

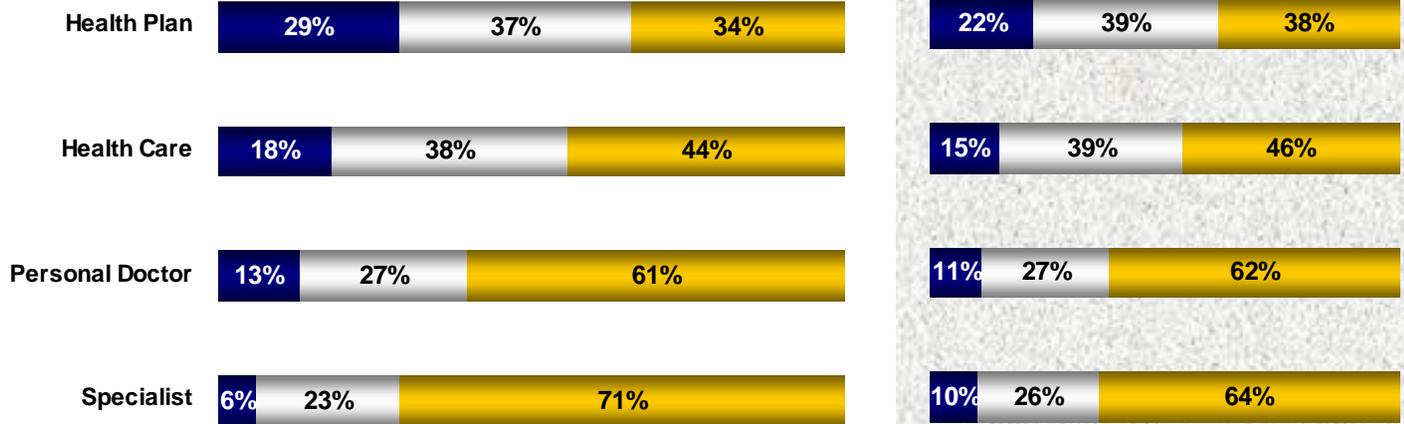
PacifiCare of Texas

San Antonio/Houston

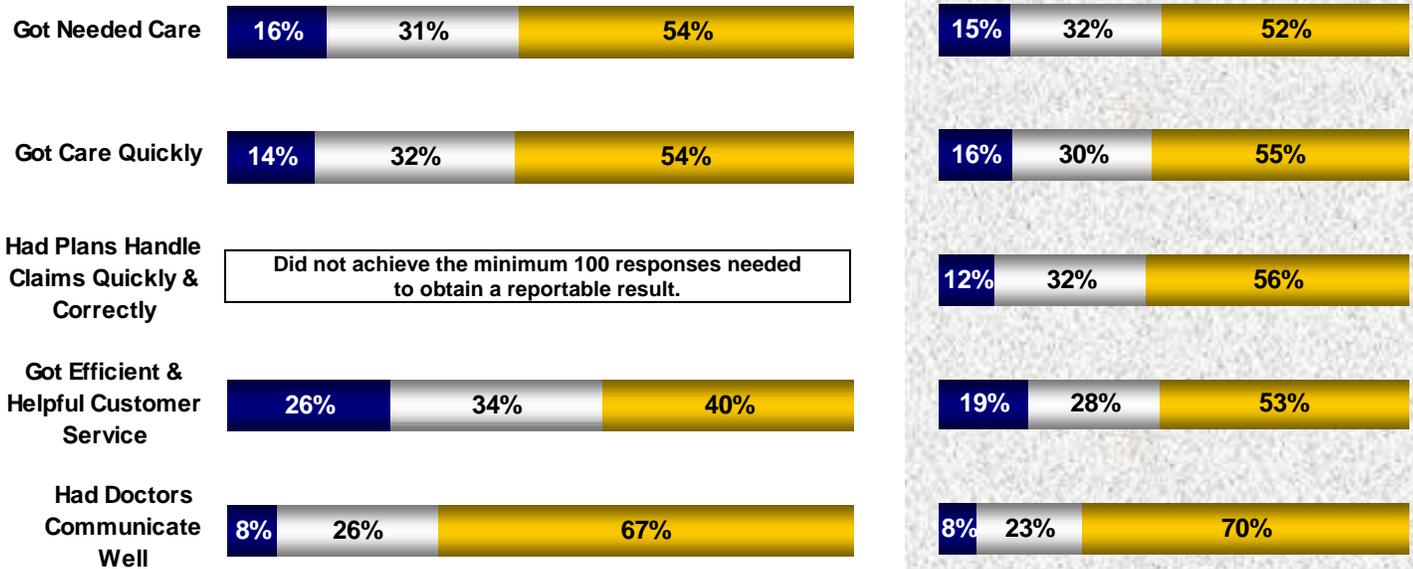
Survey (CAHPS™ 4.0H) Results 2008

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



Percentage who said they sometimes or never...	Percentage who said they usually...	Percentage who said they always...
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Percentage who said there was somewhat no or definitely no	Percentage who said there was somewhat yes	Percentage who said there was definitely yes
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