

Aetna Health, Inc.

Houston

CAHPS® 5.0H Survey Results 2014

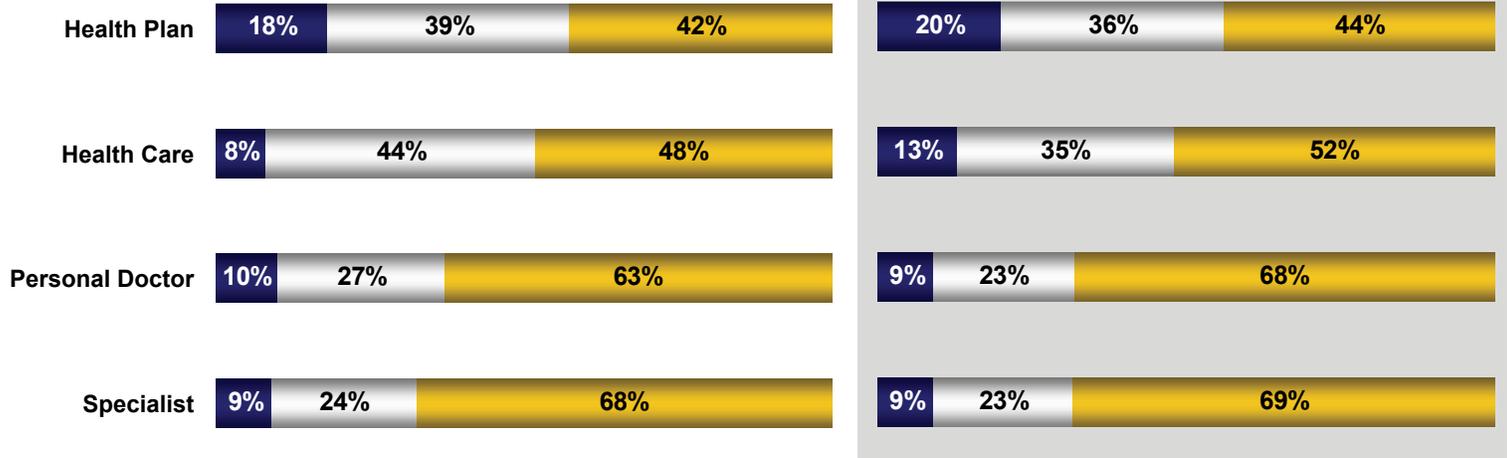
Percentage who assigned a rating of **6 or lower** to their...

Percentage who assigned a rating of **7 or 8** to their...

Percentage who assigned a rating of **9 or 10** to their...

where **0 = the worst possible** and **10 = the best possible**

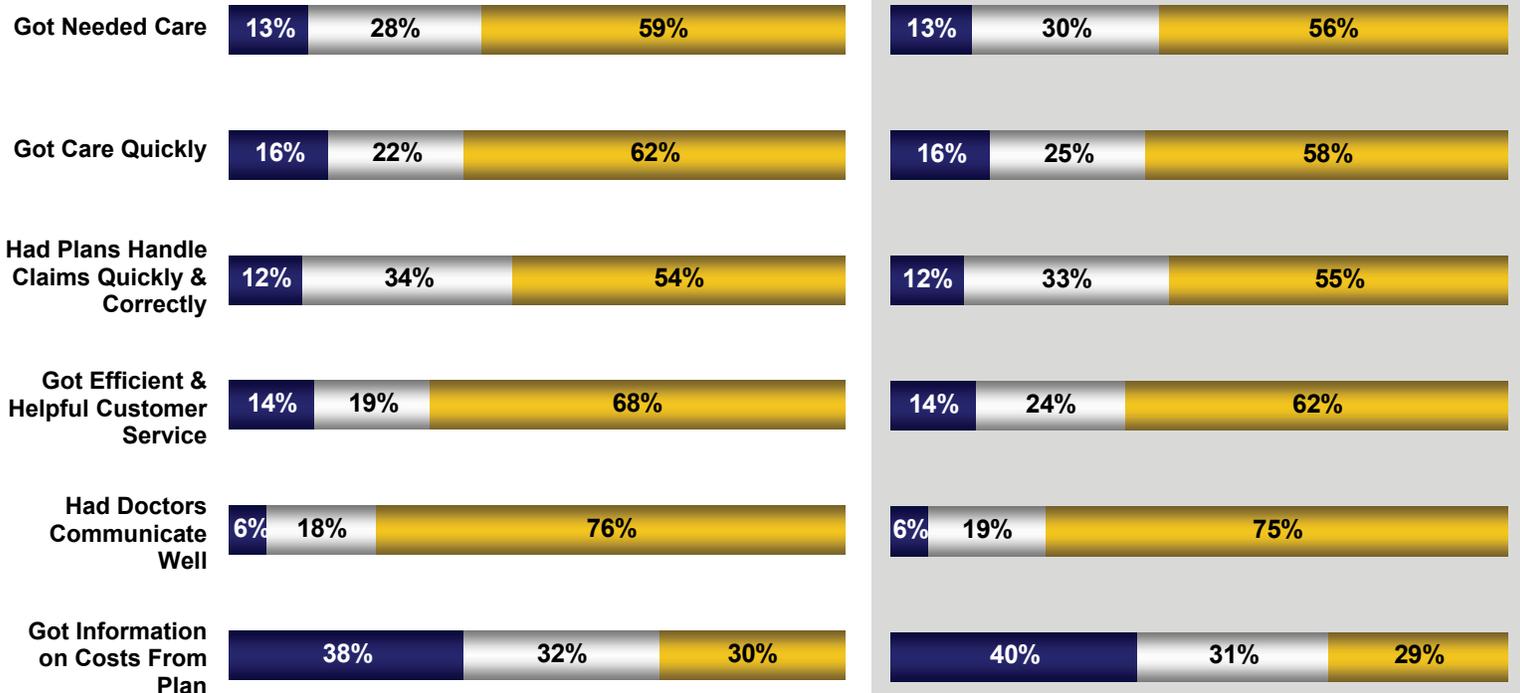
State Average



Percentage who said they **sometimes or never...**

Percentage who said they **usually...**

Percentage who said they **always...**



Percentage who said there was **Not at all or No...**

Percentage who said there was **A little...**

Percentage who said there was **Some...**

Percentage who said there was **A lot or Yes...**

