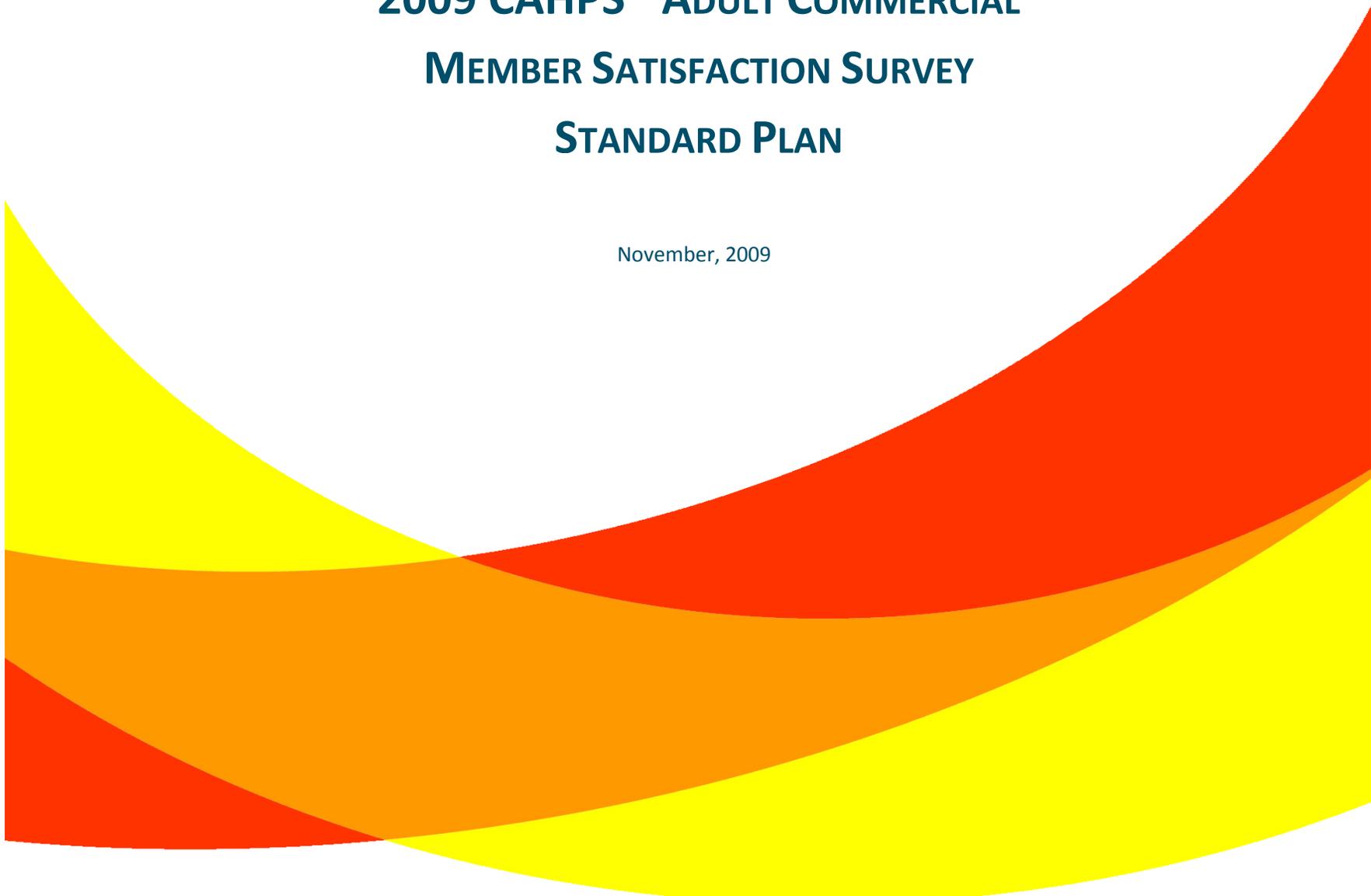




2009 CAHPS[®] ADULT COMMERCIAL MEMBER SATISFACTION SURVEY STANDARD PLAN

November, 2009





COMPOSITE SCORES BY DEMOGRAPHICS

	Total	Gender		Overall Health			Education				Race			Hispanic		Mode of Interview	
		Male	Female	Excellent/ Very Good	Good	Fair/Poor	<High School & High School	Some College	4 year College	More than College	White	African American	Other	Yes	No	Internet	Mail
(% Always/Usually)																	
Getting Needed Care	91%	92%	91%	92%	91%	90%	94%	93%	92%	90%	91%	100%	83%	75%	91%	89%	93%
Getting Care Quickly	93%	94%	92%	93%	95%	92%	95%	95%	97%	92%	94%	100%	78%	71%	94%	90%	96%
How Well Doctor Communicates	94%	94%	93%	96%	95%	88%	92%	94%	89%	95%	93%	100%	100%	75%	94%	94%	94%
Shared Decision Making	61%	60%	62%	63%	59%	58%	55%	63%	67%	60%	60%	89%	50%	50%	60%	62%	59%
Customer Service	86%	85%	87%	88%	88%	72%	75%	69%	89%	89%	87%	100%	40%	70%	86%	87%	83%
Claims Processing	88%	89%	86%	88%	87%	89%	91%	85%	98%	86%	89%	71%	50%	75%	88%	85%	91%
Ratings (% 8, 9 & 10)																	
Rating of Health Care	84%	84%	84%	90%	83%	71%	78%	84%	85%	86%	84%	100%	57%	33%	85%	82%	86%
Rating of Personal Doctor	85%	85%	85%	90%	89%	66%	76%	80%	88%	88%	85%	100%	71%	33%	86%	82%	87%
Rating of Specialist	82%	84%	78%	88%	78%	74%	67%	84%	84%	84%	82%	83%	80%	50%	82%	79%	84%
Rating of Health Plan	78%	77%	81%	75%	86%	71%	90%	79%	83%	75%	80%	83%	44%	50%	79%	72%	83%





KEY MEASURES QUALITY COMPASS COMPARISON

		Health Plan		2009 Adult Commercial Quality Compass®					
Adult Commercial Survey Questions		2009	Percentile	Mean	10th	25th	50th	75th	90th
	Getting Care Quickly (% Always/Usually)	93.36	90th	86.32	81.30	84.13	86.94	89.06	90.71
Q4	Getting care as soon as needed	96.00	90th	88.00	82.68	85.80	88.89	90.80	92.64
Q6	Getting appointment as soon as needed	92.00	90th	84.84	79.69	82.28	85.42	88.13	90.04
	Shared Decision Making (% Definitely Yes)	60.74	50th	59.26	52.80	56.08	59.47	62.50	64.66
Q10	Doctor talked about pros/cons of each choice	67.00	50th	64.71	57.93	61.81	65.21	68.19	71.27
Q11	Doctor asked which choice was best for you	55.00	50th	53.82	46.97	50.54	53.63	57.19	60.00
	How Well Doctors Communicate (% Always/Usually)	93.75	50th	93.21	90.65	92.05	93.50	94.68	95.40
Q15	Explain things in a way you could understand	95.00	50th	94.44	91.54	93.22	94.70	96.04	96.80
Q16	Listen carefully to you	93.00	25th	93.24	90.50	92.21	93.61	94.83	95.55
Q17	Show respect for what you had to say	95.00	50th	94.71	92.25	93.70	94.99	95.99	96.79
Q18	Spend enough time with you	91.00	50th	90.43	86.98	88.82	90.84	92.57	93.57
	Getting Needed Care (% Always/Usually)	91.11	90th	85.28	80.02	83.40	85.94	88.02	90.11
Q23	Easy to get appointment with specialist	90.00	90th	82.62	75.90	80.14	83.27	86.03	88.42
Q27	Easy to get care believed necessary	93.00	75th	87.96	82.41	85.49	88.62	91.04	93.31
	Customer Service (% Always/Usually)	85.48	50th	83.75	76.70	80.22	84.70	87.19	89.78
Q35	Got information or help needed	80.00	50th	76.58	67.02	72.03	77.62	80.80	84.86
Q36	Treated you with courtesy and respect	91.00	25th	90.93	85.37	88.37	91.60	93.84	95.38
	Claims Processing (% Always/Usually)	88.05	25th	87.90	80.59	85.03	88.70	91.60	93.67
Q40	Health plan handled claims quickly	83.00	10th	86.64	79.05	83.68	87.23	90.53	93.10
Q41	Health plan handled claims correctly	93.00	75th	89.08	81.76	86.15	90.00	92.72	94.89
Q12	Rating of Health Care	84.06	90th	75.24	68.89	72.15	75.52	78.85	81.24
Q21	Rating of Personal Doctor	84.90	75th	81.94	77.47	80.04	82.07	84.38	85.87
Q25	Rating of Specialist	81.61	50th	81.04	75.70	78.77	81.16	83.70	86.13
Q42	Rating of Health Plan	78.36	90th	64.26	52.97	59.33	63.86	69.81	75.75
	Health Promotion and Education (% Always/Usually)								
Q8	Doctor talked about preventing illness	66.00	90th	58.95	52.66	55.85	58.87	61.90	65.16
	Coordination of Care (% Always/Usually)								
Q20	Doctor informed about care you received	79.00	50th	78.20	72.22	75.77	78.57	81.25	83.45

