

Satisfaction Survey Results of CAHPS 2025

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 7,064 adults and 7,503 children members enrolled in the plan until December 31, 2024. The period of the survey was from February 19, 2025, to March 24, 2025.

General Results of the 2025 CAHPS Survey

Survey Adult	Survey Child	Survey Child Chronic Conditions
<ul style="list-style-type: none">• Health Care 82.1% Satisfaction• Primary Doctor 89.8% Satisfaction• Specialist Doctor 93.3% Satisfaction• Health Plan 87.7% Satisfaction	<ul style="list-style-type: none">• Health Care 88.5% Satisfaction• Primary Doctor 93.4% Satisfaction• Specialist Doctor 88.1% Satisfaction• Health Plan 89.1% Satisfaction	<ul style="list-style-type: none">• Health Care 90.6% Satisfaction• Primary Doctor 93.3% Satisfaction• Specialist Doctor 85.2% Satisfaction• Health Plan 83.5% Satisfaction

Response Rate: 6.1% of the sample of the Adult Population and 5.8% 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 2025	Children Survey 2025	Children with Chronic Conditions Survey 2025
Necessary Care Access	81.1%	78.5%	77.8%
Prompt Medical Services Access	85.9%	84.4%	85.4%
How well the provider communicates	94.0%	92.6%	92.1%
Customer Service	88.1%	89.9%	85.6%

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.