

CIGNA HealthCare of Texas, Inc.

Dallas/North Texas

Survey (CAHPS™ 4.0H) Results 2008

Percentage who assigned a rating of **6 or lower** to their

Percentage who assigned a rating of **7 or 8** to their

Percentage who assigned a rating of **9 or 10** to their

State Average

where **0 = the worst possible** and **10 = the best possible**

Health Plan

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

22%

39%

38%

Health Care

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

15%

39%

46%

Personal Doctor

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

11%

27%

62%

Specialist

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

10%

26%

64%

Percentage who said they **sometimes or never...**

Percentage who said they **usually...**

Percentage who said they **always...**

State Average

Got Needed Care

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

15%

32%

52%

Got Care Quickly

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

16%

30%

55%

Had Plans Handle Claims Quickly & Correctly

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

12%

32%

56%

Got Efficient & Helpful Customer Service

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

19%

28%

53%

Had Doctors Communicate Well

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

8%

23%

70%

Percentage who said there was **somewhat no or definitely no**

Percentage who said there was **somewhat yes**

Percentage who said there was **definitely yes**

State Average

Shared Decision Making

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

7%

33%

60%