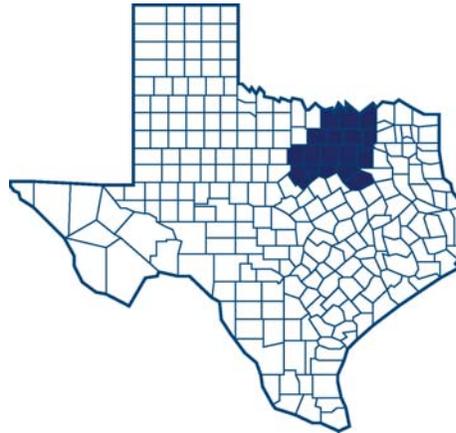


Survey (CAHPS™ 3.0H) Results for North Texas Plans

The counties included in the North Texas area are:

| | | | |
|--------|---------|------------|------|
| Collin | Fannin | Navarro | Wise |
| Cooke | Grayson | Palo Pinto | |
| Dallas | Hood | Parker | |
| Denton | Hunt | Rockwall | |
| Erath | Johnson | Somervell | |
| Ellis | Kaufman | Tarrant | |



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the North Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the North Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2004.

How people rated their health plan

Survey (CAHPS™3.0H) 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%.

¹Includes HMO & POS products. (See page 5 for explanation.)

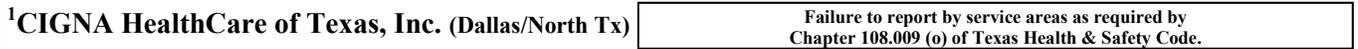
How people rated their health care

Survey (CAHPS™3.0H) Results

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

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers 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%.

¹Includes HMO & POS products. (See page 5 for explanation.)

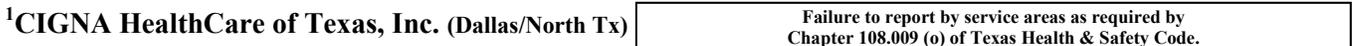
How people rated their doctor or nurse

Survey (CAHPS™3.0H) Results

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

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

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



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

¹Includes HMO & POS products. (See page 5 for explanation.)

How people rated their specialist

Survey (CAHPS™3.0H) 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”



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

¹Includes HMO & POS products. (See page 5 for explanation.)

Getting care that is needed

Survey (CAHPS™3.0H) Results

Percentage who said they had **BIG problems** getting care they needed

Percentage who said they had **SMALL problems** getting care they needed

Percentage who said they had **NO problems** getting care they needed

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.



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

¹Includes HMO & POS products. (See page 5 for explanation.)

Getting care without long waits

Survey (CAHPS™3.0H) Results

| Percentage who said they sometimes or never got care without long waits | Percentage who said they usually got care without long waits | Percentage who said they always got care without long waits |
|---|--|---|
|---|--|---|

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

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.



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

¹Includes HMO & POS products. (See page 5 for explanation.)

Handling of claims quickly and correctly

Survey (CAHPS™3.0H) 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 in a reasonable time.
- Handled claims correctly.



¹CIGNA HealthCare of Texas, Inc. (Dallas/North Tx) Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health & Safety Code.



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

¹Includes HMO & POS products. (See page 5 for explanation.)

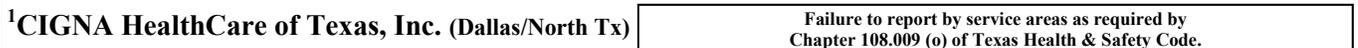
Efficiency and helpfulness of customer service

Survey (CAHPS™3.0H) Results

| | | |
|--|--|---|
| Percentage who said they had BIG problems with customer service | Percentage who said they had SMALL problems with customer service | Percentage who said they had NO problems with customer service |
|--|--|---|

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan’s customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.



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

¹Includes HMO & POS products. (See page 5 for explanation.)

How well doctors communicate

Survey (CAHPS™3.0H) Results

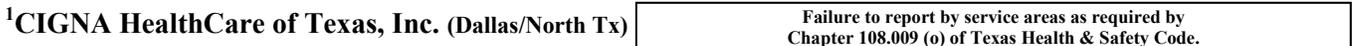
Percentage who said their doctors **sometimes or never** communicated well

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 doctor or other health provider:

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



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

¹Includes HMO & POS products. (See page 5 for explanation.)

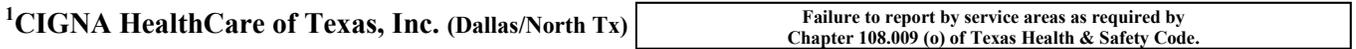
Courtesy, respect and helpfulness of office staff

Survey (CAHPS™3.0H) Results

| | | |
|--|---|--|
| Percentage who said office staff were sometimes or never courteous, respectful, and helpful | Percentage who said office staff were usually courteous, respectful, and helpful | Percentage who said office staff were always courteous, respectful, and helpful |
|--|---|--|

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.



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

¹Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 3.0H) Results - North Texas

Response rate for all plans in the survey

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

State Average = 34%

| | |
|---|------------|
| Aetna Health Inc. (Austin) | 32% |
| Aetna Health Inc. (Corpus Christi) | 24% |
| Aetna Health Inc. (Dallas/Ft Worth) | 34% |
| Aetna Health Inc. (El Paso) | 30% |
| Aetna Health Inc. (Houston) | 28% |
| Aetna Health Inc. (San Antonio) | 29% |
| CIGNA HealthCare of Texas, Inc. (Dallas/North Tx) | FTR |
| CIGNA HealthCare of Texas, Inc. (Houston/South Tx) | FTR |
| Community First Health Plans (San Antonio) | 40% |
| FIRSTCARE (Abilene) | 40% |
| FIRSTCARE (Amarillo) | 45% |
| FIRSTCARE (Lubbock) | 37% |
| FIRSTCARE (Waco) | 40% |
| Great-West Healthcare of Texas (Dallas) | 24% |
| HMO Blue Texas (Abilene/Amarillo/El Paso/Midland/San Angelo) | 43% |
| HMO Blue Texas (Austin) | 43% |
| HMO Blue Texas (Beaumont/Lufkin/East Texas) | 43% |
| HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio) | 42% |
| HMO Blue Texas (Dallas/Ft Worth) | 36% |
| HMO Blue Texas (Houston) | 36% |
| Humana Health Plan of Texas (Austin) | 28% |
| Humana Health Plan of Texas (Corpus Christi) | 19% |
| Humana Health Plan of Texas (Houston) | 22% |
| Humana Health Plan of Texas (San Antonio) | 36% |
| Mercy Health Plans (Laredo) | 35% |
| PacifiCare of Texas (Austin/Dallas) | 38% |
| PacifiCare of Texas (Houston) | 47% |
| Scott and White Health Plan (Central Texas) | 35% |
| UNICARE Health Plans (Southeast Texas) | 27% |
| United Healthcare - Dallas (Dallas) | 26% |
| United Healthcare Central Texas (Austin/San Antonio) | 25% |
| United Healthcare Houston (Houston/Corpus Christi) | 25% |
| Valley Baptist Health Plan (Harlingen) | 38% |

FTR = "Failure to report by service areas as required by Chapter 108.009 (o) of Texas Health and Safety Code"