

Health Insurance Beneficiary Experience Report

Health Insurance Beneficiary Experience Report

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



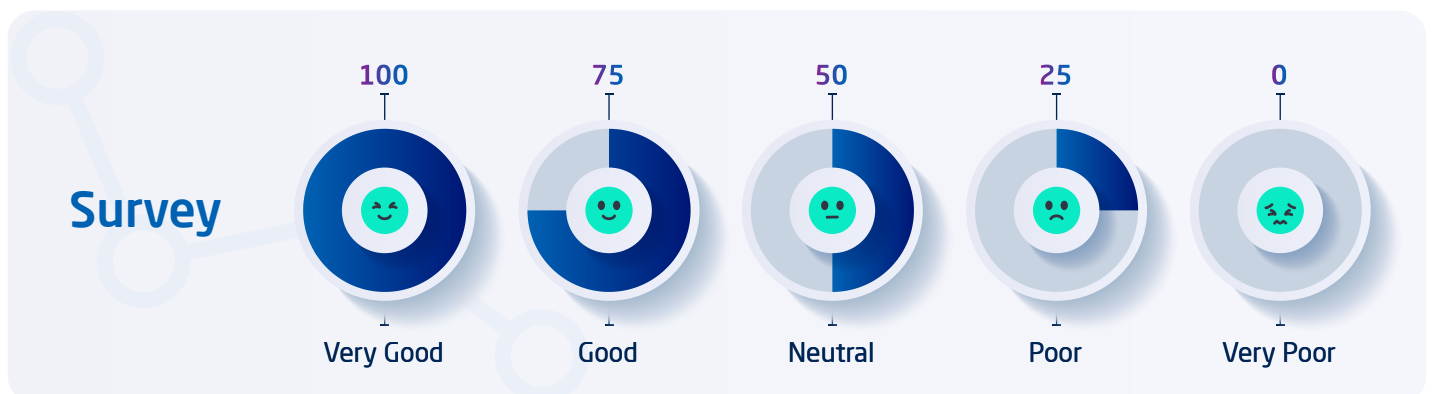
Press Ganey Beneficiaries Experience Survey



Press Ganey Patient Experience Survey (PREMs)



CHI: Complaints Relations Management and NPHIES



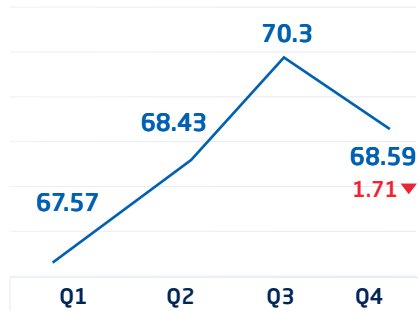
Health Insurance Beneficiary Experience Report

Indicator Name	How it calculated	Frequency
► Beneficiary's Experience		
With CHI role and perception	Average score out of 100	Quarterly
With Health Insurance Companies, and customer service centers	Average score out of 100	Quarterly
With coordination level between healthcare providers and health insurance companies (Pre-authorization level)	Average score out of 100	Quarterly
► Patient Experience Score		
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
► Complaints Handling		
Complaints Response Rate	Response Rate within SLA 3 working days (percentage %)	Quarterly
Number of complaints	Per 10,000 insured	Quarterly
► Pre-authorization Process		
Response rate	Within SLA 60 minutes (percentage %)	Quarterly

The sector average in Q4 compared to previous periods in 2023

Council of Health Insurance Key Performance Indicators

Beneficiaries Experience with CHI
Overall Experience Score



Health Insurance coverage by Population

11.94
Million

Health Care Providers Key Performance Indicators (PREMs)

this indicator is calculated semi annual



Inpatient Experience



GCC: 87.2 PG: 89.03

Emergency Experience



GCC: 70.95 PG: 85.47

Outpatient Experience

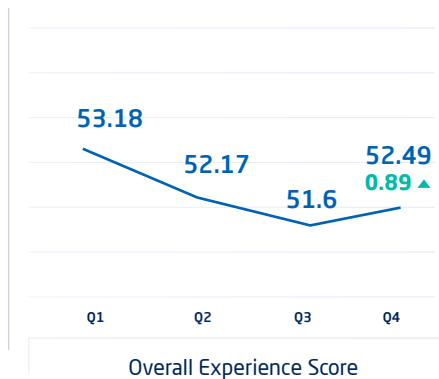


GCC: 79.51 PG: 94.45

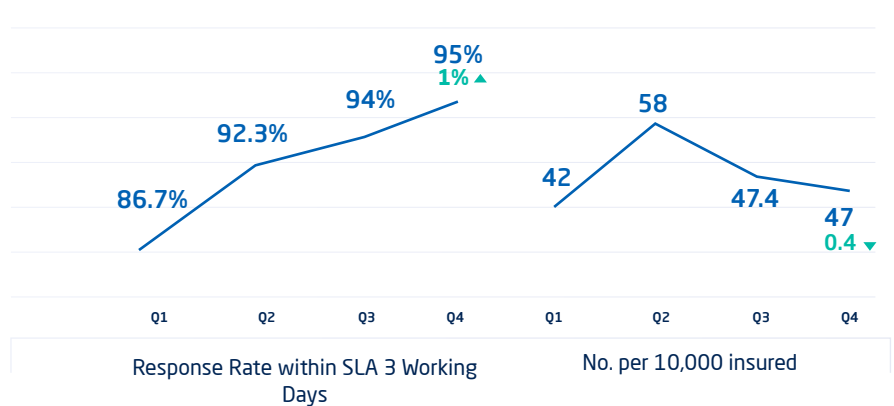
The sector average in Q4 compared to previous periods in 2023

Health Insurance Companies Key Performance Indicators¹

Beneficiaries experience with Insurer

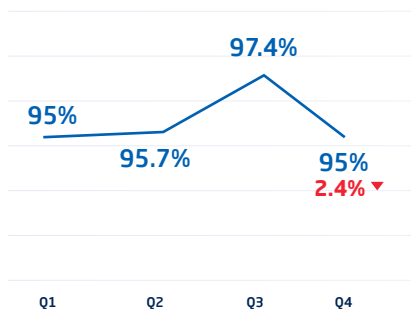


Complaints Handling

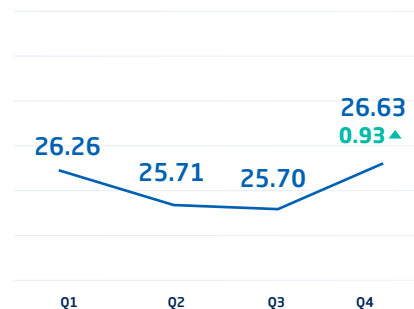


Pre-Authorization Process²

Response Within SLA 60 minutes



Beneficiaries's Experience within process



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

ضمان

مجلس الضمان الصحي
Council of Health Insurance