

Aetna Health, Inc.

Houston

Survey (CAHPS® 4.0H) Results 2012

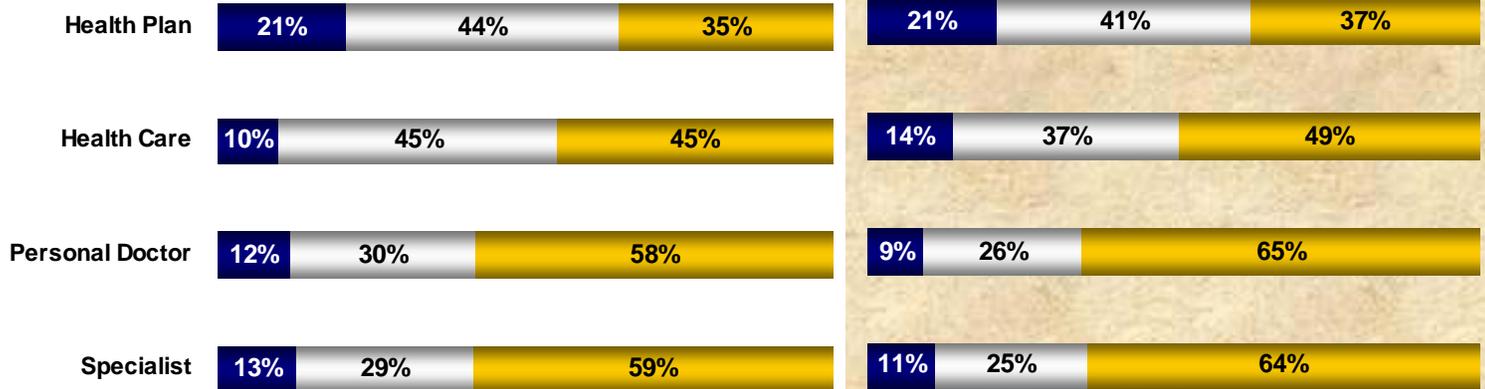
Percentage who assigned a rating of **6 or lower** to their

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**

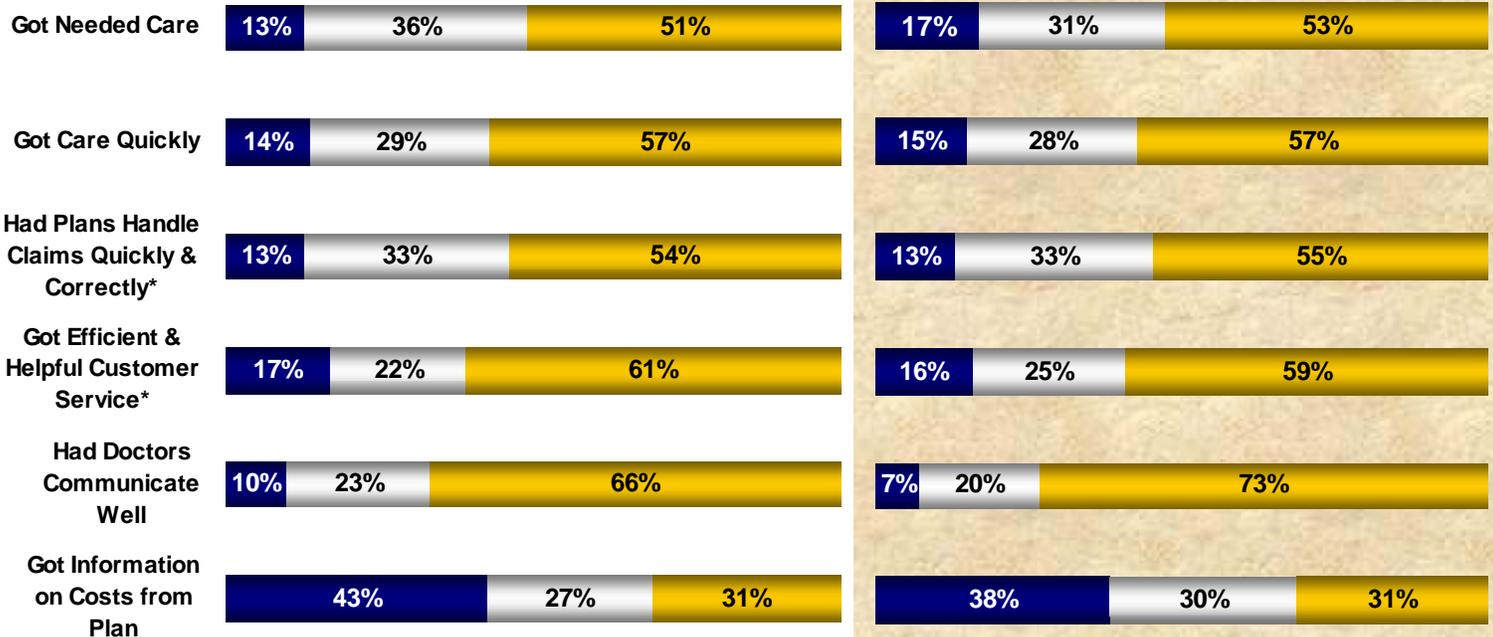
State Average



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

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

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



Percentage who said there was **somewhat no or definitely no**

Percentage who said there was **somewhat yes**

Percentage who said there was **definitely yes**



* Statewide Aggregate