



## Sharing Results from Annual Member Survey

At Florida Community Care (FCC), You Matter. We care.

We listen to our members and make improvements to our services based on what our members tell us about their experience with our health plan.

Thank you to all members who provided responses to the 2025 Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. This survey is one of the ways members can let us know how we are doing and how we can do better.

Every year, an independent company conducts this survey to make sure your responses are confidential. The results below reflect answers such as, always, yes, mostly yes, and the highest number on a scale. For example, 9 to 10 on a scale of 1 to 10 where ten is best.

FCC is pleased to share some positive results from this year's survey:

|                                                              | 2024 | 2025 |
|--------------------------------------------------------------|------|------|
| Care Manager is helpful                                      | 92%  | 94%  |
| Staff treat you with courtesy and respect                    | 92%  | 95%  |
| Staff knows what kind of help you need with daily activities | 91%  | 95%  |

The results above show that we are meeting your needs in important ways. Your feedback also showed us that we can improve in the following areas:

|                                      | 2024 | 2025 |
|--------------------------------------|------|------|
| Choosing Services That Matter to You | 79%  | 81%  |
| Staff Listen and Communicate Well    | 82%  | 84%  |

FCC has a department dedicated to carefully reviewing the feedback you provide on surveys. The Quality Team shares the results with health plan leaders and health care staff. Together, we use survey results to find ways to better support you and your needs.

We are listening! Please participate in future surveys. Your voice helps shape the services we provide. You Matter. We Care.