

# Survey (CAHPS® 4.0H) Results

## Statewide Aggregates



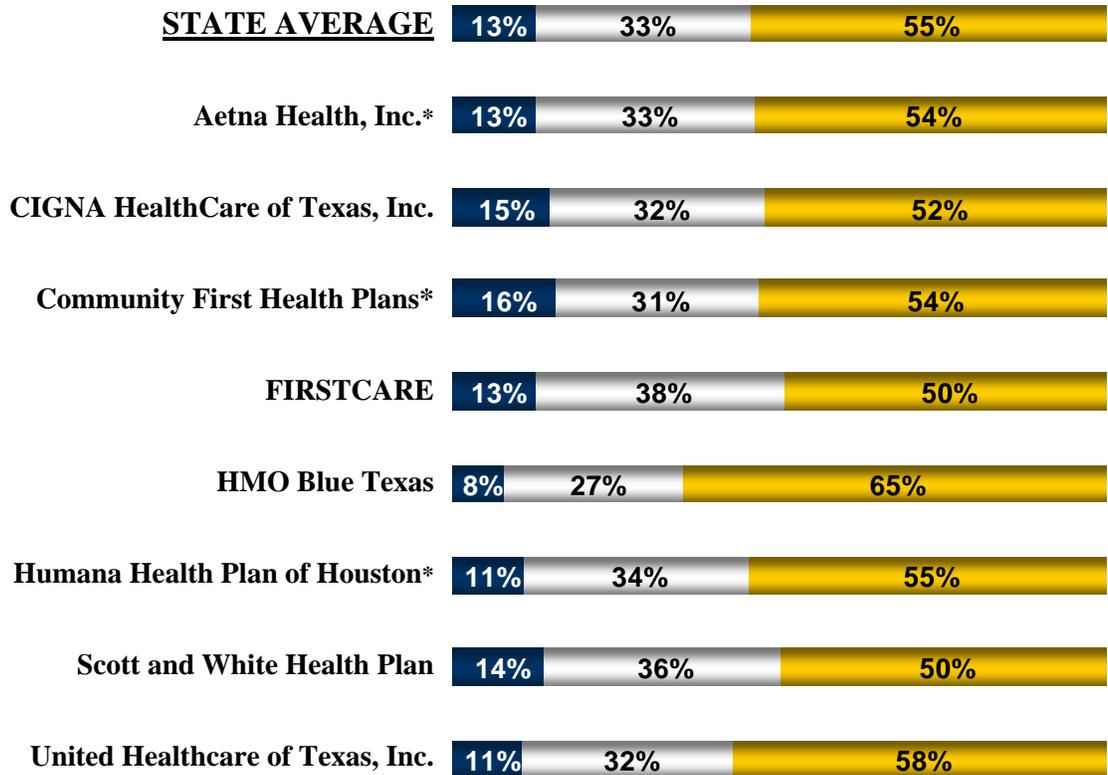
# Handling of claims quickly and correctly

Survey (CAHPS® 4.0H) Results

Percentage who said their plan <b>sometimes or never</b> handled claims quickly and correctly	Percentage who said their plan <b>Usually</b> handled claims quickly and correctly	Percentage who said their plan <b>Always</b> handled claims quickly and correctly
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The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims quickly.
- Handled claims correctly.



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

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

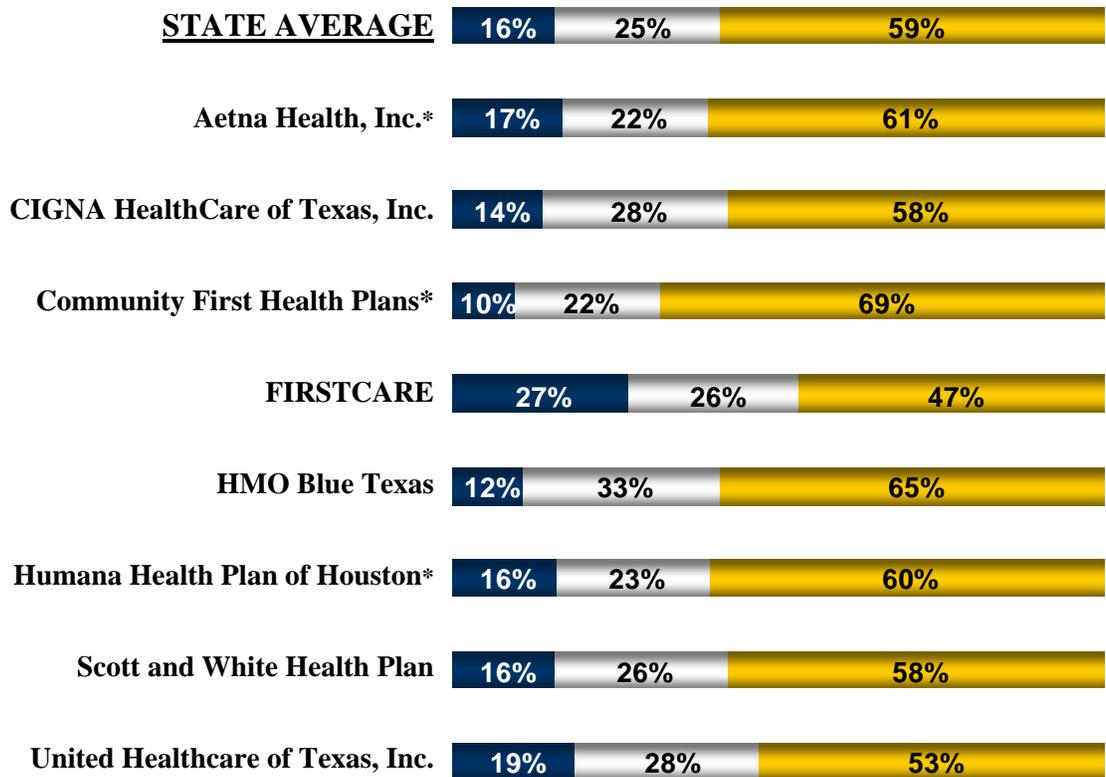
# Health plan customer service

Survey (CAHPS® 4.0H) Results

Percentage who said customer service was <b>sometimes or never</b> efficient and helpful	Percentage who said customer service was <b>usually</b> efficient and helpful	Percentage who said customer service was <b>always</b> efficient and helpful
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The bar graphs show answers to survey questions that asked people **how often**:

- They got the information or help they needed from their health plan's customer service.
- Their health plan's customer service staff treated them with courtesy and respect.



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

