

Member Services

Providing excellent customer service is our mission!

Member Services has expanded its processes that measure staff's performance in providing service to members and providers. Also, the new telephone system will allow for an automated random selection of calls in which the caller is surveyed regarding their satisfaction with the service they just received from the Member Service Representative. These measures in conjunction with the annual Consumer Assessment of Health Plans Satisfaction (CAHPS) survey will provide the Authority with a very robust assessment of the level of service the Member Service Department provides to its membership and provider network.

Below are highlights from the CAHPS survey of 2006 that was reported May of 2007 to the Healthy Families health plans. Santa Barbara Regional Health Authority received the **2nd highest performance score for Overall Rating of Health Plan** along with the highest performance scores in two other measures which set the benchmark when compared with 25 health plans in California. The Authority improved its performance score for Customer Service by 10% over the previous survey.

Overall Rating of Health Plan

2006 SBRHA Score	2006 Healthy Families Overall Average	2006 HFP Top Performer	2006 HFP 10th Best Performer (SBRHA Established Benchmark)	2006 Ranking among all 25 plans (highest to lowest)
89.95%	85.67%	91.86%	88.62%	2nd

*Overall Rating of Specialist

2006 SBRHA Score	2006 Healthy Families Overall Average	2006 HFP Top Performer	2006 HFP 10th Best Performer (SBRHA Established Benchmark)	2006 Ranking among all 25 plans (highest to lowest)
93.33%	81.57%	90.91%	84.15%	1st***

*Getting Needed Care (Percent responding "Not a Problem")

2006 SBRHA Score	2006 Healthy Families Overall Average	2006 HFP Top Performer	2006 HFP 10th Best Performer (SBRHA Established Benchmark)	2006 Ranking among all 25 plans (highest to lowest)
89.7%	85.3%	89.7%	86.7%	1st

*Health Plan's Customer Service (Percent responding "Not a Problem")

2006 SBRHA Score	2006 Healthy Families Overall Average	2006 HFP Top Performer	2006 HFP 10th Best Performer (SBRHA Established Benchmark)	2006 Ranking among all 25 plans (highest to lowest)
84.1%	77.7%	90.4%	79.8%	4th