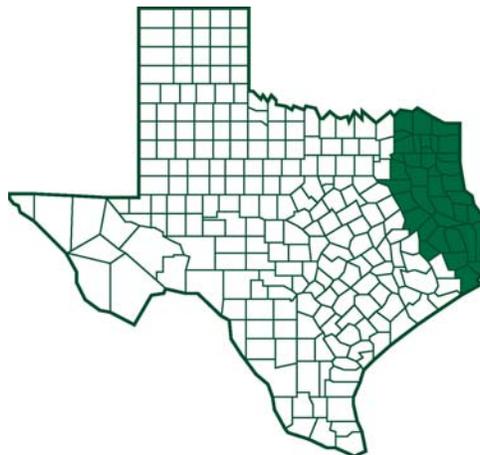


Survey (CAHPS® 5.0H) Results for East Texas Plans

The counties included in the East Texas area are:

Anderson	Delta	Hopkins	Morris	Rains	Shelby	Van Zandt
Angelina	Franklin	Houston	Nacogdoches	Red River	Smith	Wood
Bowie	Gregg	Jasper	Newton	Rusk	Titus	
Camp	Hardin	Jefferson	Orange	Sabine	Trinity	
Cass	Harrison	Lamar	Panola	San Augustine	Tyler	
Cherokee	Henderson	Marion	Polk	San Jacinto	Upshur	



This section features survey results for plans that serve the East 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 2012.

NCQA requires 100 responses to report survey results. OPIC has opted to report data based on 30 or more responses to provide consumers with greater access to data to compare HMOs.

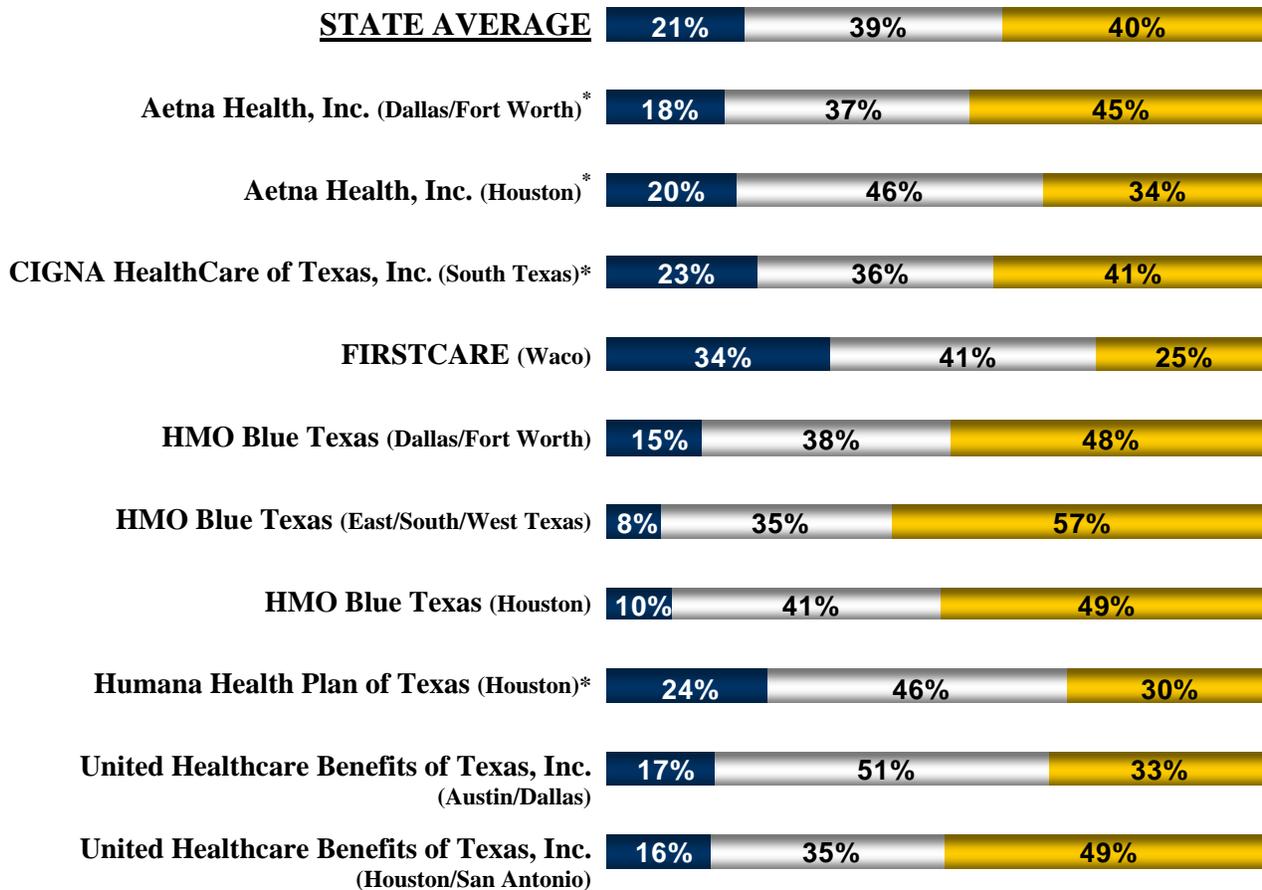
How people rated their health plan

Survey (CAHPS® 5.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 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”

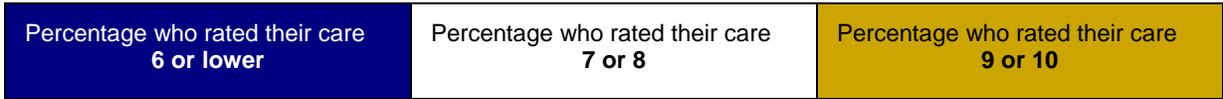


Due to rounding, percentages may not add up to 100%.

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

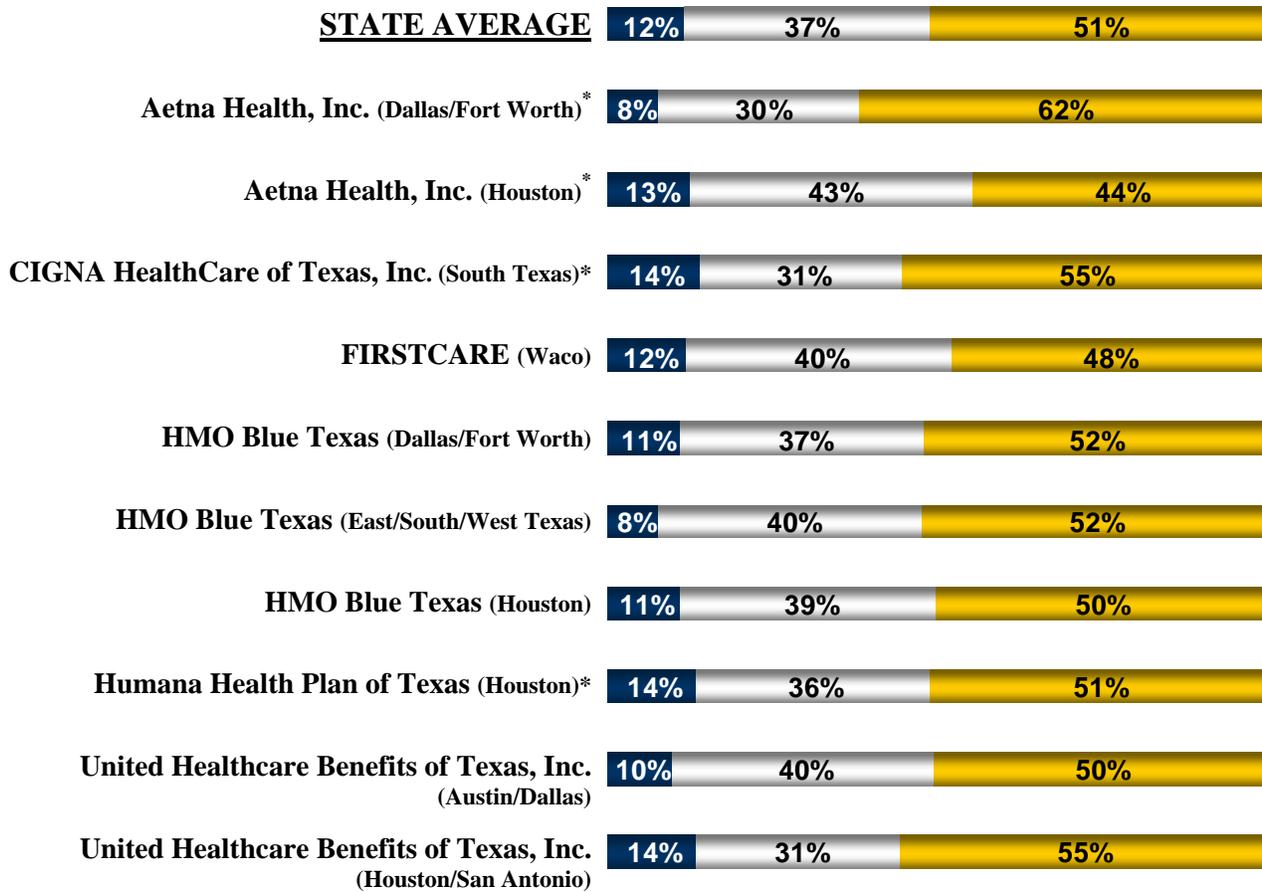
How people rated their health care

Survey (CAHPS® 5.0H) Results



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”



Survey (CAHPS® 5.0H) Results - East Texas

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

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

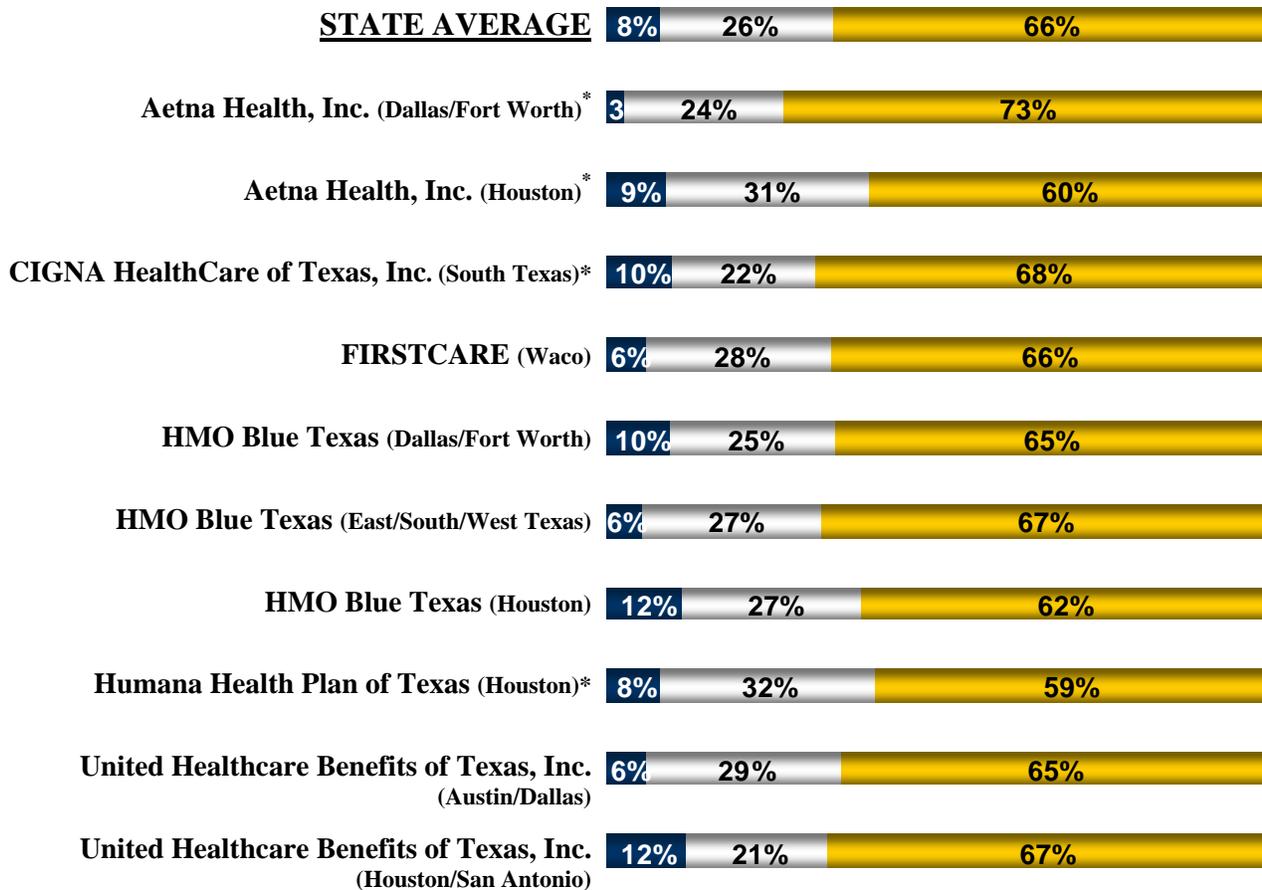
How people rated their personal doctor

Survey (CAHPS® 5.0H) Results

Percentage who rated their personal doctor 6 or lower	Percentage who rated their personal doctor 7 or 8	Percentage who rated their personal doctor 9 or 10
---	---	--

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.)

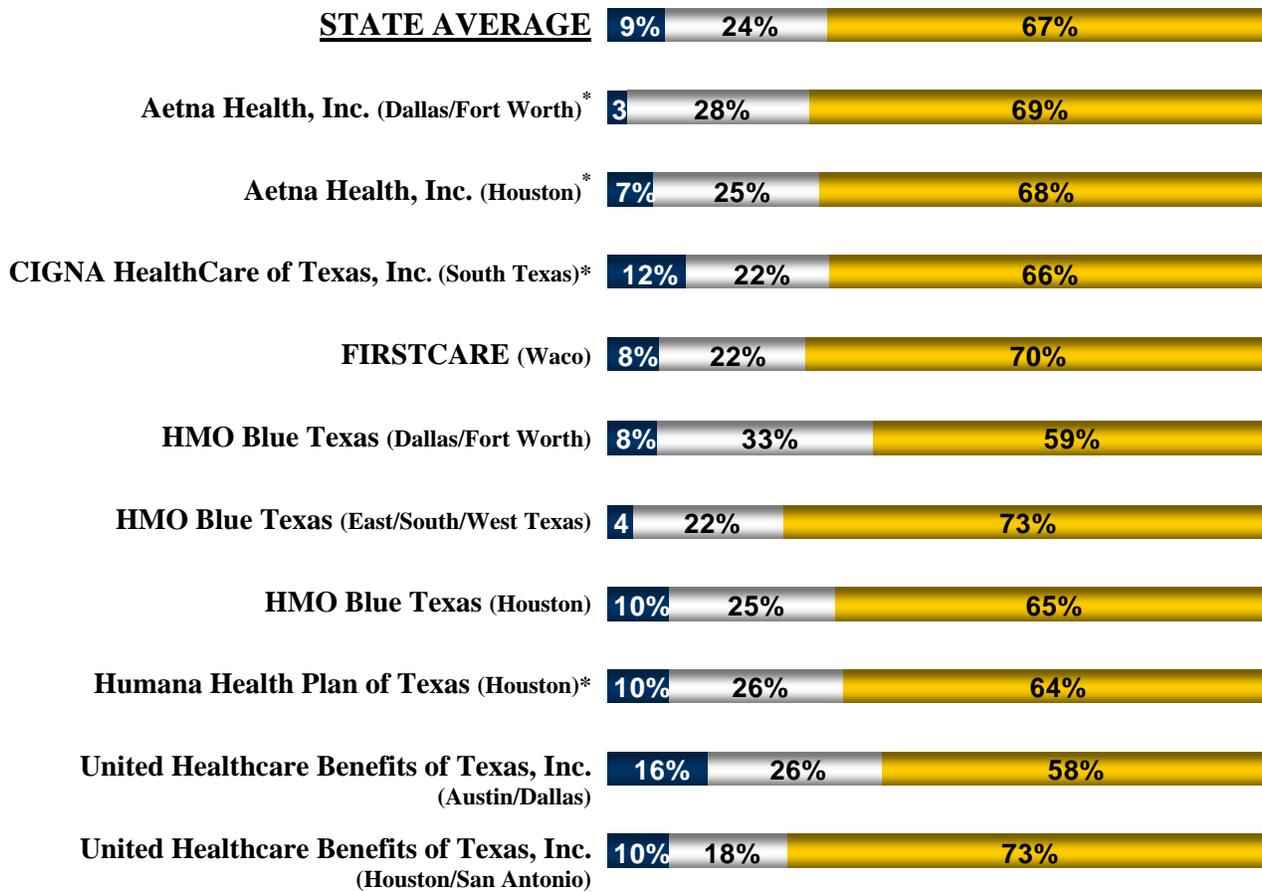
How people rated their specialist

Survey (CAHPS® 5.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 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”



Survey (CAHPS® 5.0H) Results - East Texas

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

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

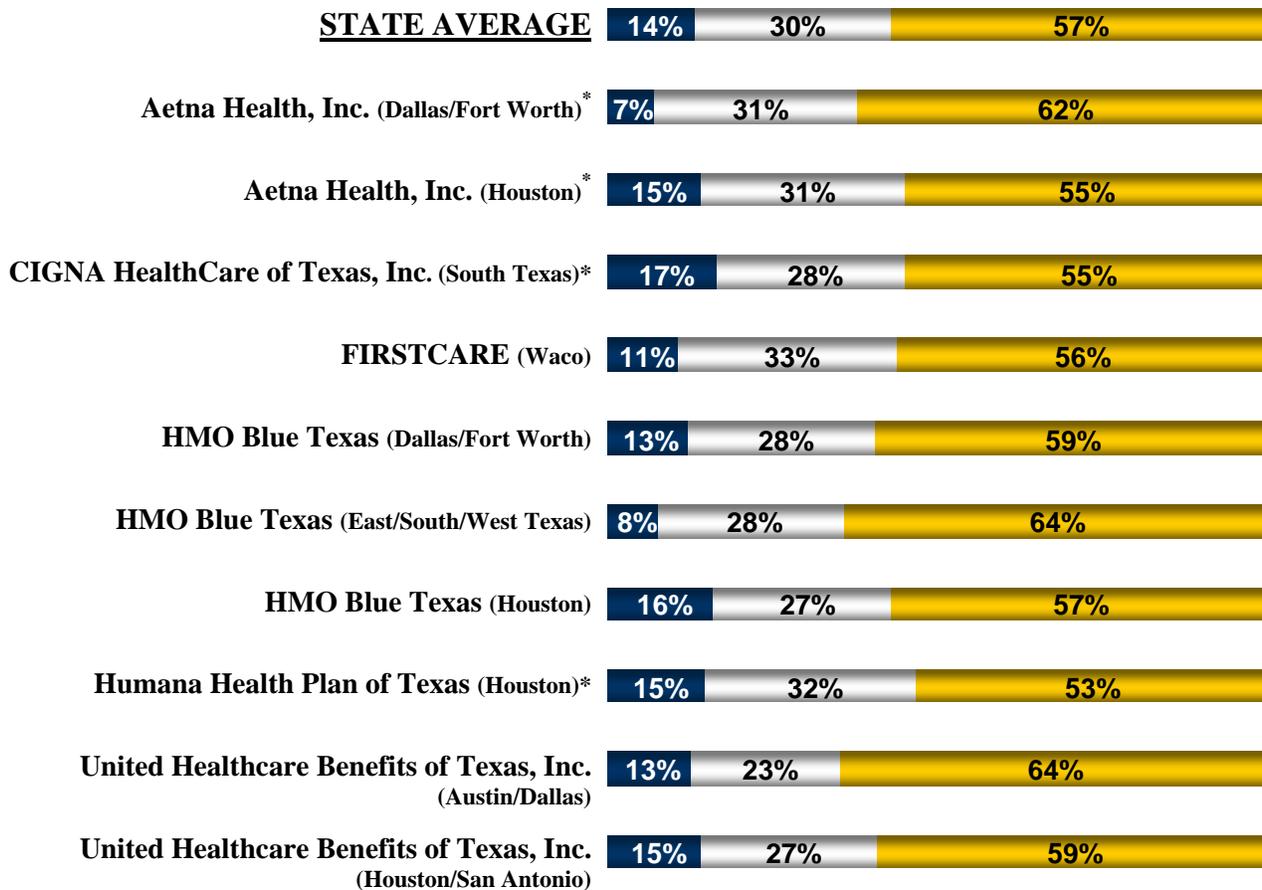
Getting needed care

Survey (CAHPS® 5.0H) Results

Percentage who said they sometimes or never received care that was needed	Percentage who said they usually received care that was needed	Percentage who said they always 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.)

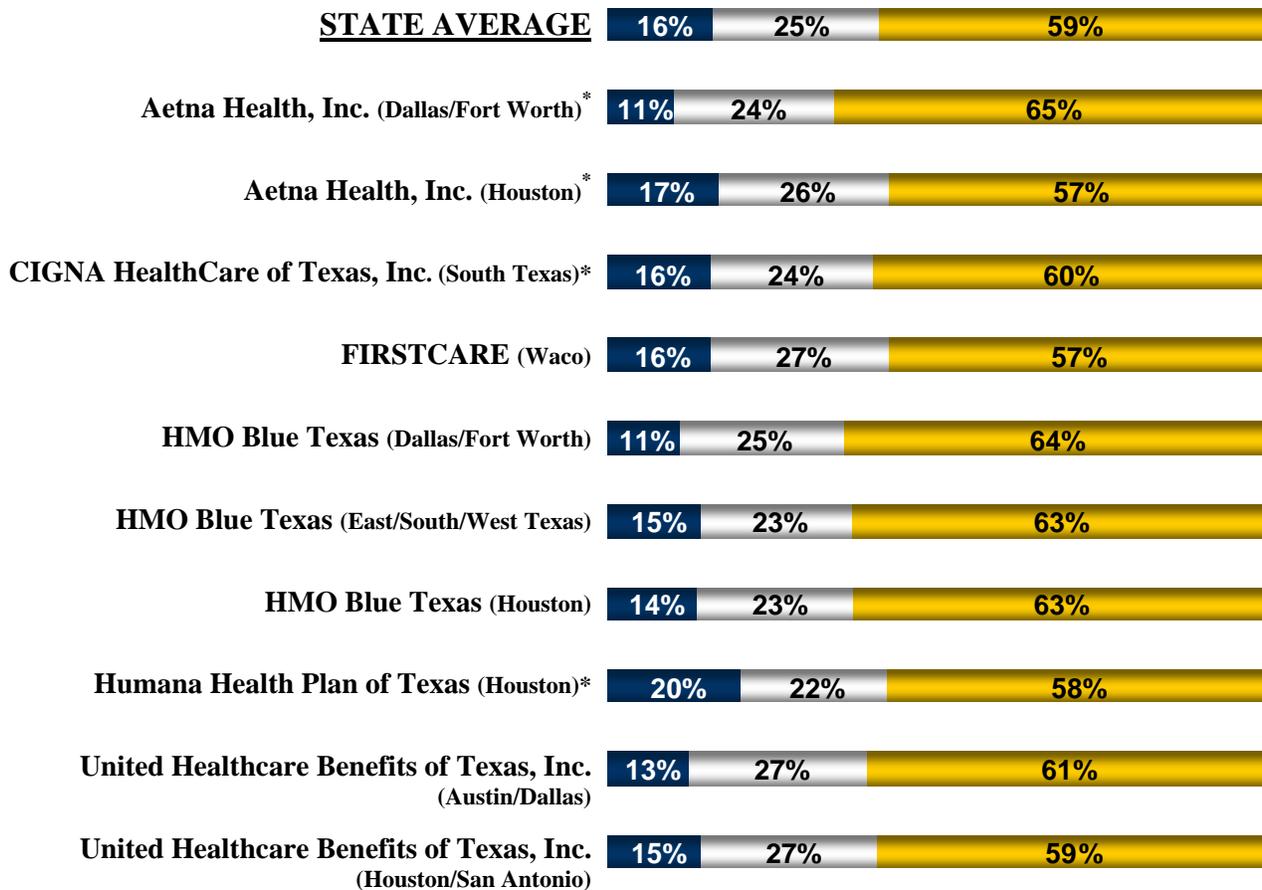
Getting care quickly

Survey (CAHPS® 5.0H) Results

Percentage who said they sometimes or never got care quickly	Percentage who said they usually got care quickly	Percentage who said they always 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.



Survey (CAHPS® 5.0H) Results - East Texas

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® 5.0H) Results

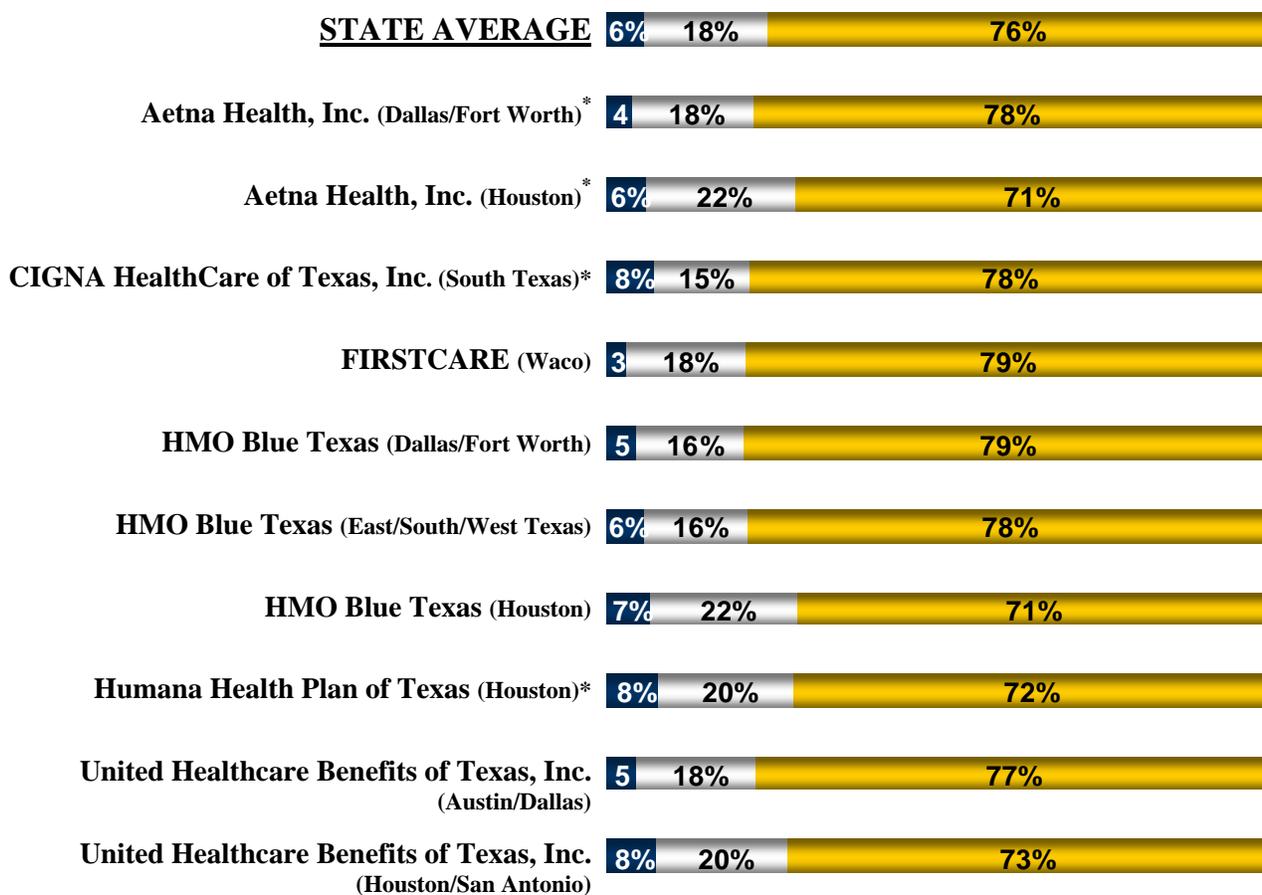
Percentage who said their doctors **sometimes or never** communicated well

Percentage who said their doctors **usually** communicated well

Percentage who said their doctors **always** 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.



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

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

Handling of claims quickly and correctly

Survey (CAHPS® 5.0H) Results

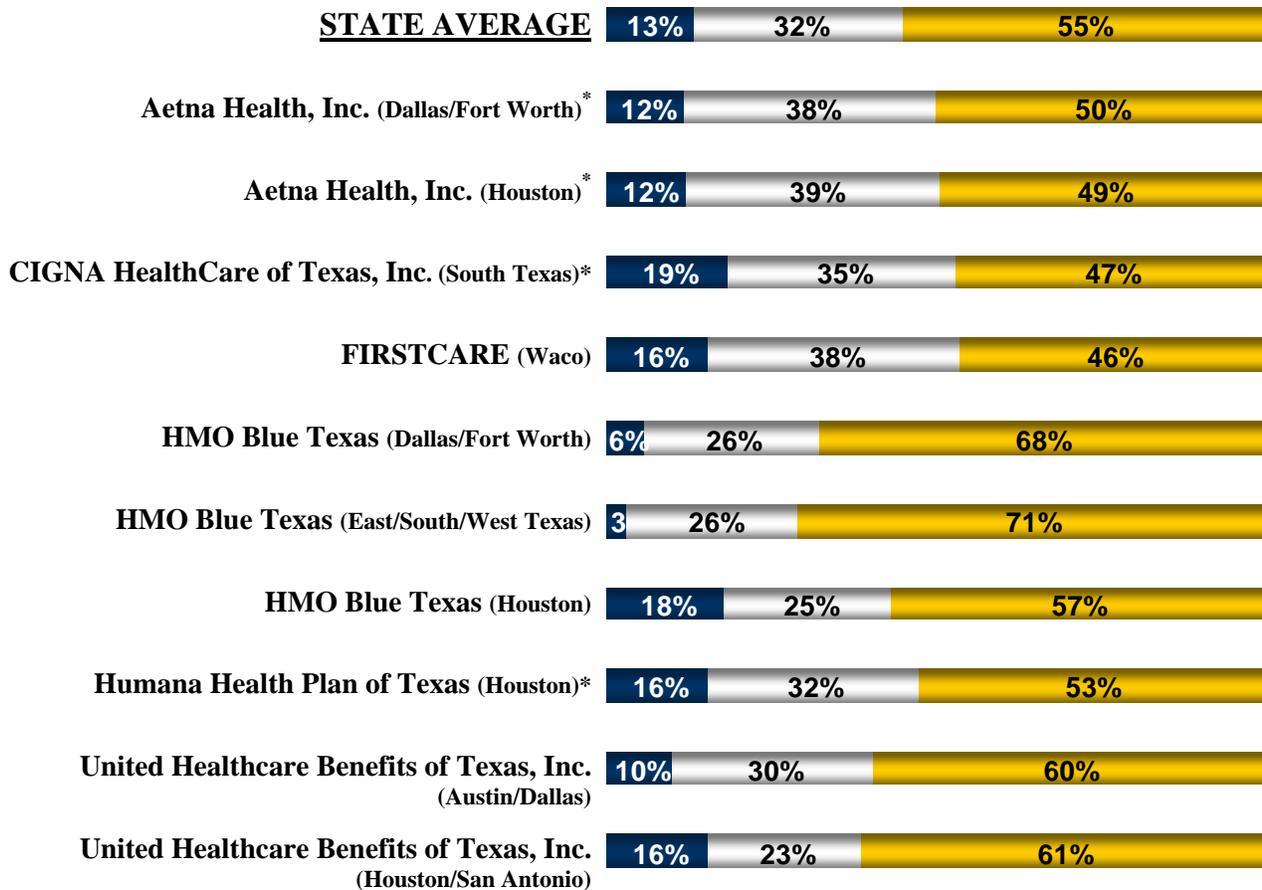
Percentage who said their plan **sometimes or never** handled claims quickly and correctly

Percentage who said their plan **Usually** handled claims quickly and correctly

Percentage who said their plan **Always** handled claims quickly and correctly

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.)

Survey (CAHPS® 5.0H) Results - East Texas

Health plan customer service

Survey (CAHPS® 5.0H) Results

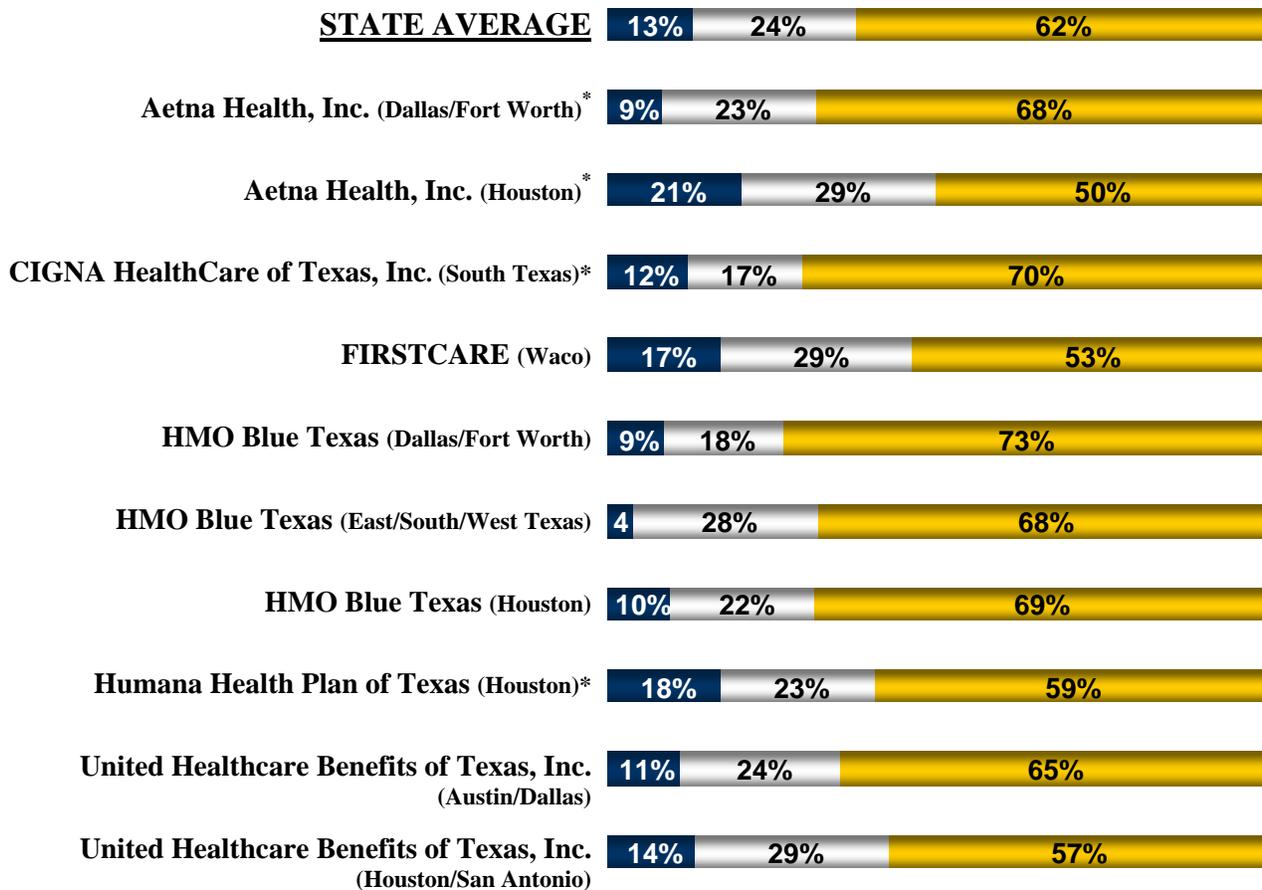
Percentage who said customer service was **sometimes or never** efficient and helpful

Percentage who said customer service was **usually** efficient and helpful

Percentage who said customer service was **always** efficient and helpful

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.



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

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

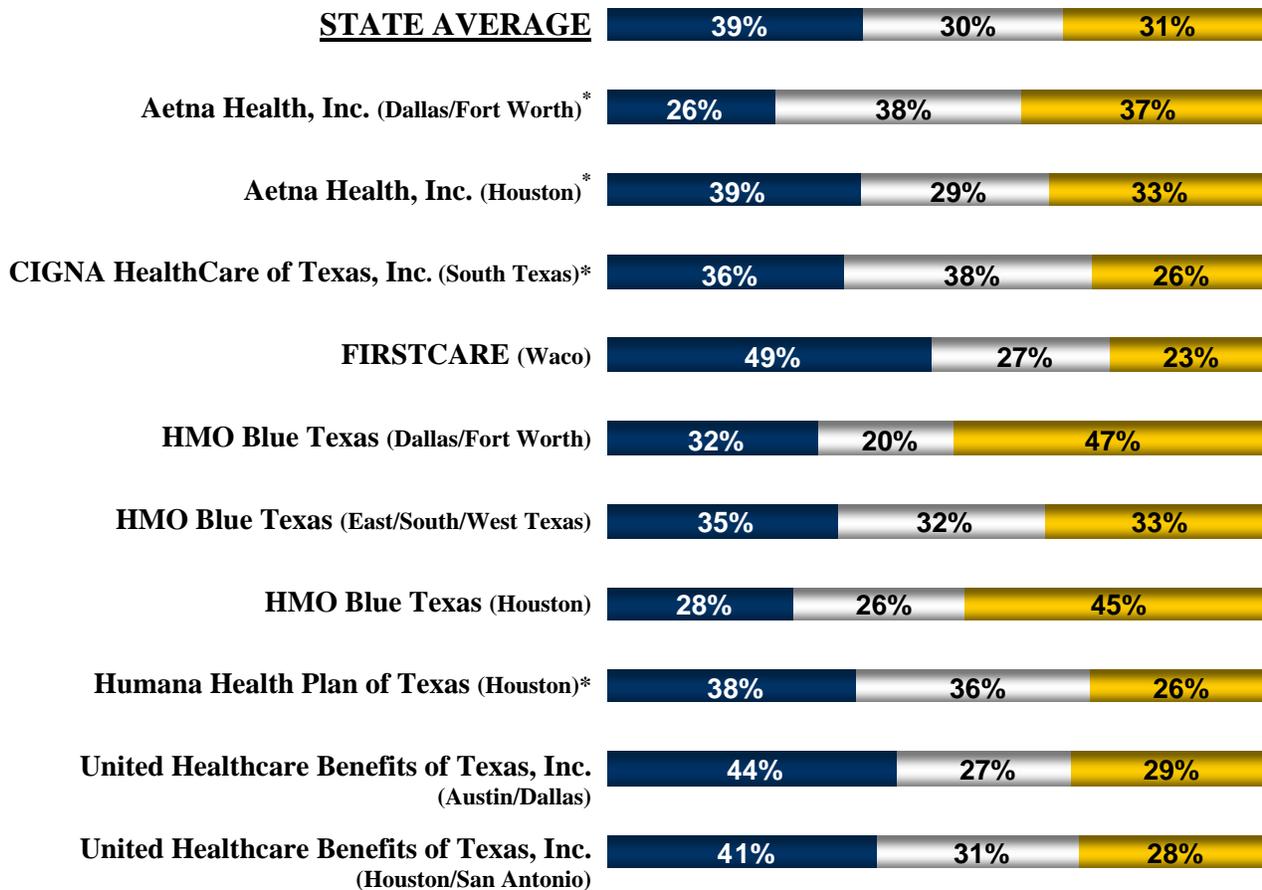
Plan information on costs

Survey (CAHPS® 5.0H) Results

Percentage who said they sometimes or never were able to find out cost info	Percentage who said they Usually were able to find out cost info	Percentage who said they Always 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.



Survey (CAHPS® 5.0H) Results - East Texas

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 = 25%

Aetna Health, Inc. (Austin)	22%
Aetna Health, Inc. (Dallas/Fort Worth)	26%
Aetna Health, Inc. (El Paso)	20%
Aetna Health, Inc. (Houston)	21%
Aetna Health, Inc. (San Antonio/Corpus Christi)	22%
CIGNA HealthCare of Texas, Inc. (South Texas)	19%
Community First Health Plans (San Antonio)	33%
FIRSTCARE (Abilene)	30%
FIRSTCARE (Amarillo)	35%
FIRSTCARE (Lubbock)	28%
FIRSTCARE (Waco)	24%
HMO Blue Texas (Dallas/Fort Worth)	22%
HMO Blue Texas (East/South/West Texas)	25%
HMO Blue Texas (Houston)	20%
Humana Health Plan of Texas (Austin)	23%
Humana Health Plan of Texas (Corpus Christi)	23%
Humana Health Plan of Texas (Houston)	21%
Humana Health Plan of Texas (San Antonio)	26%
Scott and White Health Plan (Central Texas)	36%
United Healthcare Benefits of Texas, Inc. (Austin/Dallas)	15%
United Healthcare Benefits of Texas, Inc. (Houston/San Antonio)	25%