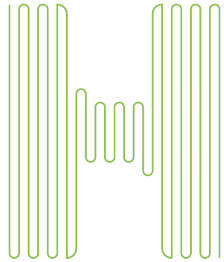


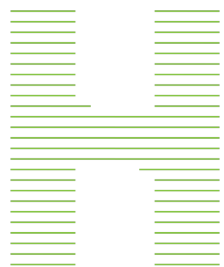
# Humana Patient Experience survey

## Frequently asked questions about the survey



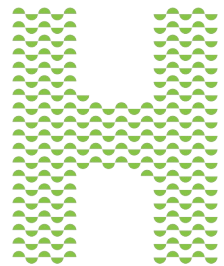
### 1. What is the Humana Patient Experience survey?

The Humana Patient Experience survey is a voice-automated telephone call to Humana members following certain in-person visits with their healthcare provider. The survey questions are similar to the content of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)\* survey and the Health Outcomes Survey (HOS) administered by the Centers for Medicare & Medicaid Services (CMS) to Medicare Advantage (MA) members. The overall purpose of the Humana Patient Experience survey is to help providers gain insights into how they can partner with Humana on strategies to improve the overall experience of patients.



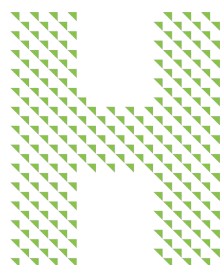
### 2. How does the survey impact providers?

The results of this survey reflect patients' perception of care, which then allows providers to create improvement strategies that support patient experience. In addition, providers who participate in Humana's MA Model Practice and MA Medical Home programs as part of Humana's Primary Care Provider Quality Recognition Program can receive payments for achieving certain Patient Experience Rating (PER) targets. Please speak to your Humana representative to learn more about PER targets and if they are applicable to your practice.



### 3. What is the current format of the survey?

There are 13 questions on the survey, encompassing four topics: Getting Care Quickly, Getting Needed Care, Coordination of Care and Patient Discussion. The questions within each topic are related to specific Star measures from the CAHPS survey and HOS that Humana has determined to be influenced by providers.



### 4. Who is the survey administrator?

Virgin Pulse administers the survey for Humana.

### 5. Is the survey administered via a live call?

There are no live calls. The calls use interactive voice response technology. The caller ID name identifies the call as Humana.

### 6. How often is the survey data received by Humana and updated in reporting?

Data is received and refreshed weekly.

7. **How often can a member be selected to participate in the survey?**

Humana members will only be asked to participate in the Humana Patient Experience survey once in a 90-day cycle, regardless of the number of visits to the office during that cycle. If selected to participate in the survey, a member will be contacted up to three times to answer the survey questions. If a member is not able to be reached, a voicemail will be left with instructions on how to participate if they so choose. In total, a member will only be selected for survey participation three times per year.

8. **How are members selected and what is the time frame that a member receives the survey?**

A Humana member is selected for the survey based on the claims submitted to Humana within the last 90 days. On average, a selected member will receive a survey within 40–50 days of their visit. However, the timing of a survey varies based on when claims are received from a visit.

9. **What visits trigger the member to receive the survey?**

There are certain in-person visits that trigger a Humana member to receive the Humana Patient Experience survey. For your reference, the list of codes that initiate a survey are included below. Please note that these are subject to change, as Humana performs regular code reviews to ensure the efficiency of our survey process. Telehealth visits are not currently included in the survey outreach but are being considered for future iterations of the survey.

| <b>Current Procedural Terminology (CPT®) codes</b> | <b>Code range</b>        |
|--|--------------------------|
| Office or Other Outpatient Services                | 99201–99215              |
| Consultation Services                              | 99241–99245              |
| Confirmatory Consult                               | 99271–99275              |
| Home Services                                      | 99345–99350              |
| Preventive Medicine Services                       | 99381–99432              |
| Advanced Care Planning                             | 99497–99498              |
| Preventive Physical Exam                           | G0344–G0402              |
| Annual Wellness Visit                              | G0438–G0439              |
| Hospital Outpatient Clinic Visit                   | G0463                    |
| FQHC Visits  | G0466–G0470, G0511–G0512 |

10. **What languages are available for the survey?**

The default language is English with a Puerto Rican Spanish opt-in. There are also options for Korean, Creole, Vietnamese and Mandarin for members who have those languages listed as their communication preference in our systems.

11. **How are survey responses assigned to providers?**

The provider information contained on the claim submitted to Humana will determine how the responses are assigned. If the claim is billed with the provider group instead of a specific provider, the survey responses are assigned to the provider group and not a specific healthcare provider.

12. How can a provider access their survey results?

Survey results may be accessed by providers through Compass reports or requested through their assigned Humana representative. Please note that to protect the anonymity of member responses, the reports will not show scores for questions with less than 11 responses.

13. How can a provider get more information to help improve their performance on the survey?

A provider can work directly with their Humana representative to create an action plan for improvement. Humana also hosts a bi-monthly webinar open to providers that goes through the survey questions and best practice suggestions around the questions.

14. Why is the Patient Experience Rating based on the responses from the Humana Patient Experience survey and not CAHPS and HOS?

The results of the official CAHPS and HOS surveys directly impact the Star Ratings that Humana’s MA plans receive. Scores for CAHPS and HOS are generated at the MA contract level, and Humana is not able to receive individual responses to these surveys. Because of this, there is no way to link survey responses from CAHPS and HOS to a specific provider.

The responses we receive in the Humana Patient Experience survey **directly impact a provider’s Patient Experience Rating (PER)**. The PER number is calculated using the specific weights assigned to the Humana Patient Experience survey, and scores are driven by responses to that survey.

15. Why does Humana have its own weighting for Patient Experience that is different from CMS weightings of CAHPS and HOS?

Humana’s Patient Experience survey is influenced by CAHPS and HOS. However, the questions are specific to the CAHPS and HOS measures that providers can have an effect on. In addition, the questions in the Humana Patient Experience survey measure a different aspect of the experience than CAHPS and HOS. Humana’s survey questions ask for feedback about a single doctor’s visit; CAHPS and HOS ask respondents to evaluate the totality of their care received over specific time frames.

Because Humana’s Patient Experience survey focuses on specific measures from CAHPS and HOS and a different aspect of experience, the specific weighting of the Humana Patient Experience survey does not match the weighting CMS uses for CAHPS and HOS.

16. What questions are on the survey?

Below are the official questions on the Humana Patient Experience survey, along with the answer options for the selected members. Questions 1–7 align with questions asked in the CAHPS survey, and questions 8–13 align with questions asked in the HOS. These are not the exact same questions asked in CAHPS and HOS; rather, these questions act as a barometer for the actual CAHPS and HOS questions.

| Question   | Response options                | Scoring                                |
|--|---------------------------------|--|
| 1. Did you experience any difficulty scheduling your appointment?  | Yes/No/Doesn't apply            | No = 100%<br>Yes = 0%                  |
| 2. How long after your scheduled appointment time did you wait in the waiting room and exam room to see the person you came to | 0–15 minutes,<br>15–30 minutes, | “0–15 min” = 100%<br>“15–30 min” = 66% |

|  |                                      |                                     |
|--|--------------------------------------|-------------------------------------|
| see?   | 30–60 minutes,<br>60 or more minutes | “30–60 min” = 33%<br>“60+ min” = 0% |
| 3. Did you have any trouble getting a referral from your personal doctor to see a specialist?  | Yes/No/Doesn't apply                 | No = 100%<br>Yes = 0%               |
| 4. Did you have trouble with your prescription drug plan covering any medication your doctor prescribed?   | Yes/No/Doesn't apply                 | No = 100%<br>Yes = 0%               |
| 5. Did you have problems getting approval through your health plan for any tests, care or treatment your doctor said you needed?   | Yes/No/Doesn't apply                 | No = 100%<br>Yes = 0%               |
| 6. Did your personal doctor talk about all the prescription medicines you were taking?   | Yes/No/Doesn't apply                 | Yes = 100%<br>No = 0%               |
| 7. Did your personal doctor seem informed and up to date about the care you got from specialists?  | Yes/No/Doesn't apply                 | Yes = 100%<br>No = 0%               |
| 8. Did your doctor or other health provider talk to you about falling or problems with balance or walking?   | Yes/No/Doesn't apply                 | Yes = 100%<br>No = 0%               |
| 9. Did your doctor or other health provider suggest any treatment, such as using a cane or walker, having your blood pressure checked or having regular vision or hearing tests?   | Yes/No                               | Yes = 100%<br>No = 0%               |
| 10. Have you ever talked with a doctor, nurse or other healthcare provider about leaking of urine?   | Yes/No/Doesn't apply                 | Yes = 100%<br>No = 0%               |
| 11. Has your doctor, nurse or other healthcare provider talked to you about ways to control or manage leaking urine, including bladder training exercises, medication and surgery? | Yes/No                               | Yes = 100%<br>No = 0%               |
| 12. Did your doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity?  | Yes/No                               | Yes = 100%<br>No = 0%               |
| 13. Has your doctor or other health provider talked to you about how to manage your mental or emotional health?  | Yes/No                               | Yes = 100%<br>No = 0%               |

### 17. What is the scripting of the survey?

The following shows the format and scripting of the survey when administered to a member.

**Survey Opening:** Hello, this is Humana Health Plans calling to ask [First Name] [Last Name] some quick questions about a recent visit to your doctor. To continue this call in English, please stay on the line. Para escuchar este mensaje en español, por favor marque el 8.\* Please say “Yes” or “No”—is this [First Name]?

\*Please note that the default greeting with survey language options will populate based on the member’s language communication preferences listed in our systems.

To make sure you’re getting quality care, I’d like to learn more about your visit with [Provider Name] on [Fill Date]. Anything you say will be kept private and we’ll only use this information to help create a better experience for you in the future. If at any time you need to hear a question again, say “Repeat.” If a question doesn’t apply to you, say “Doesn’t apply.”

My first question is: Did you experience any difficulty scheduling your appointment? You can say “Yes,” “No” or “Doesn’t apply.”

Thanks. After you arrived for your appointment, how long after your scheduled appointment time did you wait in the waiting room and exam room to see the person you came to see?

- If your wait was 15 minutes or less, press or say “1.”
- If your wait was between 15 and 30 minutes, press or say “2.”
- If your wait was between 30 minutes and an hour, press or say “3.”
- If your wait was more than an hour, press or say “4.”

Did you have any trouble getting a referral from your personal doctor to see a specialist? Please say “Yes,” “No” or “Doesn’t apply.”

OK. Did you have trouble with your prescription drug plan covering any medication your doctor prescribed?

Thanks. Did you have problems getting approval through your health plan for any tests, care or treatment your doctor said you needed?

Thanks. Did your personal doctor talk about all the prescription medicines you were taking?

Ok. Did your personal doctor seem informed and up to date about the care you got from specialists? If you haven’t seen any specialists, say “Doesn’t apply.”

Now I’m going to ask you a few questions about your overall physical and emotional health. Do you have problems with your balance, walking or have you recently had a fall? Please say “Yes” or “No.”\*

\* By answering “No,” the remaining questions about fall risk will automatically be skipped, and the survey will move to the question about bladder control. Before the transition to the bladder control question, this message will play: “If you ever have problems with balance or falls, talk with your doctor. He or she can help you with ways to improve safety and independence.”

Did your doctor or other health provider talk to you about falling or problems with balance or walking?

Did your doctor or other health provider suggest any treatment, such as using a cane or walker, having your blood pressure checked or having regular vision or hearing tests? Please say “Yes” or “No.”

Have you ever talked with a doctor, nurse or other healthcare provider about leaking of urine? If this question doesn’t apply to you, say “Doesn’t apply.”\*

\* By answering “No” or “Doesn’t apply,” any remaining questions about bladder control will automatically be skipped, and the survey will move to the question about physical activity. Before the transition to the physical activity question, this message will play: “As we age, it’s more common to have problems with bladder control or leaking urine. If you notice this happening to you, talk to your doctor so he or she can work with you to find ways to treat an overactive bladder.”

Has your doctor, nurse or other healthcare provider talked to you about ways to control or manage leaking urine, including bladder training exercises, medication and surgery? Please say “Yes” or “No.”

During this visit, did your doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? Please say “Yes” or “No.”\*

\* By answering “No,” this message will play before moving on to the mental health questions: “It’s never too late to be active. It can help you stay strong and fit so you can keep doing the things you enjoy. Being active can also help you improve or maintain your balance. Talk to your doctor about what activities might be right for you.”

Mental and emotional health is just as important as physical health. Have you ever felt—or do you currently feel—stress, anxiety or down more than usual?\*

\* By answering “No,” the official survey question on mental health will automatically be skipped and the survey will move to asking the patient about their overall impression of the doctor and their facility. Before the transition to this question, the following message will play: “Your emotional health is just as important as your physical health. If you’ve experienced any stress, anxiety or felt downhearted or blue recently, talk to your doctor.”

Has your doctor or other health provider talked to you about how to manage your mental or emotional health?

Finally, I’d like to ask you about your overall impression of your doctor and their facility. Please use a scale from 0 to 10, where 0 means not at all likely and 10 means extremely likely, to rate how likely you’d be to recommend [Provider Name] to a friend or family member.

That was my last question. We appreciate you taking the time to give your feedback. Your well-being matters to us, and we’re here to help support you. If you have any questions, please call the number on the back of your Humana Health Plans ID card. Thank you. Goodbye.