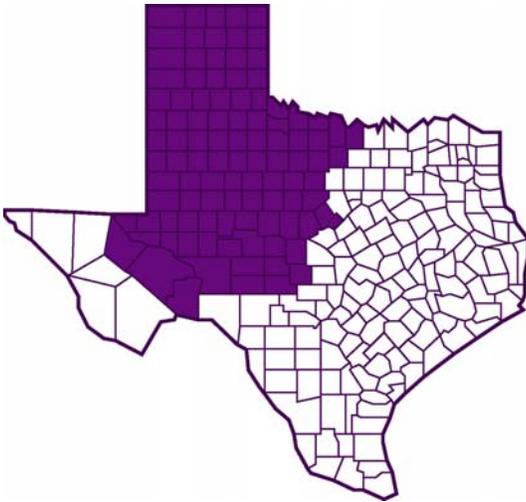


# Survey (CAHPS® 4.0H) Results for Panhandle/Plains Texas Plans

The counties included in the Panhandle/Plains Texas area are:

|           |           |               |            |           |            |             |              |
|-----------|-----------|---------------|------------|-----------|------------|-------------|--------------|
| Andrews   | Briscoe   | Cochran       | Crane      | Donley    | Hutchinson | Montague    | Sterling     |
| Archer    | Brown     | Coke          | Crockett   | Eastland  | Irion      | Moore       | Stonewall    |
| Armstrong | Callahan  | Coleman       | Crosby     | Ector     | Jack       | Motley      | Sutton       |
| Bailey    | Carson    | Collingsworth | Dallam     | Fisher    | Jones      | Nolan       | Swisher      |
| Baylor    | Castro    | Comanche      | Dawson     | Floyd     | Kent       | Ochiltree   | Taylor       |
| Borden    | Childress | Concho        | Deaf Smith | Foard     | Kimble     | Oldham      | Terrell      |
|           | Clay      | Cottle        | Dickens    | Gaines    | King       | Parmer      | Terry        |
|           |           |               |            | Garza     | Knox       | Pecos       | Throckmorton |
|           |           |               |            | Glasscock | Lamb       | Potter      | Tom Green    |
|           |           |               |            | Gray      | Lipscomb   | Randall     | Upton        |
|           |           |               |            | Hale      | Loving     | Reagan      | Ward         |
|           |           |               |            | Hall      | Lubbock    | Reeves      | Wheeler      |
|           |           |               |            | Hansford  | Lynn       | Roberts     | Wichita      |
|           |           |               |            | Hardeman  | Martin     | Runnels     | Wilbarger    |
|           |           |               |            | Hartley   | Mason      | Schleicher  | Winkler      |
|           |           |               |            | Haskell   | McCulloch  | Scurry      | Yoakum       |
|           |           |               |            | Hemphill  | Menard     | Shackelford | Young        |
|           |           |               |            | Hockley   | Midland    | Sherman     |              |
|           |           |               |            | Howard    | Mitchell   | Stephens    |              |



This section features survey results for plans that serve the Panhandle/Plains Texas area. It includes HMOs with a service area that extends into at least one county in the region. The city/area shown after the name indicates the primary area of service. Contact plans directly for details on specific service areas.

An HMO may be exempt from participation in the survey due to low enrollment or limited participation in the Texas commercial HMO market during 2011.

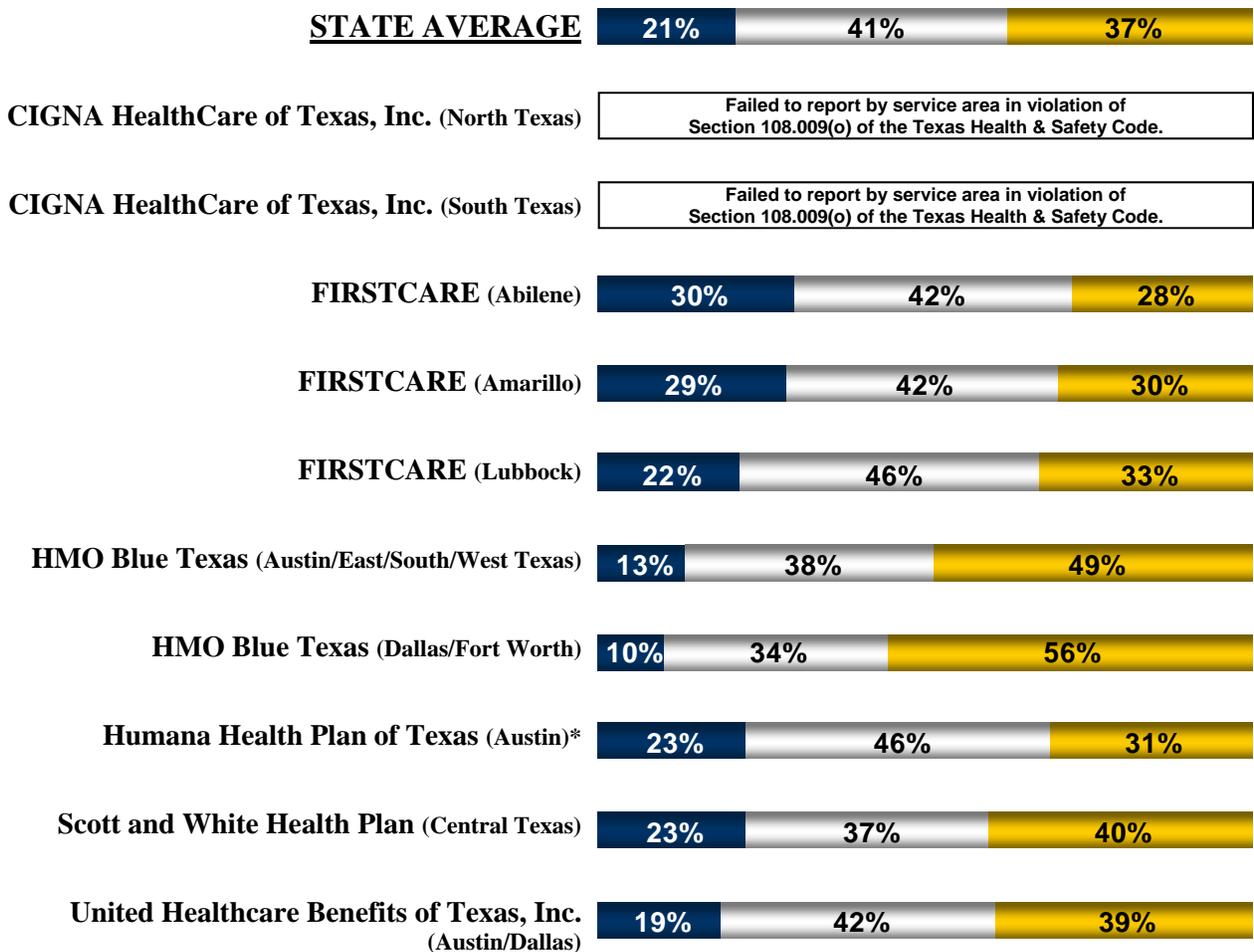
# How people rated their health plan

Survey (CAHPS® 4.0H) Results

|   |   |  |
|---|---|--|
| Percentage who rated their plan<br>6 or lower | Percentage who rated their plan<br>7 or 8 | Percentage who rated their plan<br>9 or 10 |
|---|---|--|

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

**0** = “worst health plan possible” to **10** = “best health plan possible”



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

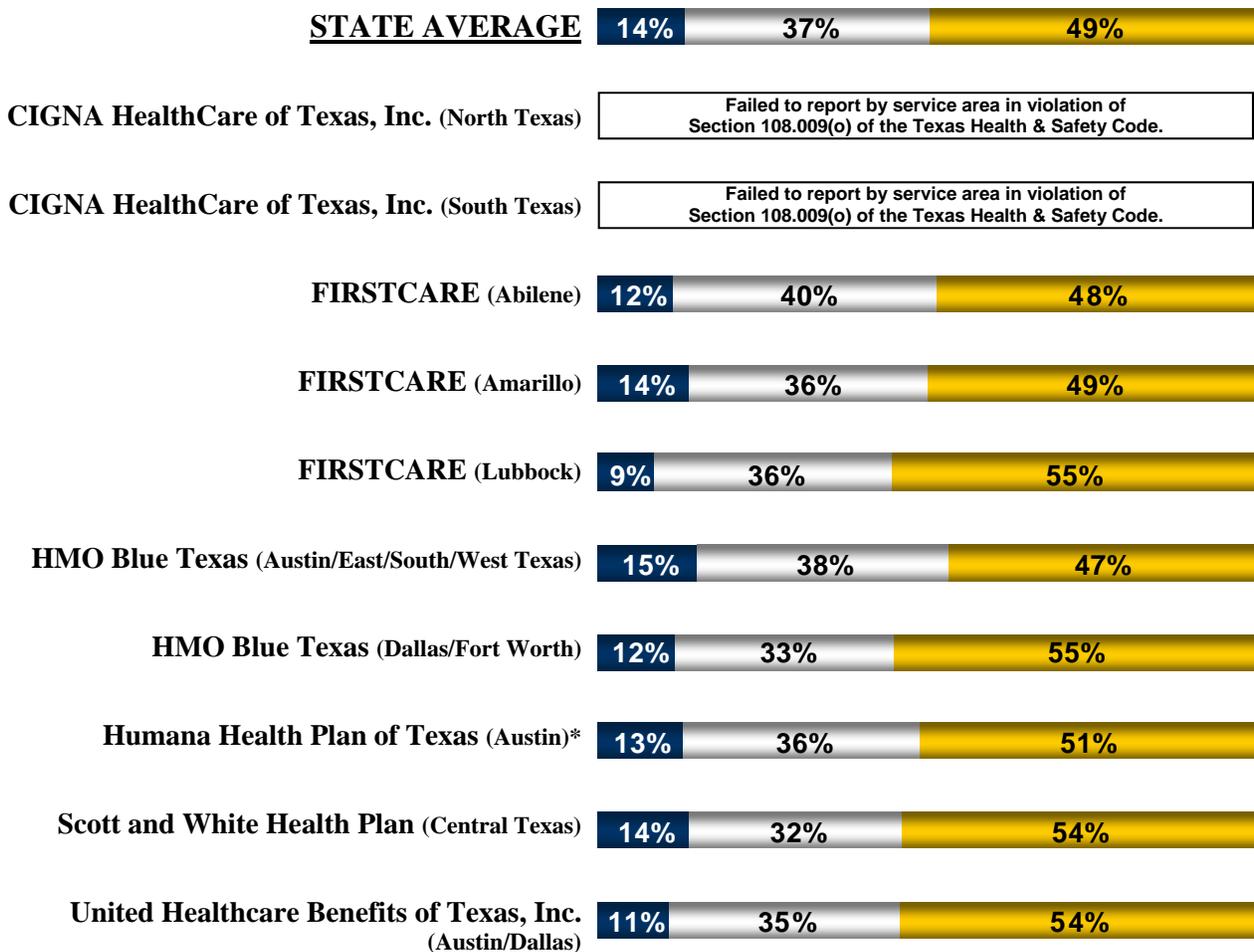
# How people rated their health care

Survey (CAHPS® 4.0H) Results

|   |   |  |
|---|---|--|
| Percentage who rated their care<br>6 or lower | Percentage who rated their care<br>7 or 8 | Percentage who rated their care<br>9 or 10 |
|---|---|--|

The bar graphs show answers to a survey question that asked people to **rate their health care** on a scale from:

**0** = “worst health care possible” to **10** = “best health care possible”



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

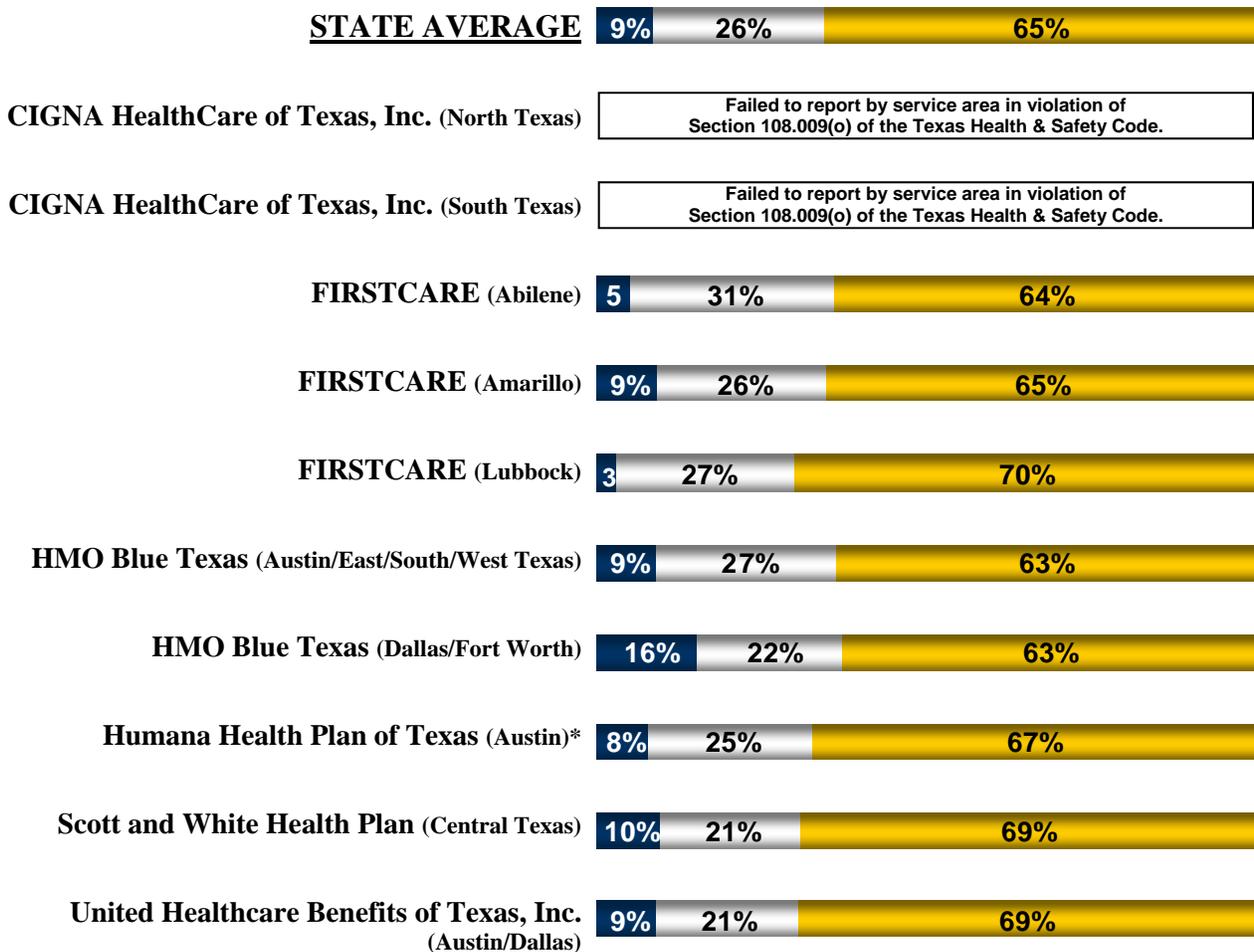
# How people rated their personal doctor

Survey (CAHPS® 4.0H) Results

|  |  |   |
|--|--|---|
| Percentage who rated their personal doctor <b>6 or lower</b> | Percentage who rated their personal doctor <b>7 or 8</b> | Percentage who rated their personal doctor <b>9 or 10</b> |
|--|--|---|

The bar graphs show answers to a survey question that asked people to **rate their personal doctor** on a scale from:

**0** = “worst personal doctor possible” to **10** = “best personal doctor possible”



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

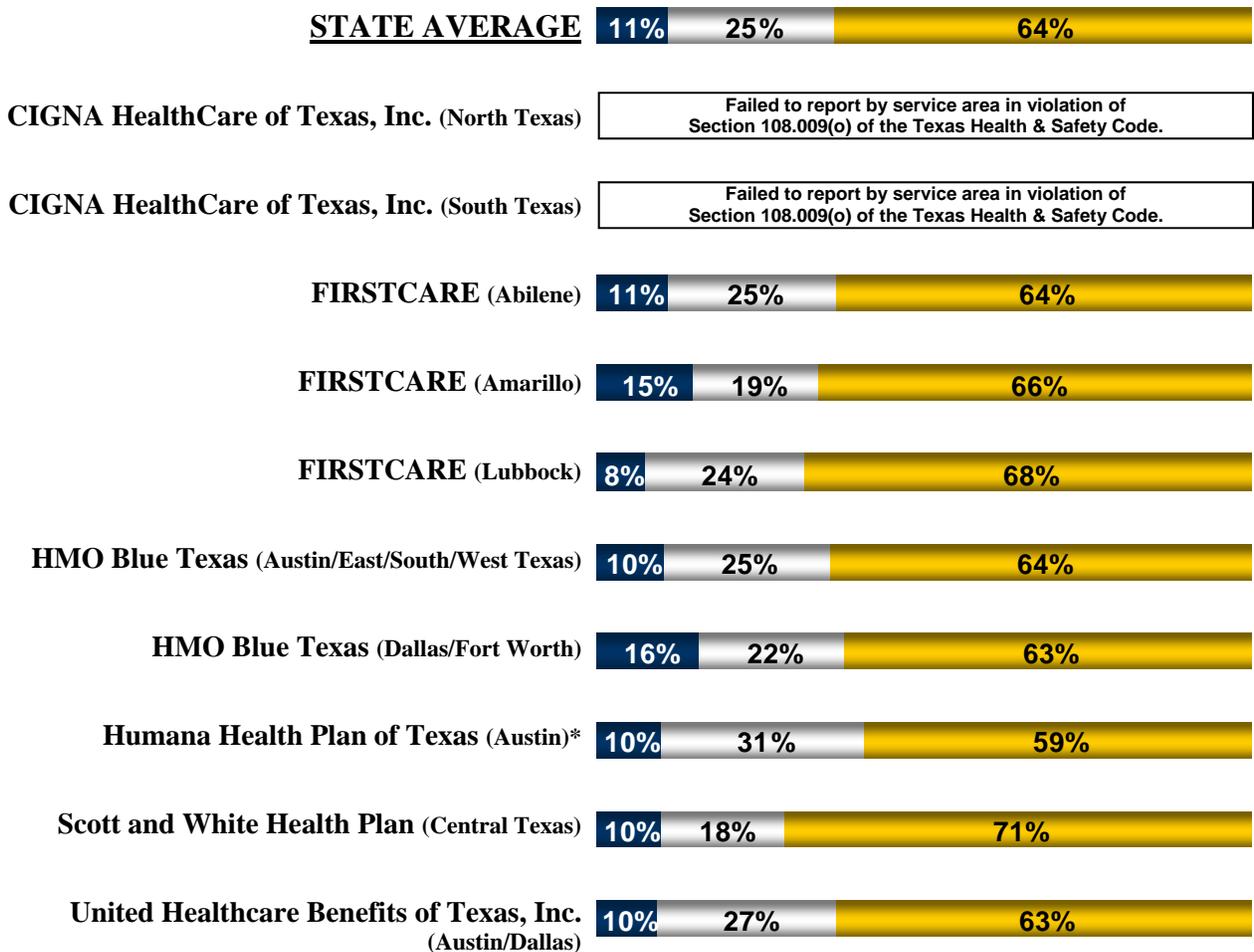
# How people rated their specialist

Survey (CAHPS® 4.0H) Results

|   |   |  |
|---|---|--|
| Percentage who rated their specialist<br>6 or lower | Percentage who rated their specialist<br>7 or 8 | Percentage who rated their specialist<br>9 or 10 |
|---|---|--|

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

**0** = “worst specialist possible” to **10** = “best specialist possible”



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

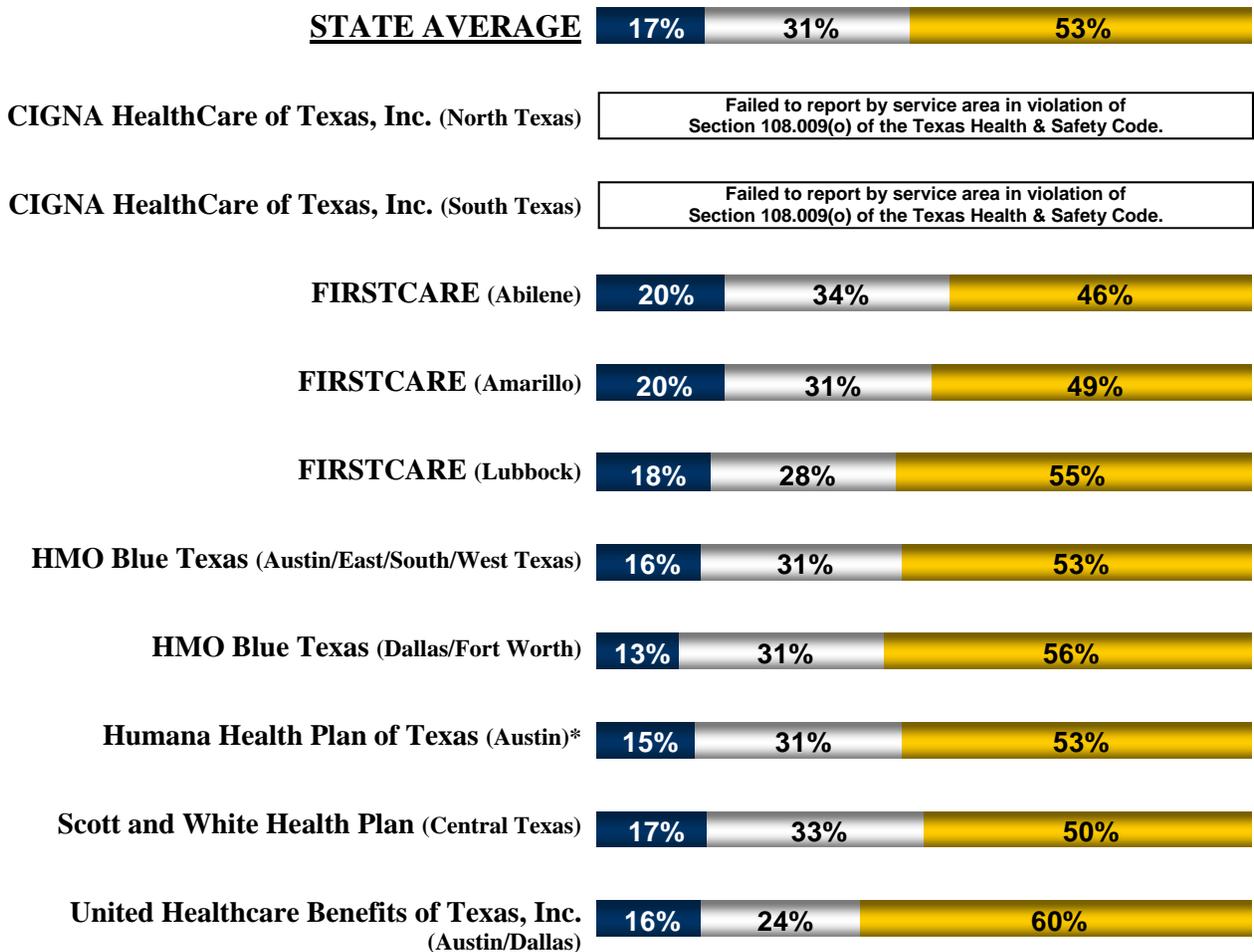
# Getting needed care

## Survey (CAHPS® 4.0H) Results

| Percentage who said they <b>sometimes or never</b> received care that was needed | Percentage who said they <b>usually</b> received care that was needed | Percentage who said they <b>always</b> received care that was needed |
|--|---|--|
|--|---|--|

The bar graphs show answers to survey questions that asked people **how often** it was easy for them to:

- Get appointments with specialists.
- Get care, tests or treatment they needed through their health plan.



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

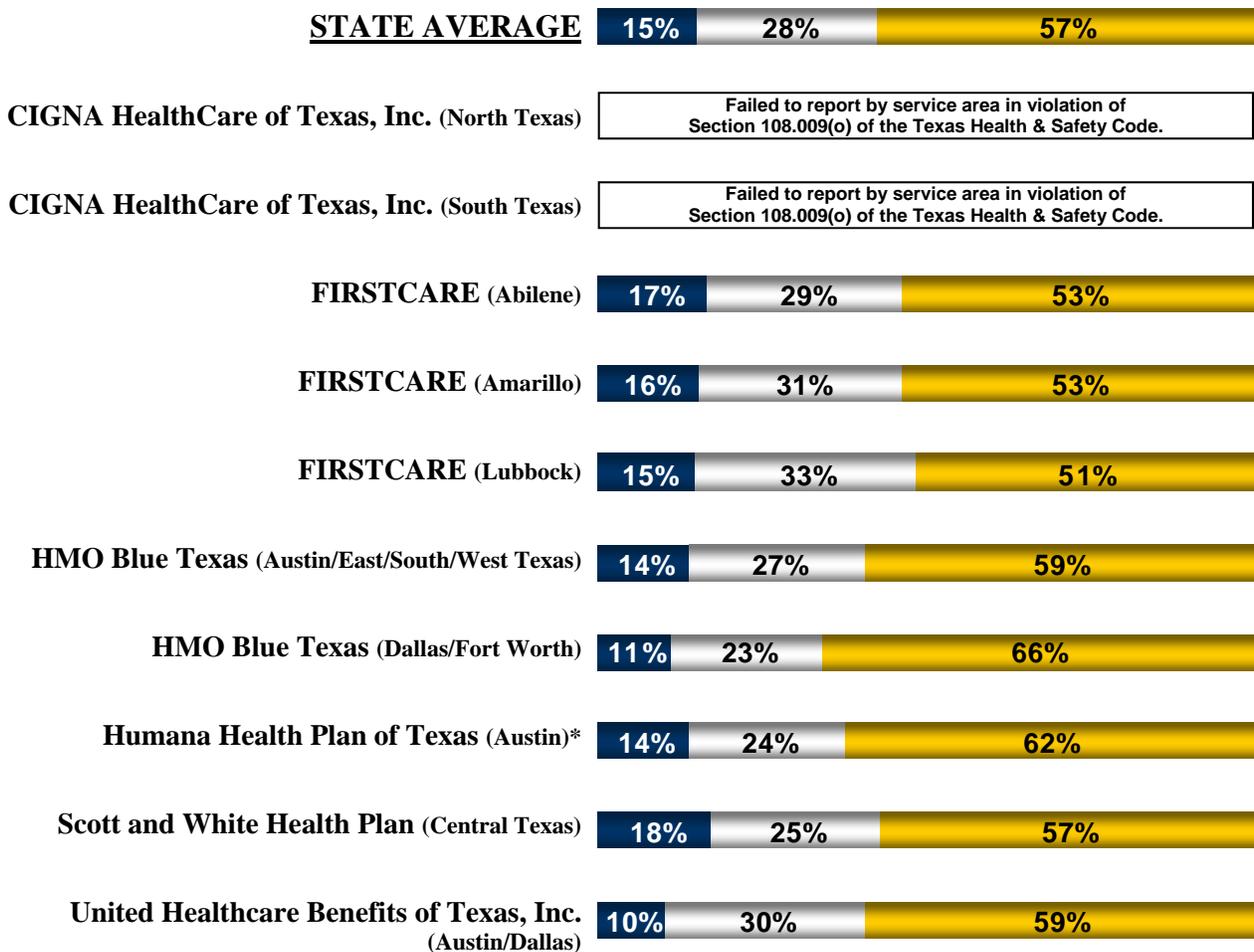
# Getting care quickly

## Survey (CAHPS® 4.0H) Results

|   |  |   |
|---|--|---|
| Percentage who said they <b>sometimes or never</b> got care quickly | Percentage who said they <b>usually</b> got care quickly | Percentage who said they <b>always</b> got care quickly |
|---|--|---|

The bar graphs show answers to survey questions that asked people **how often** they:

- Got care as soon as they thought they needed when they needed care right away.
- Got an appointment as soon as they thought they needed when they did not need care right away.



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

# How well doctors communicate

Survey (CAHPS® 4.0H) Results

|   |  |   |
|---|--|---|
| Percentage who said their doctors <b>sometimes or never</b> communicated well | Percentage who said their doctors <b>usually</b> communicated well | Percentage who said their doctors <b>always</b> communicated well |
|---|--|---|

The bar graphs show answers to survey questions that asked people **how often** their personal doctor:

- Explained things in a way that was easy for them to understand.
- Listened carefully to them.
- Showed respect for what they had to say.
- Spent enough time with them.



**CIGNA HealthCare of Texas, Inc. (North Texas)**

Failed to report by service area in violation of Section 108.009(o) of the Texas Health & Safety Code.

**CIGNA HealthCare of Texas, Inc. (South Texas)**

Failed to report by service area in violation of Section 108.009(o) of the Texas Health & Safety Code.



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

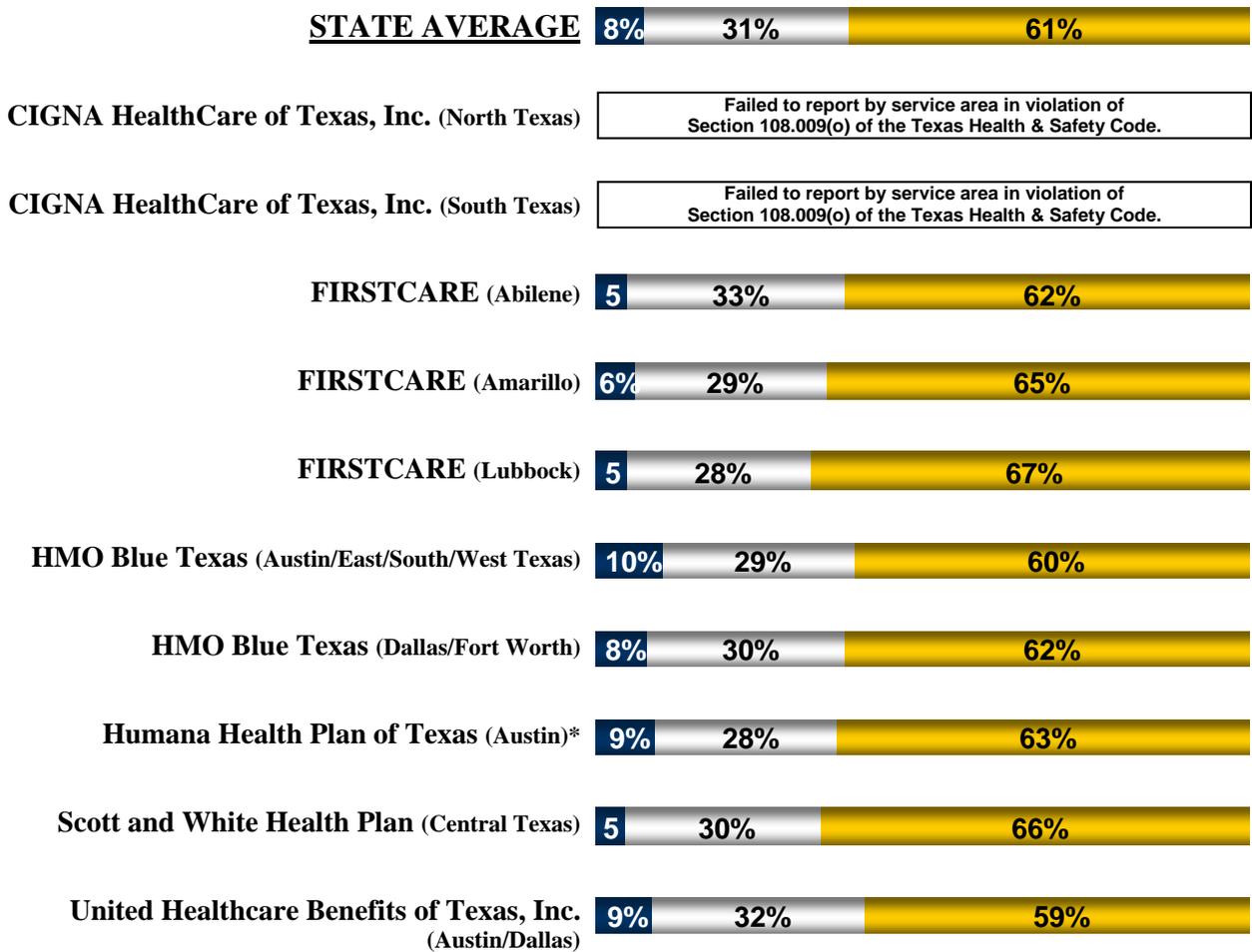
# Shared decision making

## Survey (CAHPS® 4.0H) Results

|  |  |  |
|--|--|--|
| Percentage who said there was <b>somewhat no or definitely no</b> shared decision making | Percentage who said there was <b>somewhat yes</b> shared decision making | Percentage who said there was <b>definitely yes</b> shared decision making |
|--|--|--|

The bar graphs show answers to survey questions that asked people if their personal doctor:

- Talked with them about the pros and cons of each choice for their treatment or health care.
- Asked which choice was best for them when there was more than one choice for treatment.



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

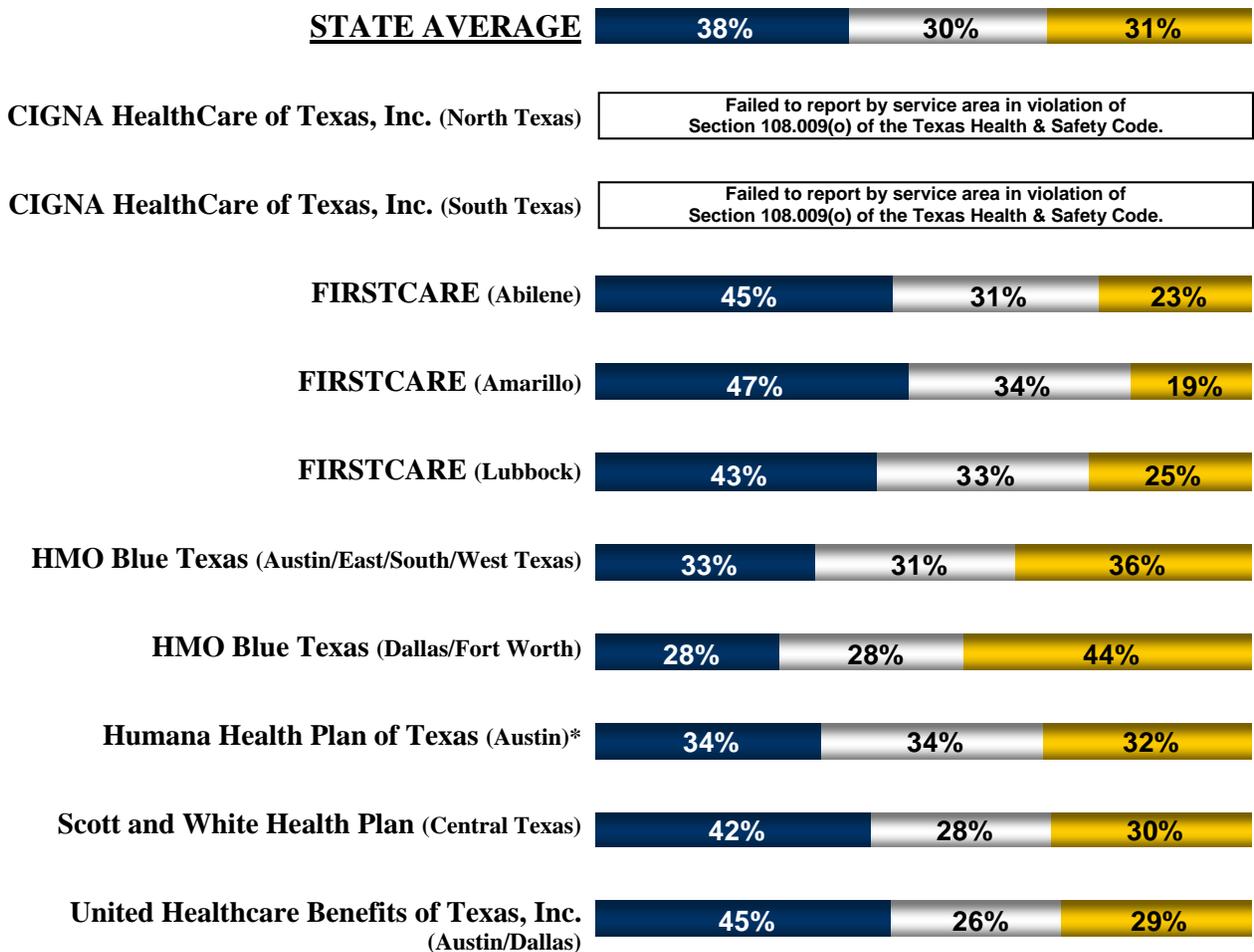
# Plan information on costs

## Survey (CAHPS® 4.0H) Results

| Percentage who said they <b>sometimes or never</b> were able to find out cost info | Percentage who said they <b>Usually</b> were able to find out cost info | Percentage who said they <b>Always</b> were able to find out cost info |
|--|---|--|
|--|---|--|

The bar graphs show answers to survey questions that asked people **how often** they were able to find out from their plan:

- How much would have to be paid for a health care service or equipment.
- How much would have to be paid for specific prescription medicines.



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

# Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

**State Average = 23%**

|  |            |
|--|------------|
| Aetna Health, Inc. (Austin)                                      | 20%        |
| Aetna Health, Inc. (Dallas/Fort Worth)                           | 23%        |
| Aetna Health, Inc. (El Paso)                                     | 23%        |
| Aetna Health, Inc. (Houston)                                     | 22%        |
| Aetna Health, Inc. (San Antonio/Corpus Christi)                  | 20%        |
| <b>CIGNA HealthCare of Texas, Inc. (North Texas)</b>             | <b>FTR</b> |
| <b>CIGNA HealthCare of Texas, Inc. (South Texas)</b>             | <b>FTR</b> |
| Community First Health Plans (San Antonio)                       | 24%        |
| <b>FIRSTCARE (Abilene)</b>                                       | <b>24%</b> |
| <b>FIRSTCARE (Amarillo)</b>                                      | <b>30%</b> |
| <b>FIRSTCARE (Lubbock)</b>                                       | <b>26%</b> |
| FIRSTCARE (Waco)   | 26%        |
| <b>HMO Blue Texas (Austin/East/South/West Texas)</b>             | <b>20%</b> |
| <b>HMO Blue Texas (Dallas/Fort Worth)</b>                        | <b>15%</b> |
| HMO Blue Texas (Houston)   | 15%        |
| <b>Humana Health Plan of Texas (Austin)</b>                      | <b>27%</b> |
| Humana Health Plan of Texas (Houston)                            | 23%        |
| Humana Health Plan of Texas (South Texas)                        | 24%        |
| <b>Scott and White Health Plan (Central Texas)</b>               | <b>35%</b> |
| <b>United Healthcare Benefits of Texas, Inc. (Austin/Dallas)</b> | <b>21%</b> |
| United Healthcare Benefits of Texas, Inc. (Houston/San Antonio)  | 26%        |

FTR = Failed to report by service area in violation of Section 108.009(o) of Texas Health and Safety Code.

Survey (CAHPS® 4.0H) Results - Panhandle/Plains Texas

