

# Health Insurance Beneficiary Experience Report

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## Introduction

Health Insurance Beneficiary Measurement includes a group of indicators that evaluate the experience and indications of beneficiaries, starting from receiving the EBP (Essential Benefits Package) till receiving the healthcare services. By sending a survey includes the following three domains:

- ▶ Overall perception of CHI (Council of Health Insurance) and satisfaction level
- ▶ Health insurance companies' services and adequacy of insurance information, and Customer Services Team Performance
- ▶ Pre-authorization process, and satisfaction of coordination level between insurance companies and healthcare providers, and rejection explanation

## Methodology

### Surveys

Press Ganey Surveys are reliable tools to assess the patient-reported measures. It measures the experience using a Likert Scale from 1-5. It then calculates the average score the level of insurer and provider. Surveys are sent through text messages to beneficiaries within 1 day after receiving the service.

### Data Sources



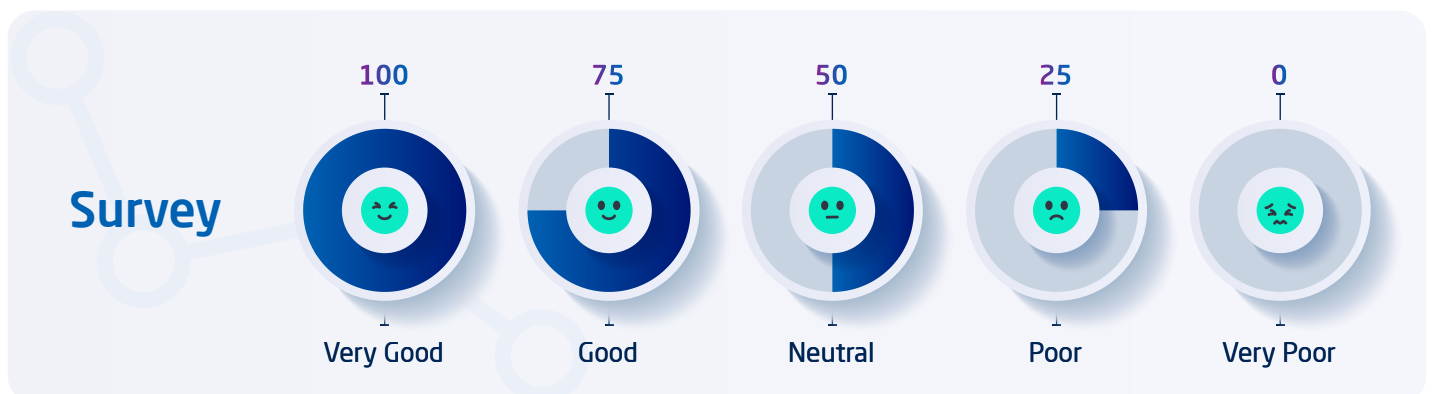
Press Ganey Beneficiaries Experience Survey



Press Ganey Patient Experience Survey (PREMs)



CHI: Complaints Relations Management and NPHIES



# Health Insurance Beneficiary Experience Report

Indicator Name	How it calculated	Frequency
<b>► Beneficiary's Experience</b>		
With CHI role and perception	Average score	Quarterly
With Health Insurance Companies, and customer service centers	Average score	Quarterly
With coordination level between healthcare providers and health insurance companies (Pre-authorization level)	Average score	Quarterly
<b>► Patient Experience Score</b>		
The inpatient experience	Average score benchmarking	Semi Annually
The outpatient experience	Average score benchmarking	Semi Annually
Patient experience in the emergency	Average score benchmarking	Semi Annually
<b>► Complaints Handling</b>		
Complaints Response Rate	Response Rate within SLA 3 working days (percentage %)	Quarterly
Number of complaints	Per 10,000 insured	Quarterly
<b>► Pre-authorization Process</b>		
Response rate	Within SLA 60 minutes (percentage %)	Quarterly

# The sector average in Q2, 2023 compared to Q1

## Council of Health Insurance Key Performance Indicators

**Beneficiaries Experience with CHI**

▲ 0.86

**67.57**

**Overall Experience Score**

**68.43**



**Health Insurance coverage by Population**

**11.54**  
Million

## Health Care Providers Key Performance Indicators (PREMs)

**Inpatient Experience**



GCC: 78.23 PG: 92.70

**Emergency Experience**



GCC: 68.99 PG: 85.62

**Outpatient Experience**



GCC: 84.28 PG: 85.22



GCC Gulf Cooperation Council countries



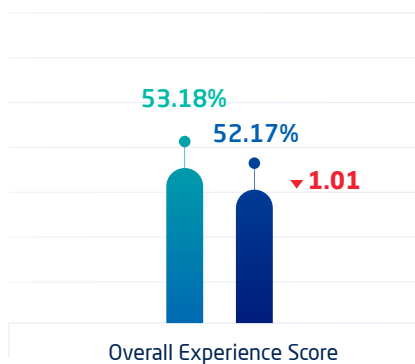
PG Press Ganey

Q1  
Q2

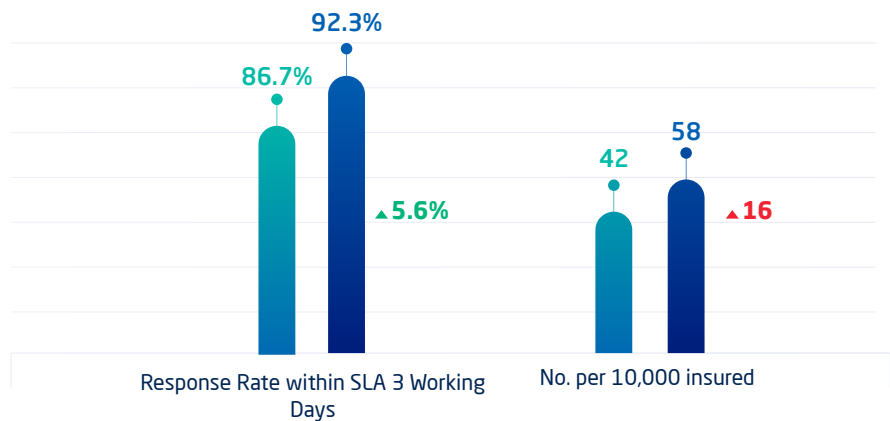
# The sector average in Q2, 2023 compared to Q1

## Health Insurance Companies Key Performance Indicators<sup>1</sup>

### Beneficiaries experience with Insurer



### Complaints Handling



## Pre-Authorization Process<sup>2</sup>

### Response Within SLA 60 minutes

**95.7%**  
95%

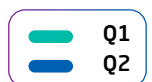


### Beneficiaries's Experience within process

**25.7**  
26.26



1. This indicator calculation methodology has been updated  
2. Coordination Between Insurer and Provider



# ضمان

مجلس الضمان الصحي  
Council of Health Insurance