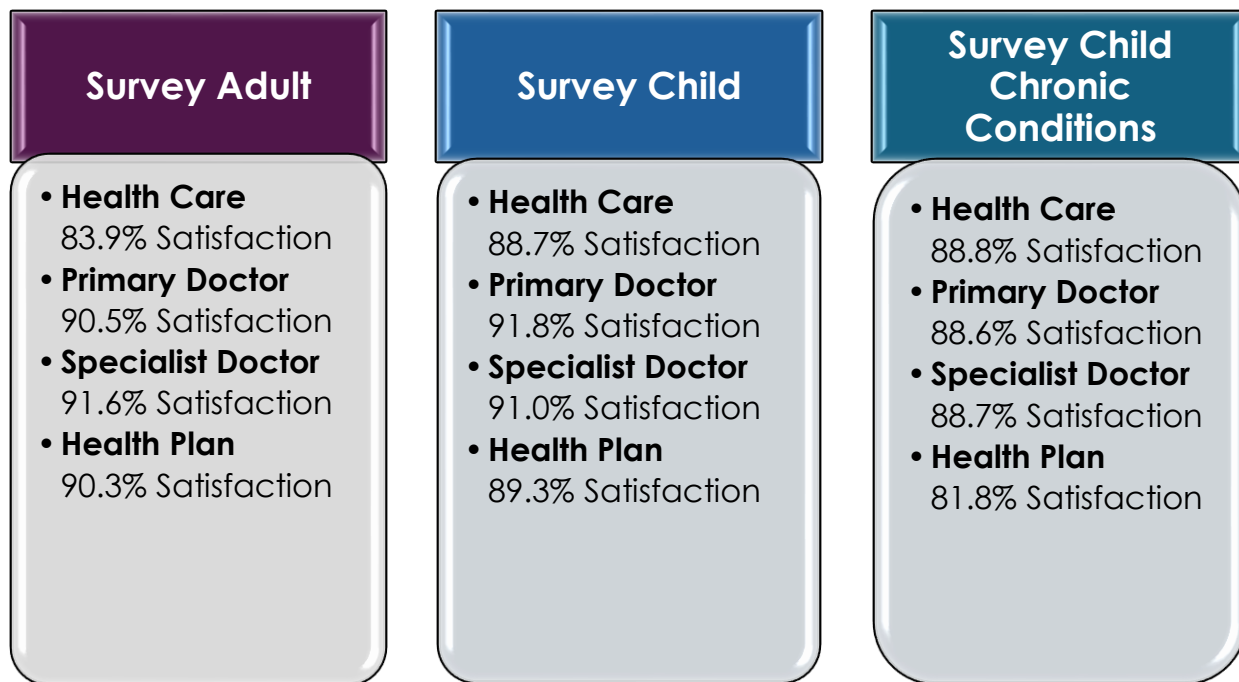


Satisfaction Survey Results of CAHPS 2024

At First Medical Health Plan, Inc., (FMHP) we are committed to providing a quality service to our beneficiaries and providers of the Puerto Rico's Government Health Plan (GHP). As part of this commitment, we conducted Satisfaction Surveys to know their opinion and identify areas for improvement. One of these Satisfaction Surveys carried out by beneficiaries of the GHP is the Consumer Assessment of Health Care Providers and Systems (CAHPS). It is an annual nationwide survey, used to report information about the experience of Medicaid and Medicare members with health plans.

It is our intention to share the results of this survey with our beneficiaries and the general public. The sample selected was 7,760 adults and 7,440 children members enrolled in the plan until December 31, 2023. The period of the survey was from February 26, 2024, to April 22, 2024.

General Results of the 2024 CAHPS Survey



Response Rate: 5.6% of the sample of the Adult Population and 6.4% of the sample of the Pediatric Population.

Specific Results

The compound measures evaluate the general satisfaction of the experience of our beneficiaries with: Service Access, Prompt Access to Services, Communication with Provider and Customer Service.

Compound Measures	Adult Survey 2024	Children Survey 2024	Children with Chronic Conditions Survey 2024
Necessary Care Access	81.4%	78.9%	75.6%
Prompt Medical Services Access	82.0%	86.9%	86.5%
How well the provider communicates	93.2%	92.1%	93.0%
Customer Service	88.9%	86.2%	89.2%

The survey results allow FHMP to identify the satisfaction areas and which ones we must improve to continue guaranteeing excellent services to our beneficiaries of the Government Health Plan (GHP).

Our priority at FMHP is to offer quality services to our beneficiaries and providers.