

BUCKEYE HEALTH PLAN

AMBETTER QHP RESULTS 2021-2023

QHP

Ambetter for Buckeye evaluate Enrollee experience through the use of a satisfaction survey called QHP (Qualified Health Plan). This survey tells us how satisfied you are with your health care, your provider(s), and with Buckeye Health Plan. Please see the table below for Buckeye Health Plan's QHP performance.

Marketplace Experience Survey Composite or Question	2021	2022	2023
Access to Care	75.7%	75.1%	74.8%
Getting Care Quickly	76.9%	75.4%	75.3%
Getting Needed Care	74.4%	74.7%	74.2%
Care Coordination	86.5%	86.1%	87.1%
Rating of Health care	80.5%	78.6%	79.8%
Rating of Personal Doctor	89.3%	88.6%	89.8%
Rating of Specialist	87.0%	85.3%	87.5%
Access to Information	54.4%	56.5%	55.3%
Plan Administration	73.2%	69.7%	67.1%
Rating of Health Plan	71.9%	67.4%	70.0%
Enrollee Experience with Cost	81.6%	76.3%	80.8%
How Well Doctors Communicate	90.4%	89.3%	91.6%
Flu Vaccinations for Adult 18-64	55.4%	48.9%	50.0%
Advising Smokers to Quit	74.2%	65.5%	72.0%
Discussing Cessation Medications	56.1%	50.9%	56.0%
Discussing Cessation Strategies	47.7%	43.6%	40.0%