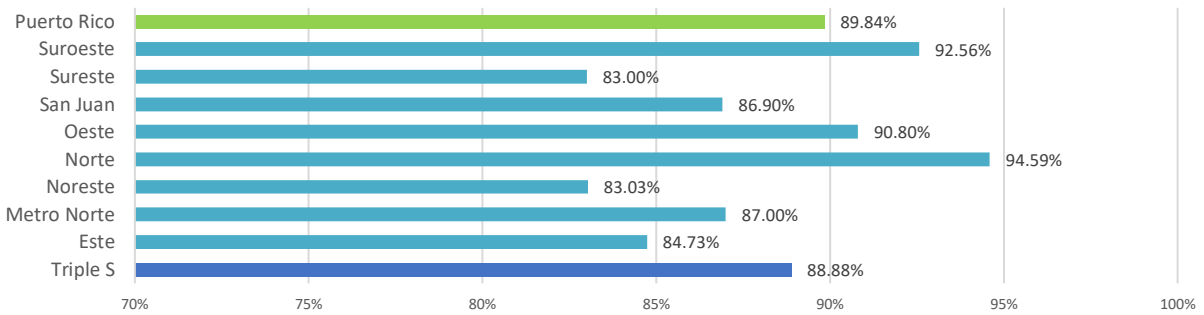


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

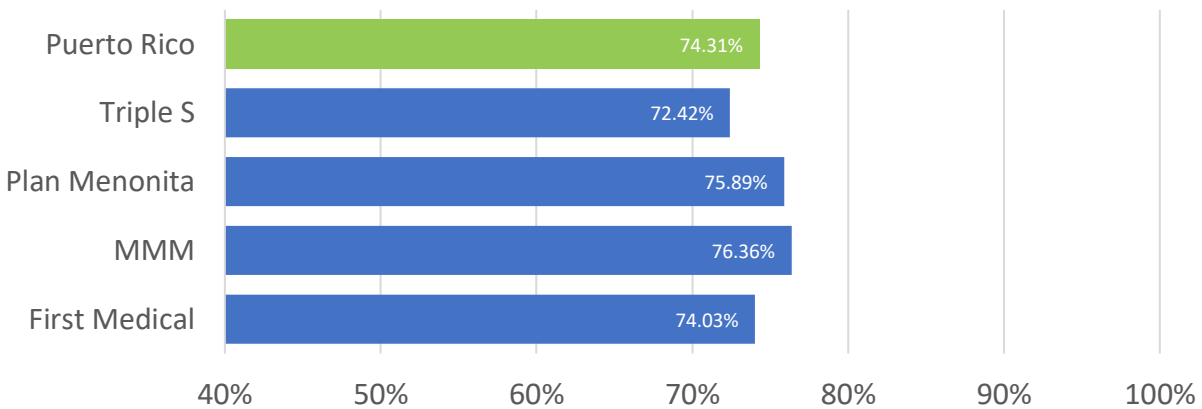
Triple S



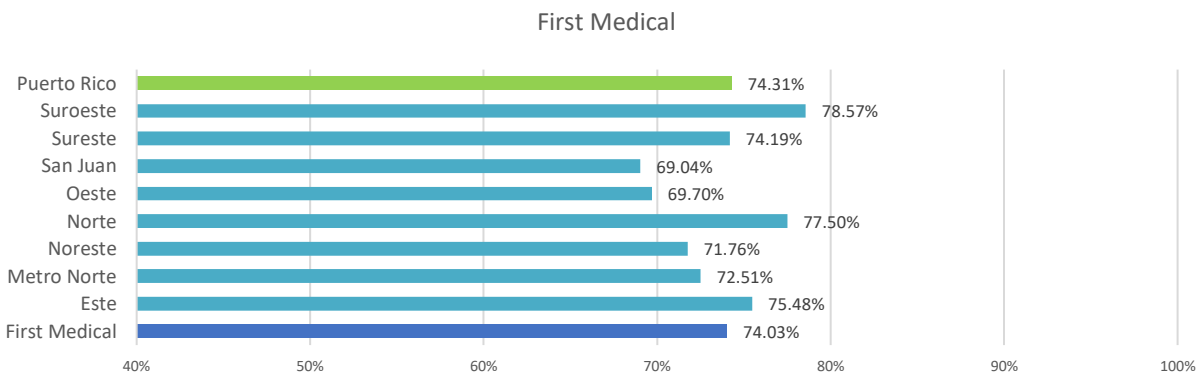
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

15. Health Services – Primary Care Physician Appointments

Appointments with primary care physicians shows a lower **74.31%** in Puerto Rico and highlights multiple outliers in most MCOs and Regions. MMM San Juan region with a **62.34%** score is below the 10% average. Plan de Salud Menonita shows some very positive regions in Suroeste **84.52%**, Sureste **82.30%** and Oeste **93.75%**. In contrast, Plan de Salud Menonita San Juan region has a very low score of **45%**. Triple S Sureste with a score of **65.59%** is below the average. Primary Care Physician appointments is the second lowest score of this section and shows great opportunity for improvements.

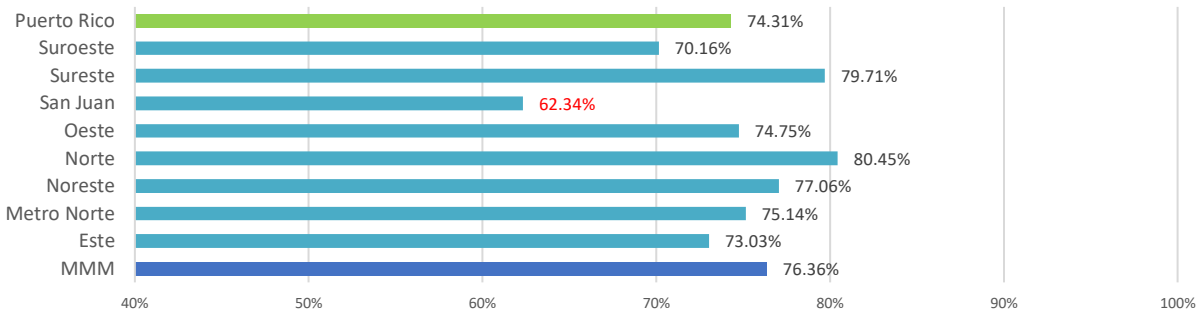


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



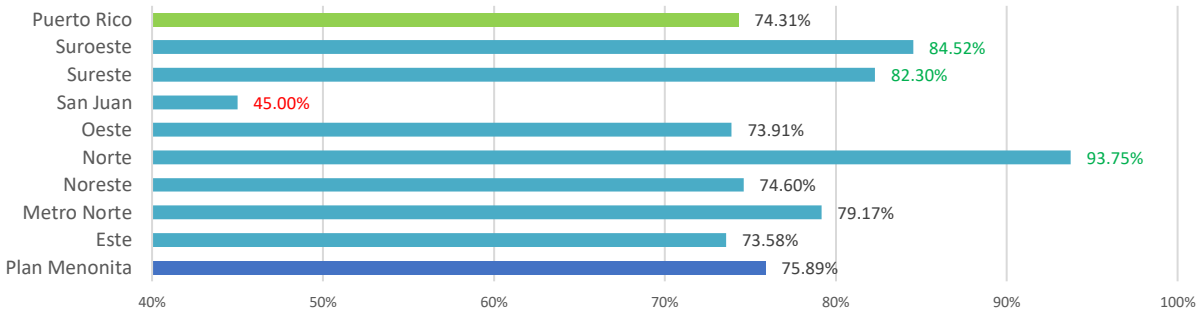
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

MMM



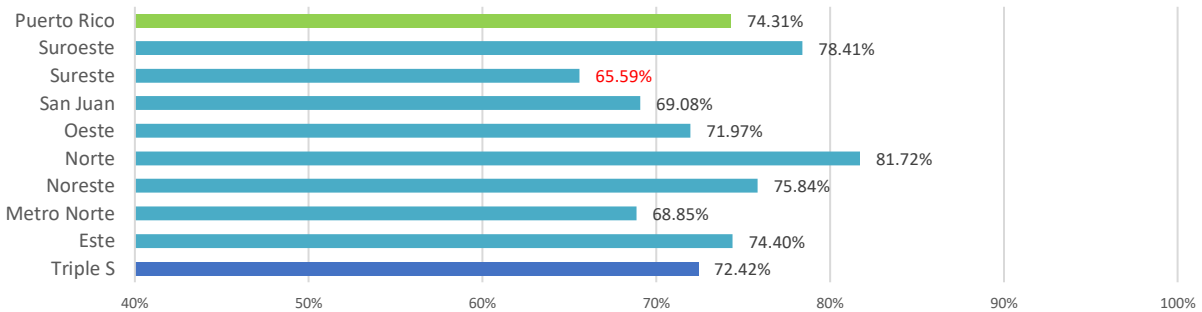
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

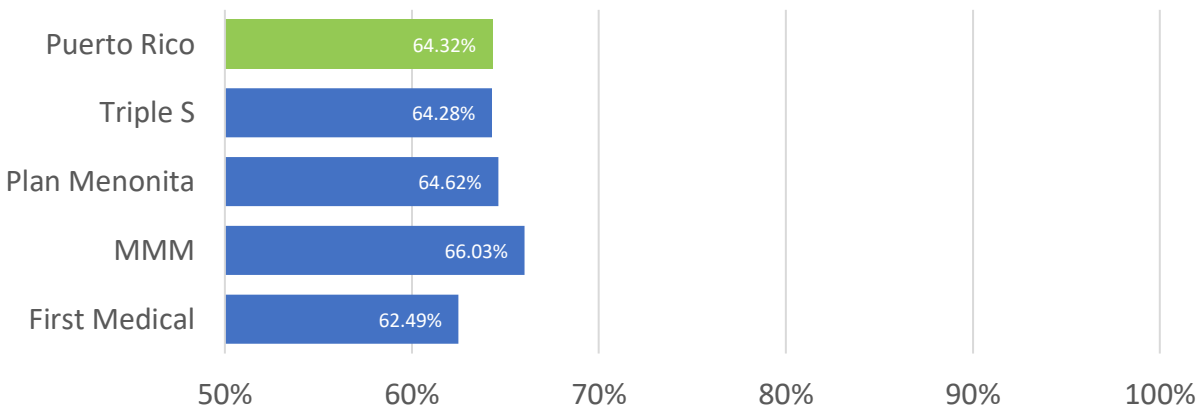
Triple S



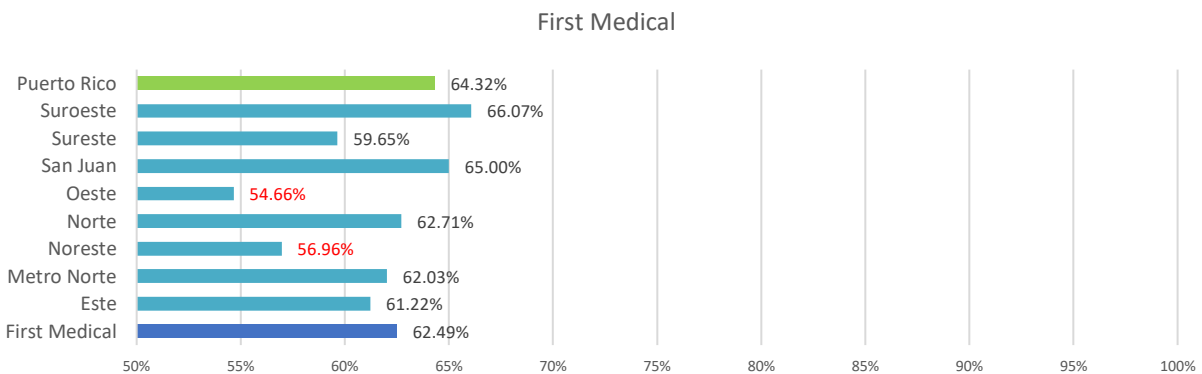
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

16. Health Services – Specialist Appointments

Appointments with specialists shows the lowest score of the survey at **64.32%** in Puerto Rico and highlights multiple outliers in most MCOs and Regions. First Medical Oeste region **54.66%**, Noreste **56.96%**. MMM San Juan region with a **54.29%** and Norte **56.31%** are below the 10% average. Triple S Sureste with a score of **51.25%** and Este **57.52%** are below the average. In contrast, Plan de Salud Menonita shows some very positive regions in Sureste **74.68%**, Norte **90.91%**, Noreste **72.88%** and Metro Norte **72.73%**. Specialist appointments is the lowest score of this section and shows significant room for improvements.

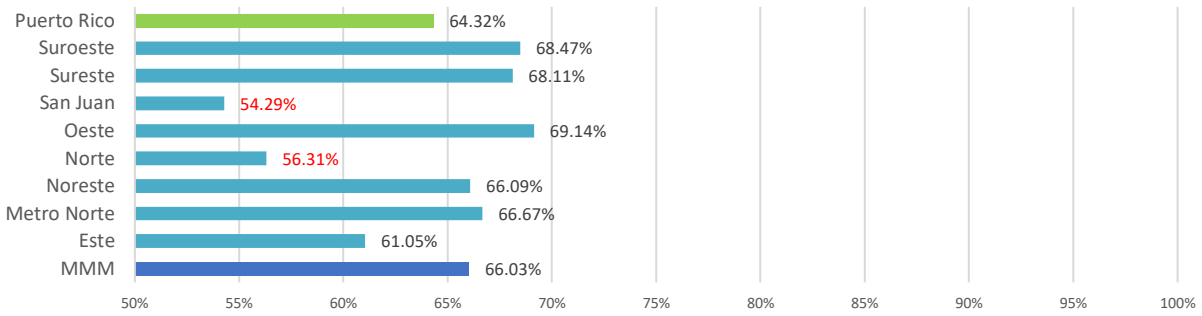


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



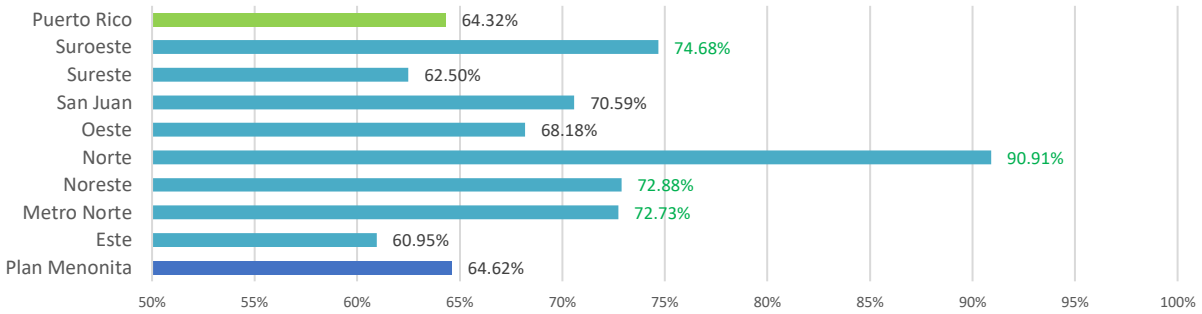
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

MMM



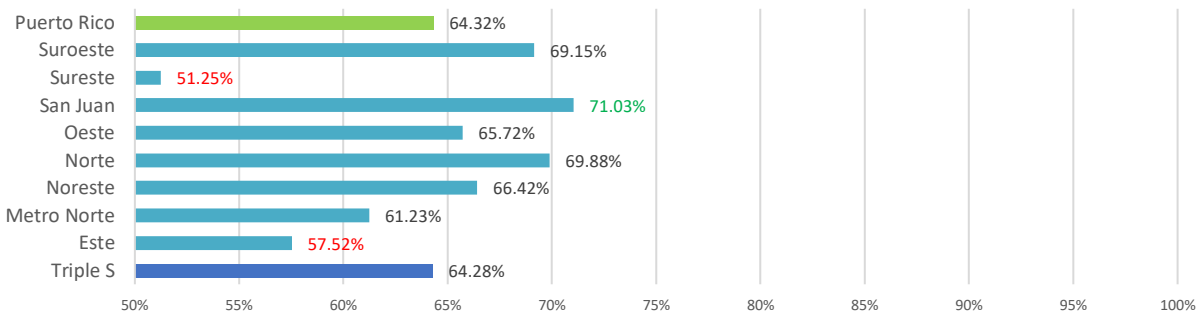
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

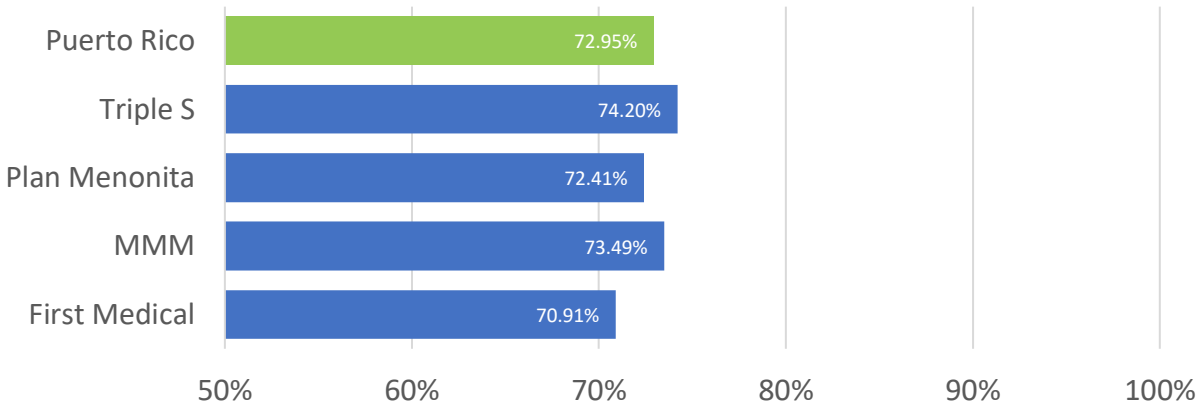
Triple S



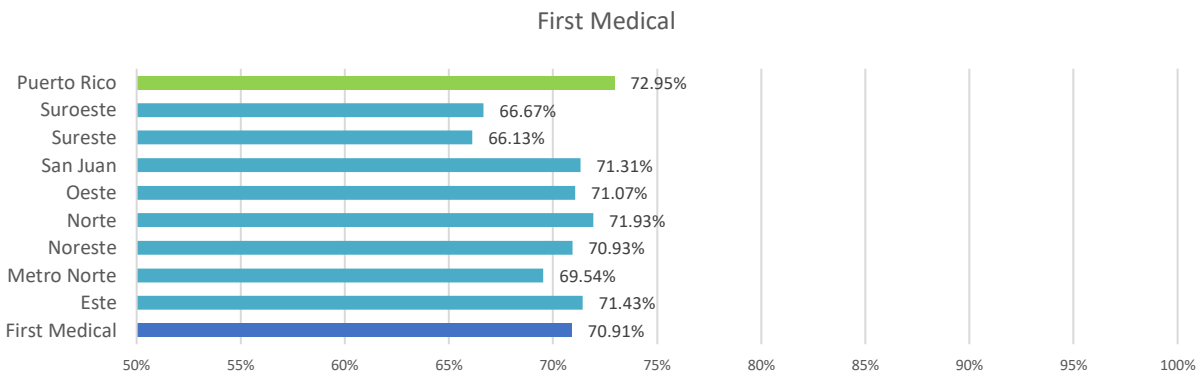
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

17. Health Services – Ease of Access

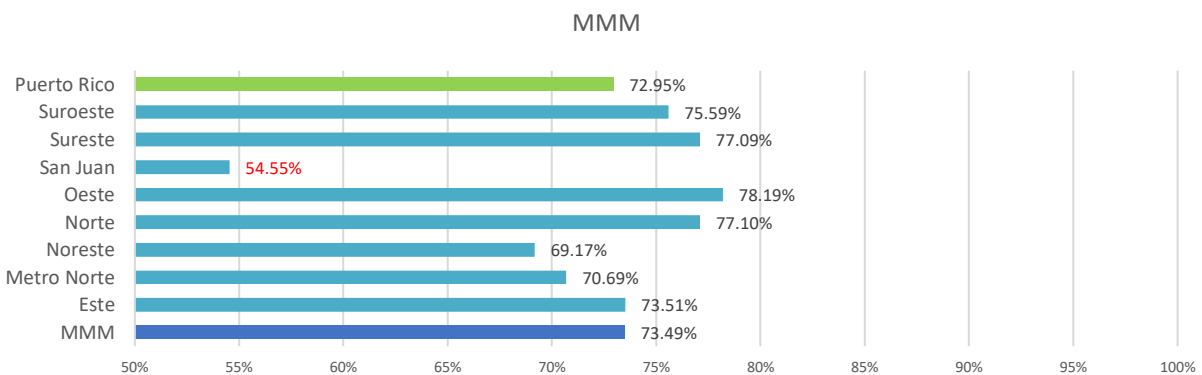
Ease of access has a score of **72.95%** in Puerto Rico. Some outliers to note are MMM San Juan **54.55%** and Plan de Salud Menonita San Juan **65.00%** are below the average. Plan de Salud Menonita Suroeste **81.18%** and Norte **93.33%** are above the average. Triple S Suroeste **80.50%** above the average.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

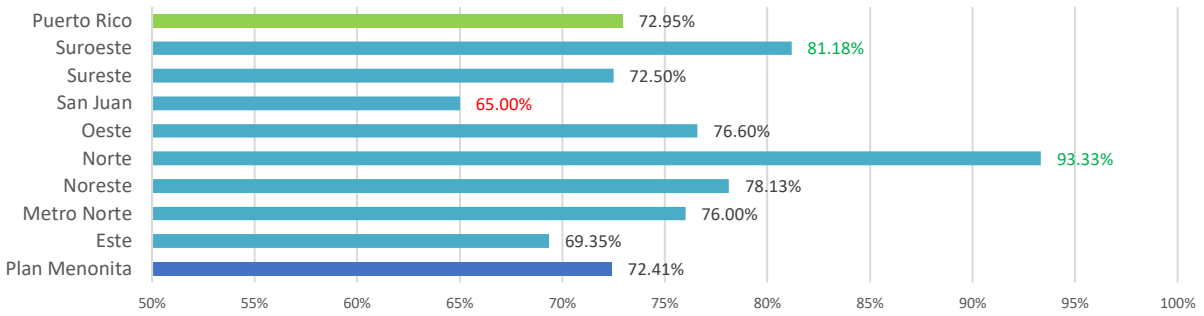


Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021



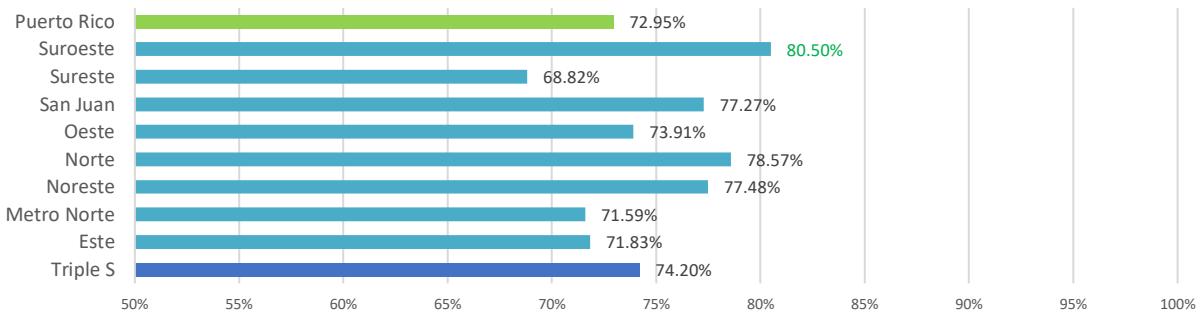
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

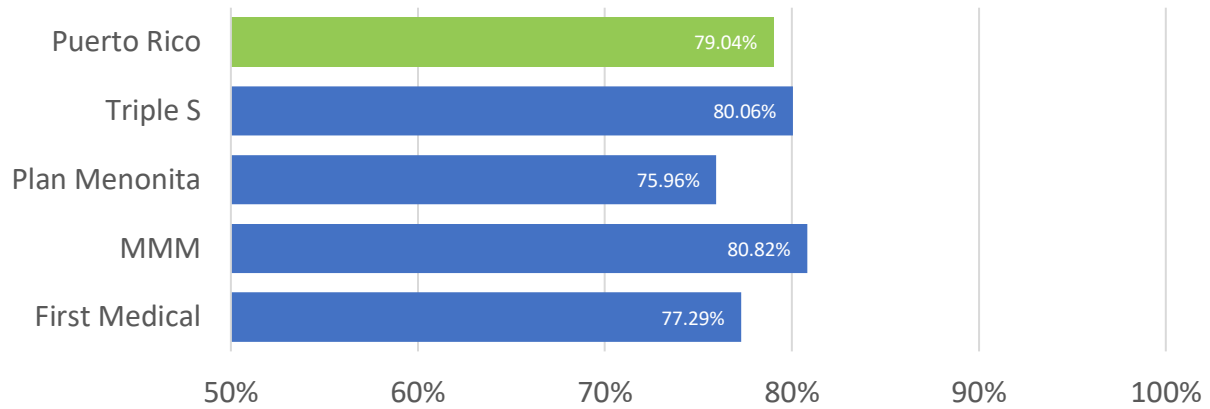
Triple S



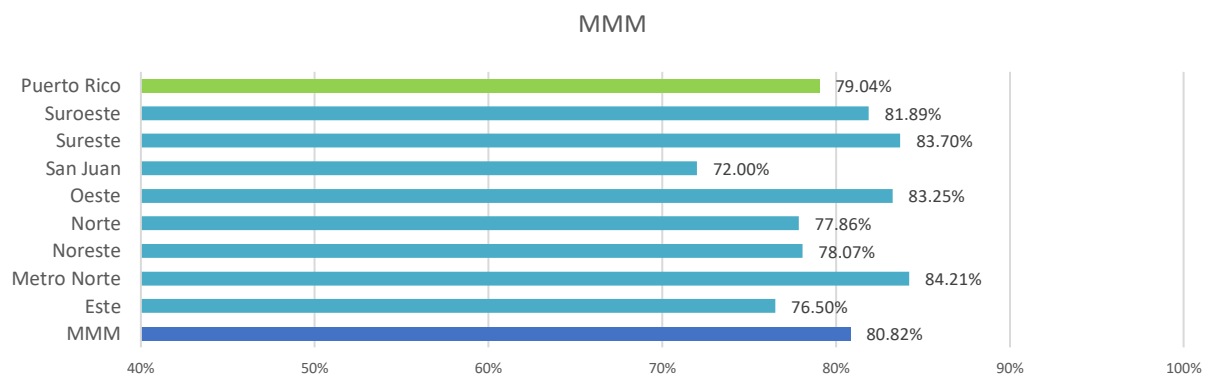
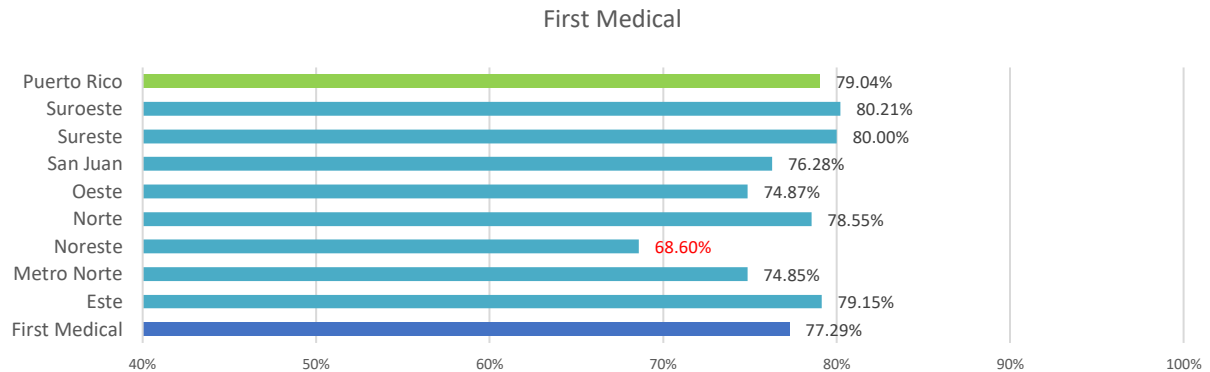
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

18. Health Services – Medicine / Prescriptions.

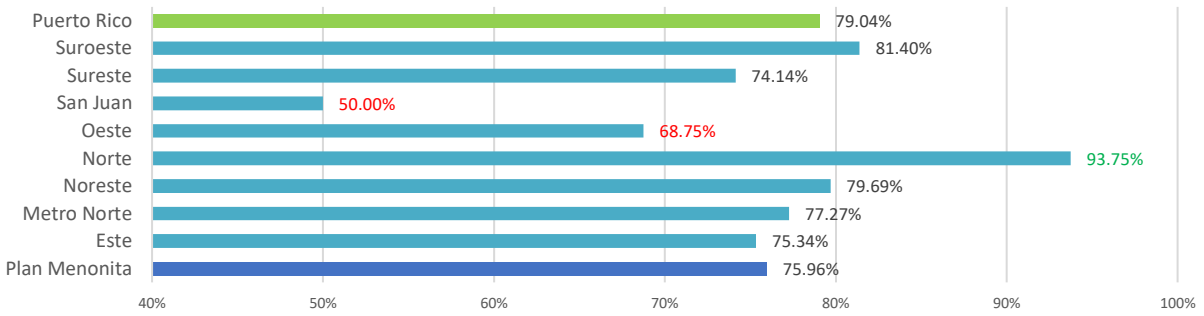
Medicine Prescriptions scored **79.04%** for Puerto Rico with some outliers in some regions. First Medical Noreste **68.60%**, Plan de Salud Menonita San Juan **50.00%** and Oeste **68.75%** are below the average. In contrast, Plan de Salud Menonita Norte **93.75%** is above the average.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

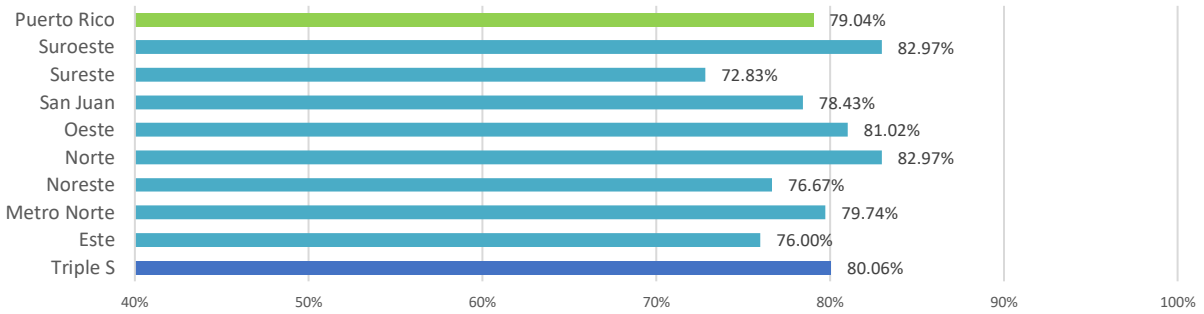


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

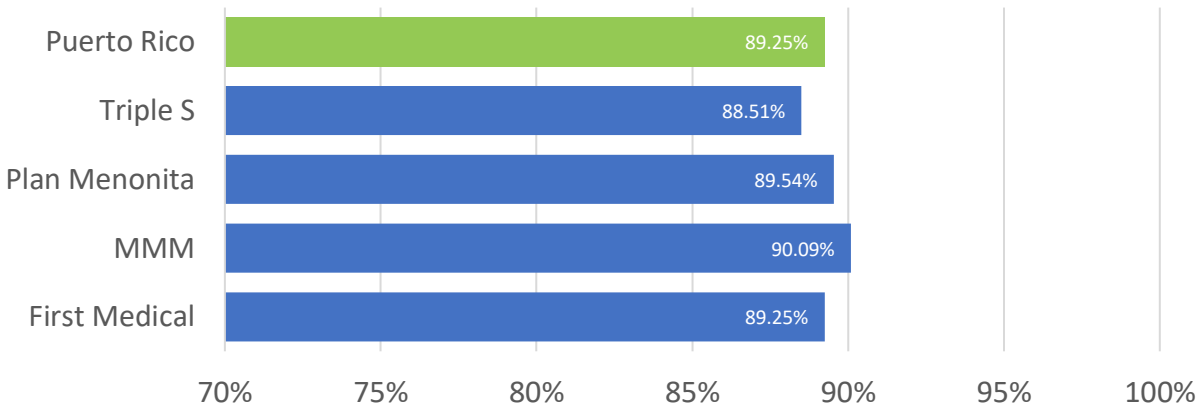
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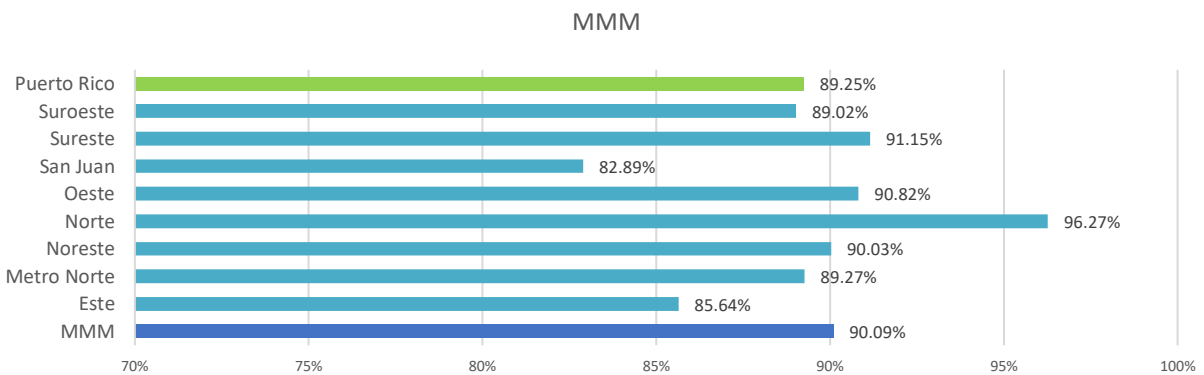
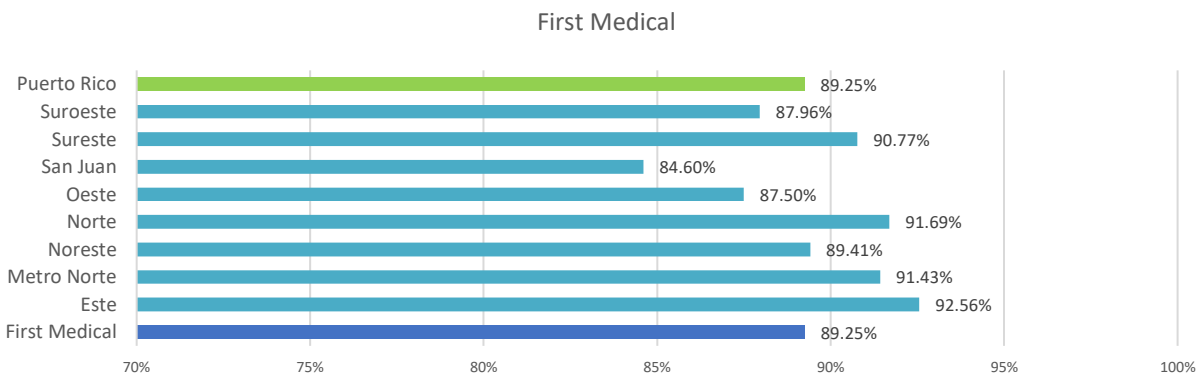
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

19. Health Services – Physician Respectful & Understands your Conditions.

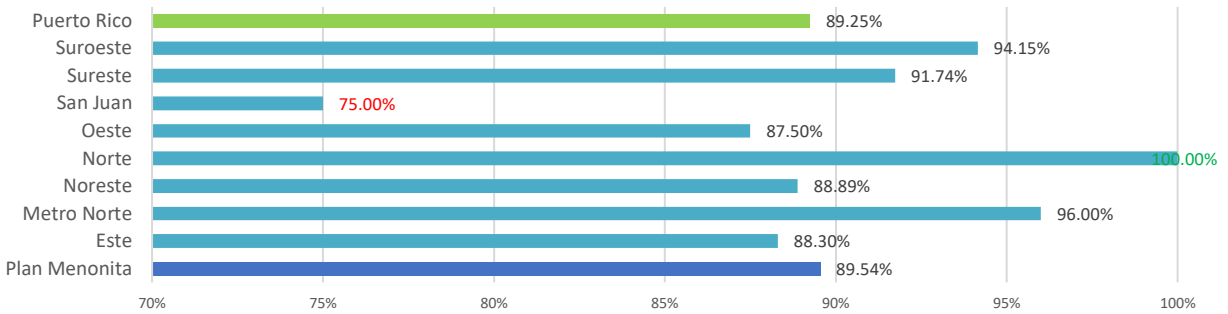
Physician Respect and Understands your condition scores a high **89.25%** for Puerto Rico with a few outliers in Plan de Salud Menonita San Juan **75.00%** and Triple Sureste **76.04%** significantly below the average.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

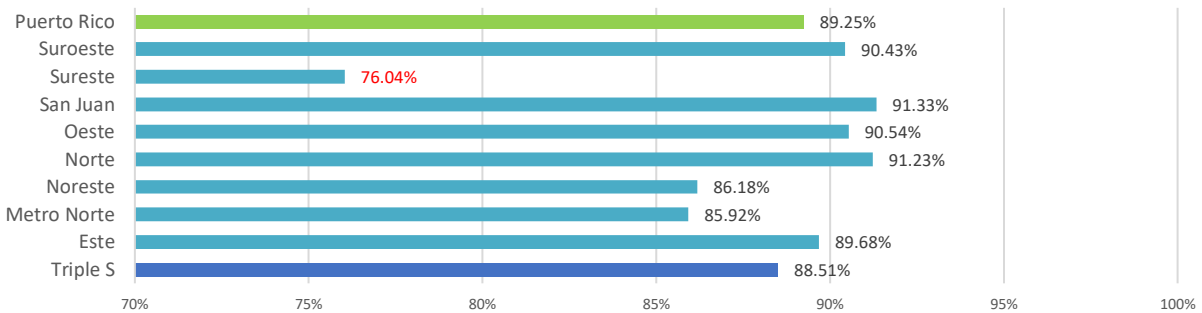


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

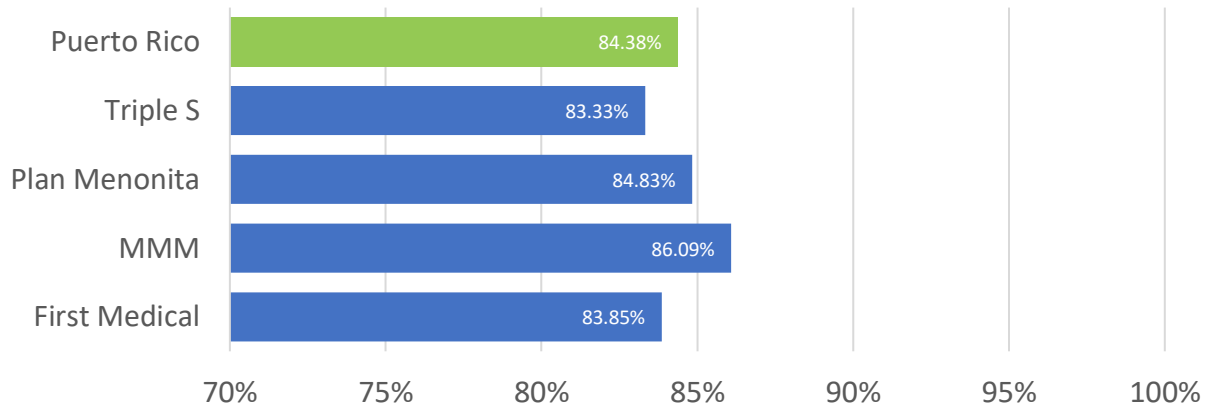
Triple S



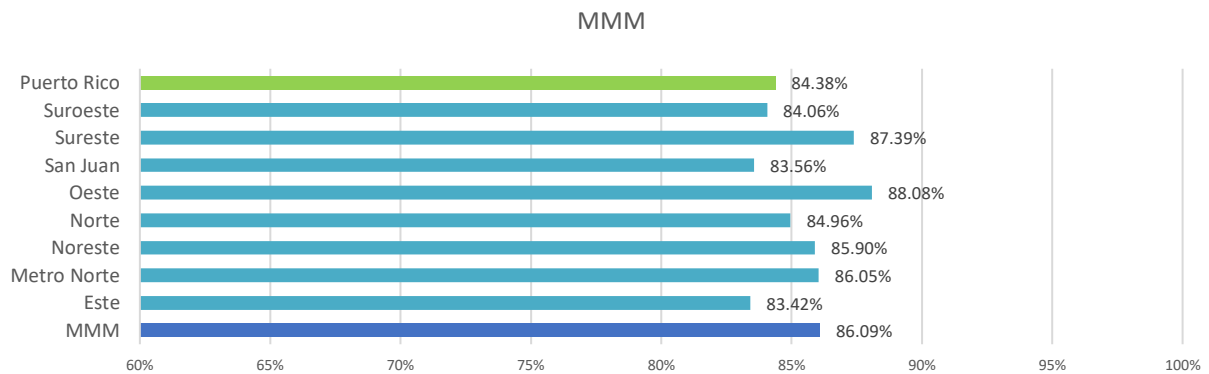
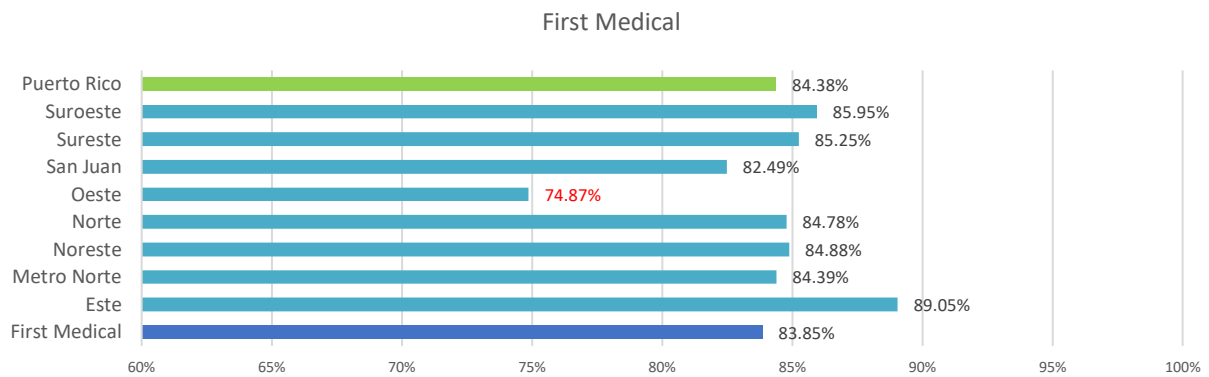
Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

20. Health Services – Preventative Care.

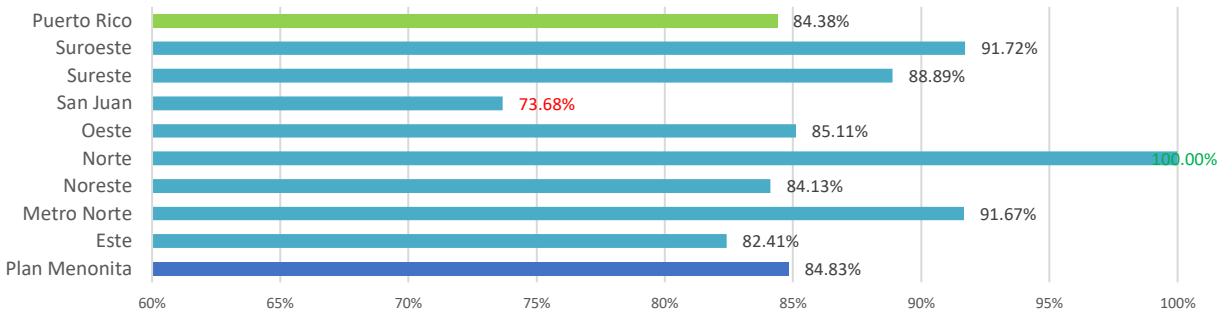
Preventative Care shows a high 84.38 for Puerto Rico. First Medical Oeste 74.87%, Plan de Salud Menonita San Juan 73.68% and Triple S Sureste 65.96% are below the 10% threshold.



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

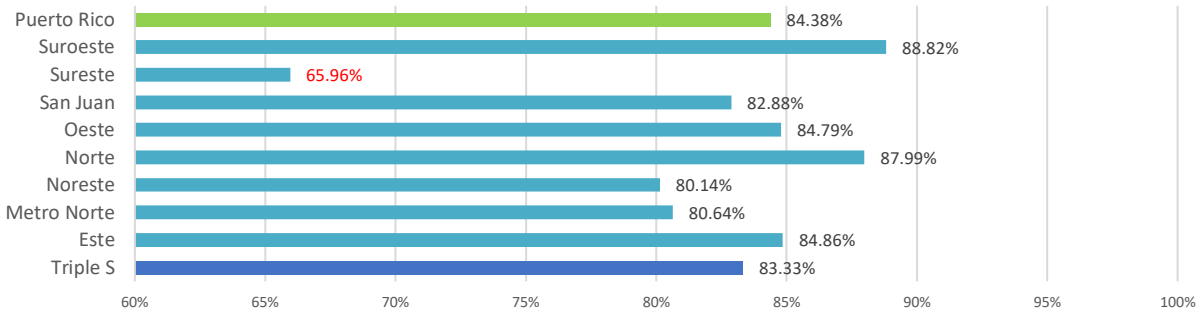


Plan Menonita



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

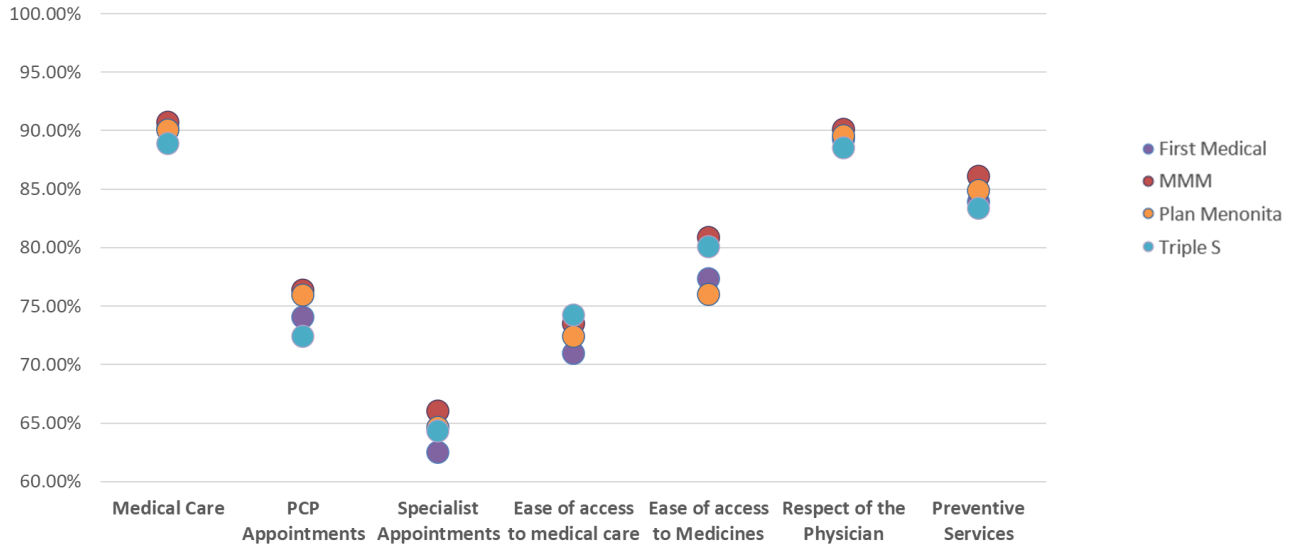
Triple S



Source: Truenorth Corporation – Assessment of Customer Satisfaction Plan Vital 2021

Health Service Satisfaction

The following graph shows a comparative view of the results obtained in all questions associated with the Health Service Satisfaction.



General Conclusions

Based on the analysis of the results obtained in the Assessment of Customer Satisfaction, eight (8) general conclusions can be clearly identified. These conclusions can be grouped into the following two categories.

- Positive recognition by beneficiaries
- Opportunities for improvement that merit the definition of corrective measures

The conclusions are:

1. Positive Recognition by Beneficiaries

- a) Beneficiaries are satisfied with the new model giving freedom of choice between MCOs (Plan Vital).
- b) There is a good general perception of the services offered by MCOs.
- c) There is a good general perception of the Medical Care offered by health providers.

2. Opportunities for improvement

- a) The area of greatest opportunity is improvement of provider networks.
- b) Beneficiaries perceive significant difficulty in contacting MCOs.
- c) There are underserved regions on some MCOs.
- d) Coordinate timely appointments with specialist & physicians should be improved.
- e) Preventive medical services should be improved, and that the beneficiary perceives it.

APPENDIX

Appendix: Questionnaire

Perception & Image of Plan VITAL

1. Using a number from 0 to 10, 0 being dissatisfied and 10 being very satisfied, how would you rate the Medicaid certification / evaluation process for your VITAL Plan eligibility?
(Rating scale 0 – 10)
2. Using a number from 0 to 10, 0 being poor and 10 being very good, how easy is it to obtain information about the VITAL Plan?
3. Select your two (2) preferred methods of gathering information about the VITAL Plan.
 - Internet
 - Email
 - Mail
 - Television / Radio / Press
 - Text Message (SMS)
 - Call Center
4. Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate the new model of Plan VITAL, where you are free to select your Insurance Provider?
(The selection is no longer restricted by region)
5. Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate the service coverage that Plan Vital offers?
6. What would you recommend that Plan VITAL improve? Choose the option that you prefer.
 - Service Coverage.
 - Insurance Providers available.
 - Insurance Provider change process.
 - More communication channels (mobile application, email, text messages, etc.)
 - Information and orientations to beneficiaries.
 - Nothing to improve
 - None of the above.

Experience with your MCO

7. The service representative of your insurance provider is polite and respectful.
 - Never.
 - Sometimes.
 - Most of the time.

- Always.
 - I cannot rate. I do not have enough interactions.
8. The service representative of your insurance provider provides the help you need.
- Never.
 - Sometimes.
 - Most of the time.
 - Always.
 - I cannot rate. I do not have enough interactions.
9. Find the medical services you need within your current insurance provider's network.
- Never.
 - Sometimes.
 - Most of the time.
 - Always.
 - I cannot rate. I do not have enough interactions.
10. Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate contact with your current Insurance Provider?
11. Using a number from 0 to 10, 0 being poor and 10 being very good; How satisfied are you with the services provided by your current Insurance Provider?
12. What would you like for your Insurance Provider to improve? Choose the option that you prefer.
- Provider Network (Primary Doctors, Specialists, Pharmacy, Emergency, etc.)
 - Promptness changing your Primary Care Physician (PCP) / Primary Medical Group (PMG/IPA).
 - Customer Service.
 - Availability for guidance and information.
 - New health services online or at home.
 - None of the above.
13. Would you recommend your Insurance Provider to friends or family?
- Yes.
 - No.

Health Service Satisfaction

14. Using a number from 0 to 10, 0 being poor and 10 being very good; How would you rate the medical attention you have received using Plan VITAL?

15. Are you able to get appointments with your Primary Care Physician (PCP) on time, as needed?

- Never.
- Sometimes.
- Most of the time.
- Always.
- I cannot rate. I do not have enough interactions.

16. Are you able to get appointments with your specialists in a timely manner, as needed?

- Never.
- Sometimes.
- Most of the time.
- Always.
- I cannot rate. I do not have enough interactions.

17. It is simple to get medical care, treatment, labs, medical tests, etc.?

- Never.
- Sometimes.
- Most of the time.
- Always.
- I cannot rate. I do not have enough interactions.

18. It is simple to obtain your medicine prescriptions.

- Never.
- Sometimes.
- Most of the time.
- Always.
- I cannot rate. I do not have enough interactions.

19. Your doctors show respect and understand your conditions.

- Never.
- Sometimes.
- Most of the time.
- Always.
- I cannot rate. I do not have enough interactions.

20. Your doctors provide preventive medical services to keep you healthy.

- Never.
- Sometimes.
- Most of the time.
- Always.
- I cannot rate. I do not have enough interactions.