

Measuring Our 2024 Plan Performance

As a health plan, one of our biggest goals is to improve health outcomes for our members. Each year we are evaluated on the care and services provided to our members. To measure our performance, we use two tools:

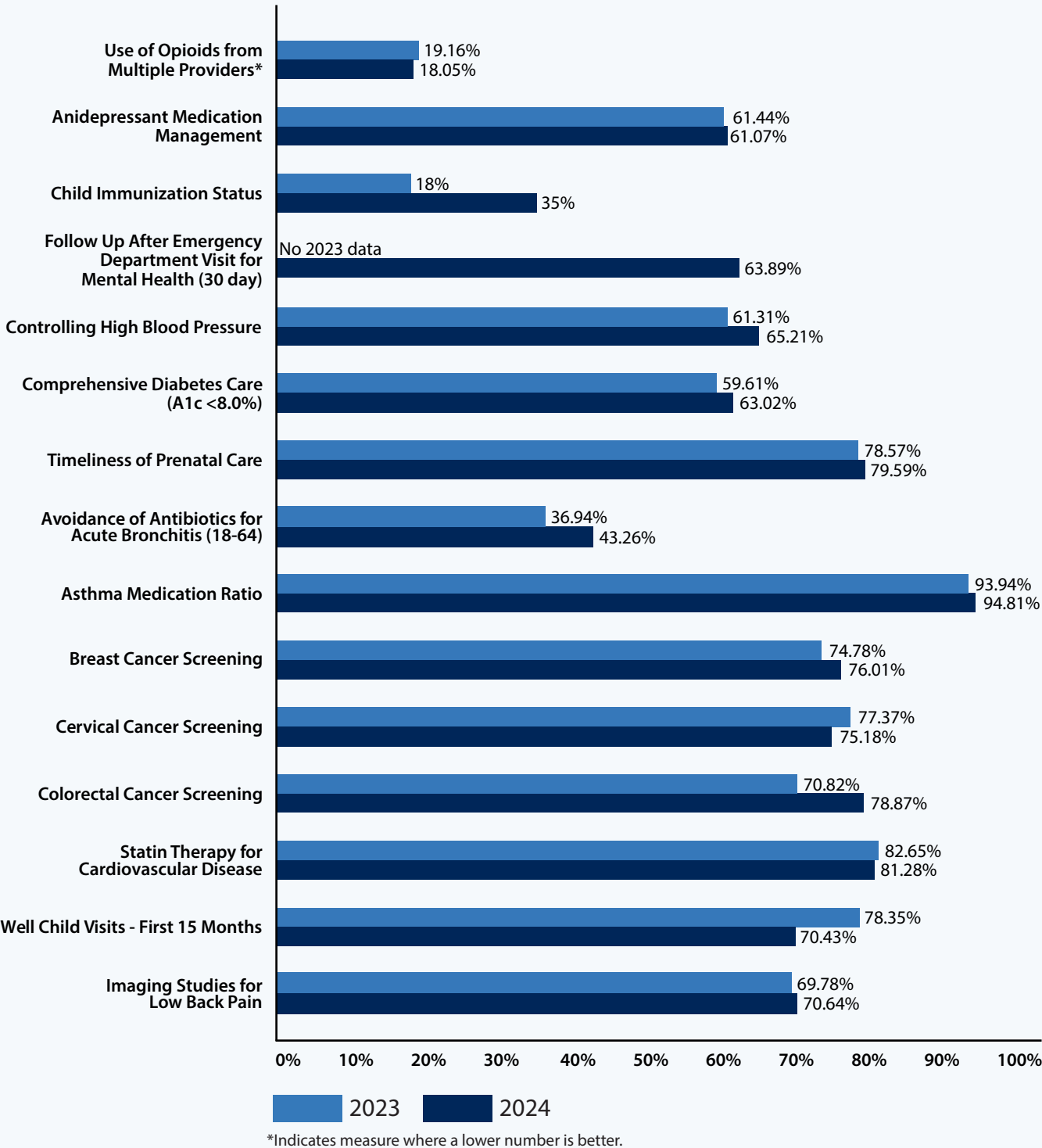
1. Healthcare Effectiveness Data and Information Set (**HEDIS**)
2. Consumer Assessment of Healthcare Providers and Systems (**CAHPS**)

HEDIS

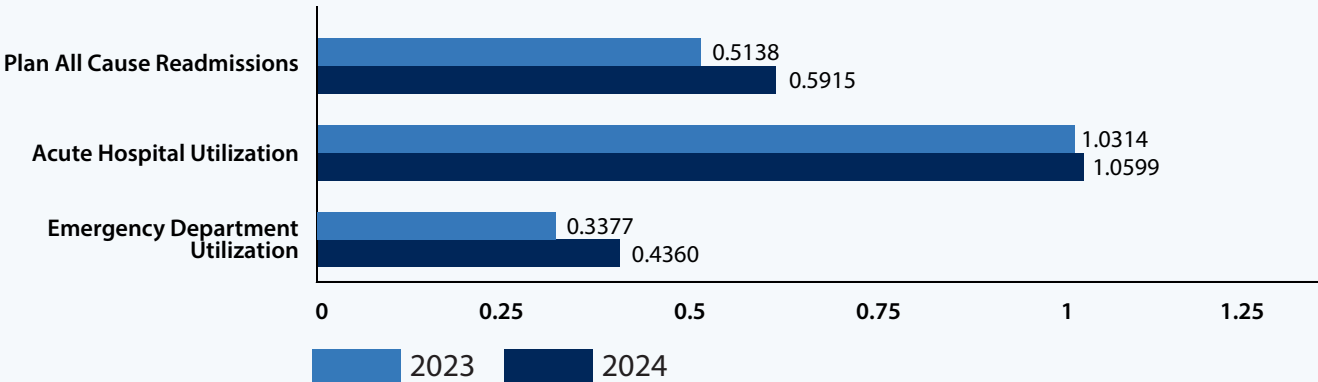
Our HEDIS scores are an integral part of the Compass Rose Health Plan’s efforts to improve health care for our members. When we see areas where members are not getting the care they need, we make sure to provide more education and resources around those topics, like preventive care and condition management.

The graph below shows the Compass Rose Health Plan’s scores in 2024.

2024 Healthcare Effectiveness Data and Information Set (HEDIS) Results



The following are reported as an observed-to-expected ratio (i.e., observed counts divided by expected counts). The lower the number, the better our performance.



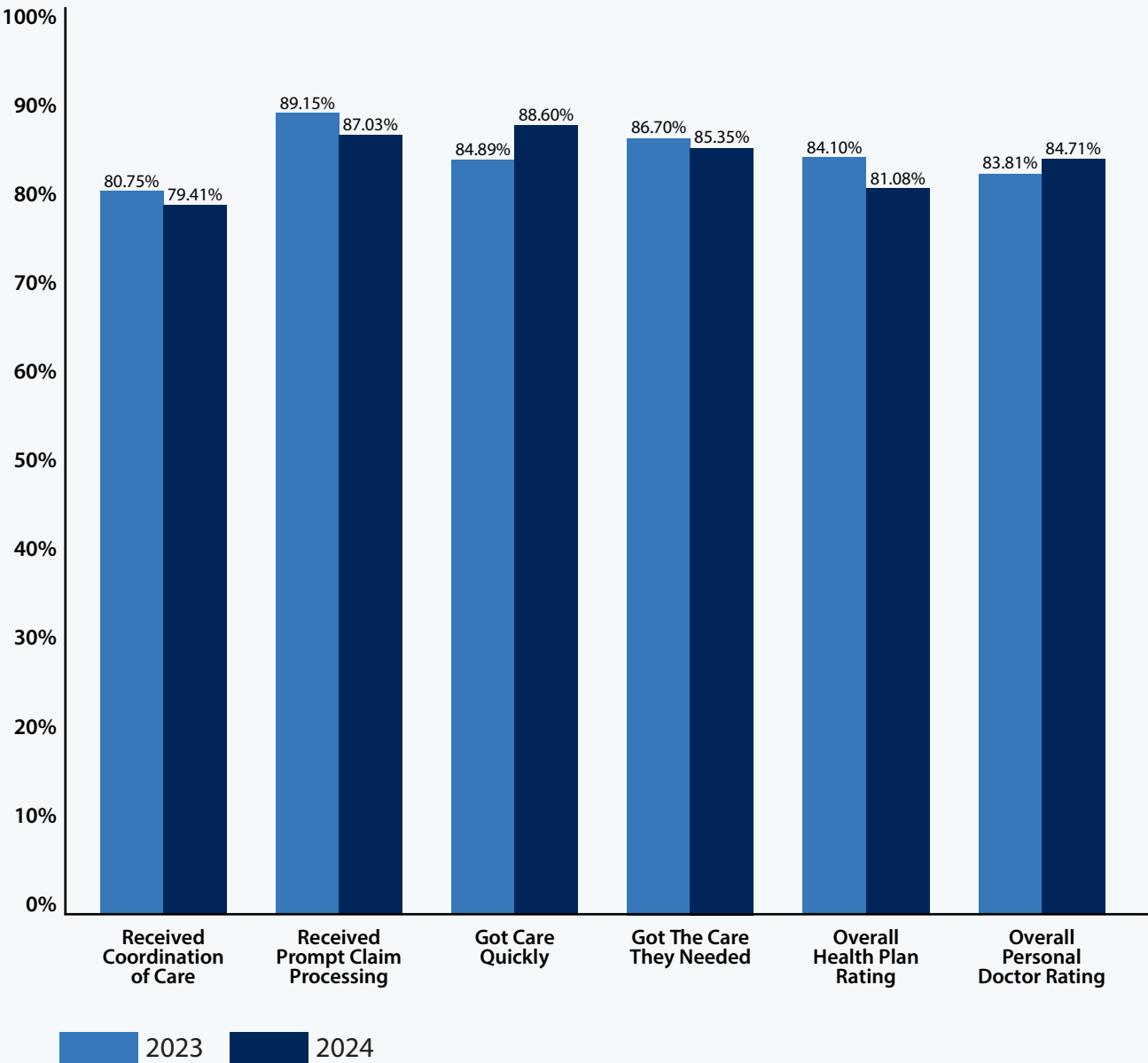
CAHPS

Another measure we use is known as CAHPS: Consumer Assessment of Healthcare Providers and Systems.

CAHPS data is collected through a survey sent randomly to 1,100 members annually. This data tells us what our level of member satisfaction is, compared to other Federal Employees Health Benefits (FEHB) plans. The CAHPS survey asks members about topics such as getting needed care, getting care quickly and overall rating of the Plan. CAHPS focuses on matters that directly affected our members throughout the year.

Below are the results of our 2024 CAHPS survey, mailed randomly to selected members.*

2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Results



* CAHPS Percentages are based on the members who responded usually or always to survey (or the equivalent on measures rated by a 1-10 scale) questions pertaining to their experience with the Compass Rose Health Plan over the last 12 months.