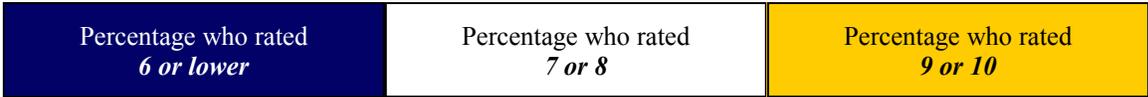
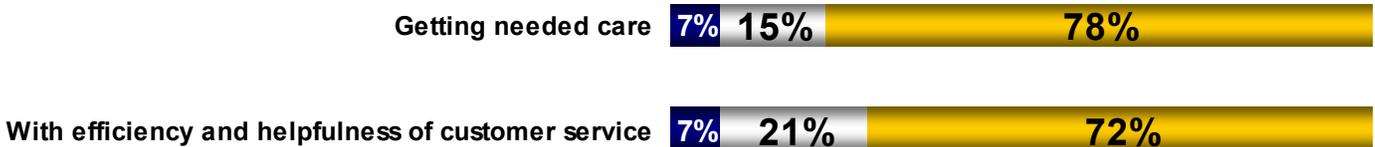
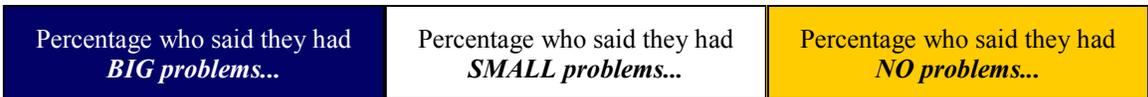
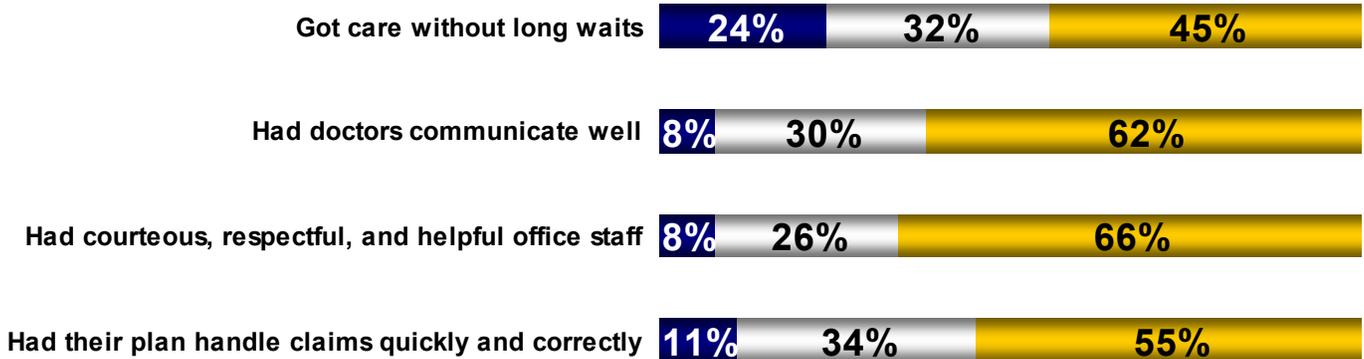
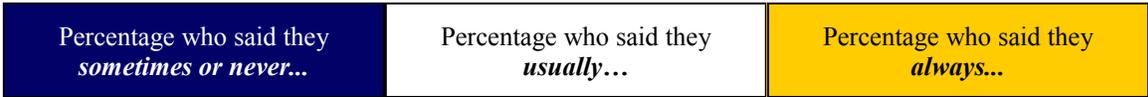
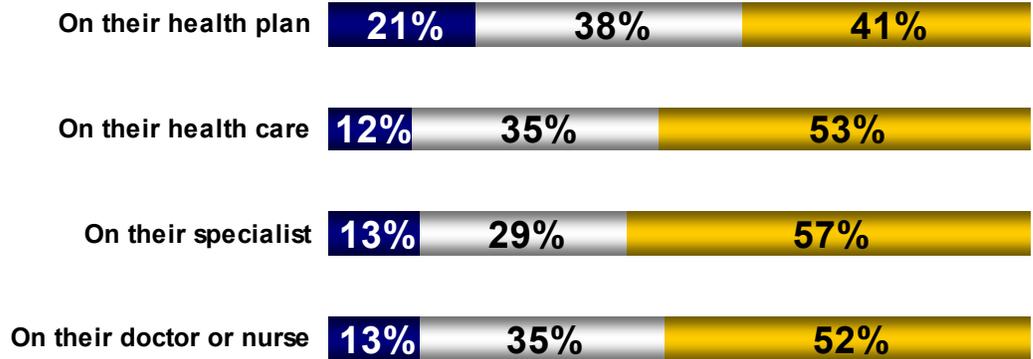


State Averages

Compiled from the 31 HMO companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 34%



The bar graph is on a scale from **0 = worst** and **10 = best**.

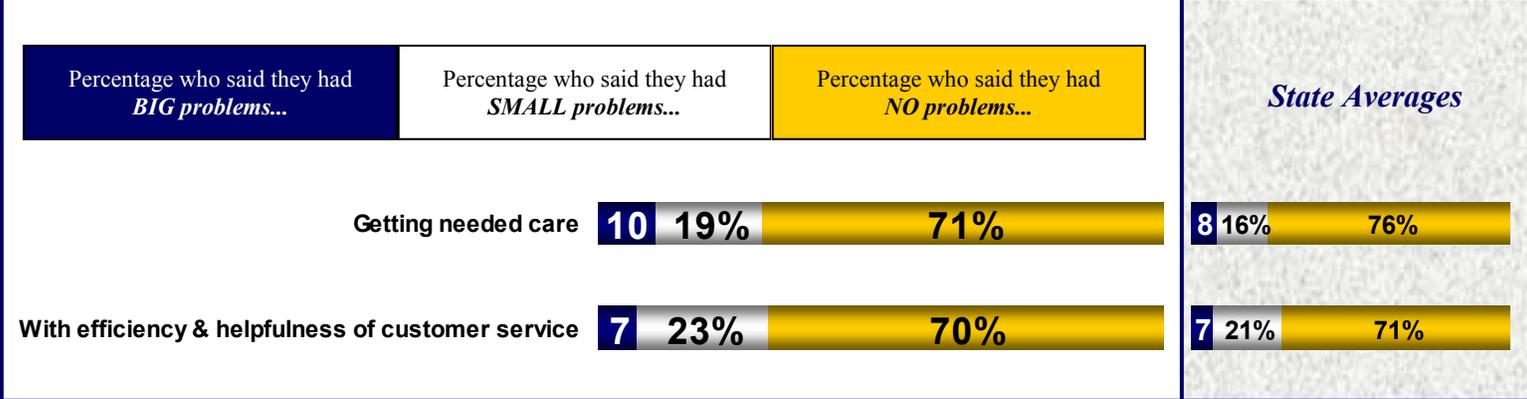
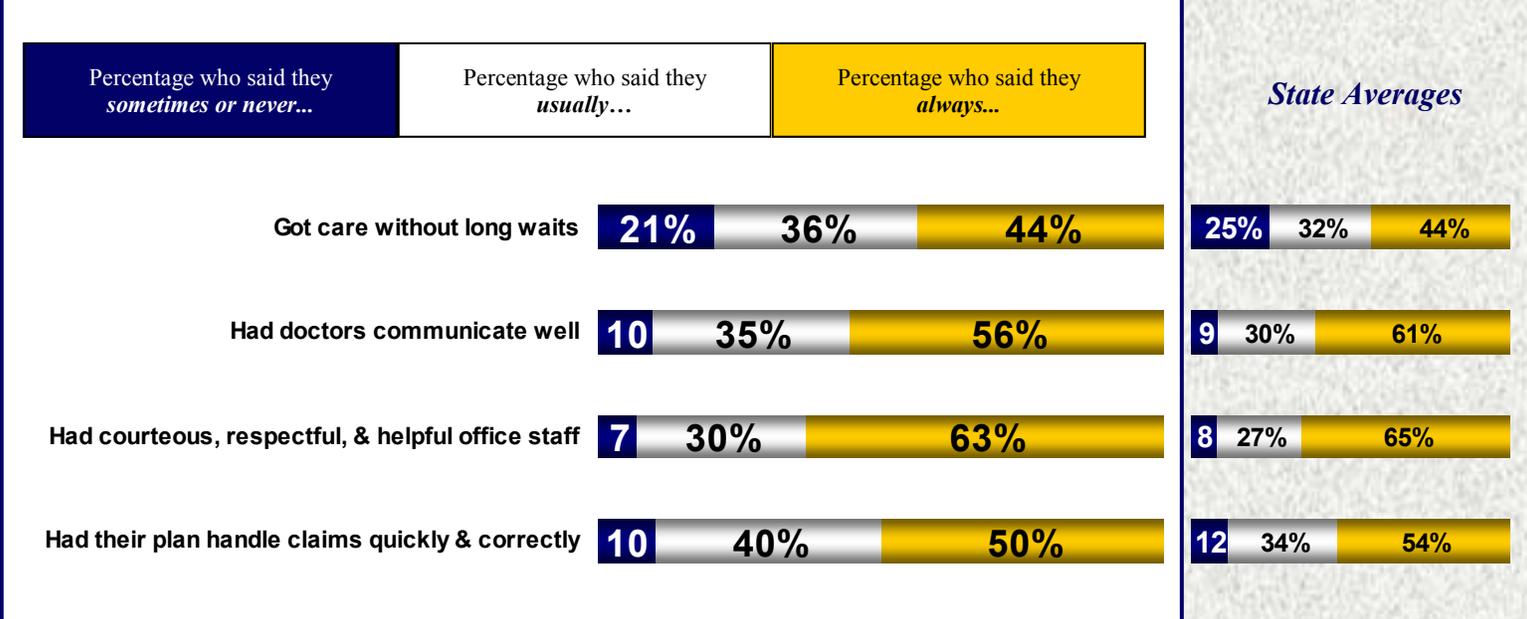
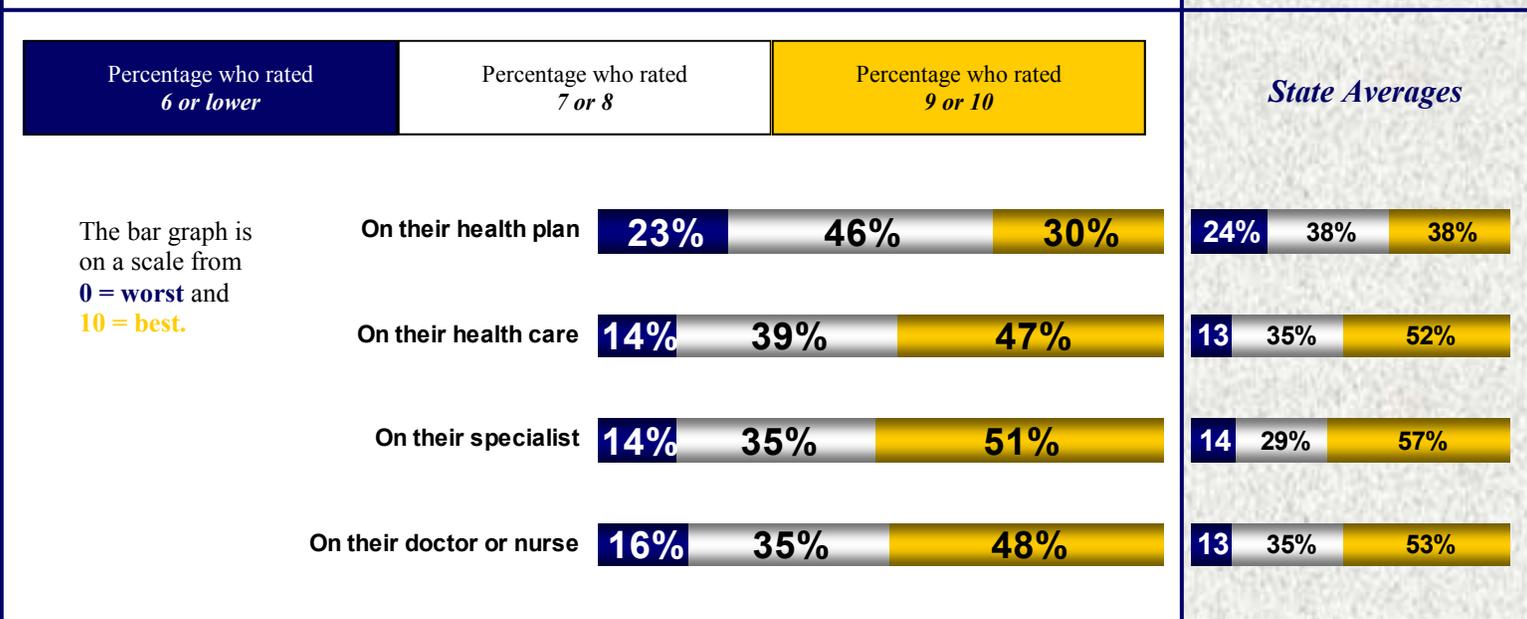


Aetna Health Inc.

Austin

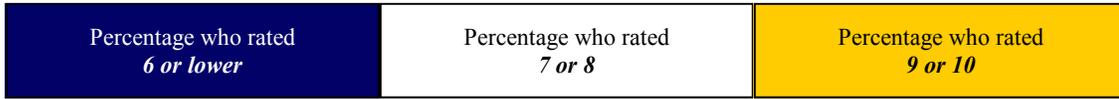
Survey (CAHPS™3.0H) Results
Response Rate 35%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

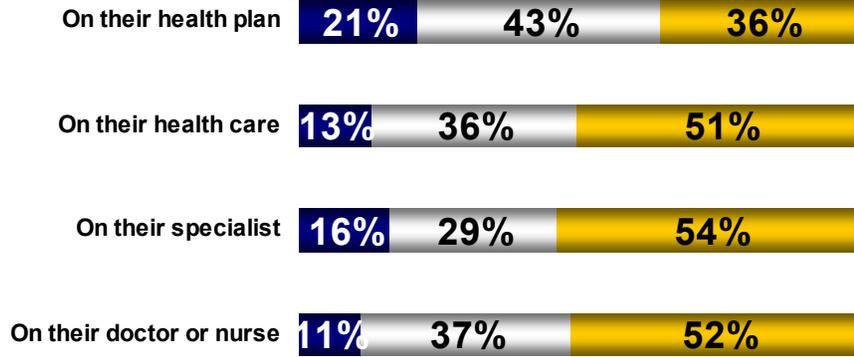


Aetna Health Inc.
Dallas/Ft Worth
 Survey (CAHPS™3.0H) Results
 Response Rate 30%

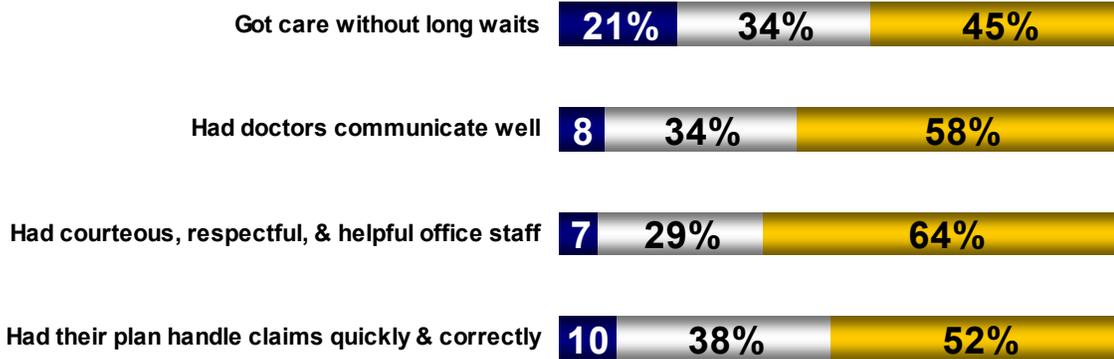
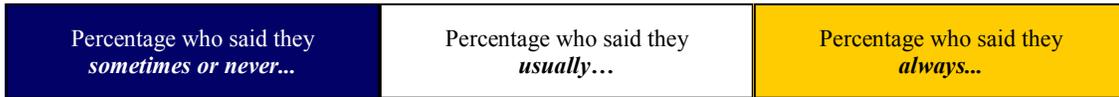
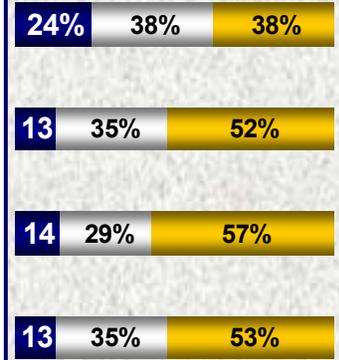
State Averages
 Compiled from the 32 HMO
 companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 32%



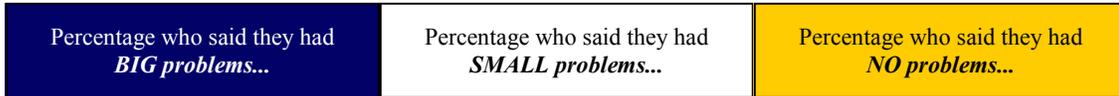
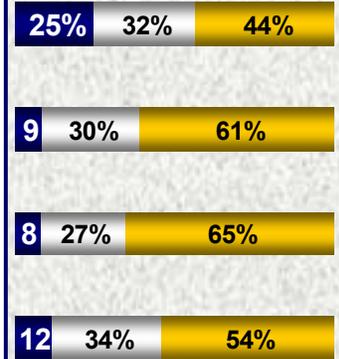
The bar graph is on a scale from 0 = worst and 10 = best.



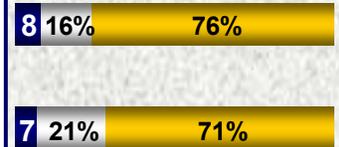
State Averages



State Averages



State Averages

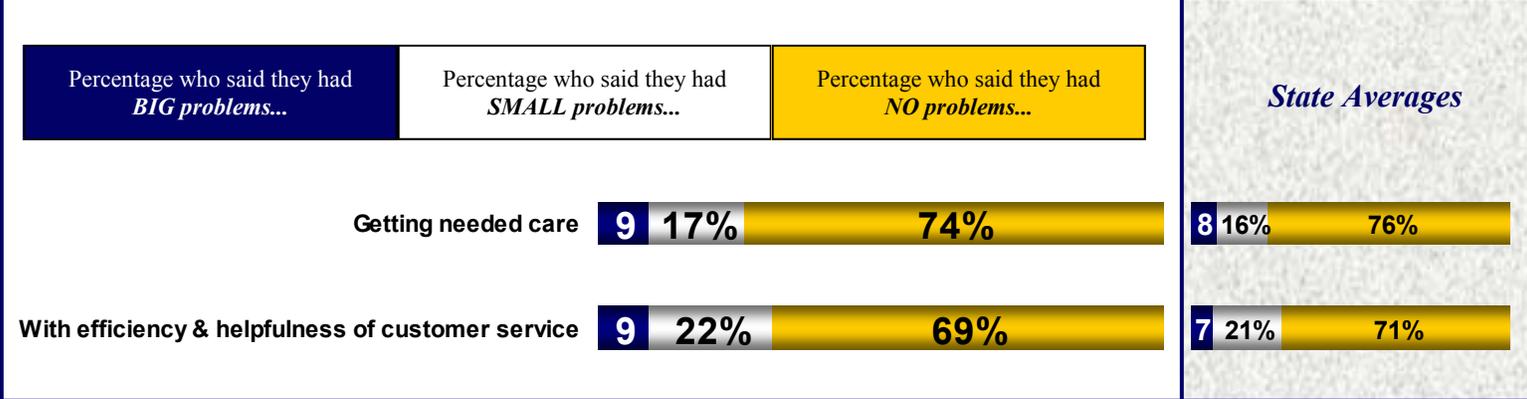
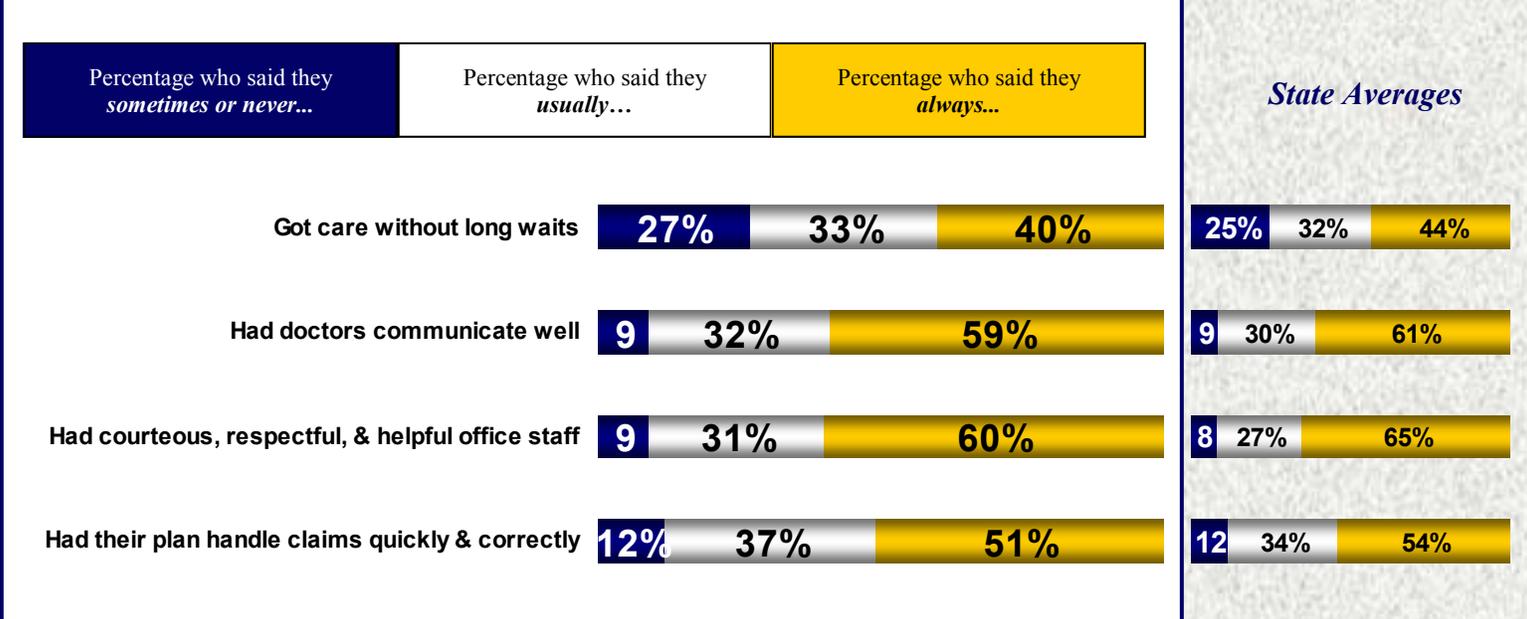
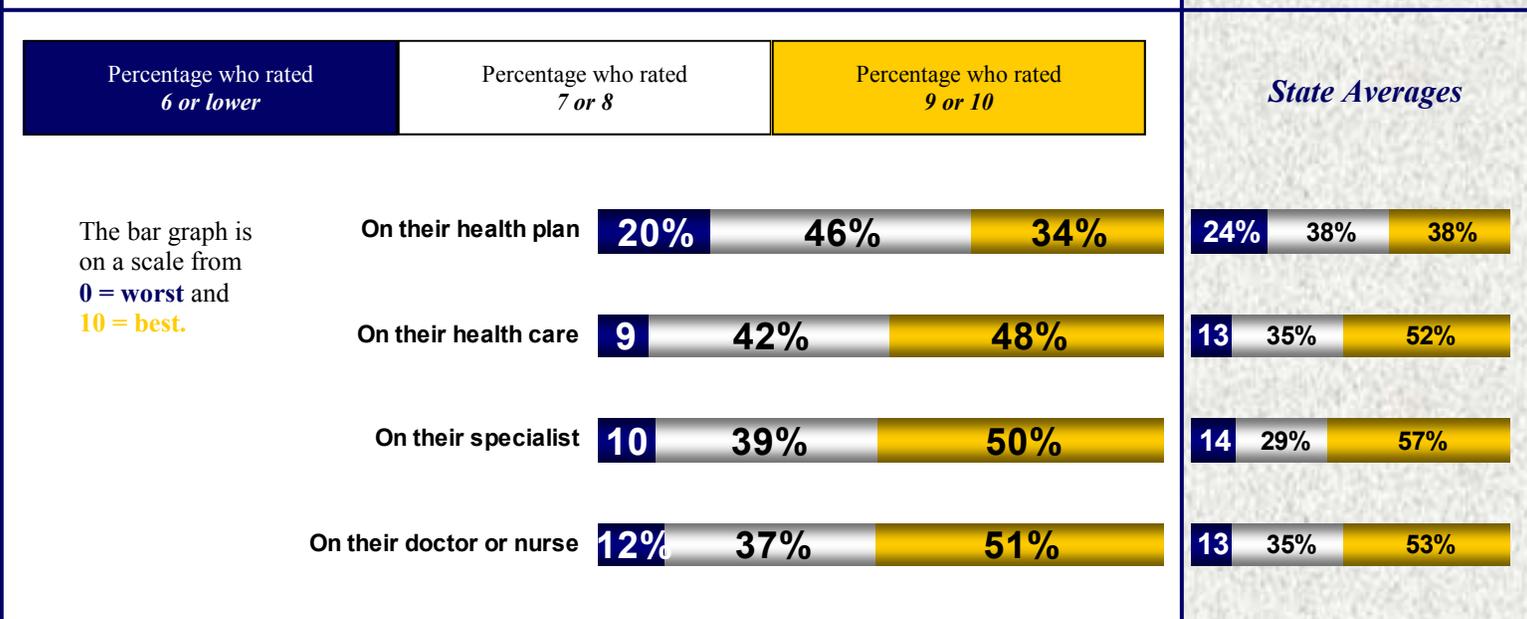


Aetna Health Inc.

Houston

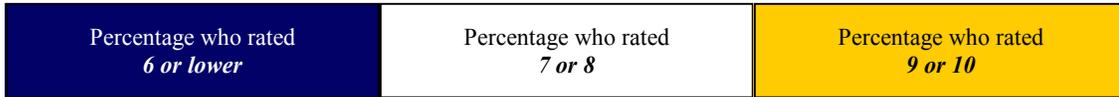
Survey (CAHPS™3.0H) Results
Response Rate 30%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

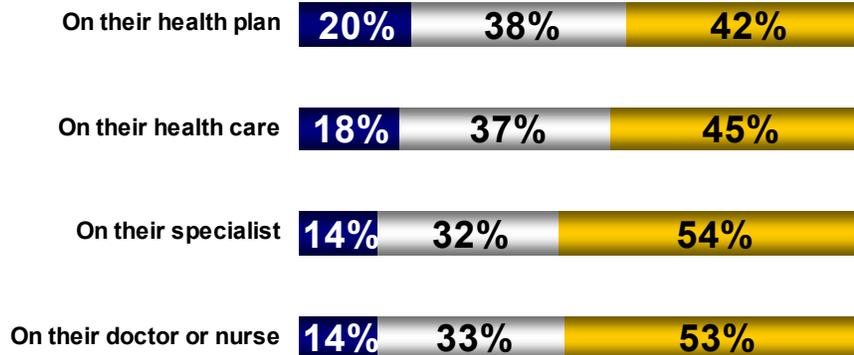


Aetna Health Inc.
San Antonio
 Survey (CAHPS™3.0H) Results
 Response Rate 28%

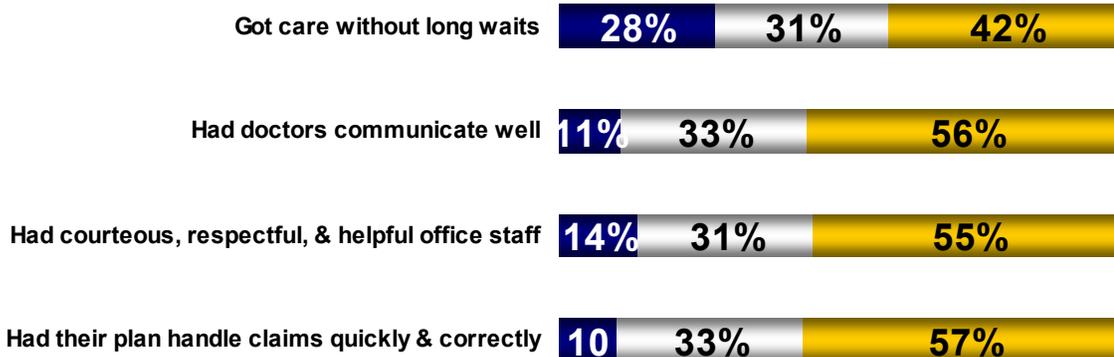
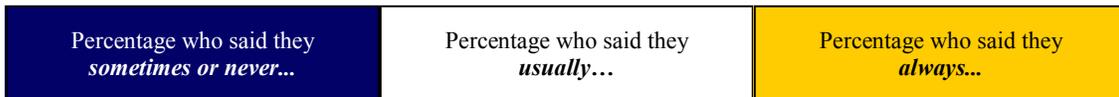
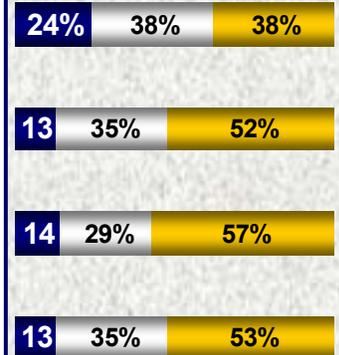
State Averages
 Compiled from the 32 HMO
 companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 32%



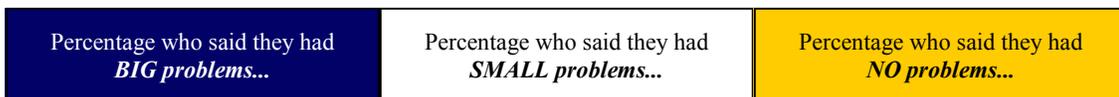
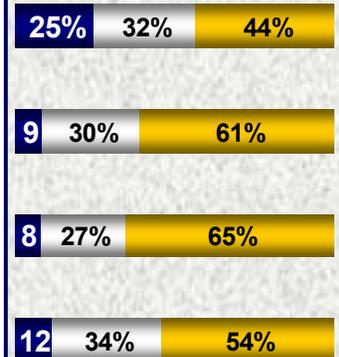
The bar graph is on a scale from 0 = worst and 10 = best.



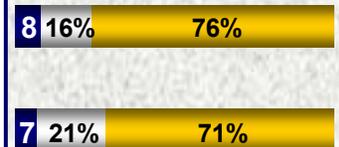
State Averages



State Averages



State Averages

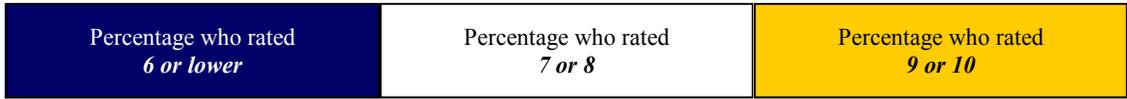


Amil International (Texas), Inc.

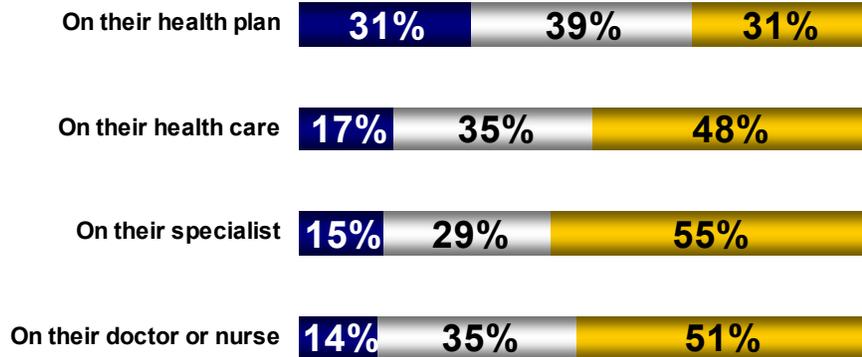
Austin

Survey (CAHPS™3.0H) Results
Response Rate 42%

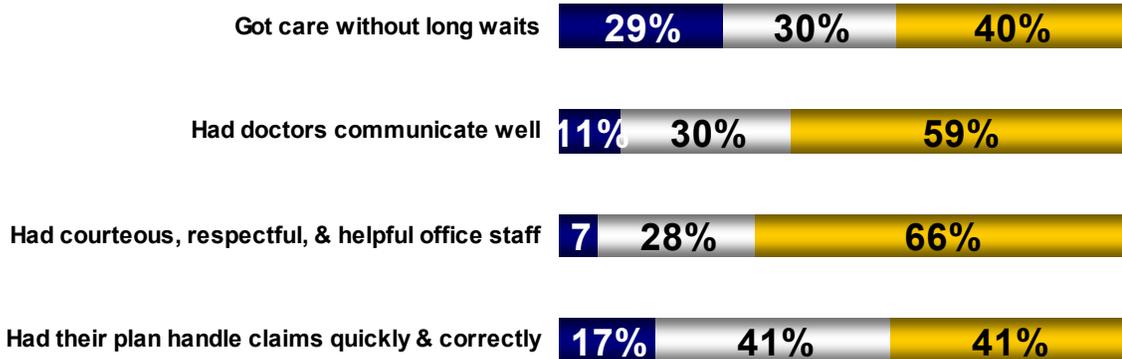
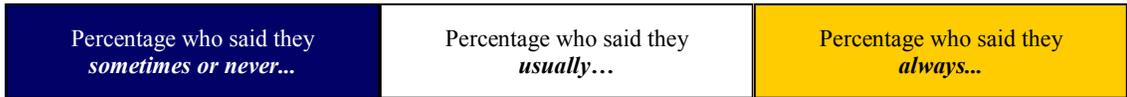
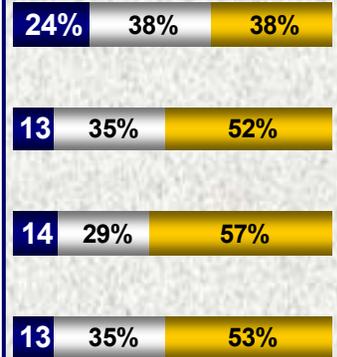
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



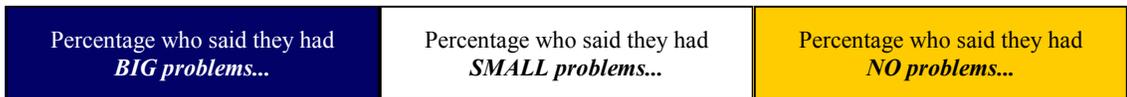
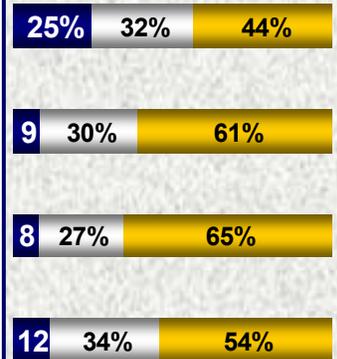
The bar graph is on a scale from 0 = worst and 10 = best.



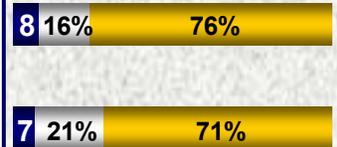
State Averages



State Averages



State Averages



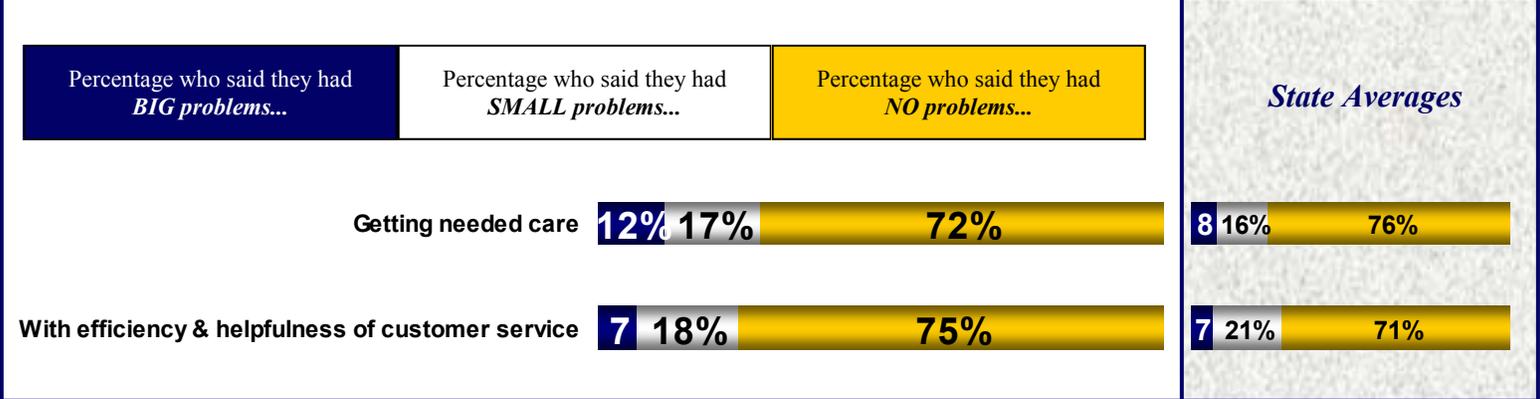
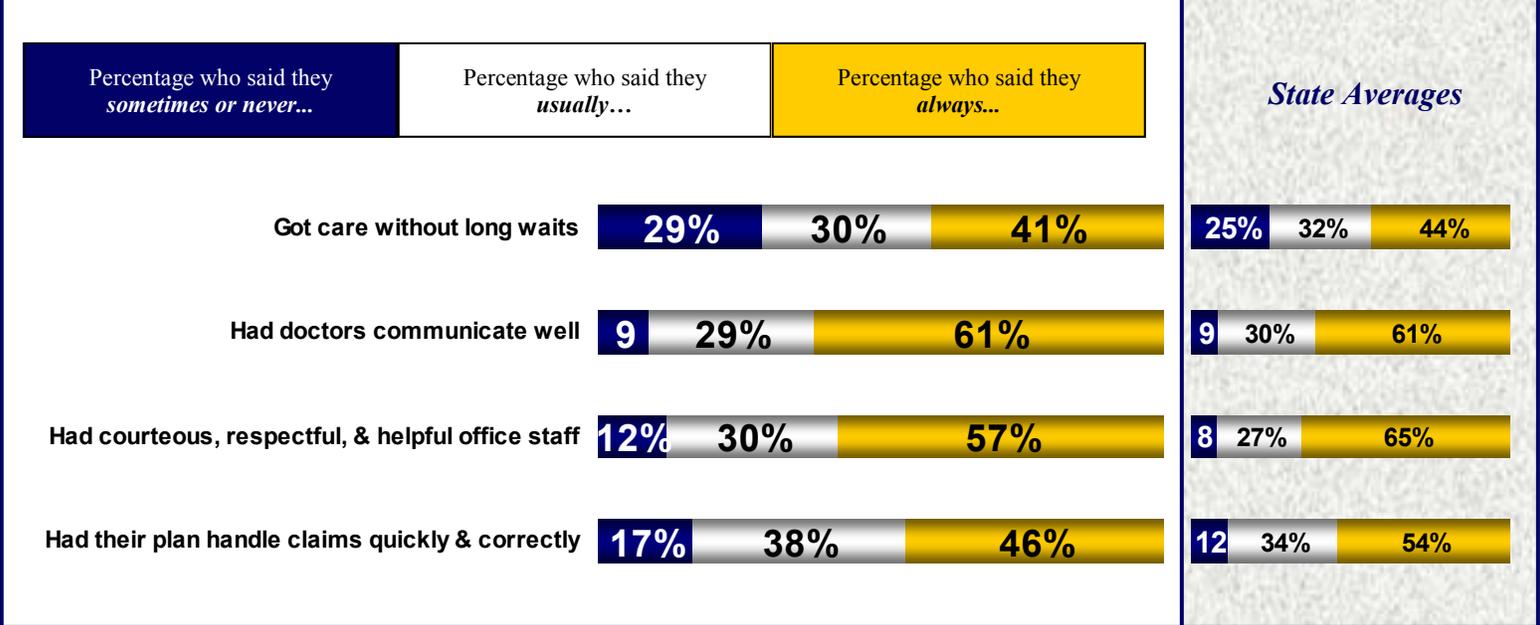
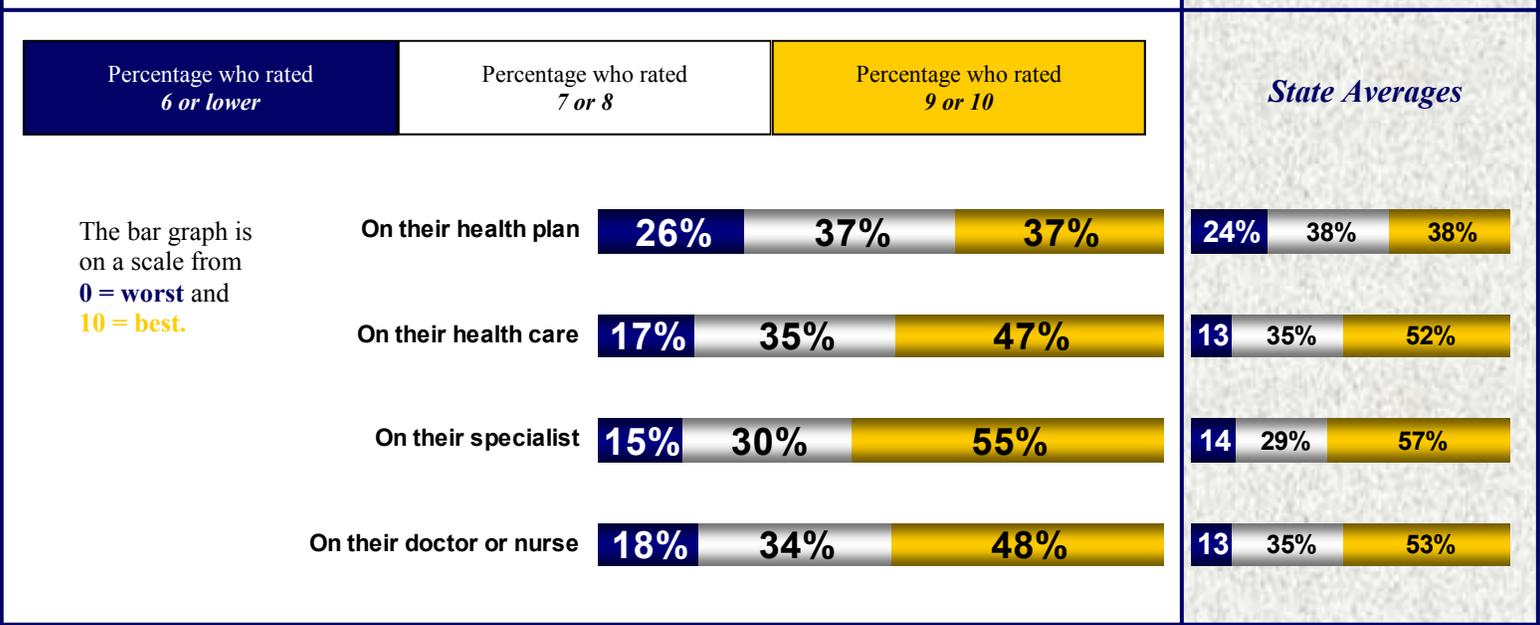
Community First Health Plans

San Antonio

Survey (CAHPS™3.0H) Results

Response Rate 30%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

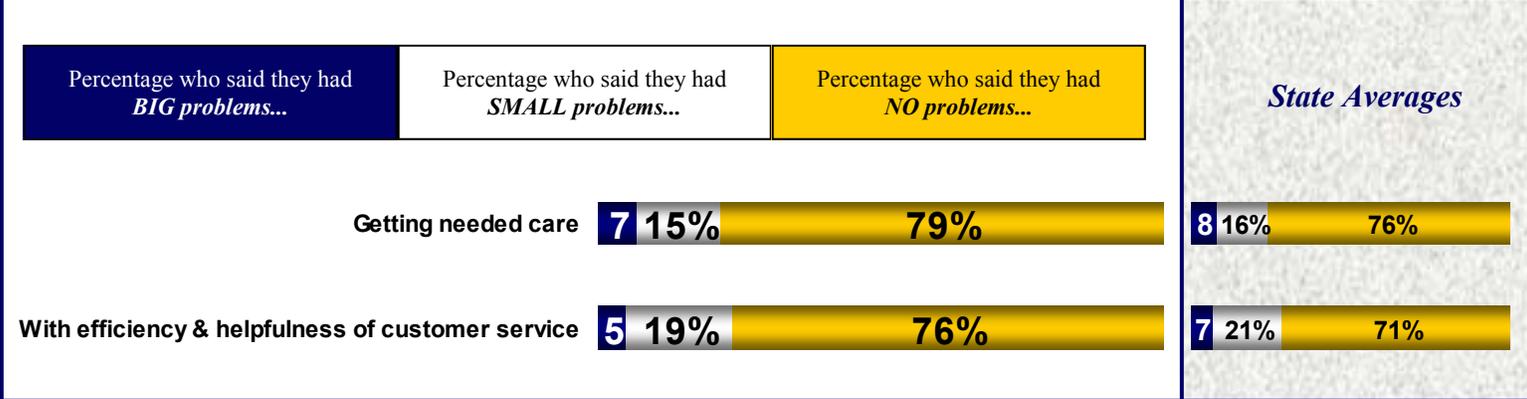
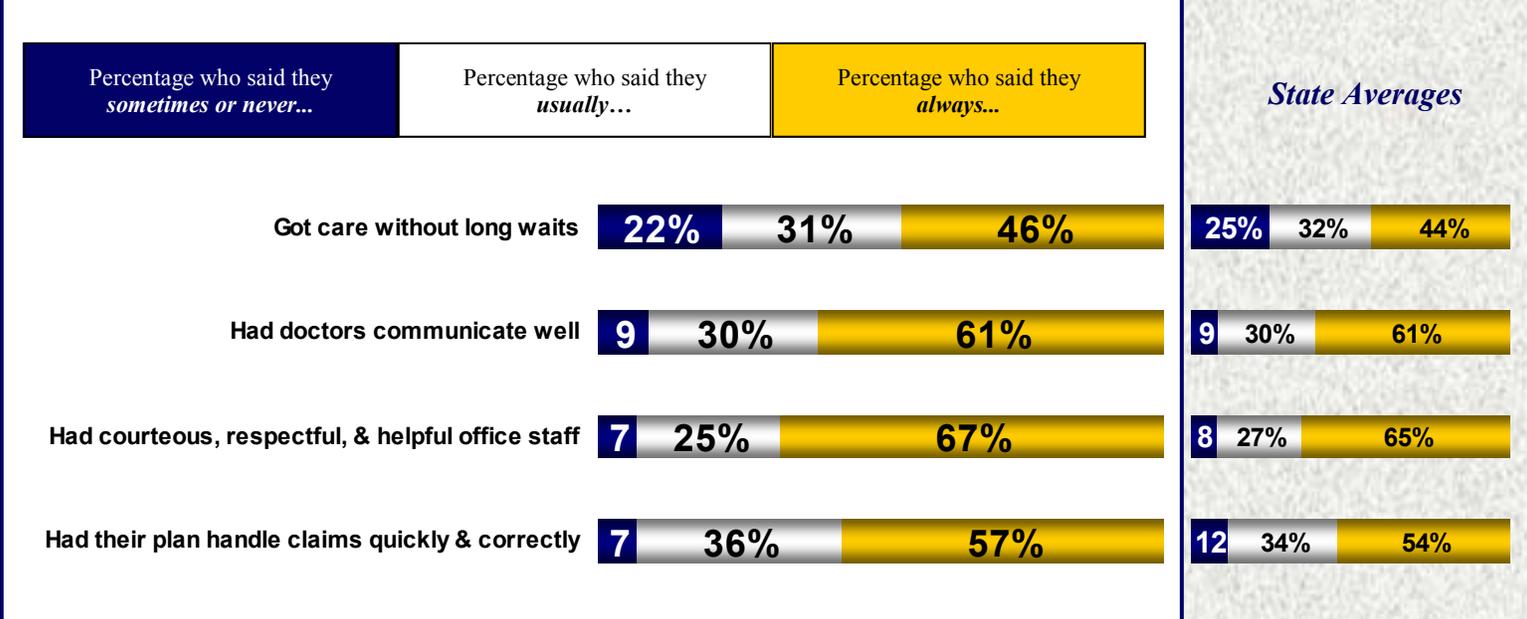
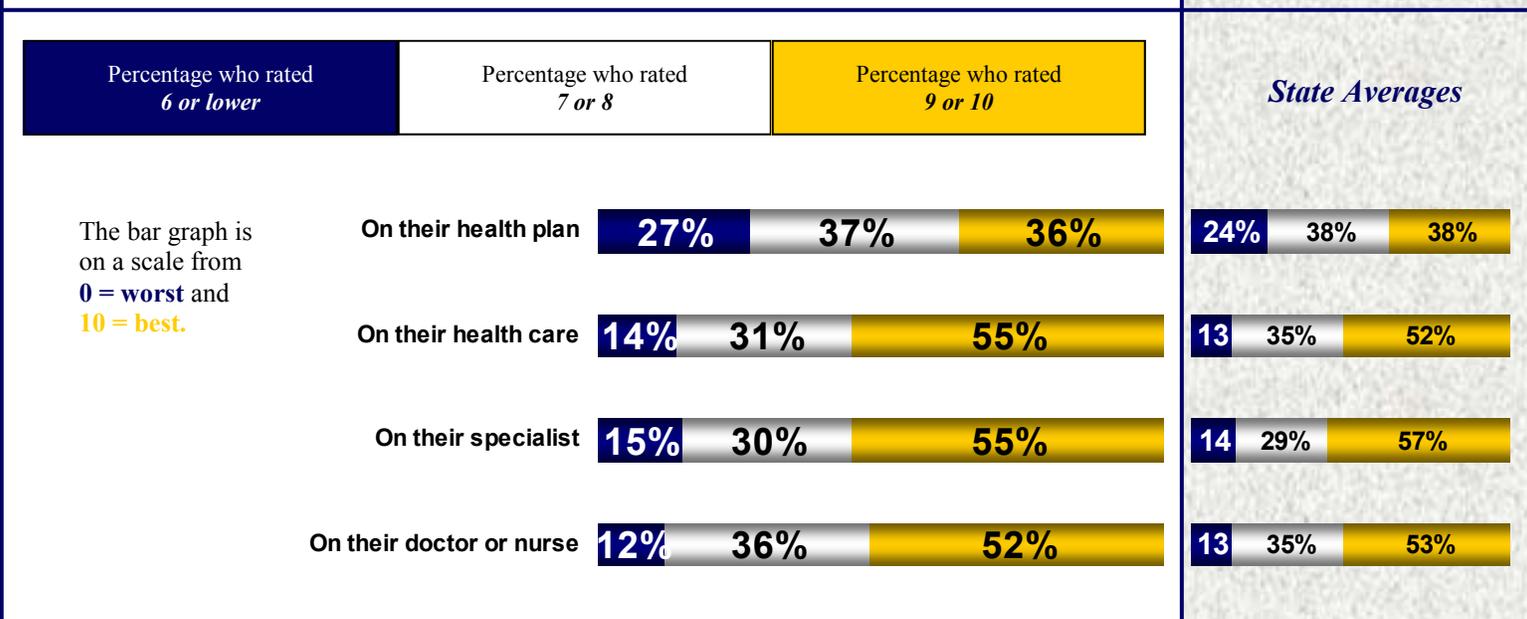


FIRSTCARE

Abilene

Survey (CAHPS™3.0H) Results
Response Rate 43%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

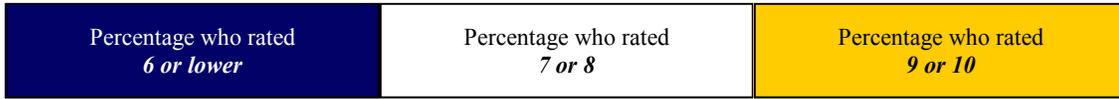


FIRSTCARE

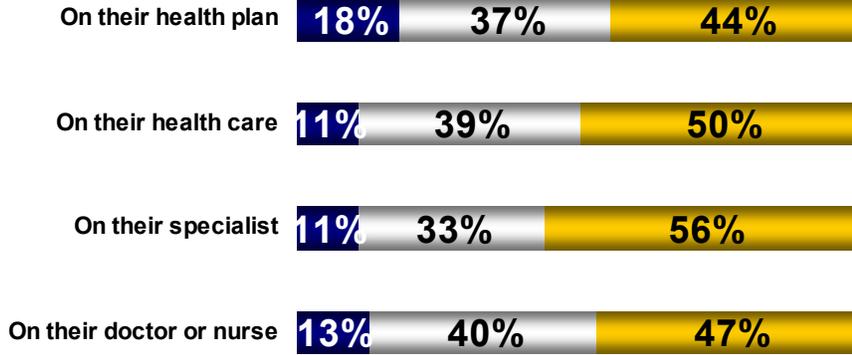
Amarillo

Survey (CAHPS™3.0H) Results
Response Rate 50%

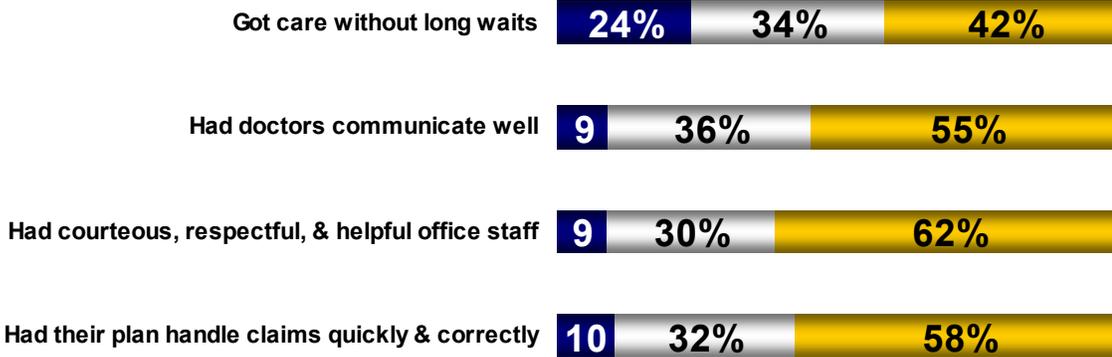
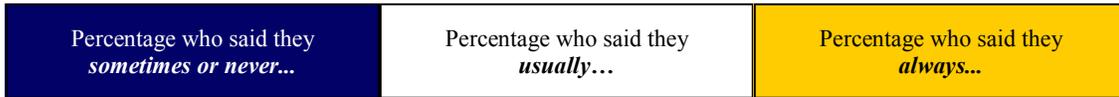
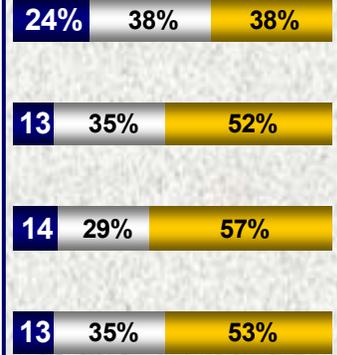
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



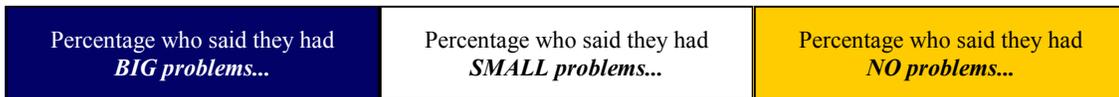
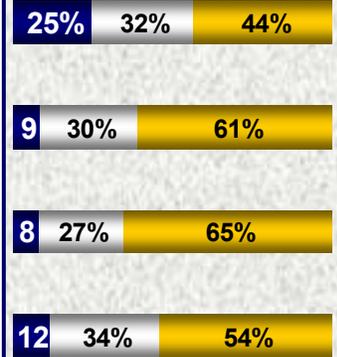
The bar graph is on a scale from **0 = worst** and **10 = best**.



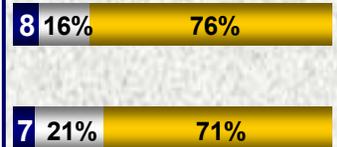
State Averages



State Averages



State Averages

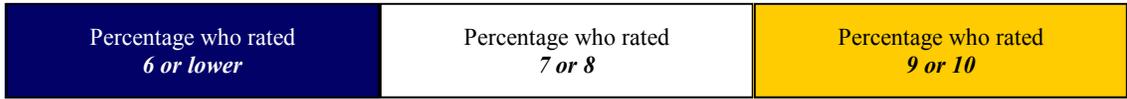


FIRSTCARE

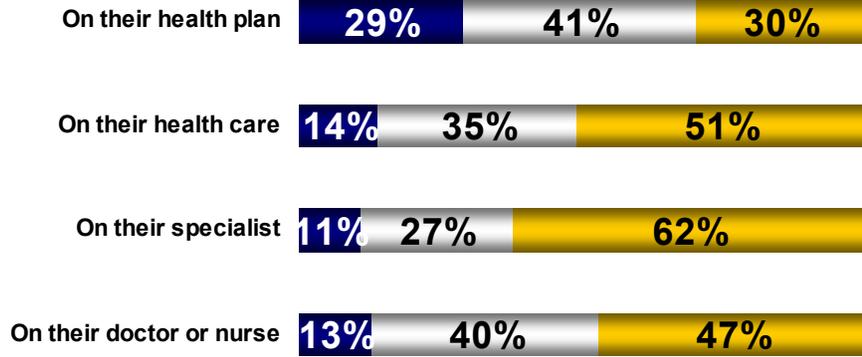
Lubbock

Survey (CAHPS™3.0H) Results
Response Rate 38%

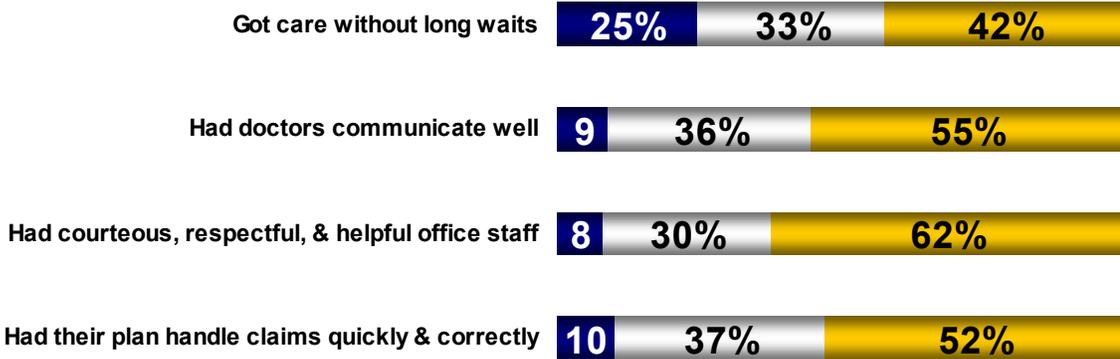
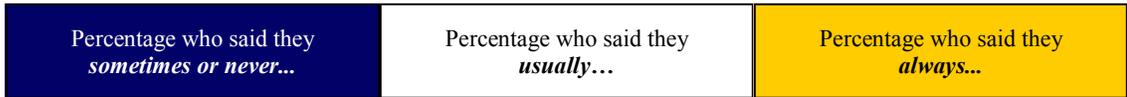
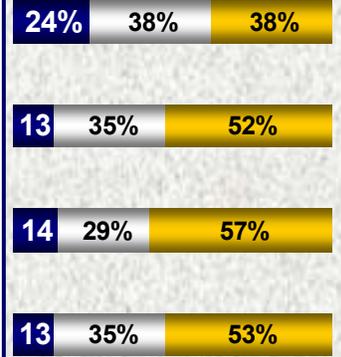
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



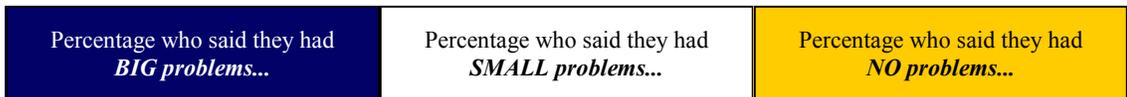
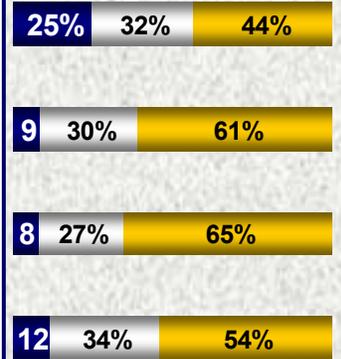
The bar graph is on a scale from 0 = worst and 10 = best.



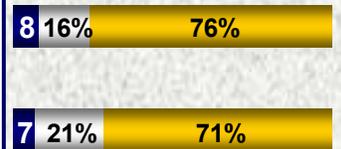
State Averages



State Averages



State Averages

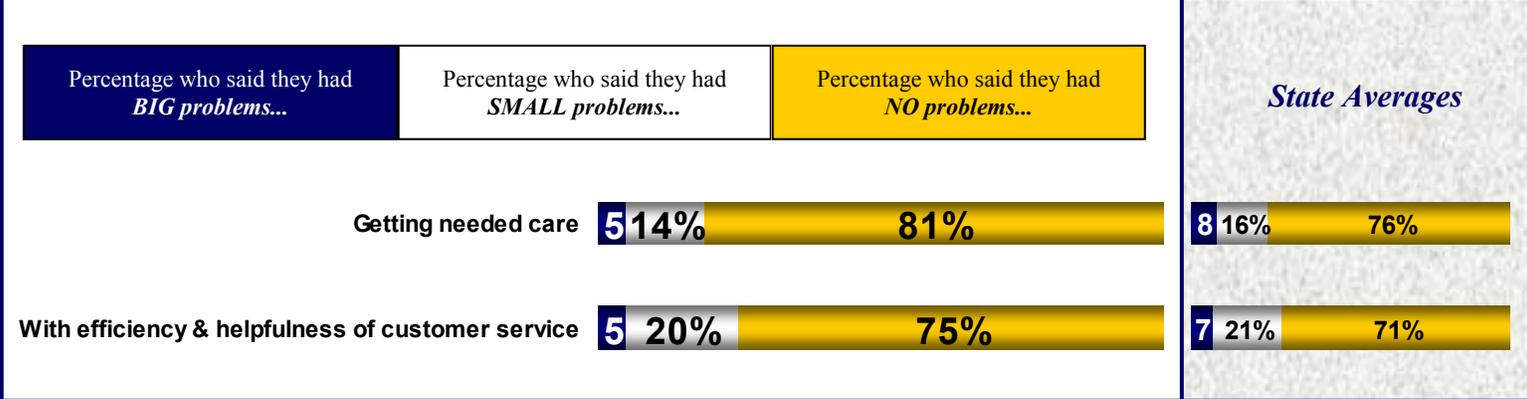
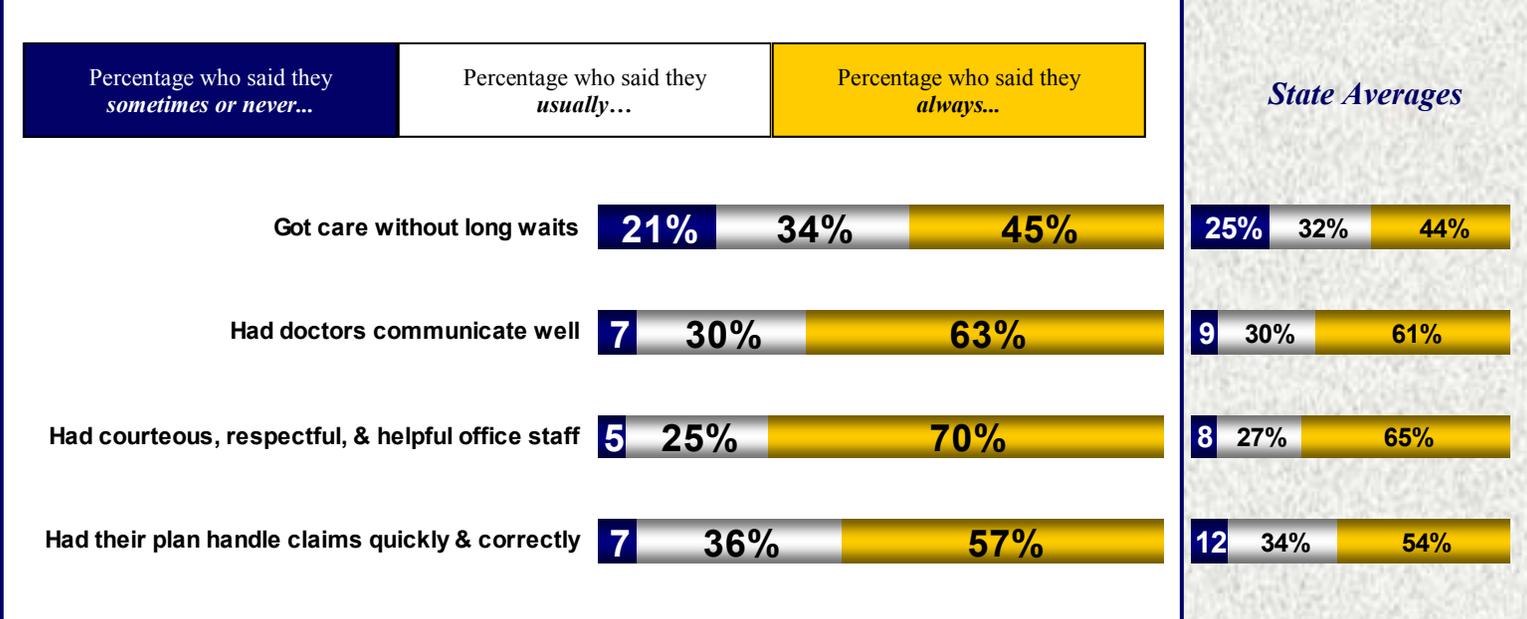
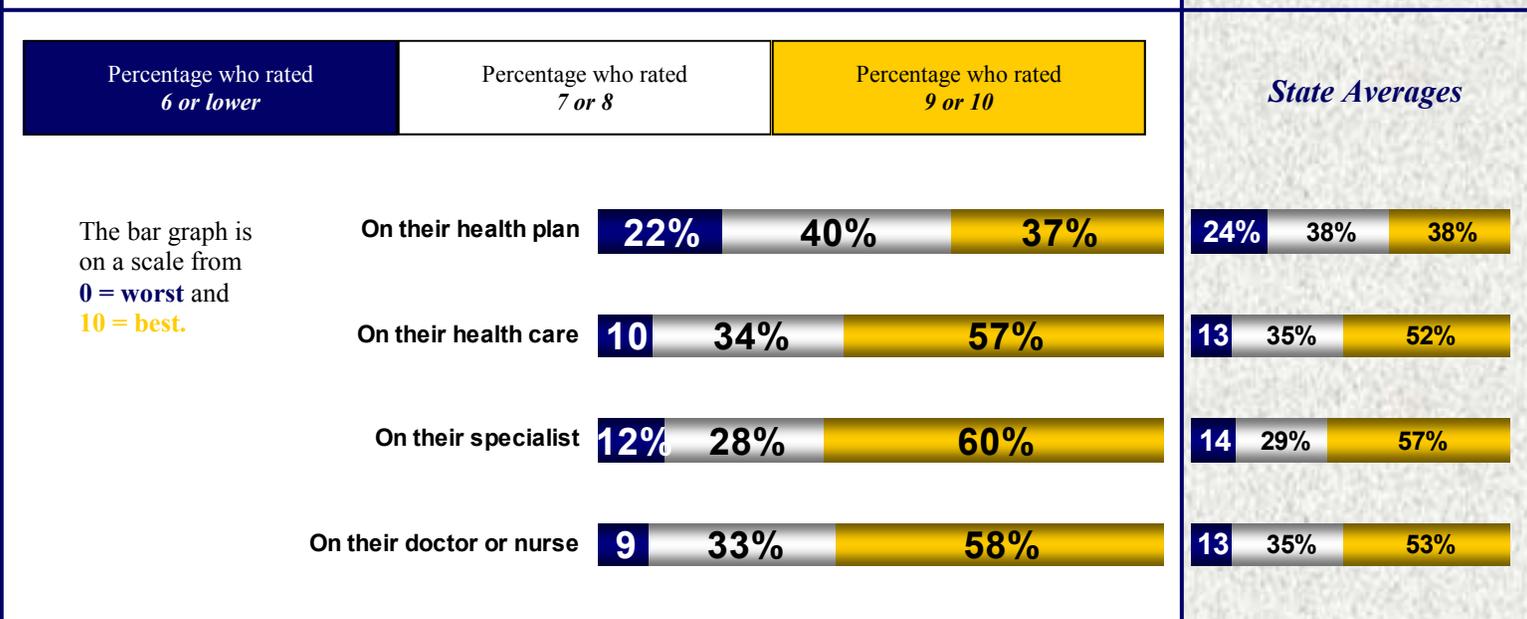


FIRSTCARE

Waco

Survey (CAHPS™3.0H) Results
Response Rate 42%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

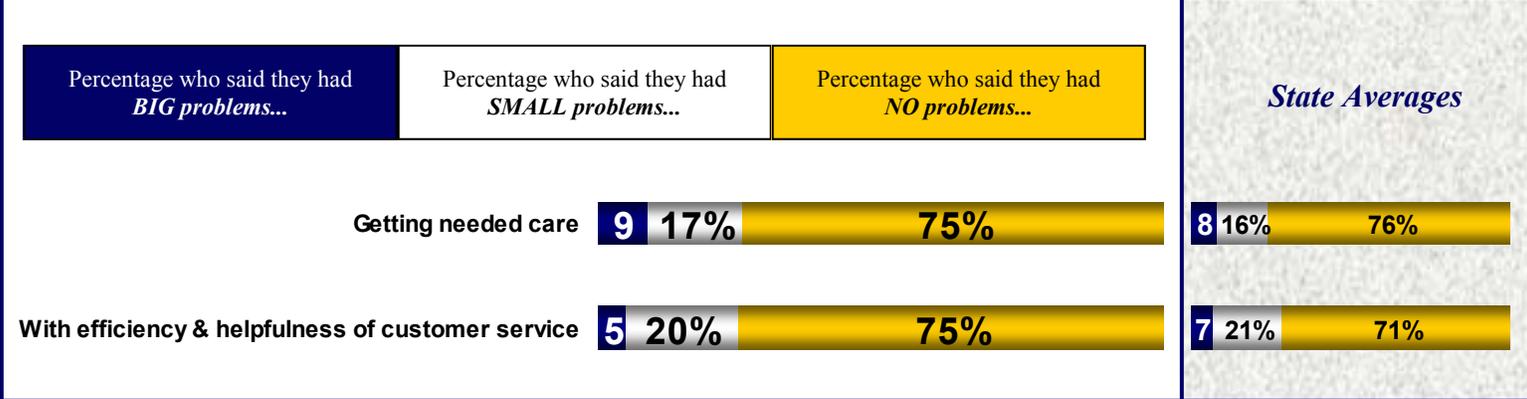
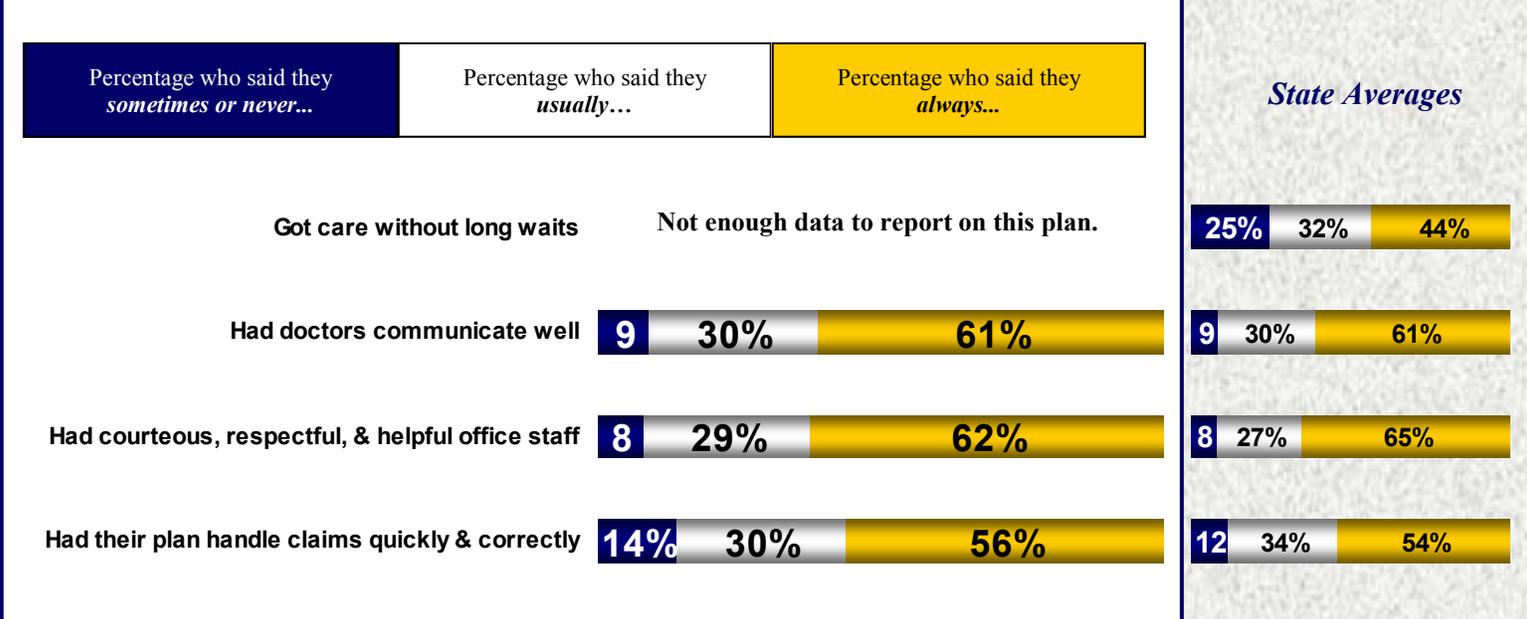
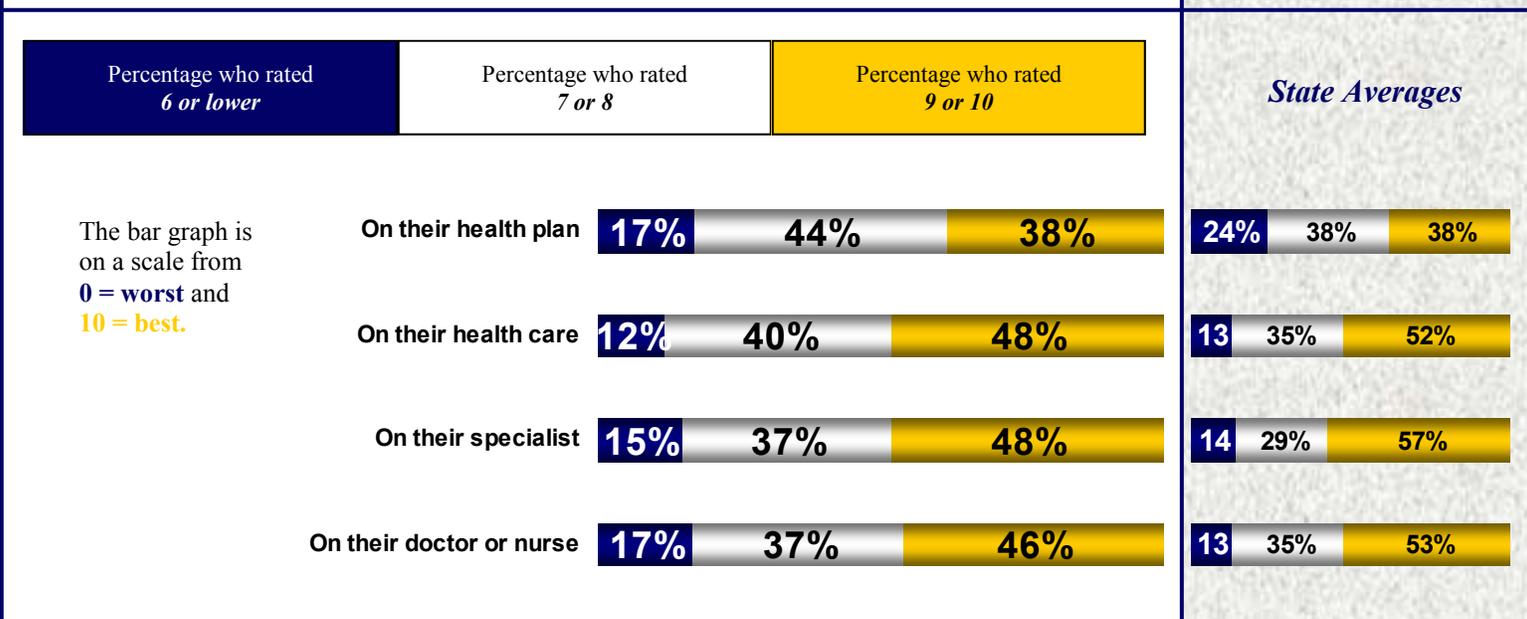


Great-West Healthcare

Dallas

Survey (CAHPS™3.0H) Results
Response Rate 25%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

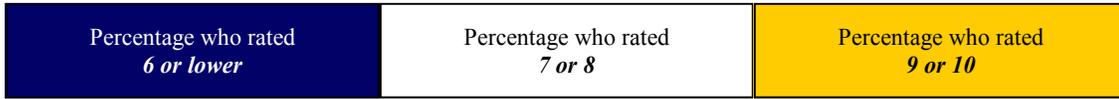


Great-West Healthcare

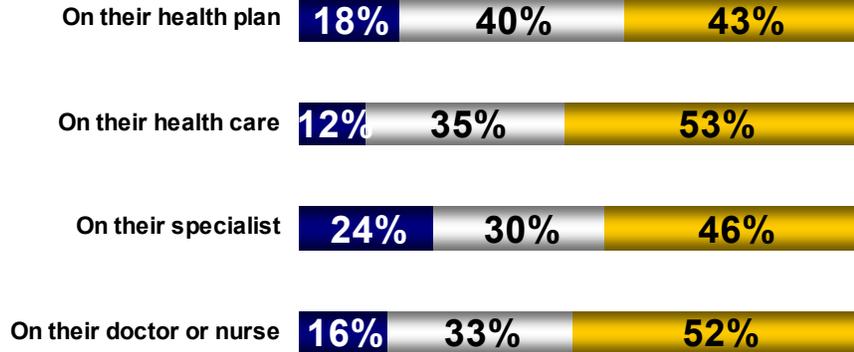
Houston

Survey (CAHPS™3.0H) Results
Response Rate 15%

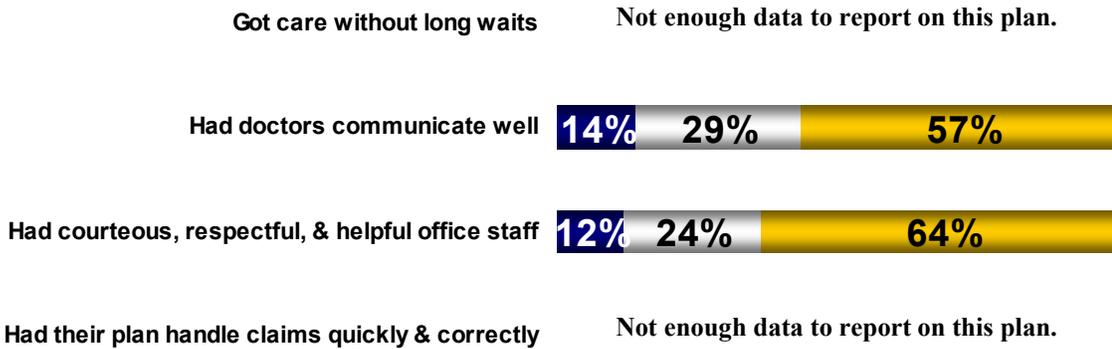
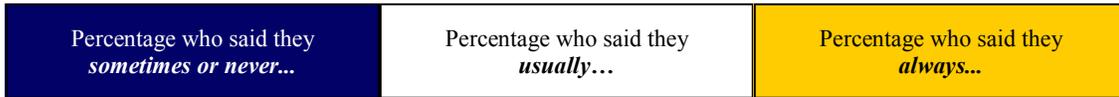
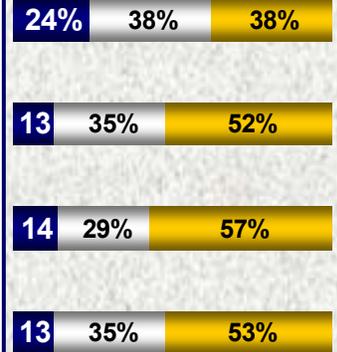
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



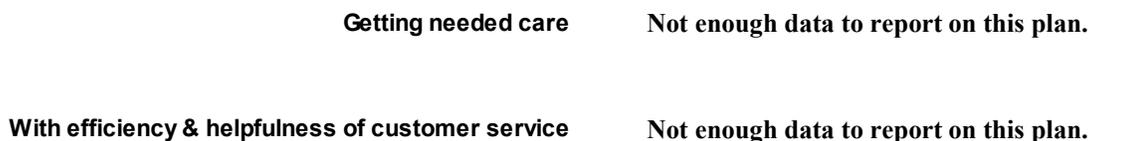
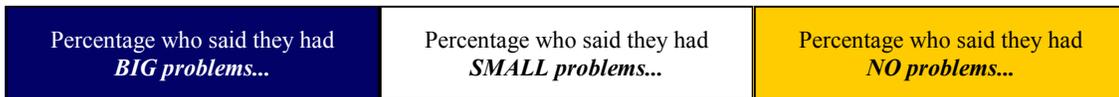
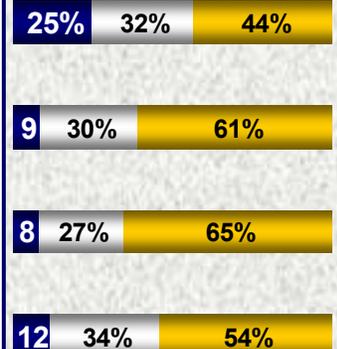
The bar graph is on a scale from 0 = worst and 10 = best.



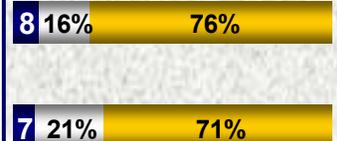
State Averages



State Averages



State Averages

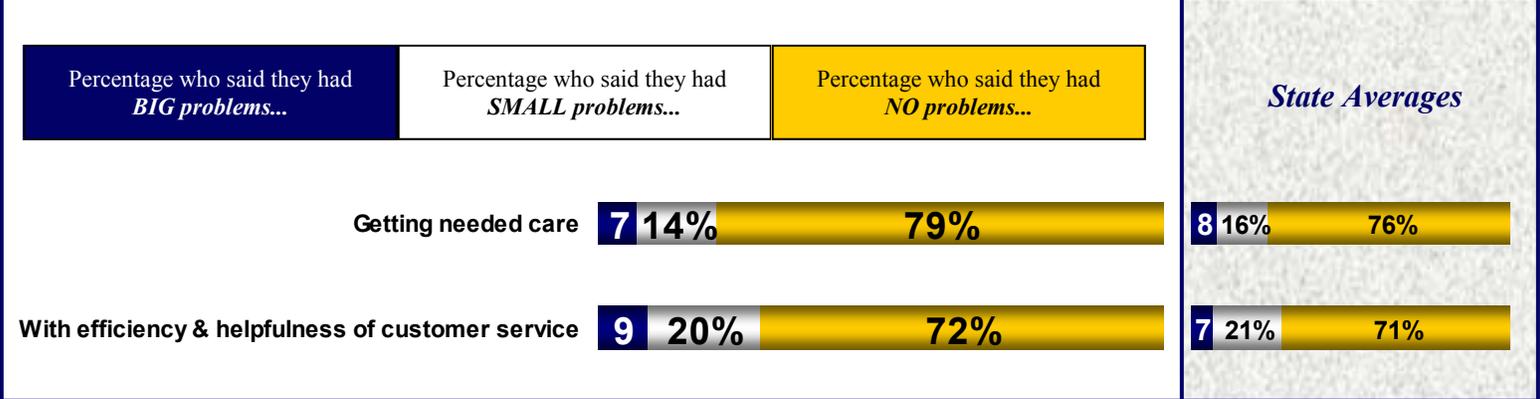
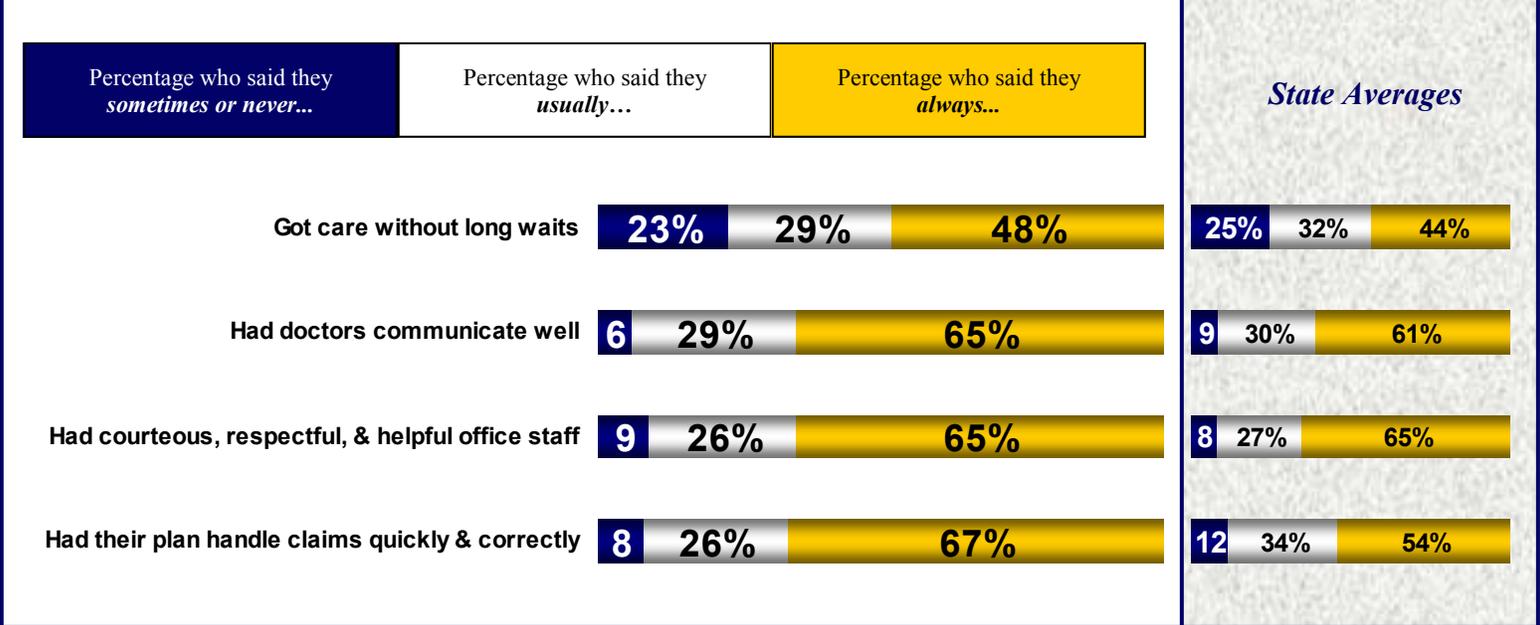
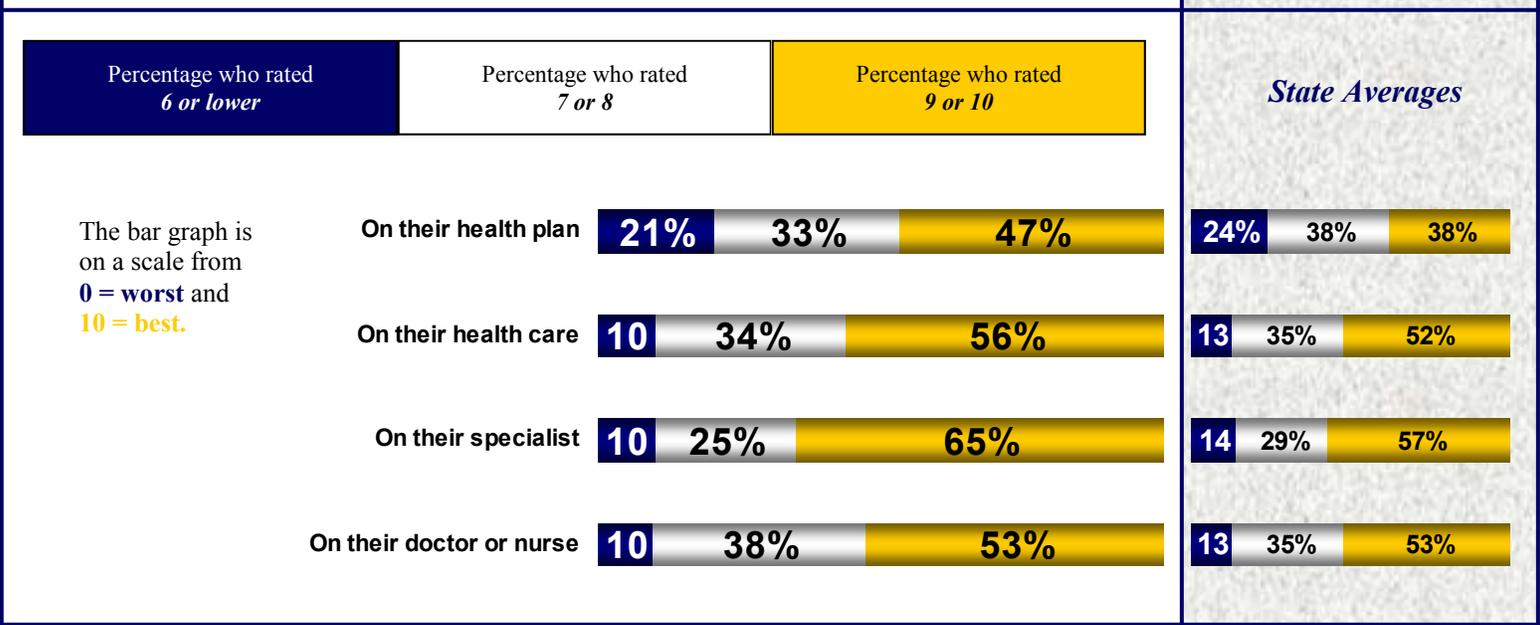


HMO Blue Texas

Abilene/Amarillo/El Paso/Midland/San Angelo

Survey (CAHPS™3.0H) Results
Response Rate 39%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

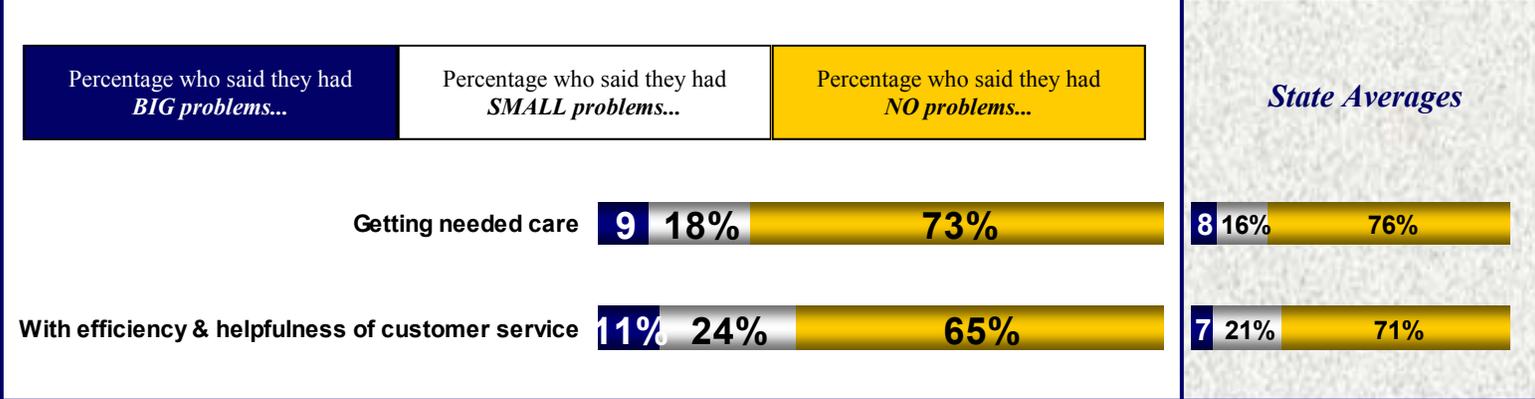
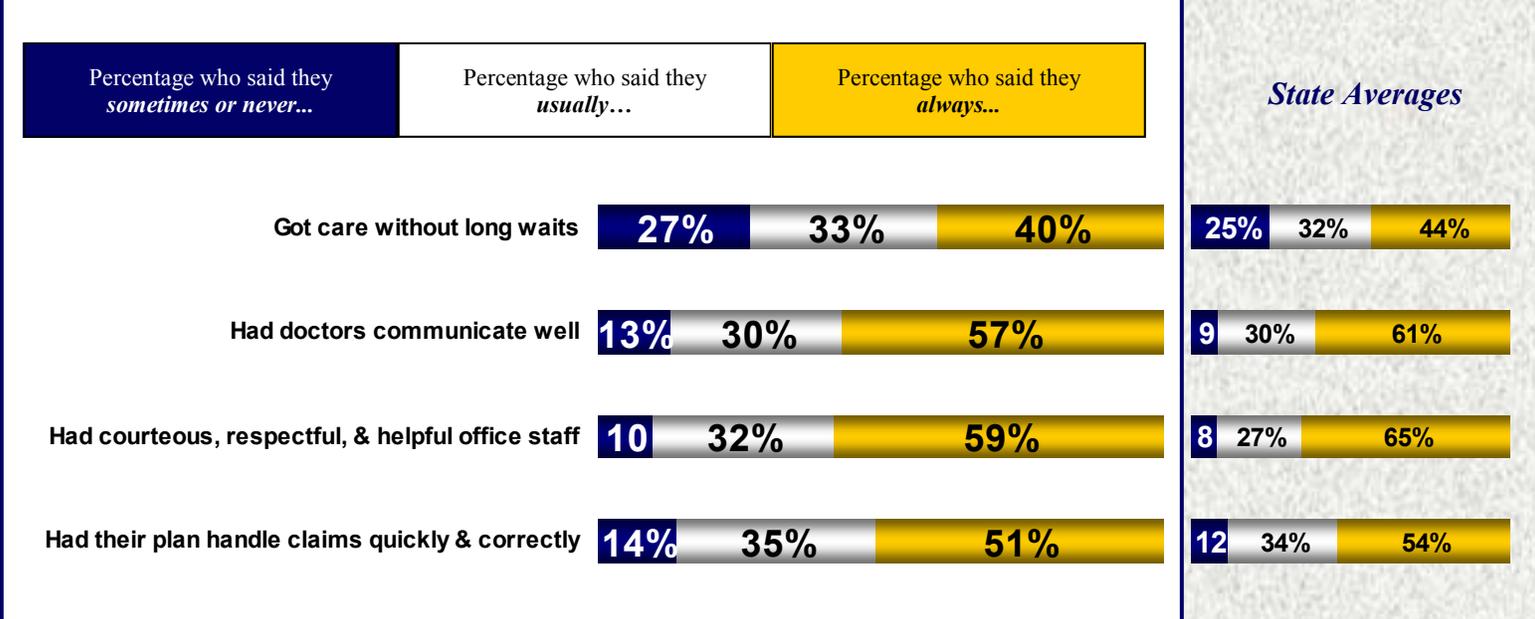
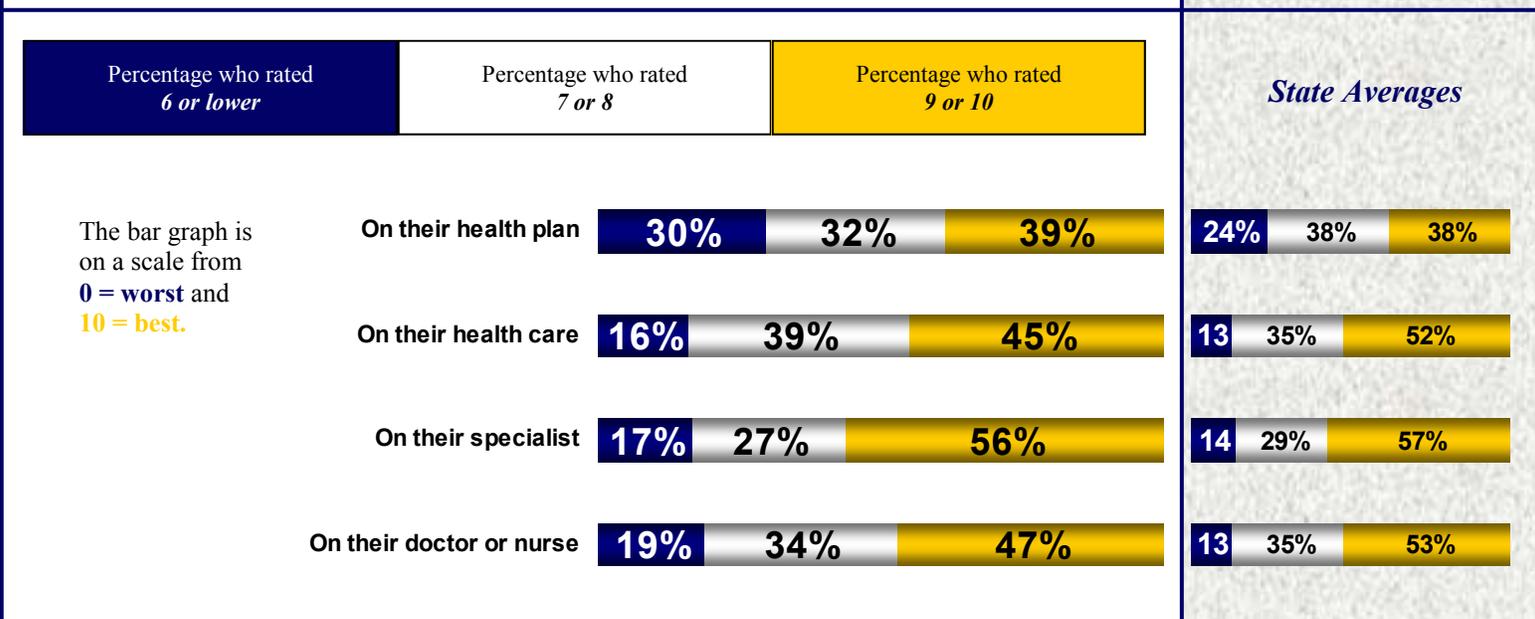


HMO Blue Texas

Austin/Corpus Christi/Rio Grande/San Antonio

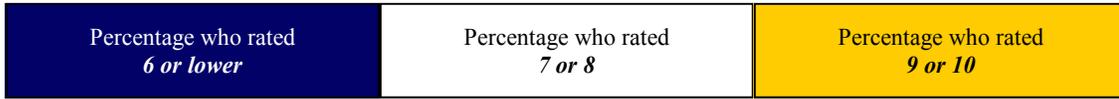
Survey (CAHPS™3.0H) Results
Response Rate 36%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

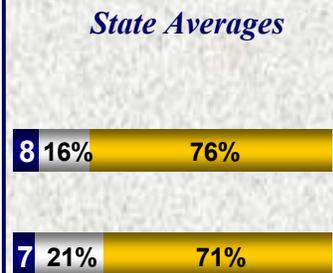
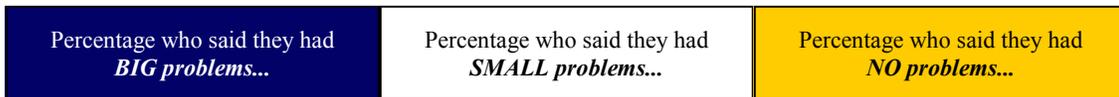
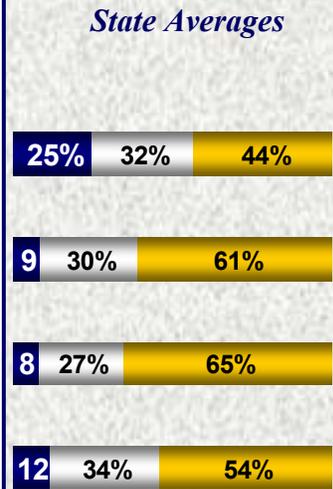
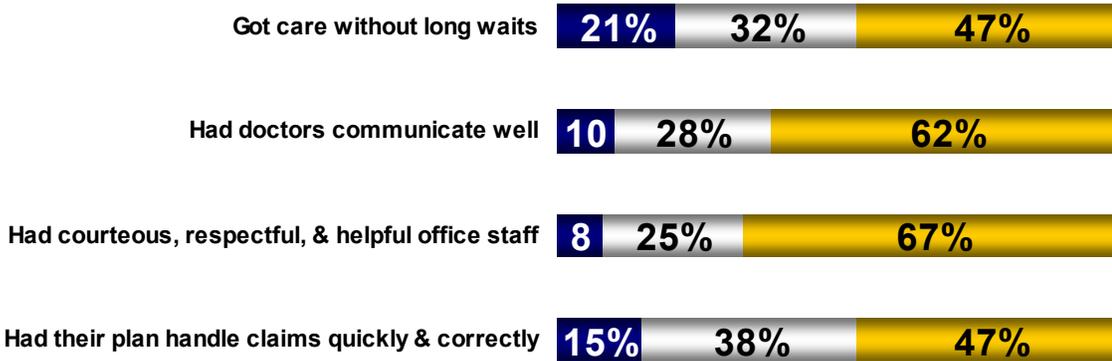
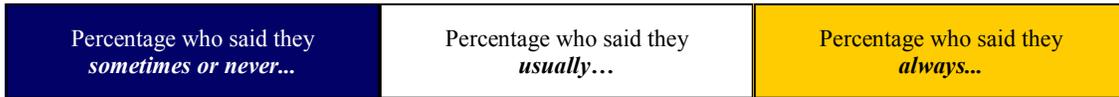
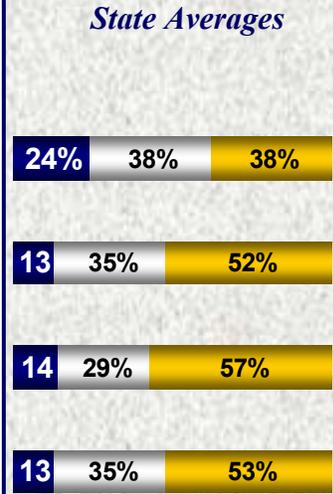
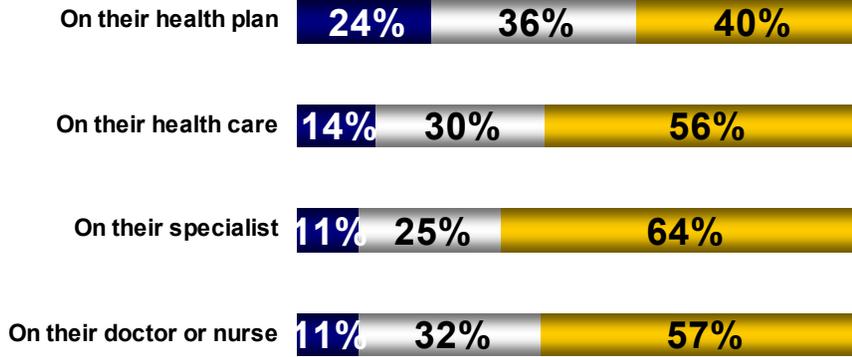


HMO Blue Texas
Beaumont/Lufkin/East Texas
 Survey (CAHPS™3.0H) Results
 Response Rate 36%

State Averages
 Compiled from the 32 HMO
 companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 32%



The bar graph is on a scale from **0 = worst** and **10 = best**.

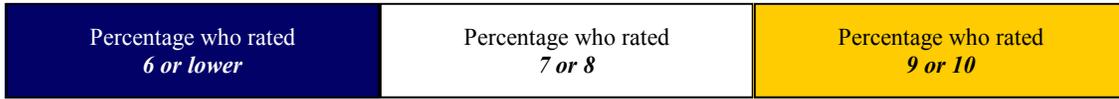


HMO Blue Texas

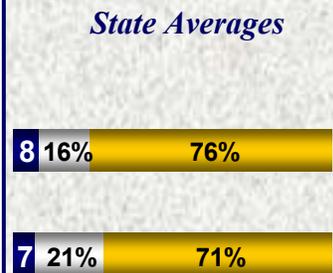
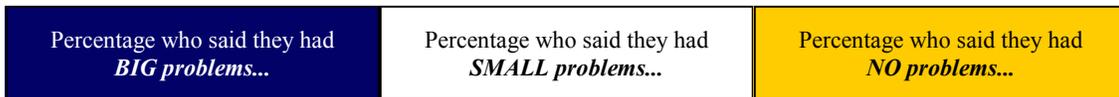
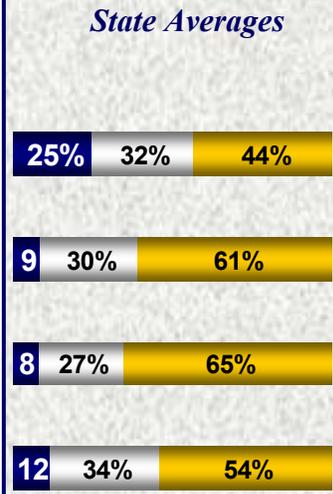
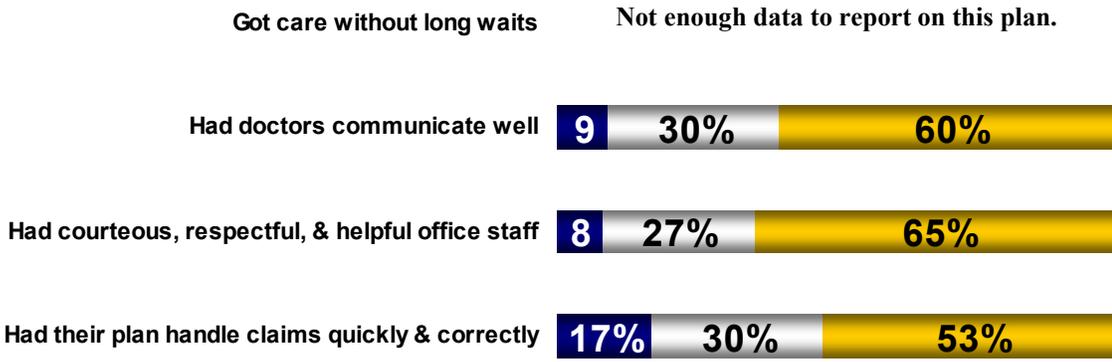
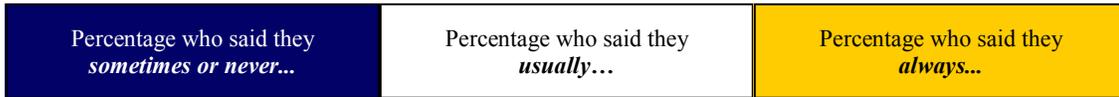
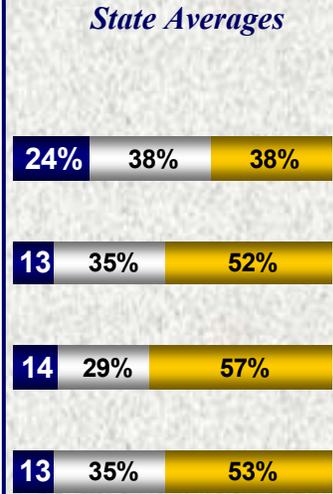
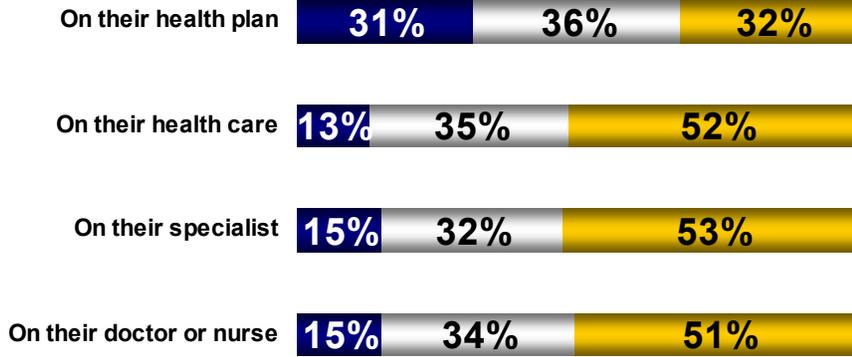
Dallas/Ft Worth

Survey (CAHPS™3.0H) Results
Response Rate 30%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



The bar graph is on a scale from 0 = worst and 10 = best.

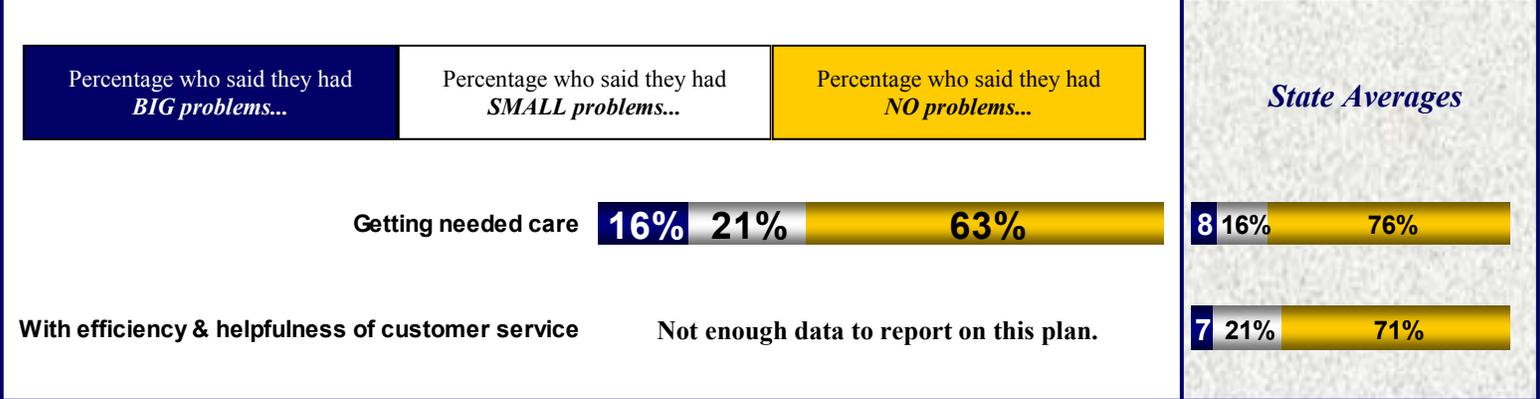
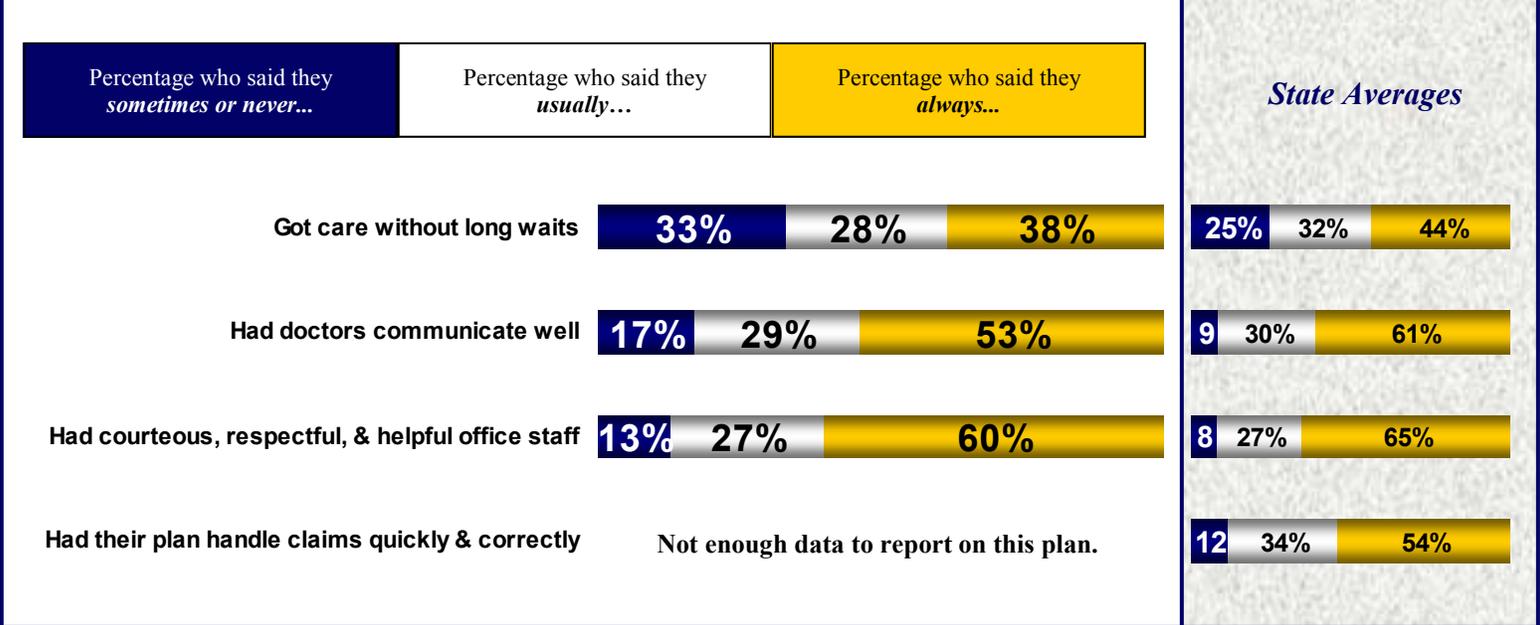
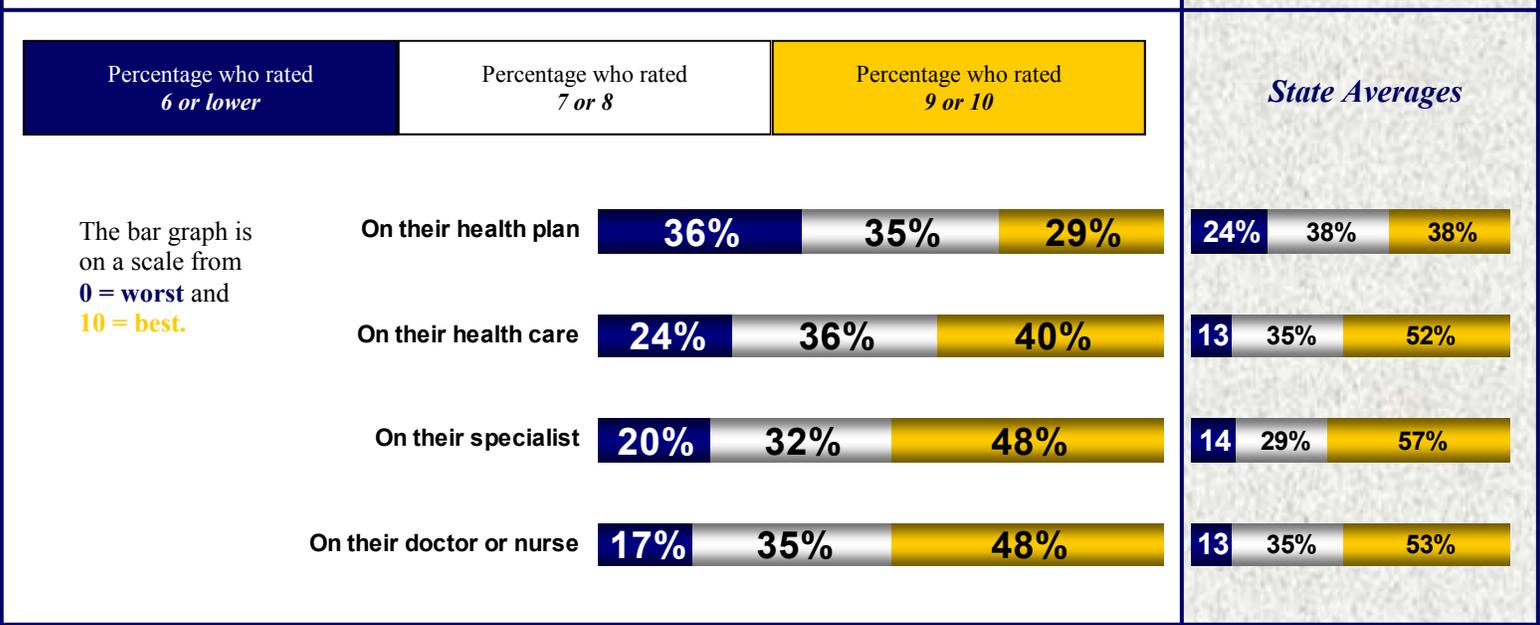


HMO Blue Texas

Houston

Survey (CAHPS™3.0H) Results
Response Rate 29%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

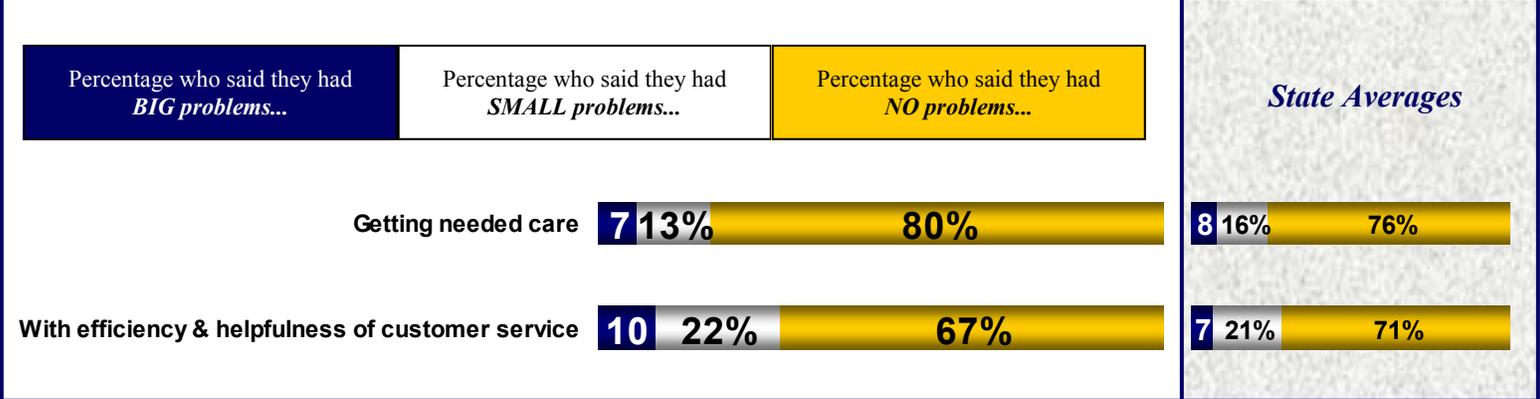
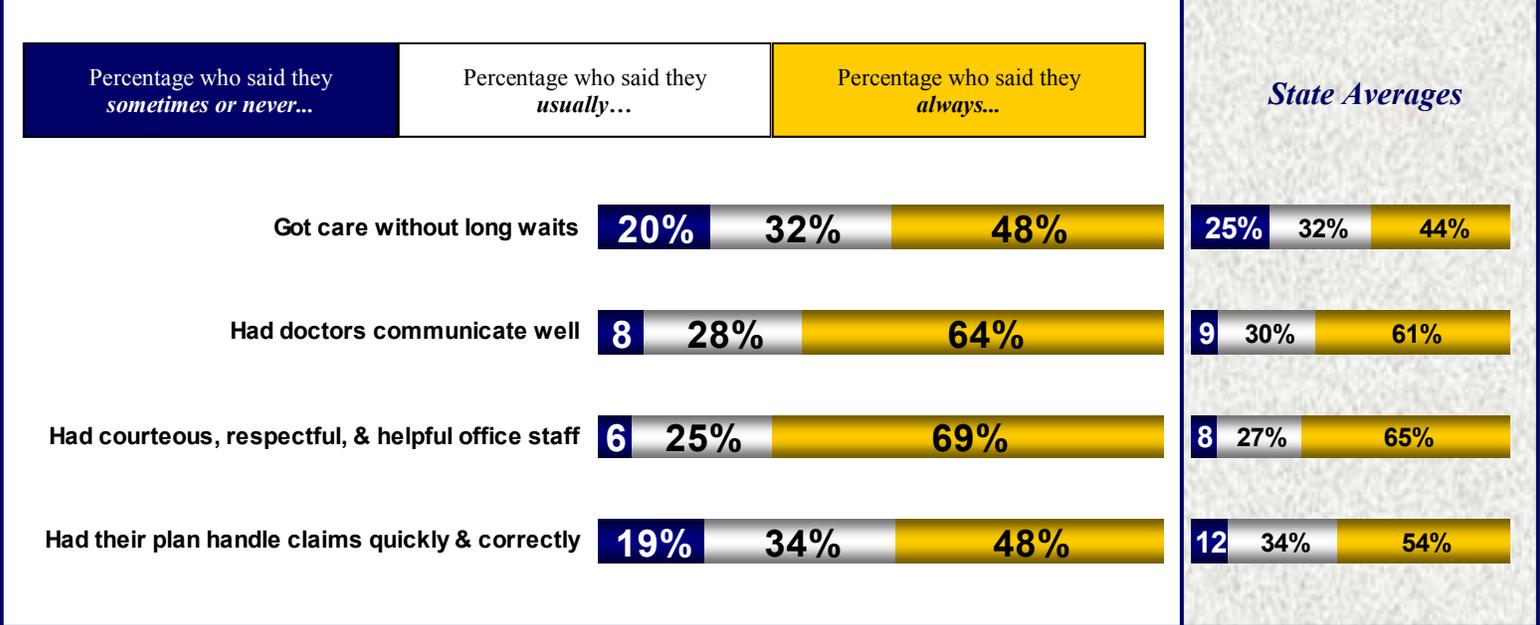
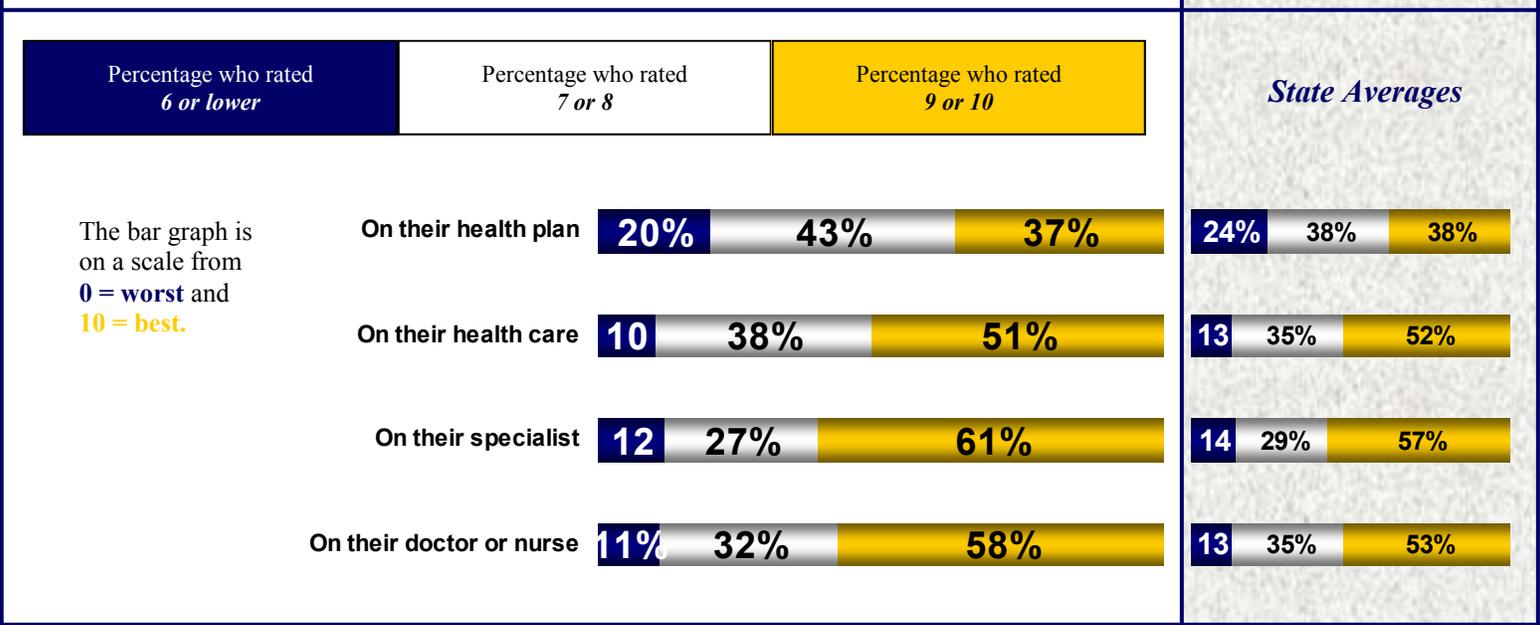


Humana Health Plan of Austin

Austin

Survey (CAHPS™3.0H) Results
Response Rate 36%

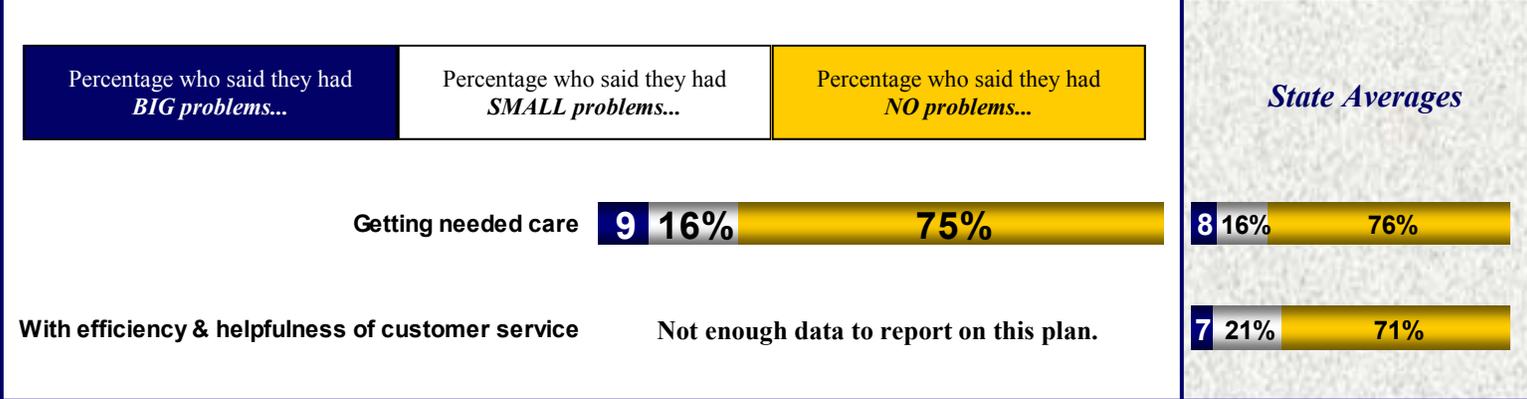
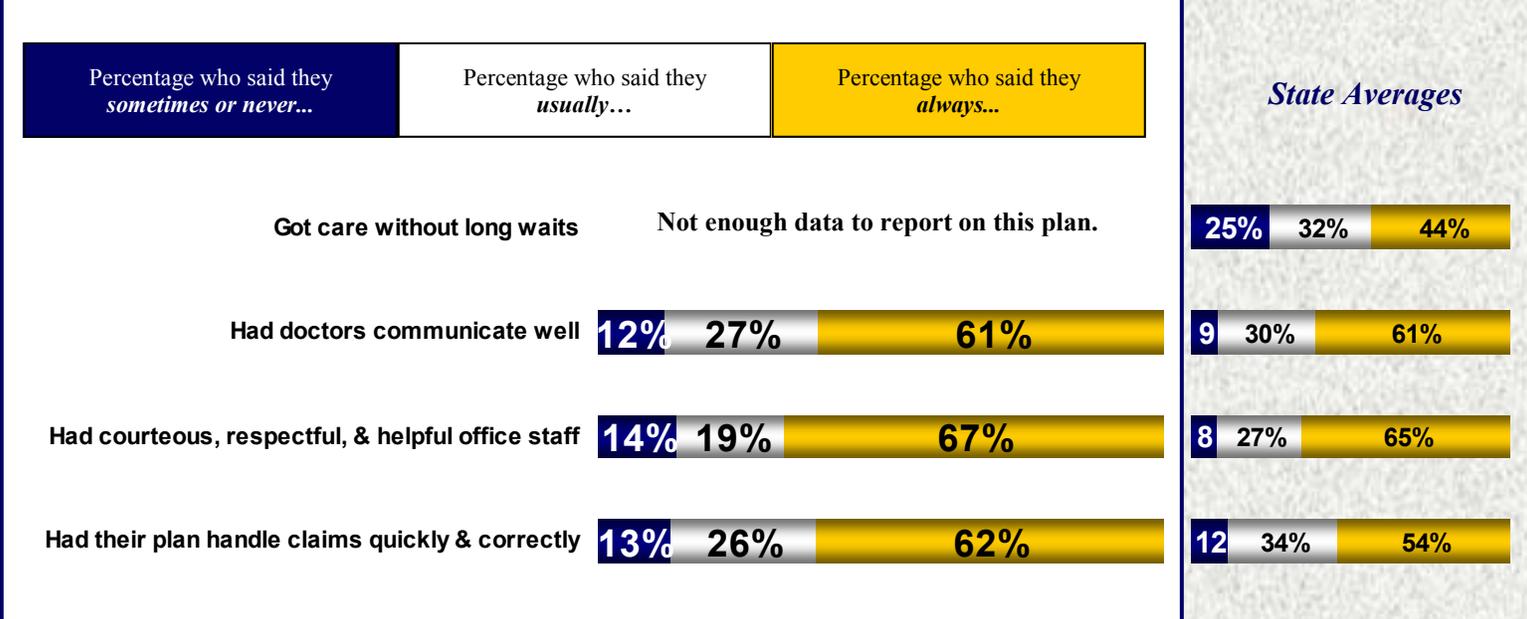
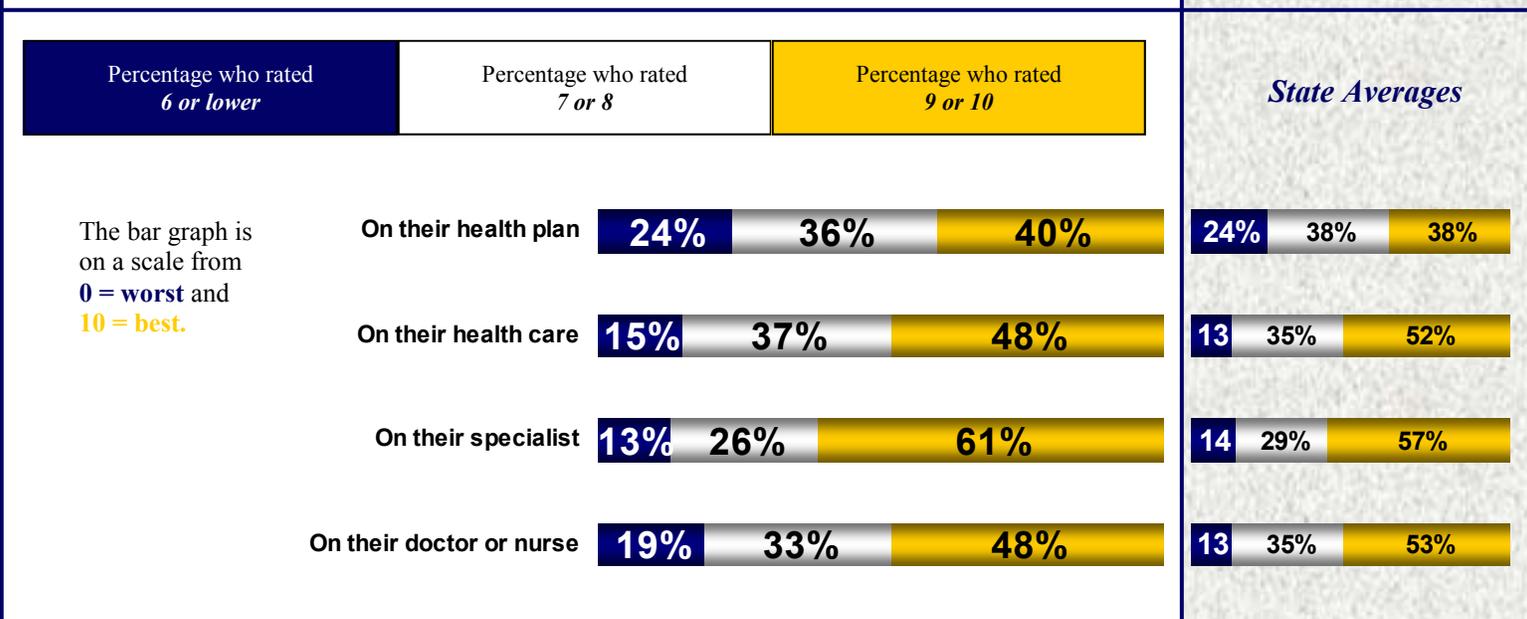
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



Humana Health Plan of Corpus Christi

Corpus Christi
 Survey (CAHPS™3.0H) Results
 Response Rate 25%

State Averages
 Compiled from the 32 HMO
 companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 32%

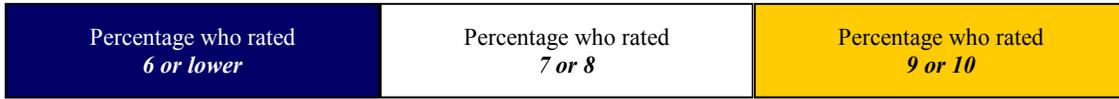


Humana Health Plan of Houston

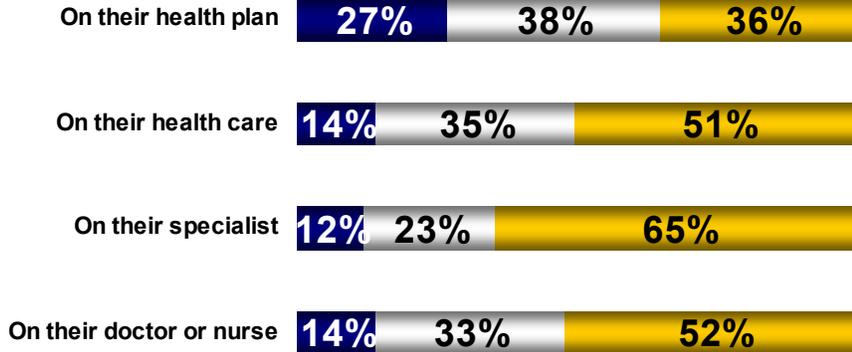
Houston

Survey (CAHPS™3.0H) Results
Response Rate 25%

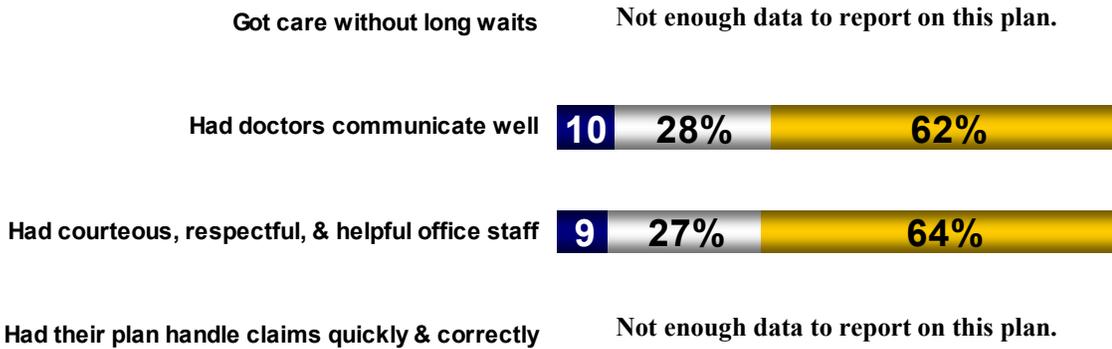
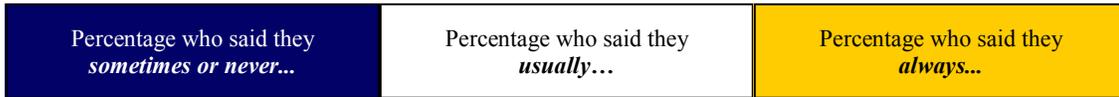
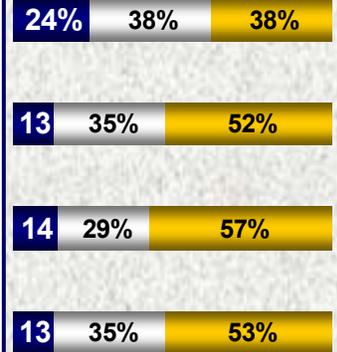
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



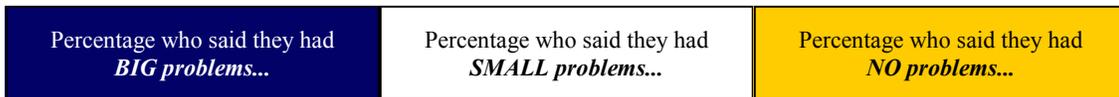
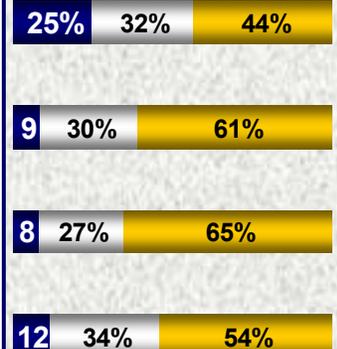
The bar graph is on a scale from 0 = worst and 10 = best.



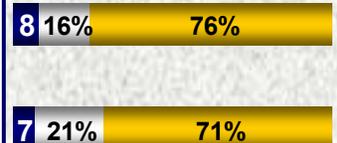
State Averages



State Averages



State Averages

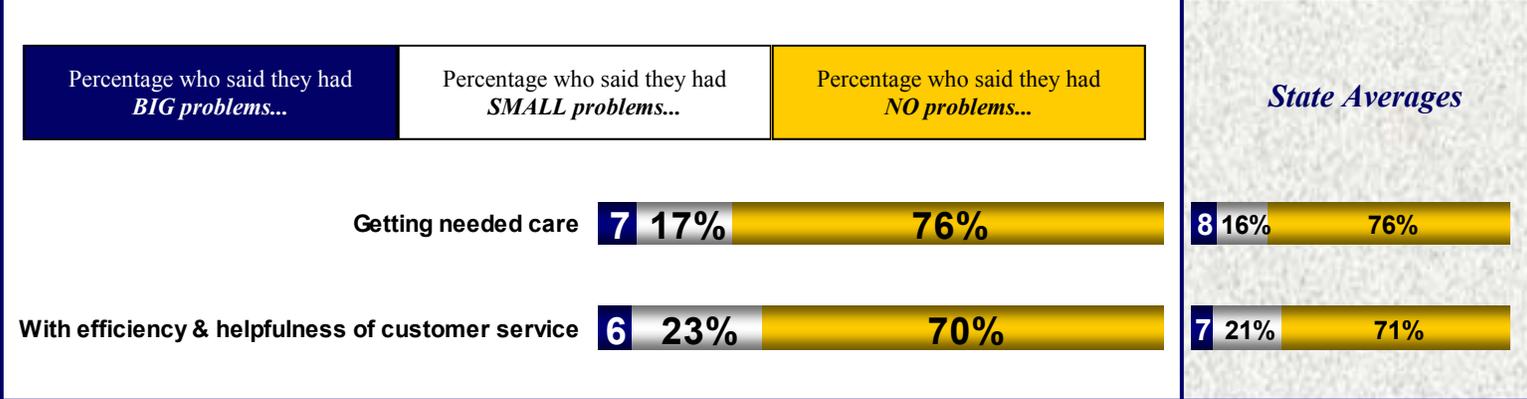
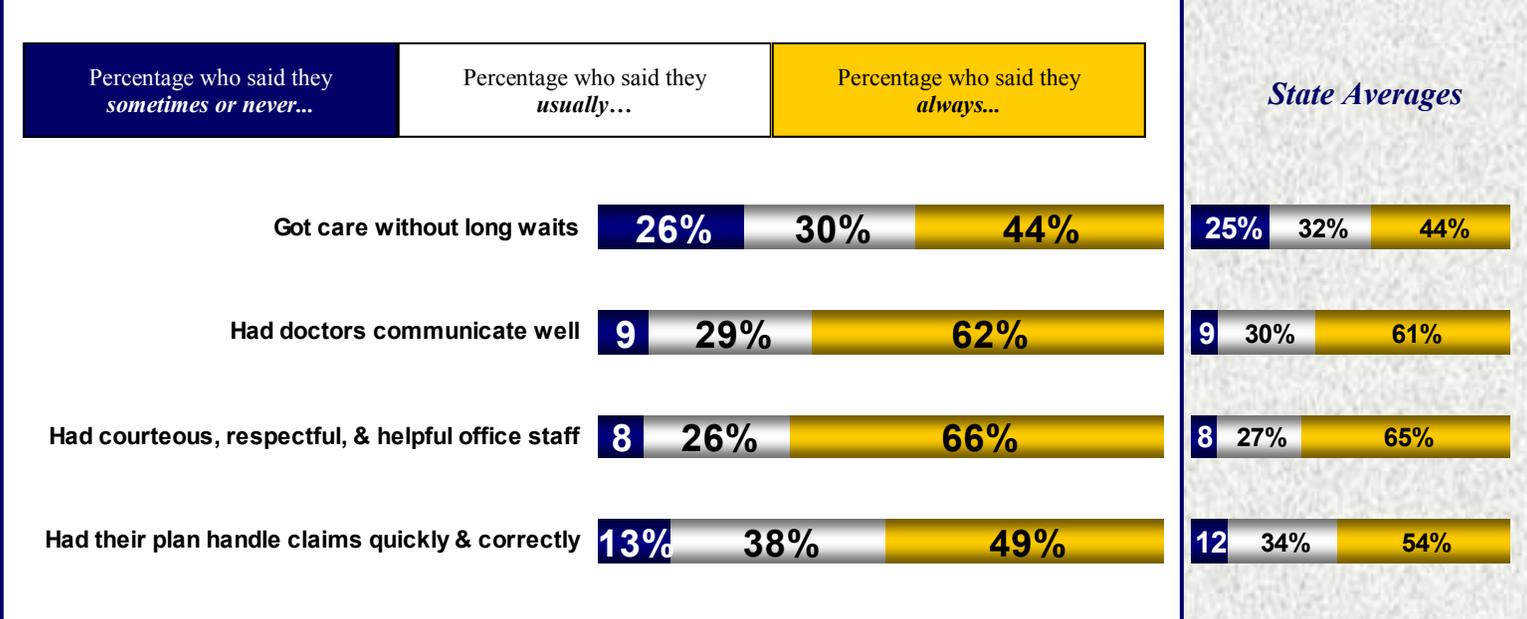
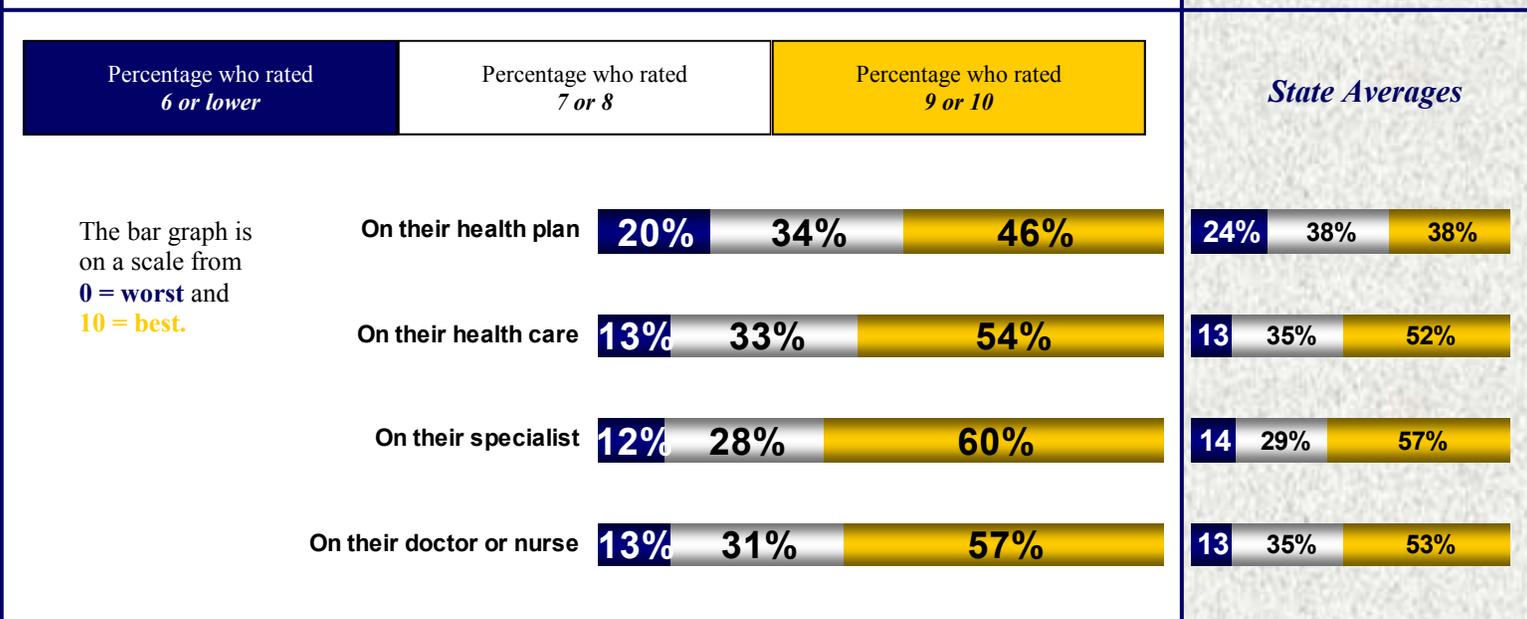


Humana Health Plan of San Antonio

San Antonio

Survey (CAHPS™3.0H) Results
Response Rate 39%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

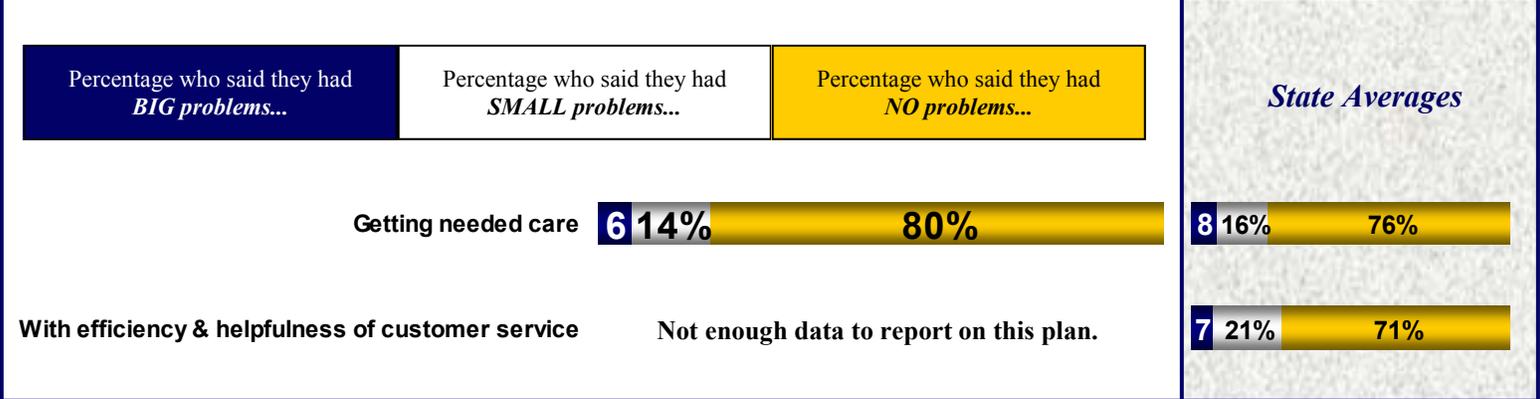
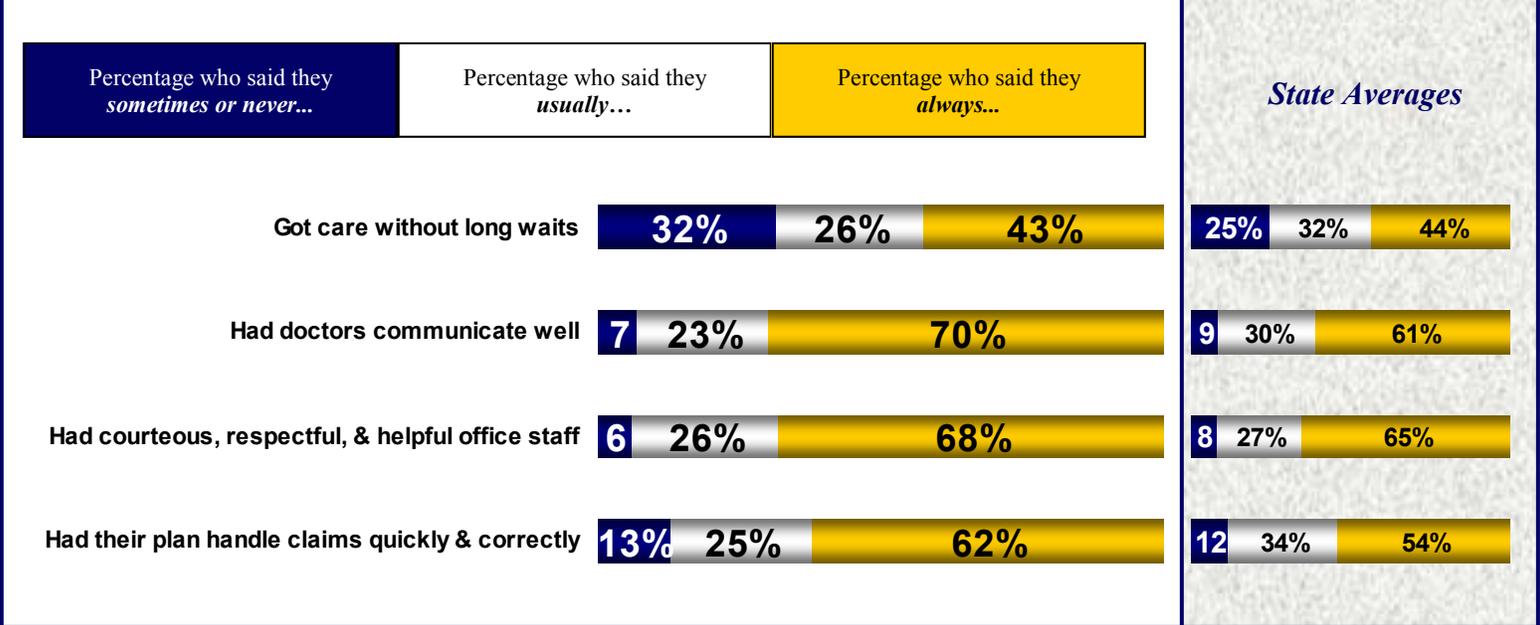
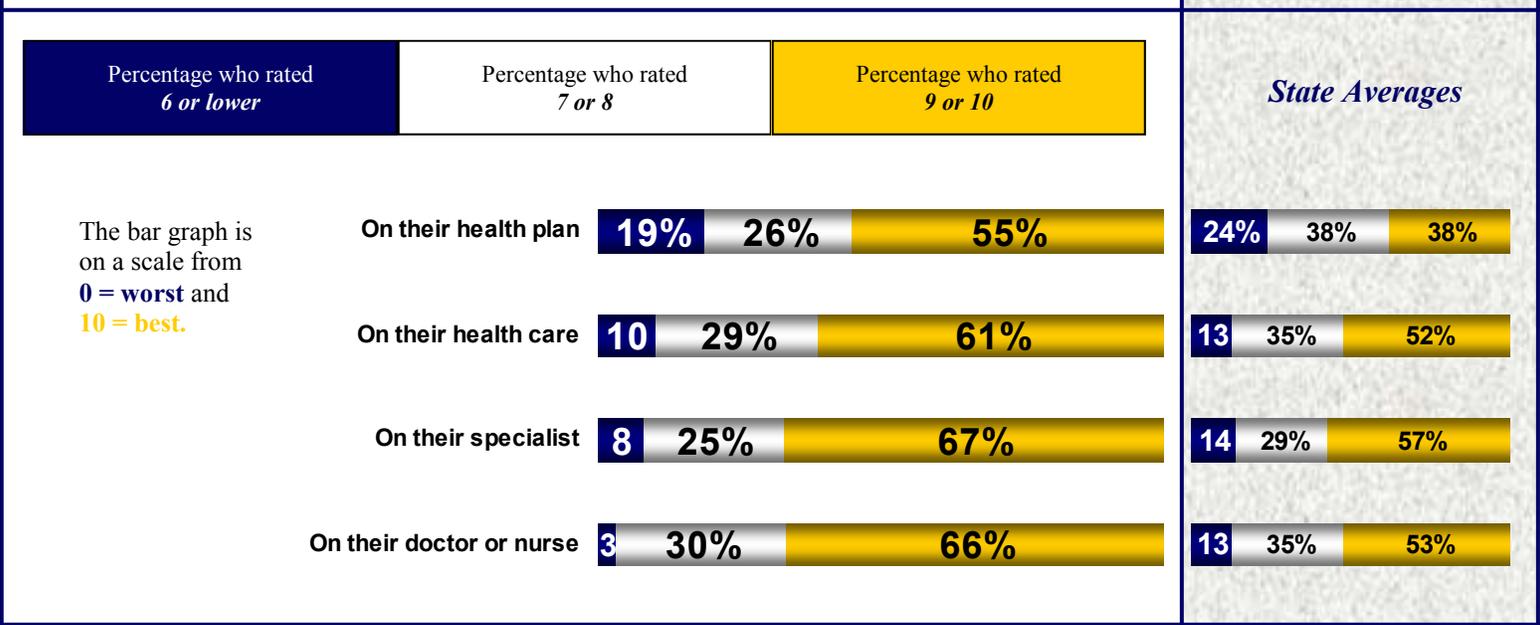


Mercy Health Plans

Laredo

Survey (CAHPS™3.0H) Results
Response Rate 36%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

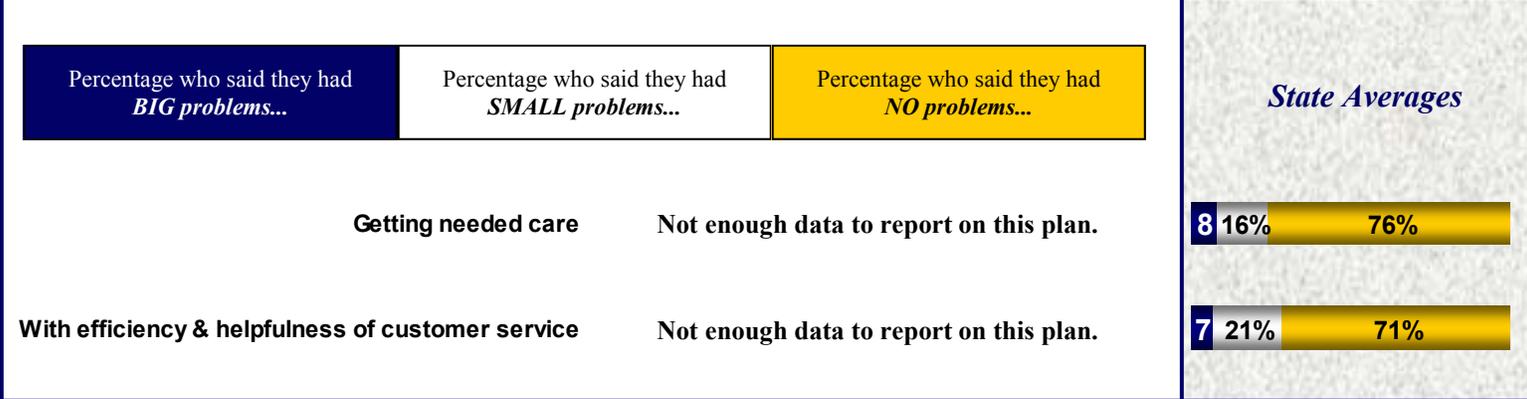
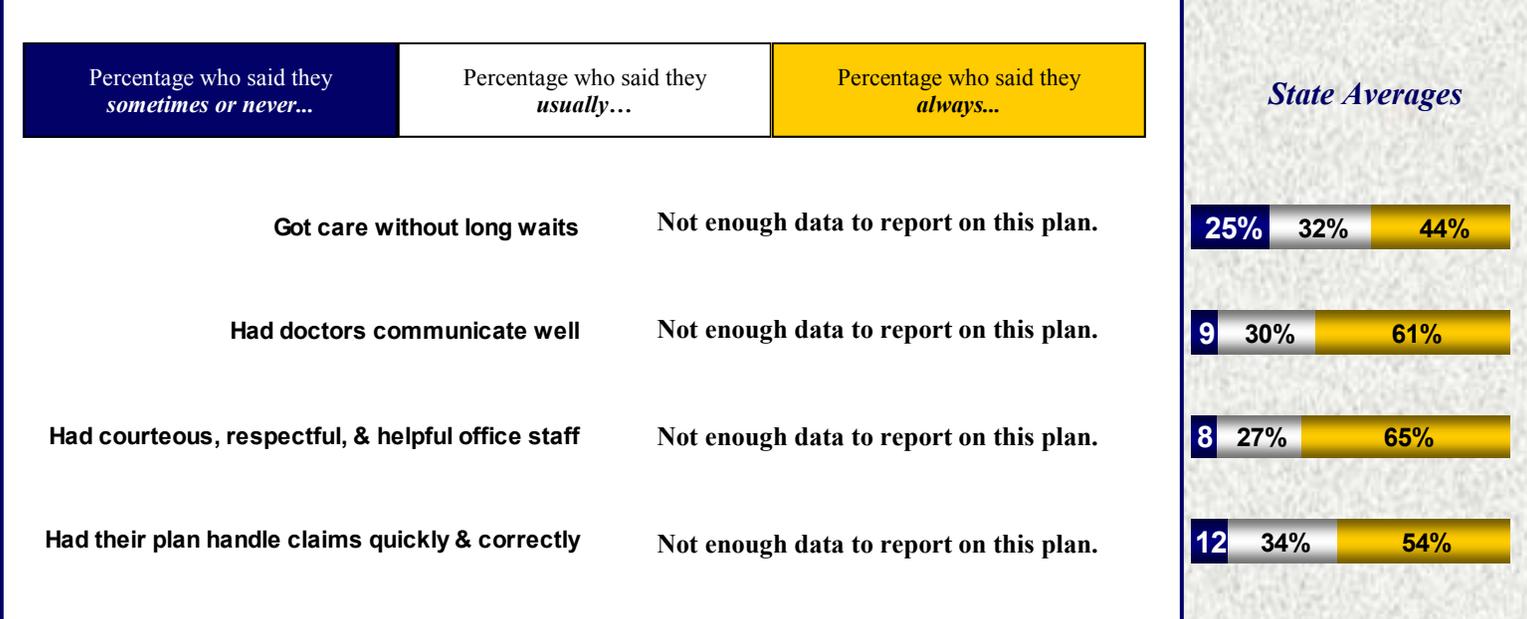
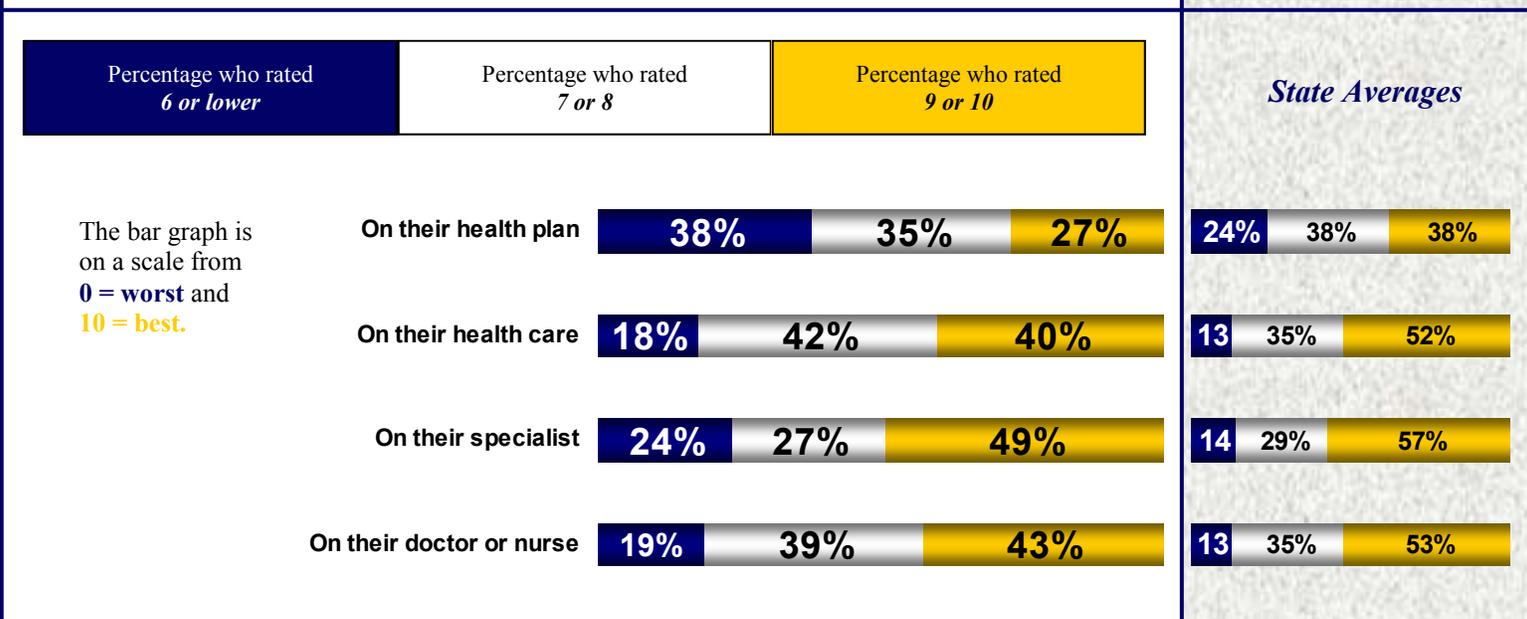


PacifiCare of Texas

Austin

Survey (CAHPS™3.0H) Results
Response Rate 10%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

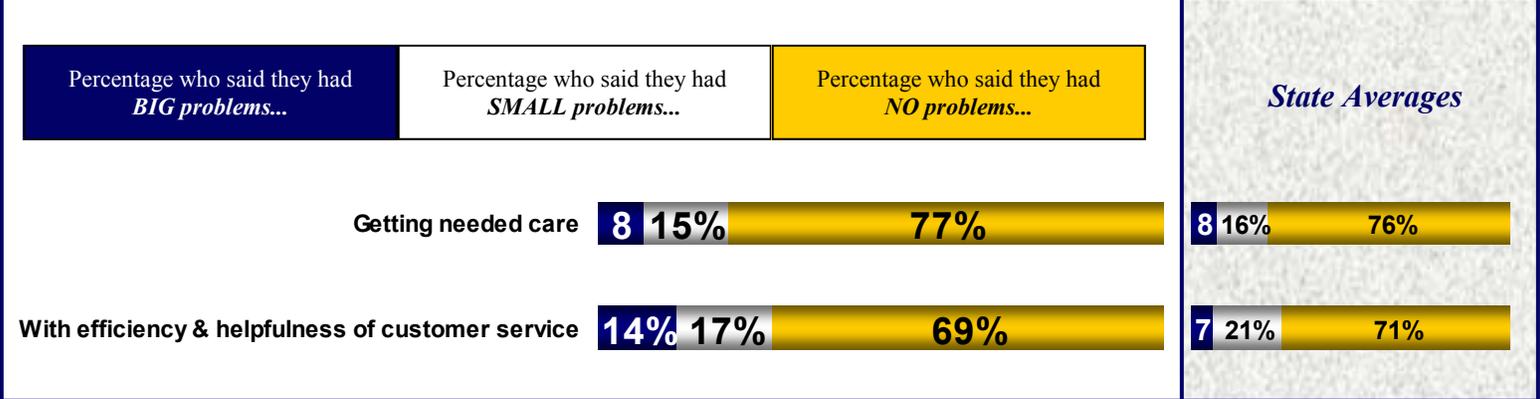
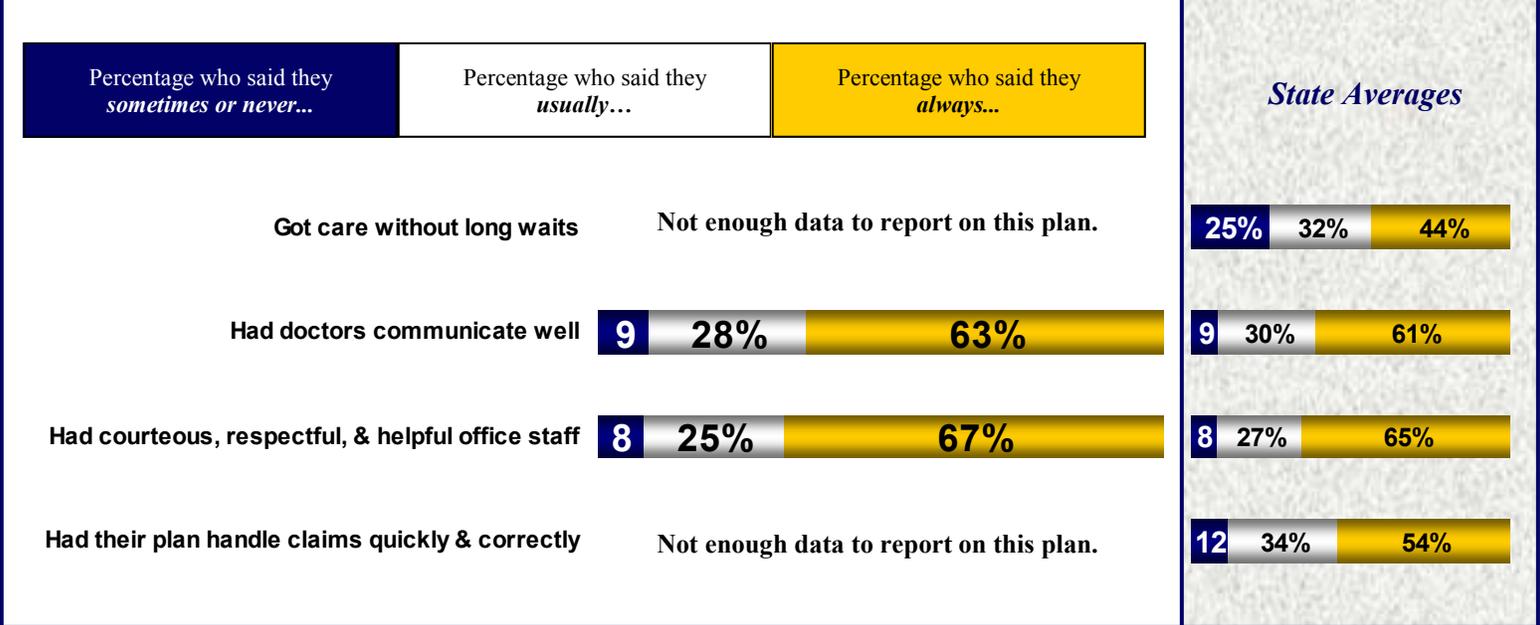
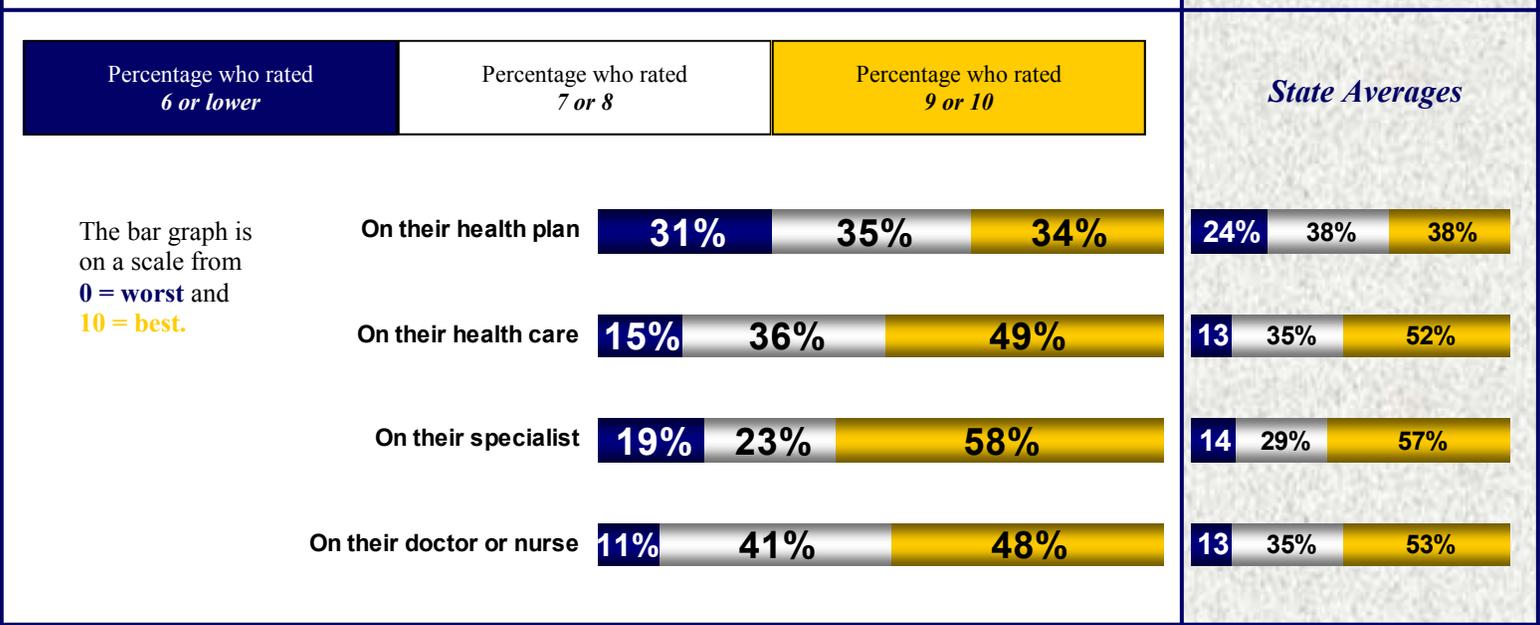


PacifiCare of Texas

Dallas

Survey (CAHPS™3.0H) Results
Response Rate 24%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

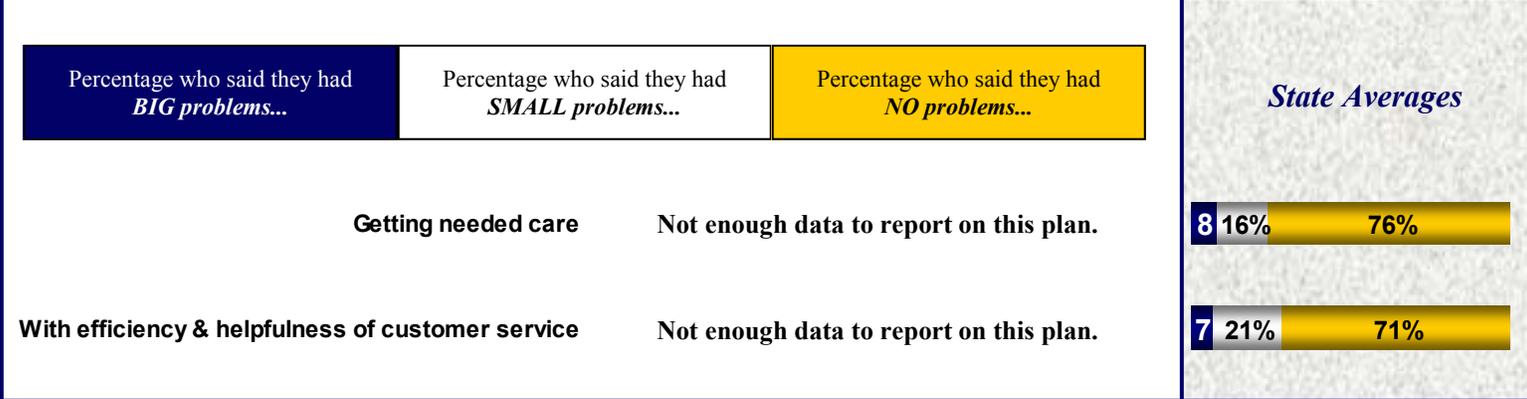
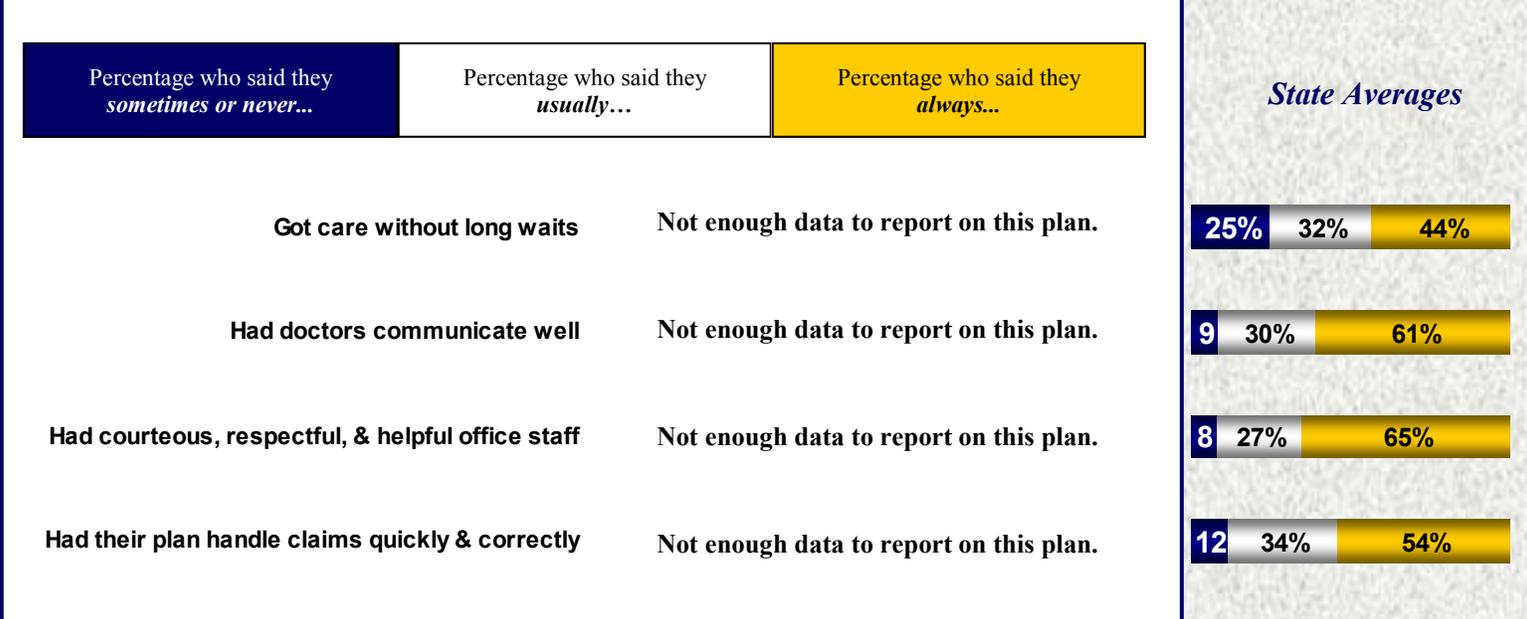
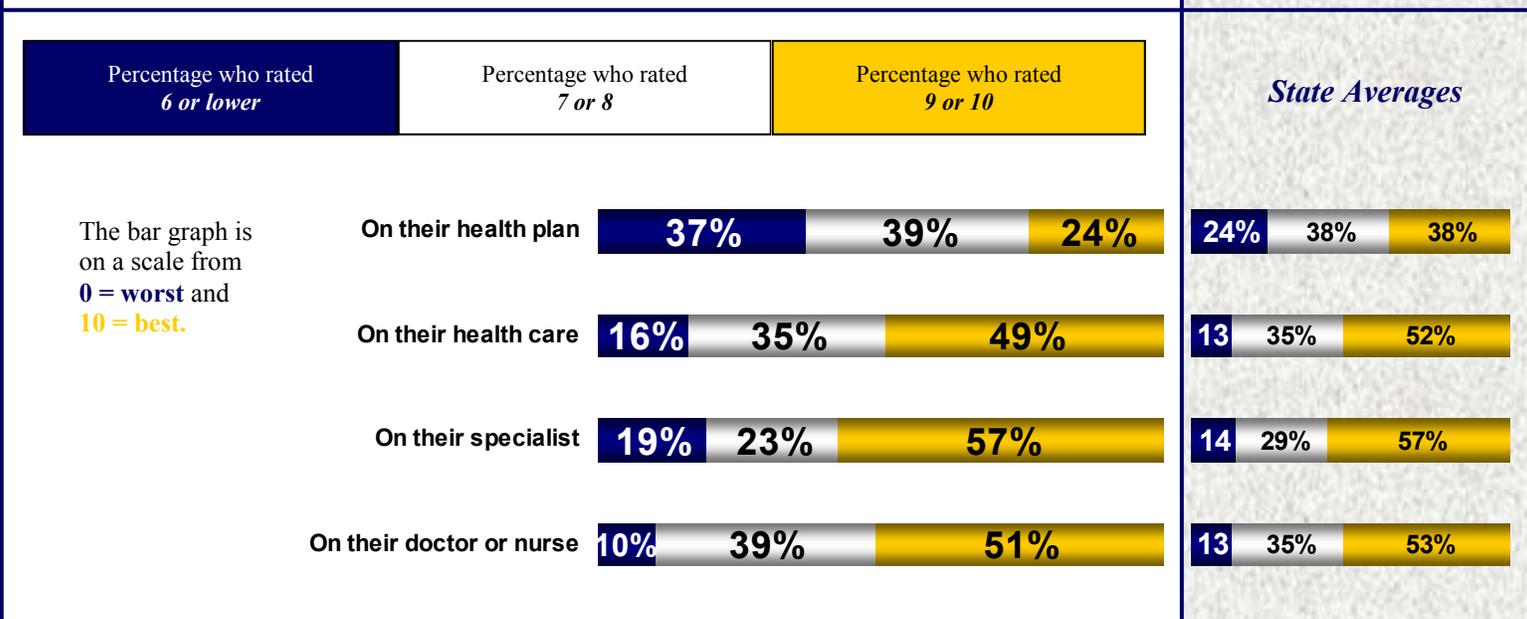


PacifiCare of Texas

Houston

Survey (CAHPS™3.0H) Results
Response Rate 14%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

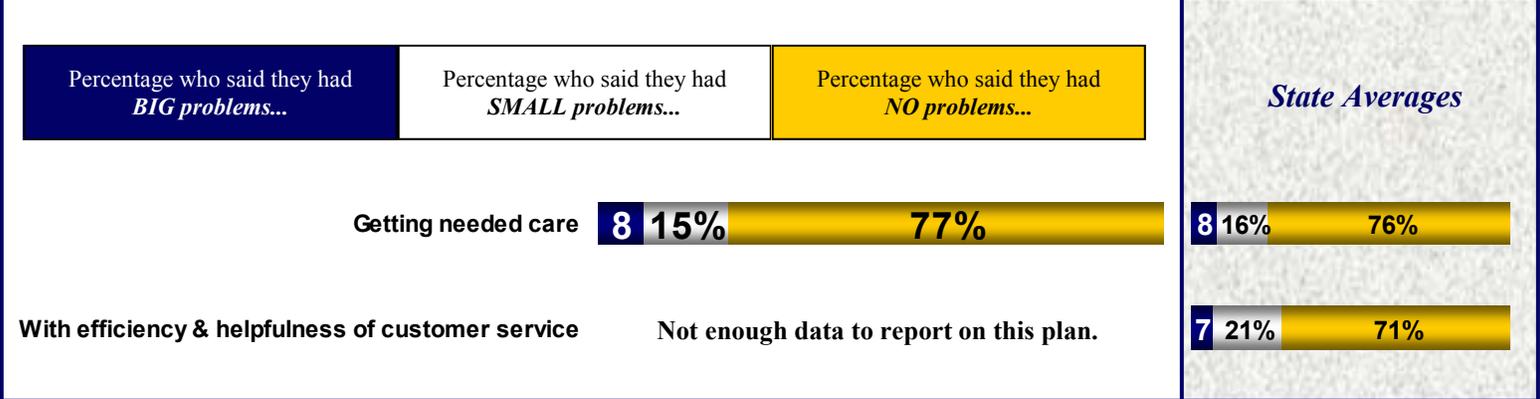
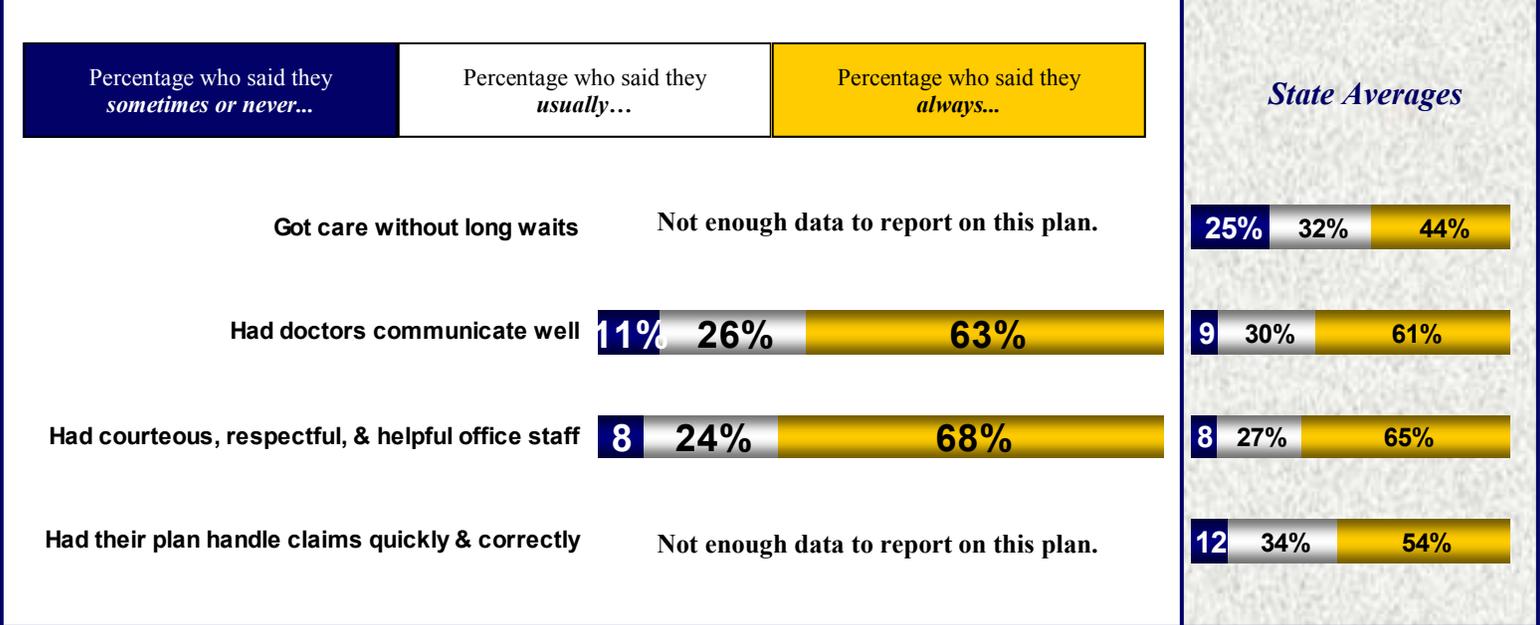
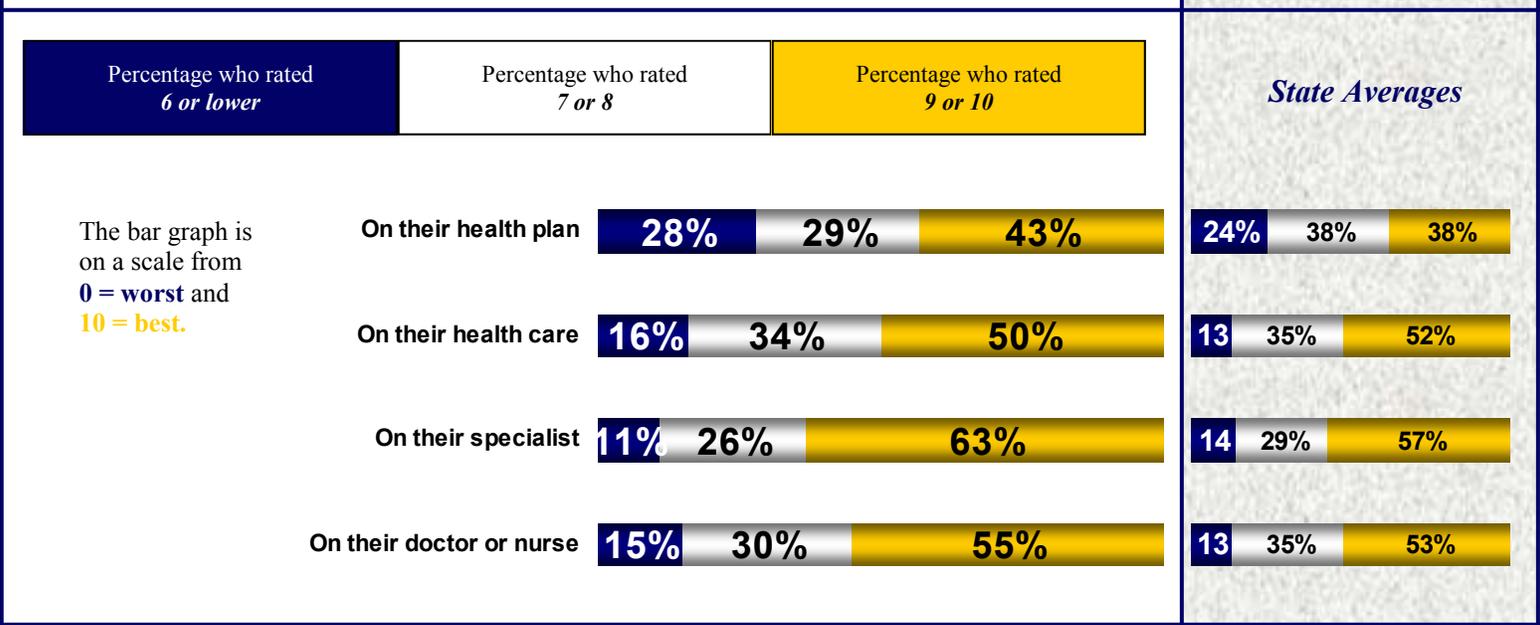


PacifiCare of Texas

San Antonio

Survey (CAHPS™3.0H) Results
Response Rate 22%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

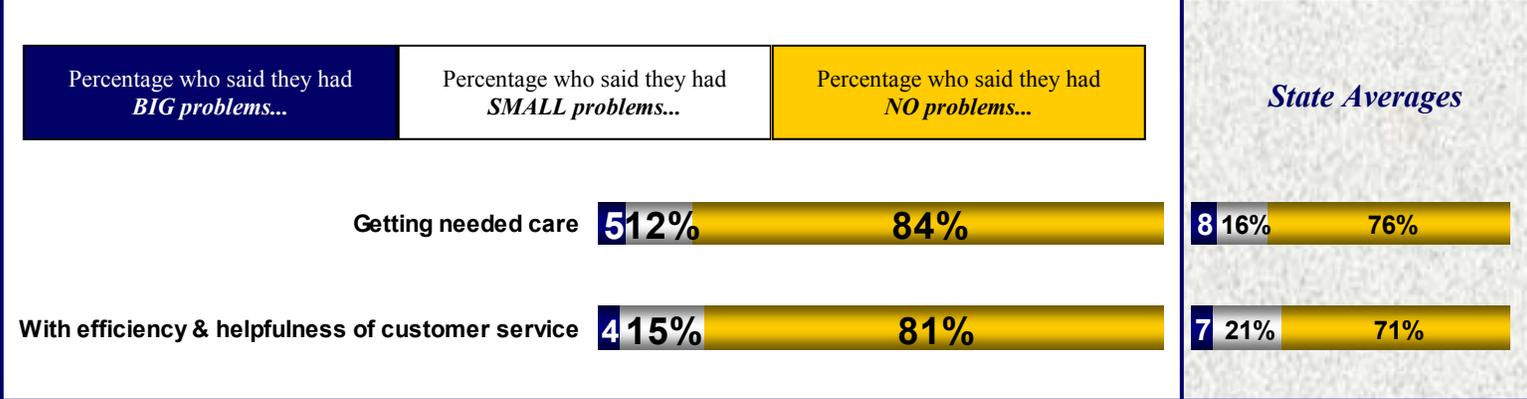
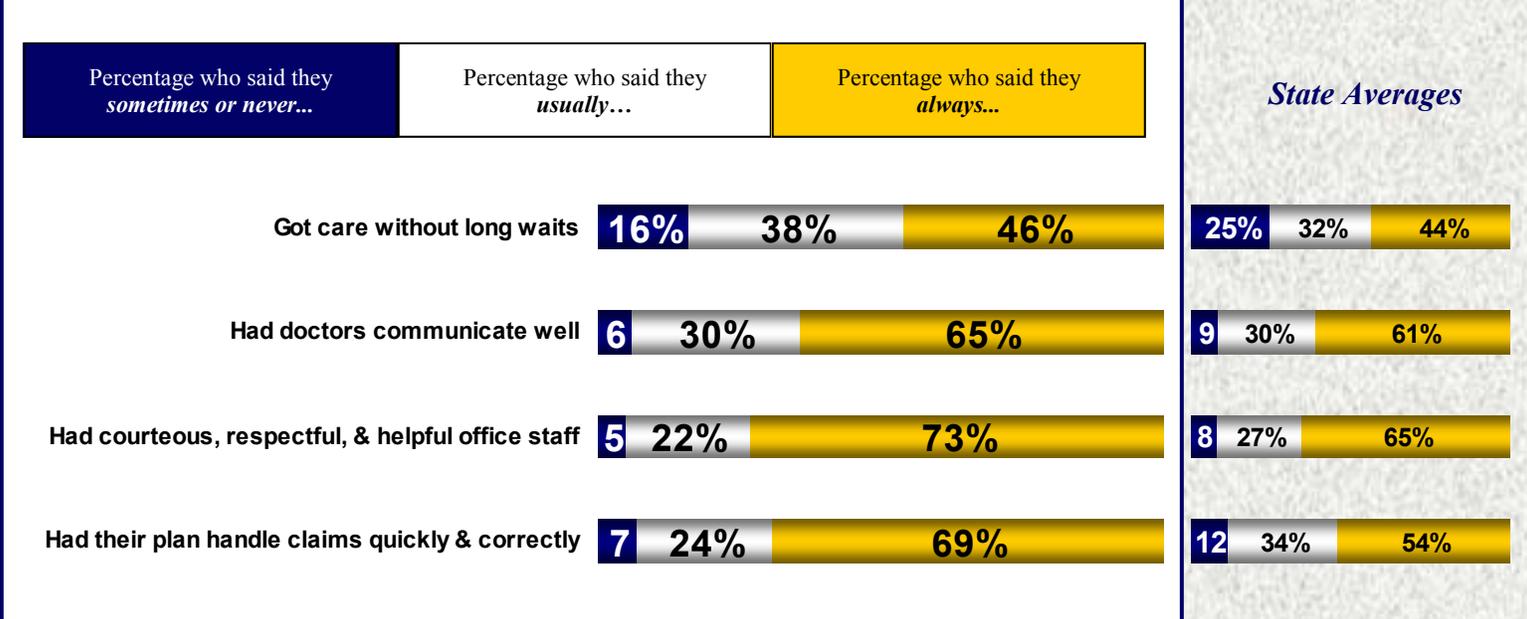
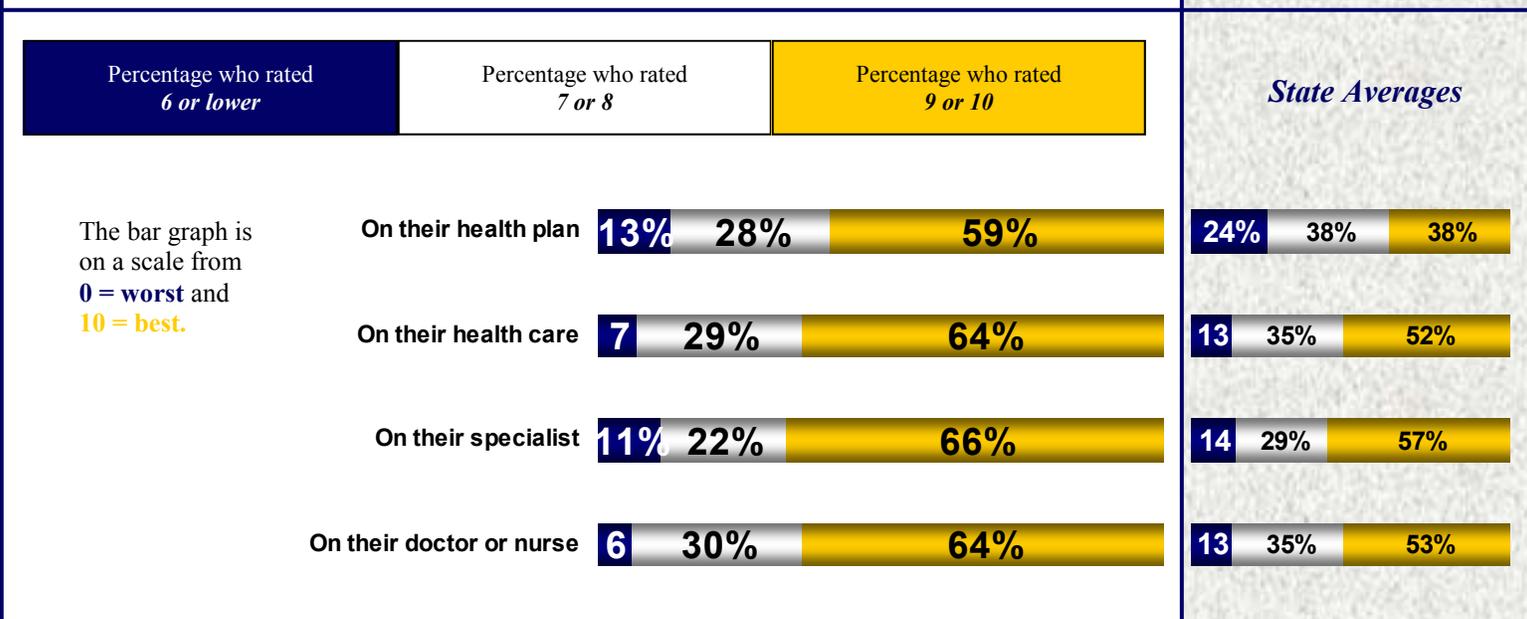


Scott and White Health Plan

Central Texas

Survey (CAHPS™3.0H) Results
Response Rate 55%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



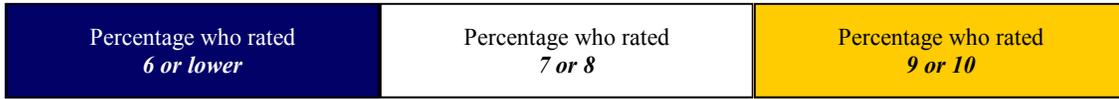
Unicare Health Plans

Southeast Texas

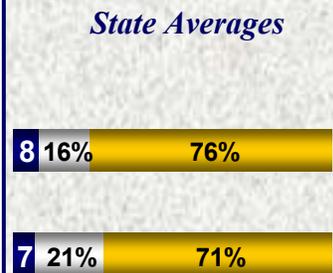
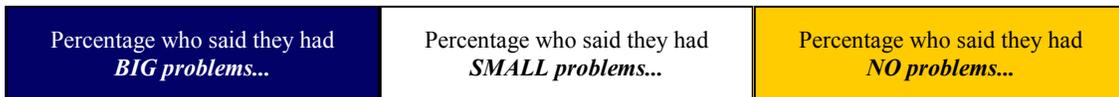
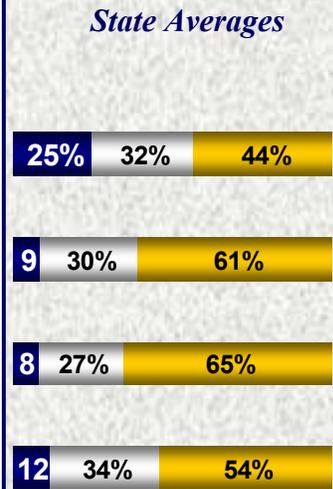
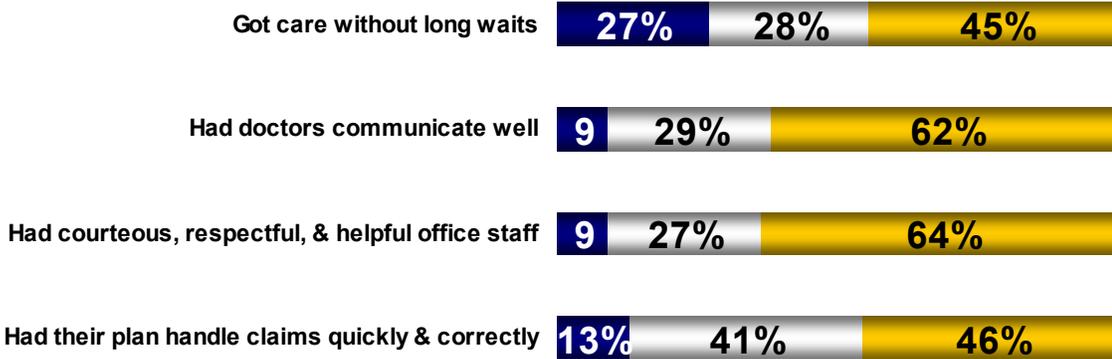
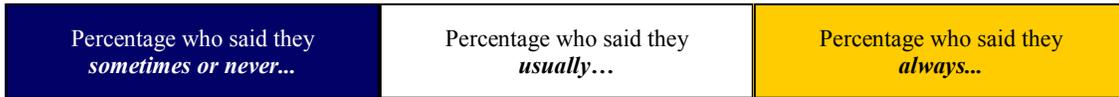
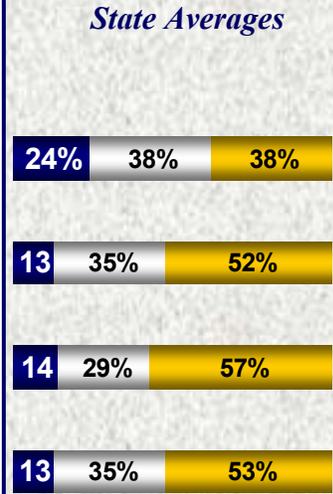
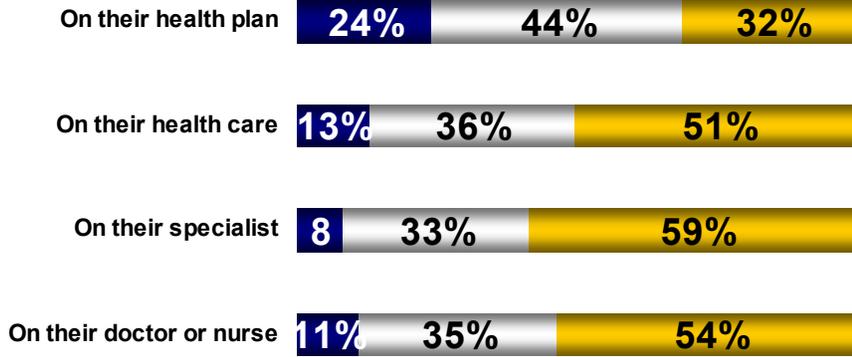
Survey (CAHPS™3.0H) Results

Response Rate 31%

State Averages
 Compiled from the 32 HMO
 companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 32%



The bar graph is on a scale from **0 = worst** and **10 = best**.



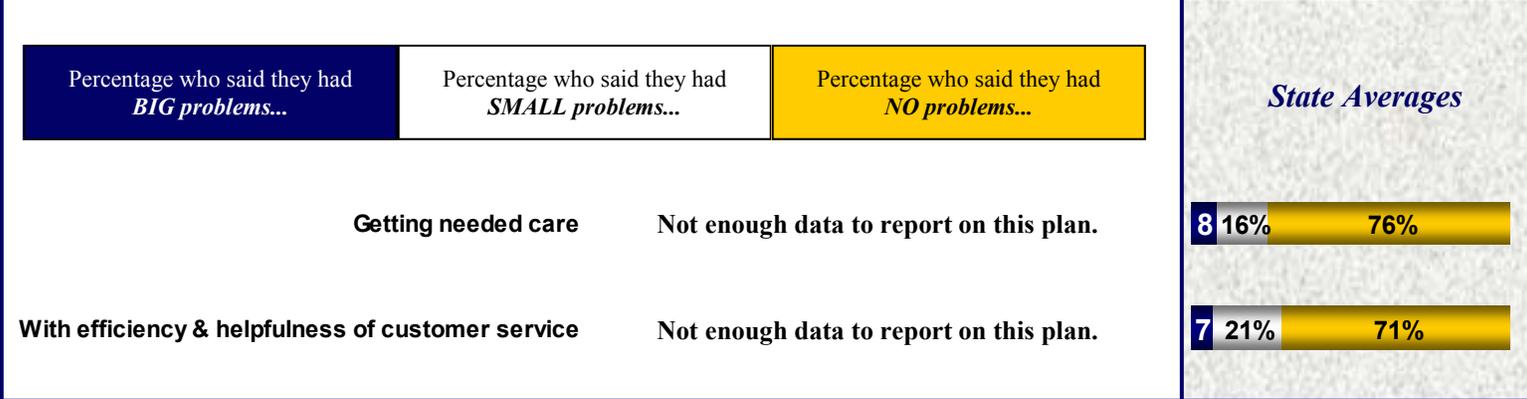
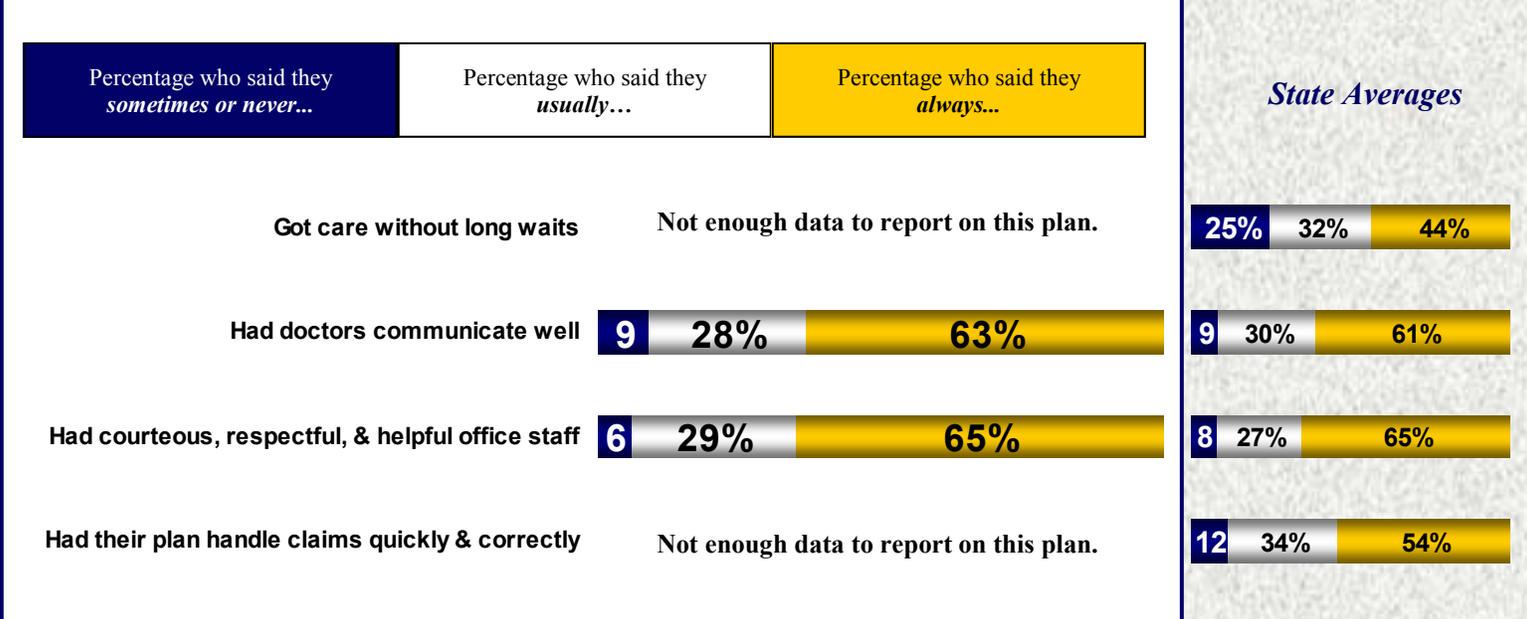
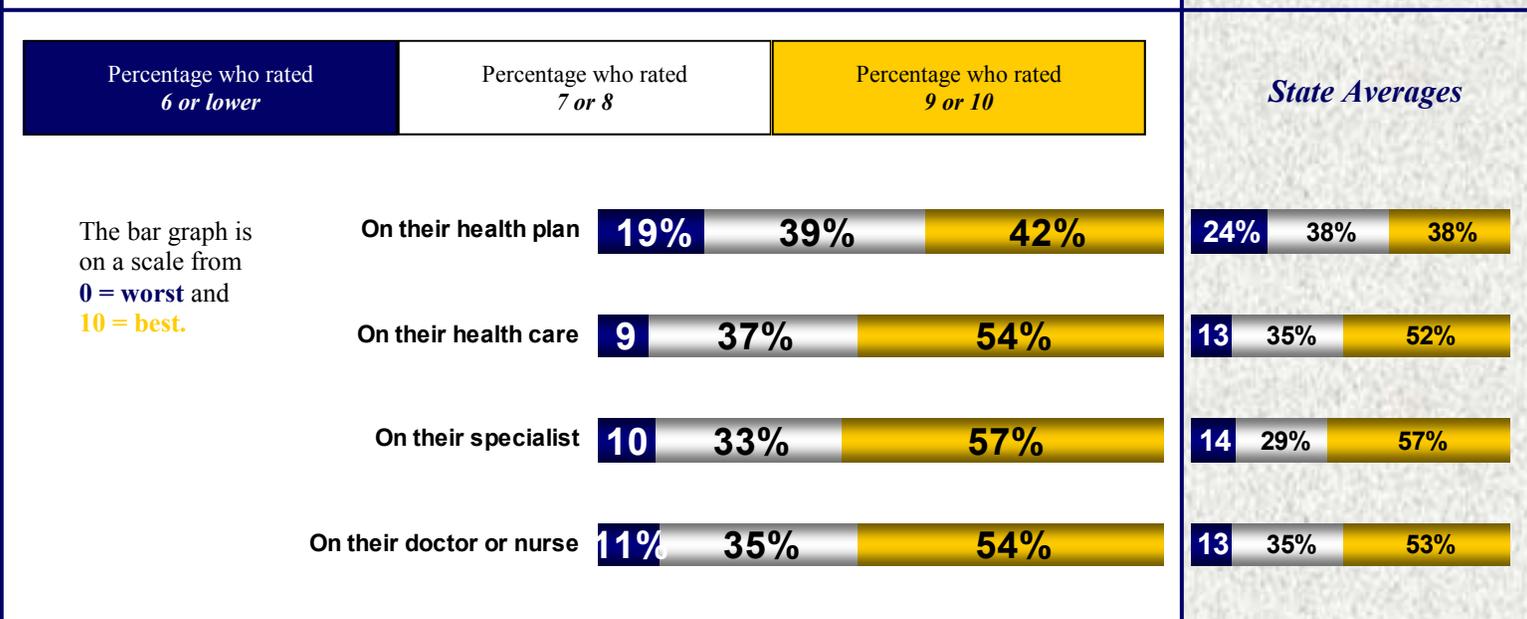
UnitedHealthCare of Texas - Central Texas

Austin/San Antonio

Survey (CAHPS™3.0H) Results

Response Rate 30%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

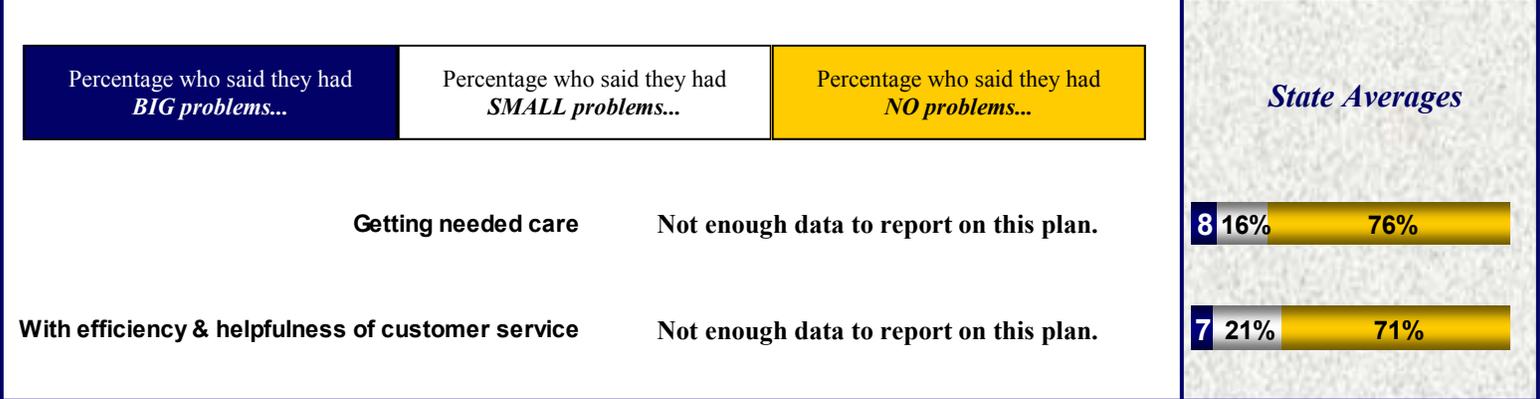
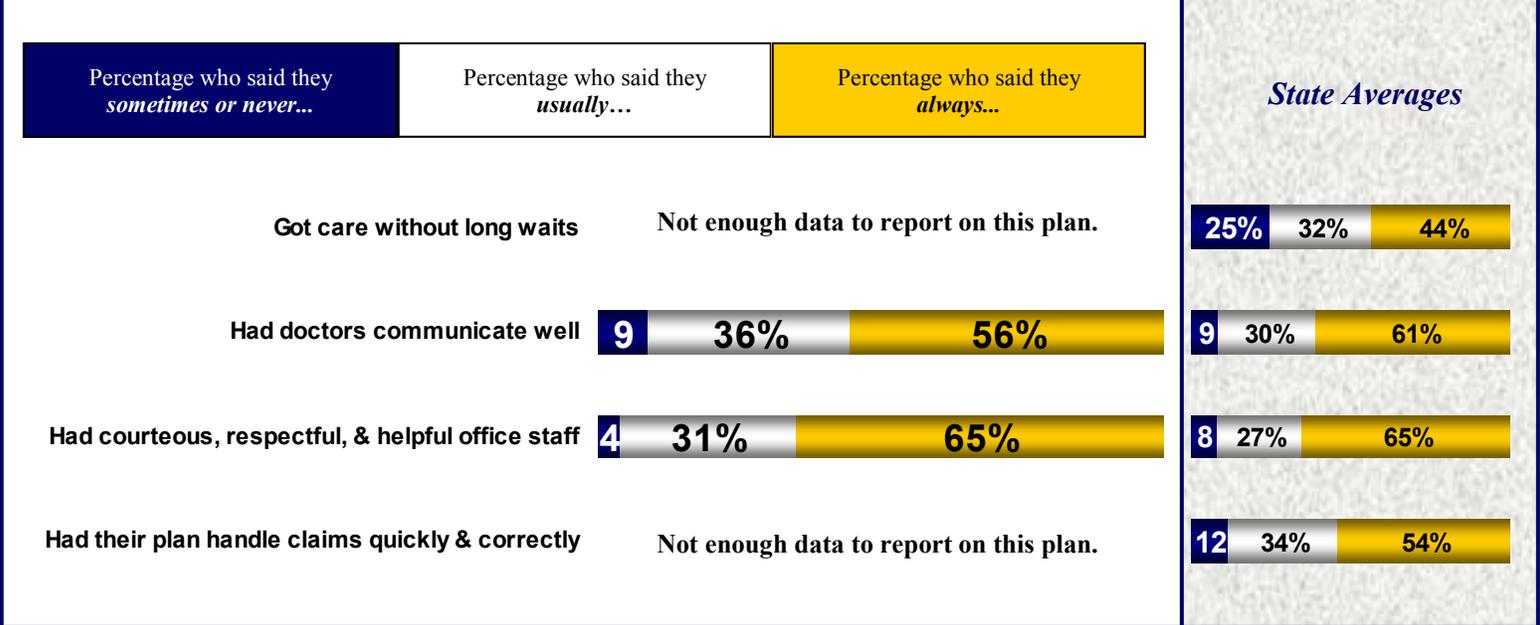
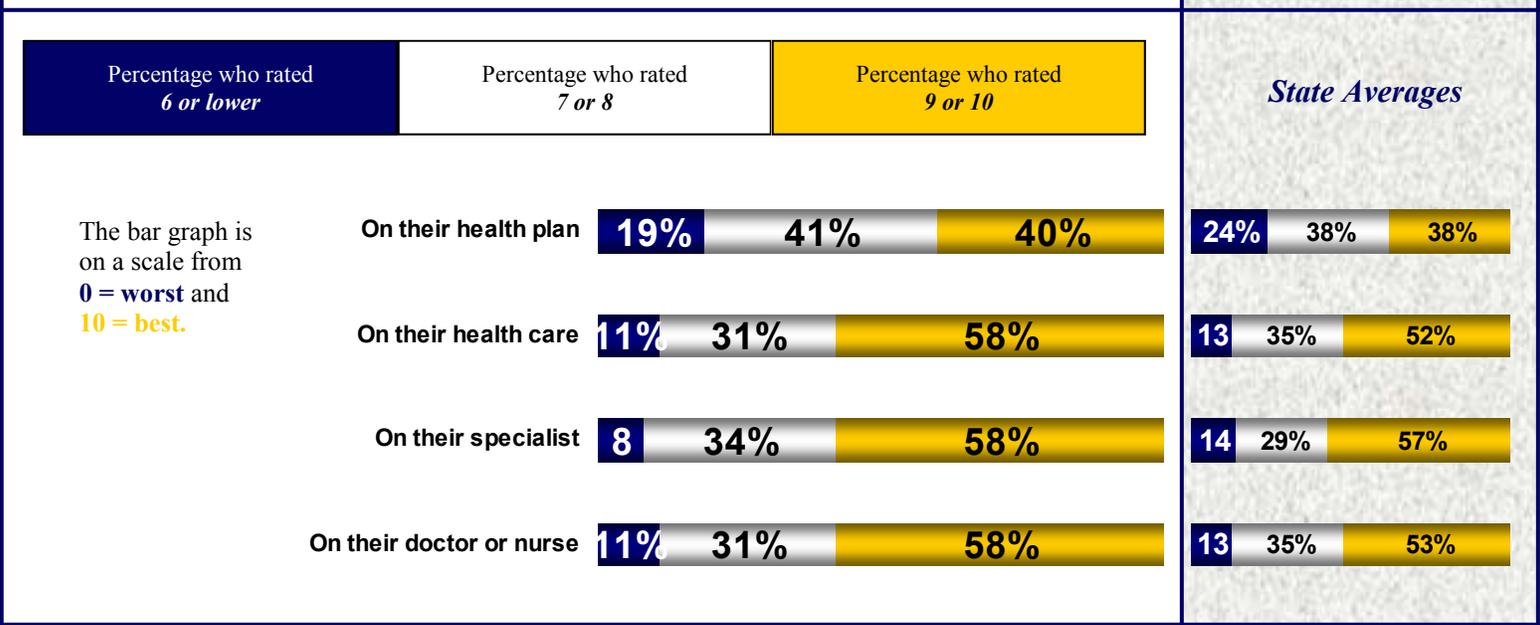


UnitedHealthCare of Texas - Dallas

Dallas

Survey (CAHPS™3.0H) Results
Response Rate 28%

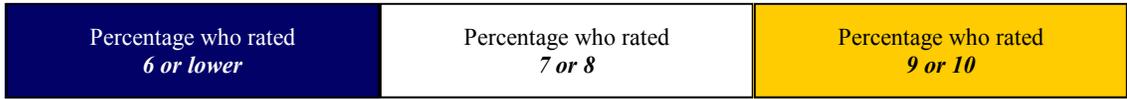
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%



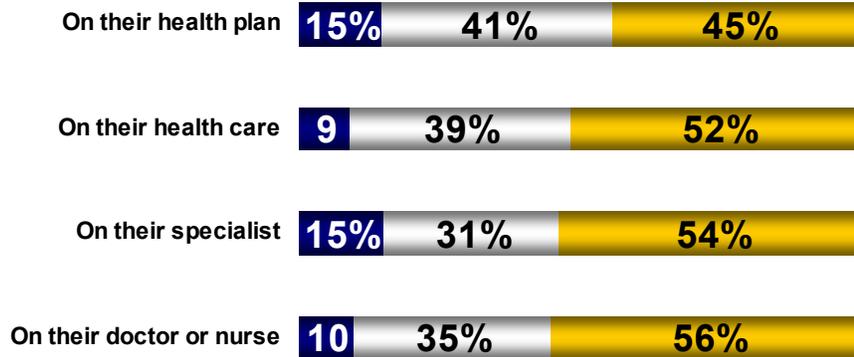
UnitedHealthCare of Texas - Houston

Corpus Christi/Houston
 Survey (CAHPS™3.0H) Results
 Response Rate 26%

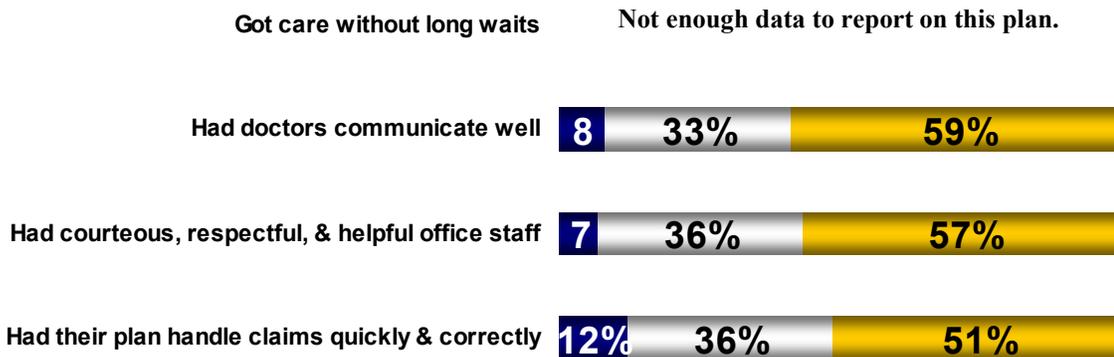
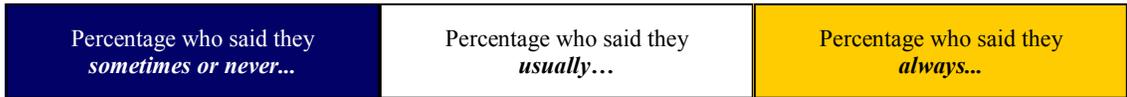
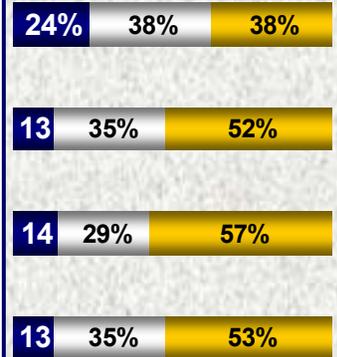
State Averages
 Compiled from the 32 HMO
 companies surveyed
 Survey (CAHPS™3.0H) Results
 Response Rate 32%



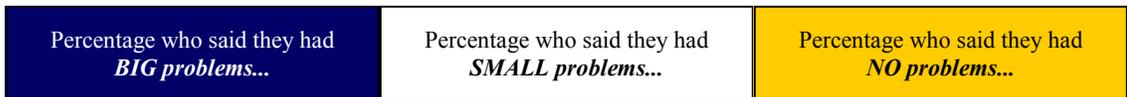
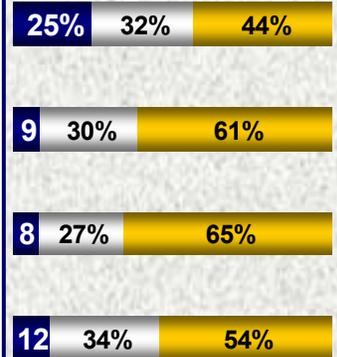
The bar graph is on a scale from **0 = worst** and **10 = best**.



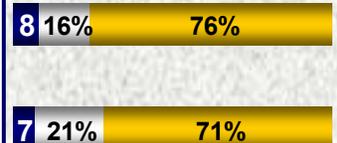
State Averages



State Averages



State Averages



Valley Baptist Health Plan

Harlingen

Survey (CAHPS™3.0H) Results
Response Rate 37%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

