

Survey (CAHPS™ 4.0H) Results for Central Texas Plans

The counties included in the Central Texas area are:

| | | | | |
|----------|-----------|----------|-----------|------------|
| Bastrop | Burnet | Grimes | Leon | Mills |
| Bell | Caldwell | Hamilton | Limestone | Robertson |
| Blanco | Coryell | Hays | Llano | San Saba |
| Bosque | Falls | Hill | Madison | Travis |
| Brazos | Fayette | Lampasas | McLennan | Washington |
| Burleson | Freestone | Lee | Milam | Williamson |



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 Central 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 Central 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 2008.

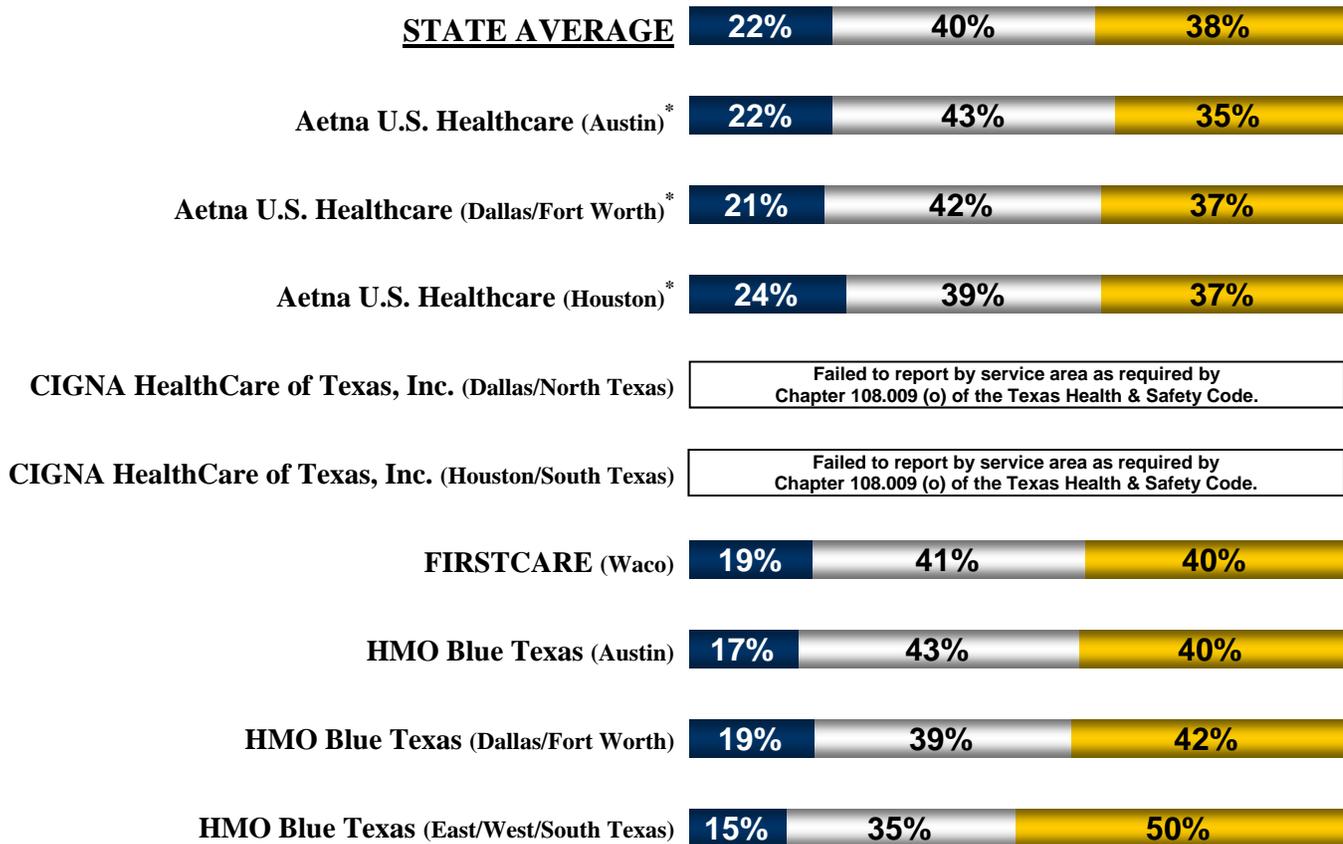
How people rated their health plan

Survey (CAHPS™ 4.0H) 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.)

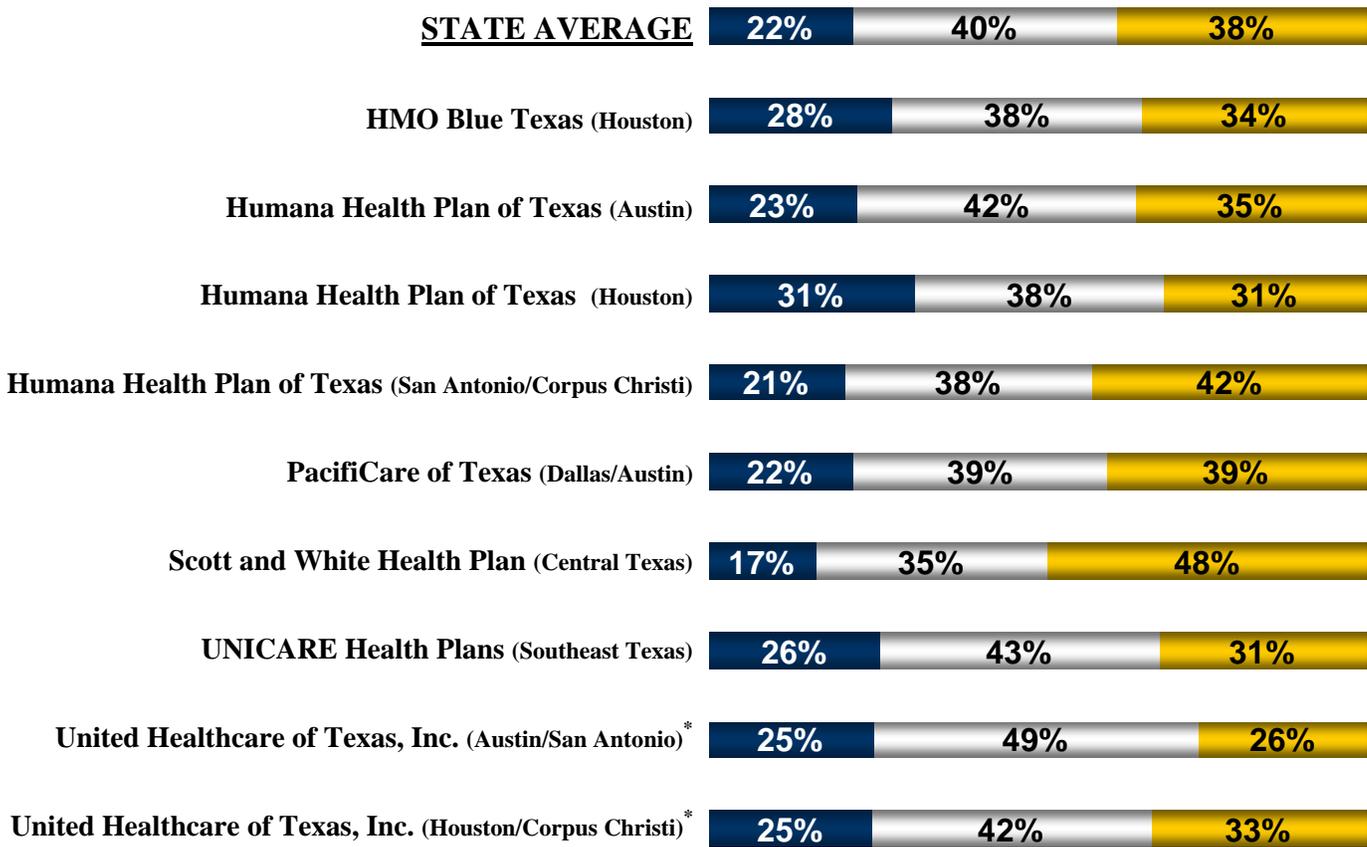
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Survey (CAHPS™ 4.0H) Results

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Survey (CAHPS™ 4.0H) Results - Central Texas

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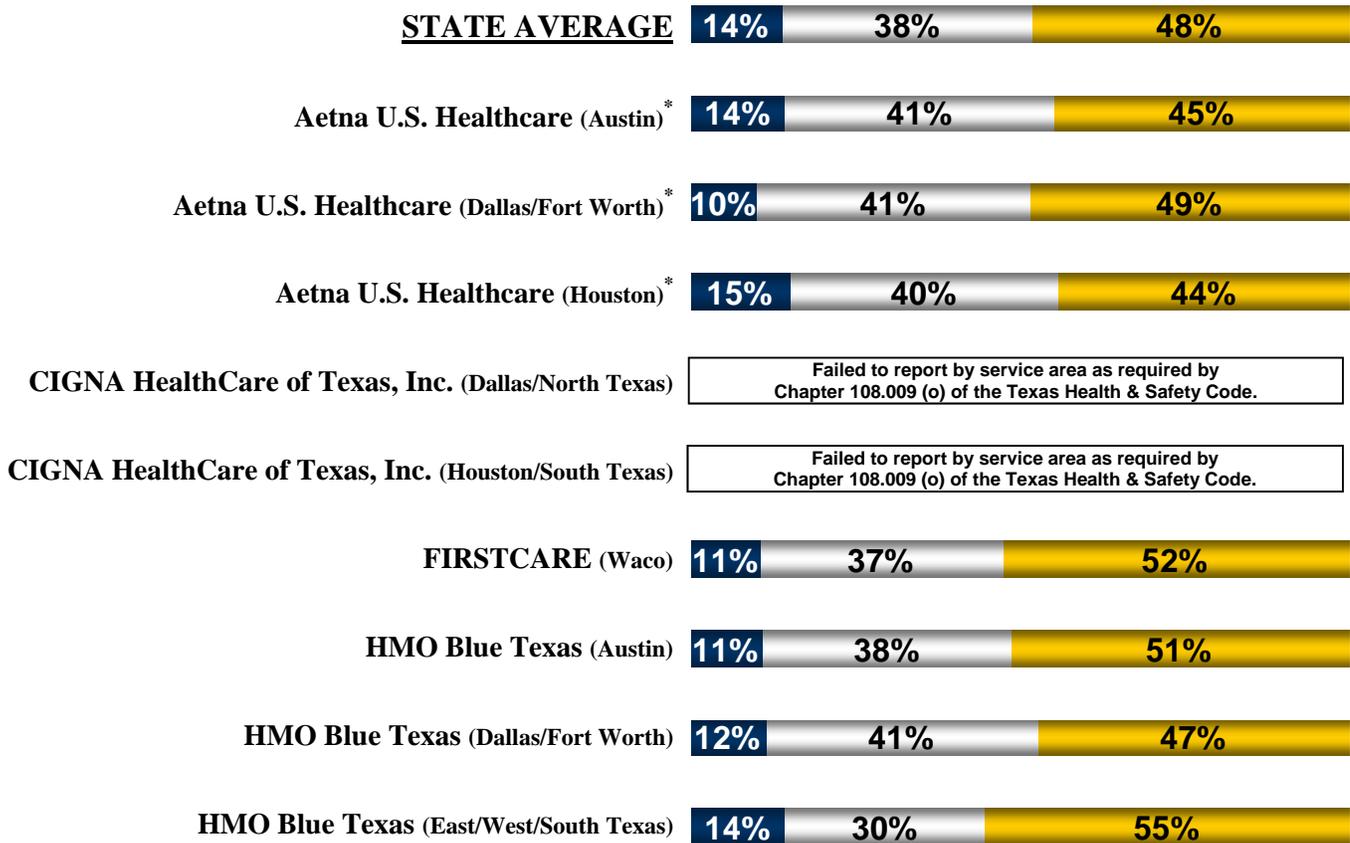
How people rated their health care

Survey (CAHPS™ 4.0H) 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** on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”



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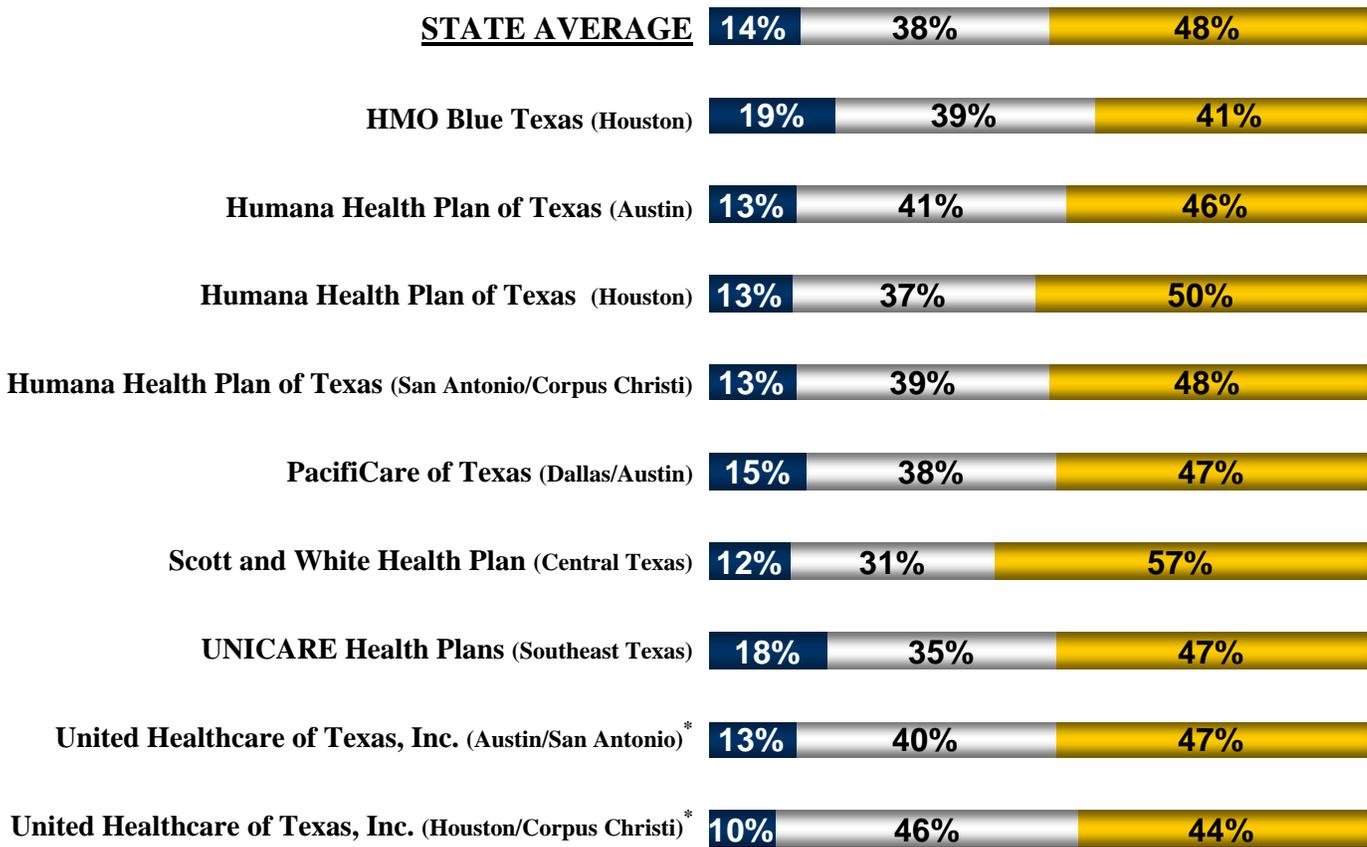
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Survey (CAHPS™ 4.0H) Results - Central Texas

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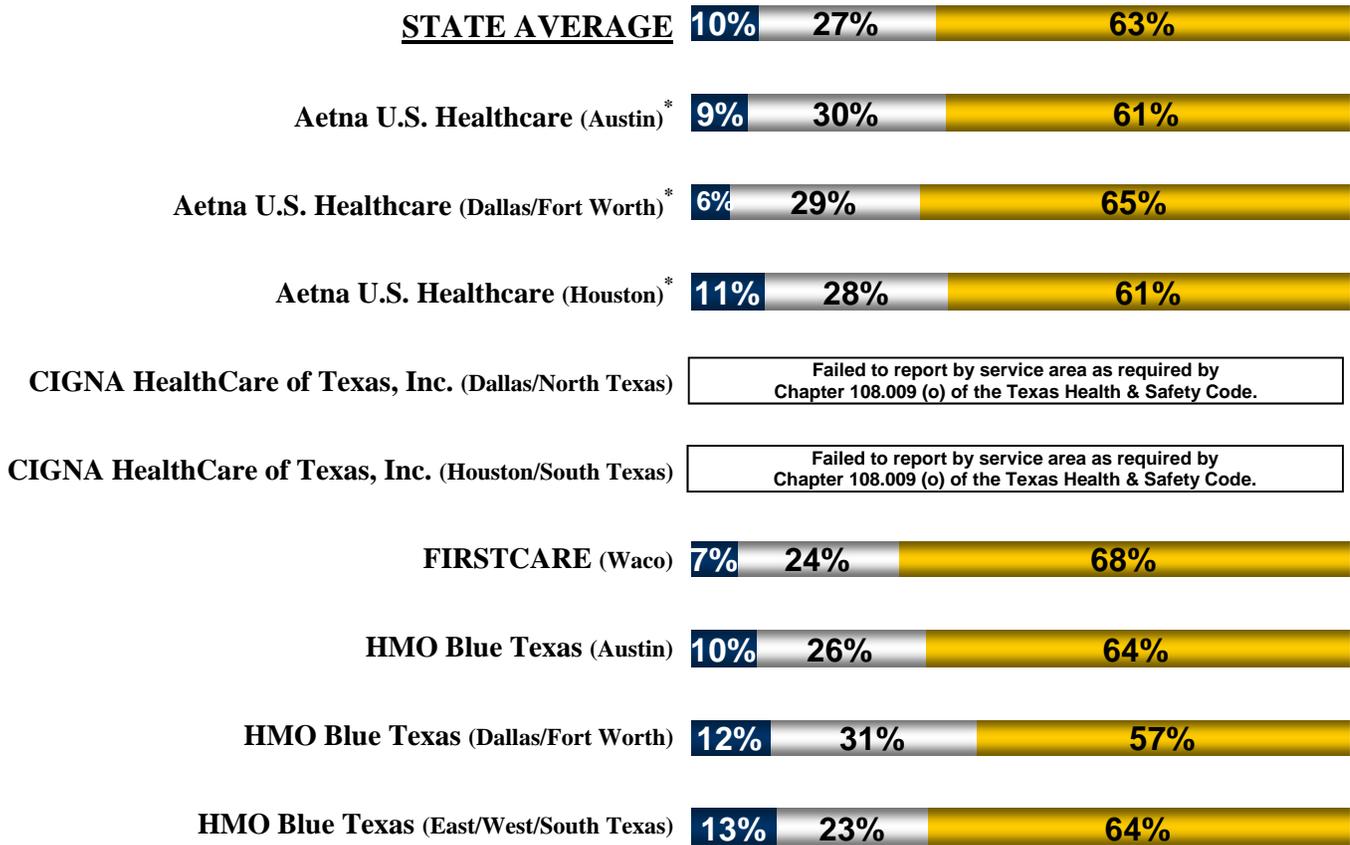
How people rated their personal doctor

Survey (CAHPS™ 4.0H) 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”



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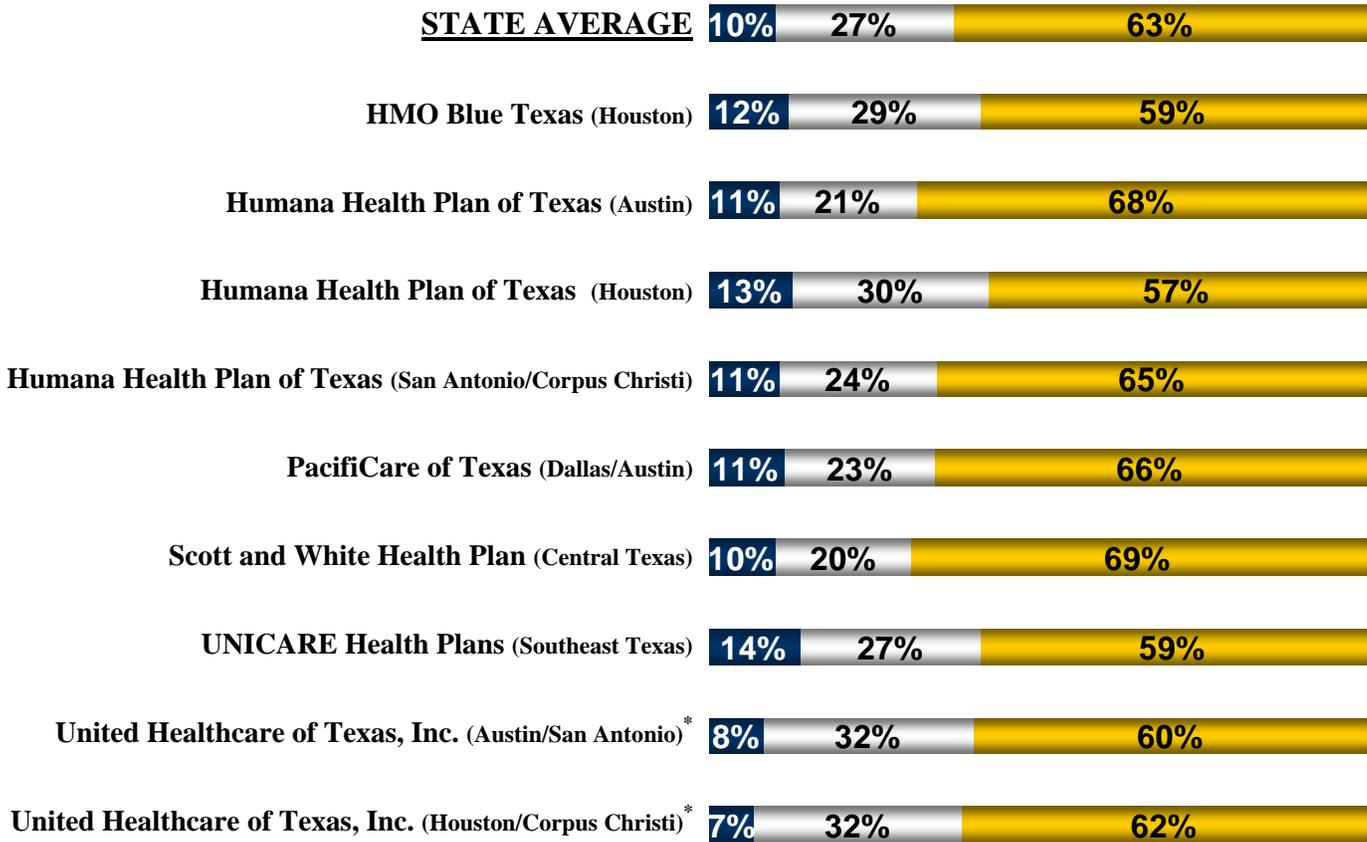
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Survey (CAHPS™ 4.0H) Results

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Survey (CAHPS™ 4.0H) Results - Central Texas

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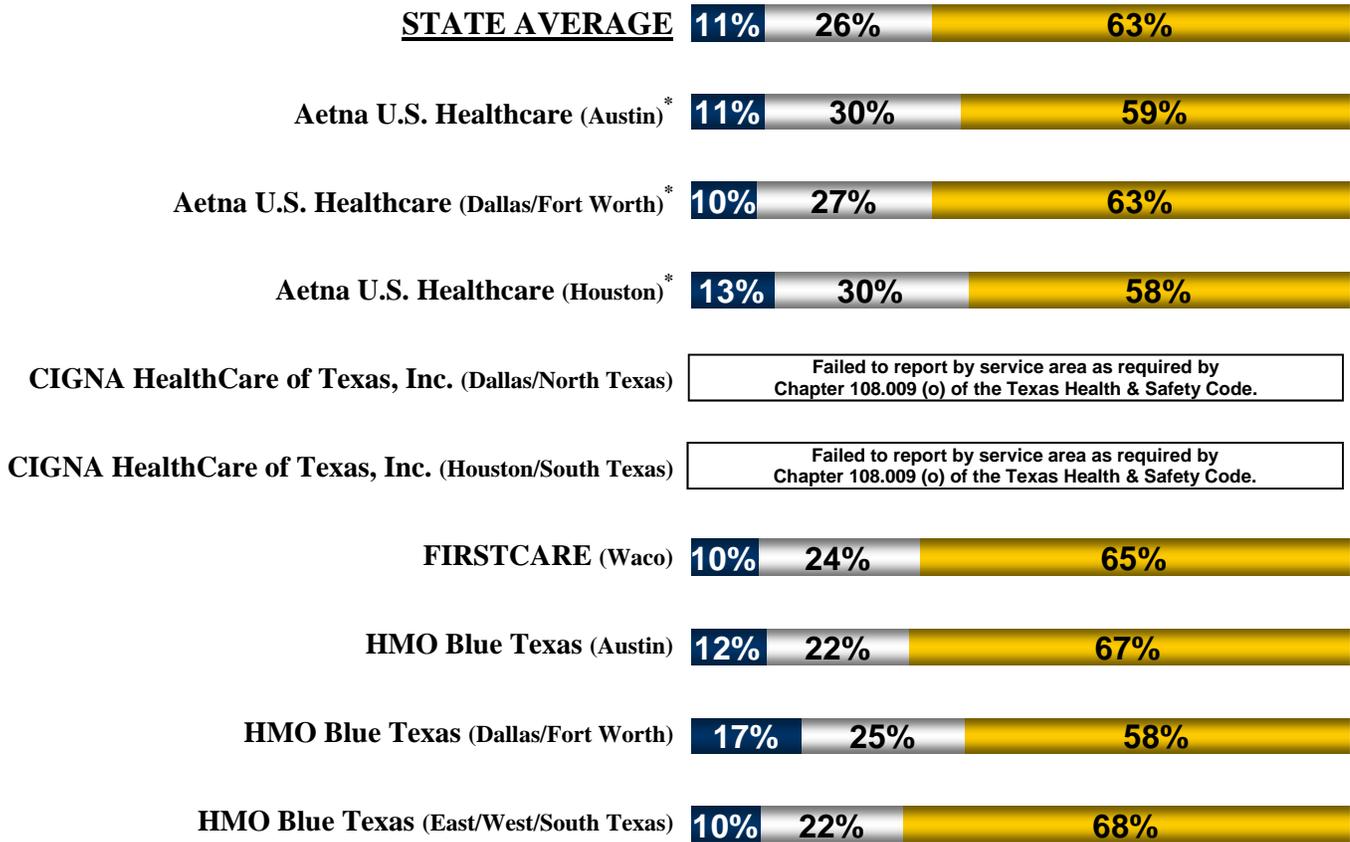
How people rated their specialist

Survey (CAHPS™ 4.0H) 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”



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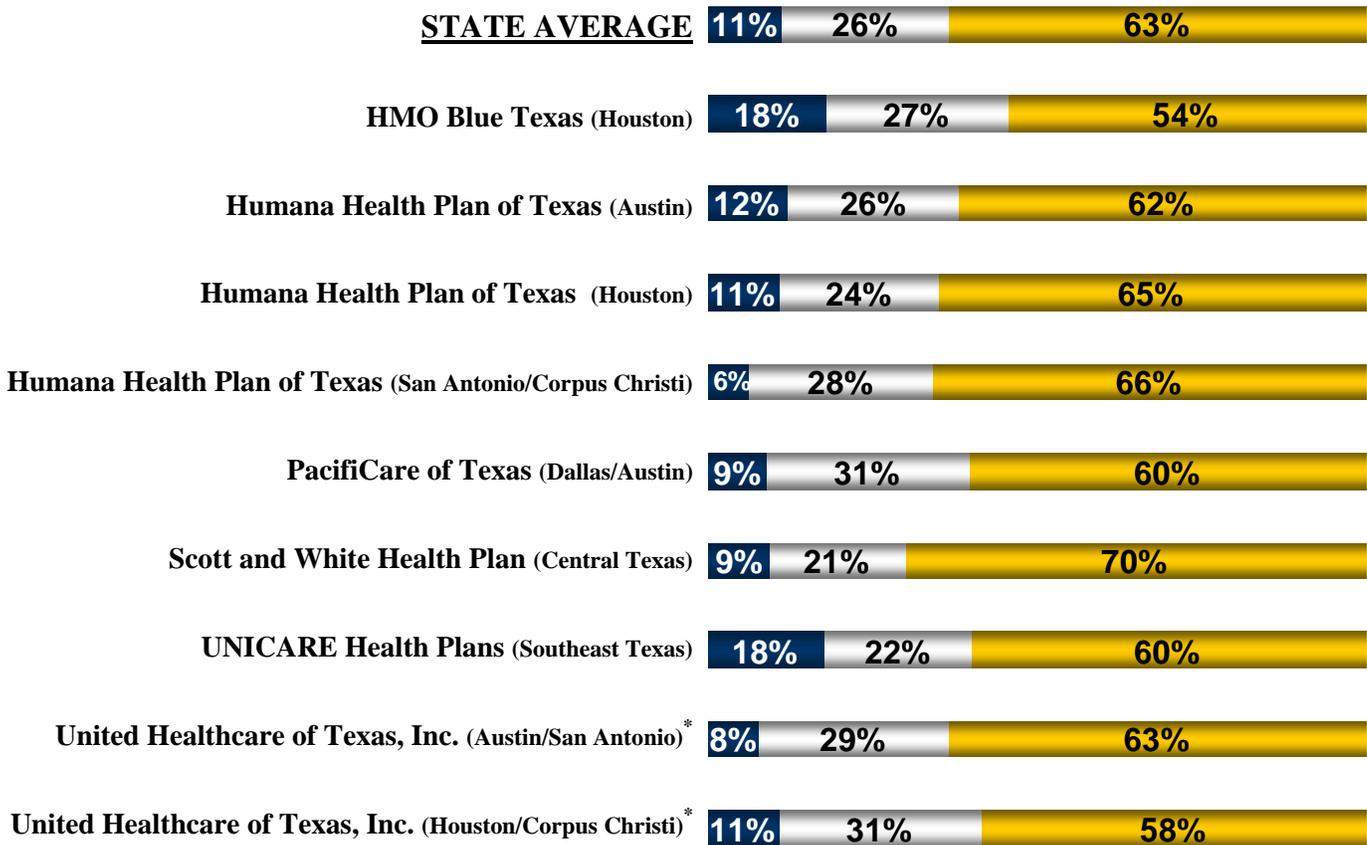
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Survey (CAHPS™ 4.0H) Results

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Survey (CAHPS™ 4.0H) Results - Central Texas

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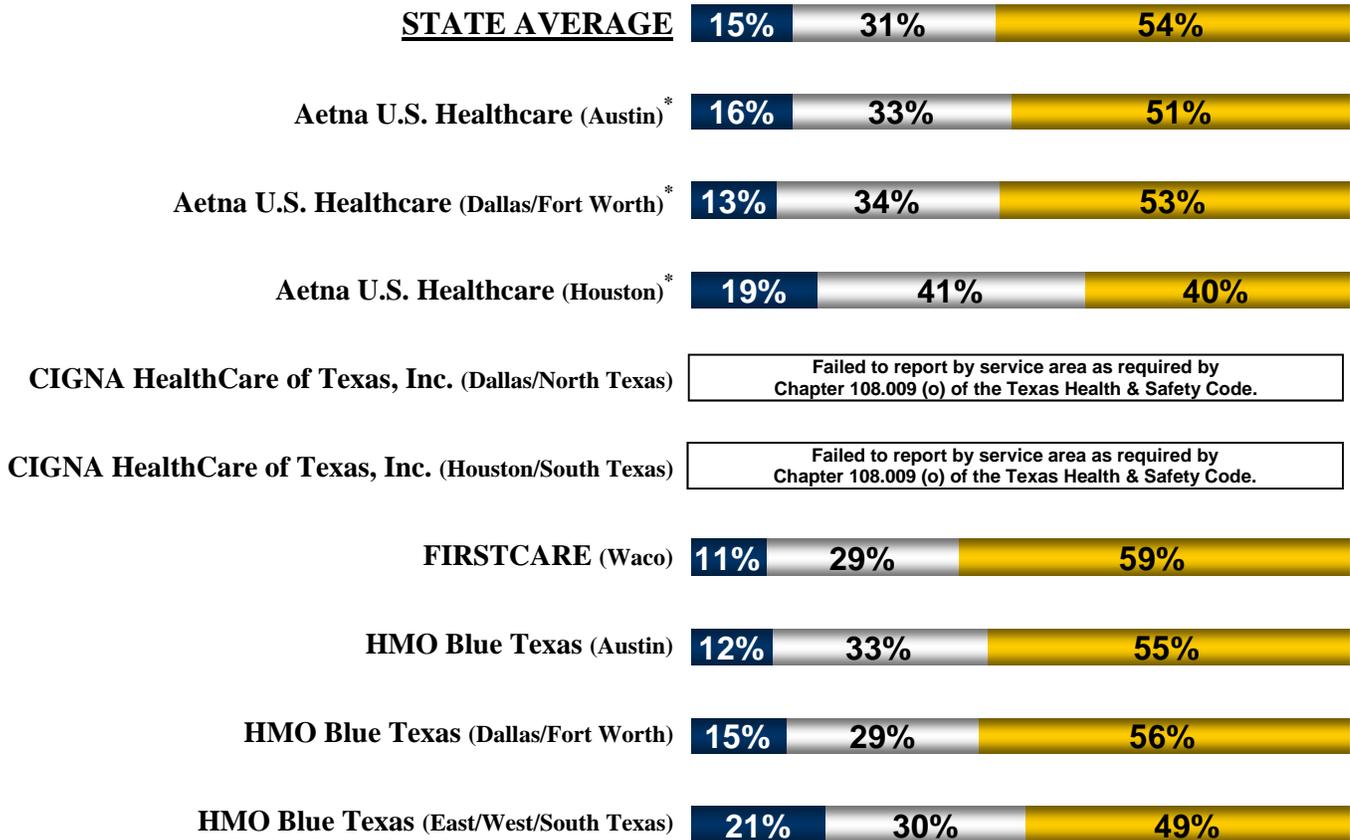
Getting needed care

Survey (CAHPS™ 4.0H) 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.)

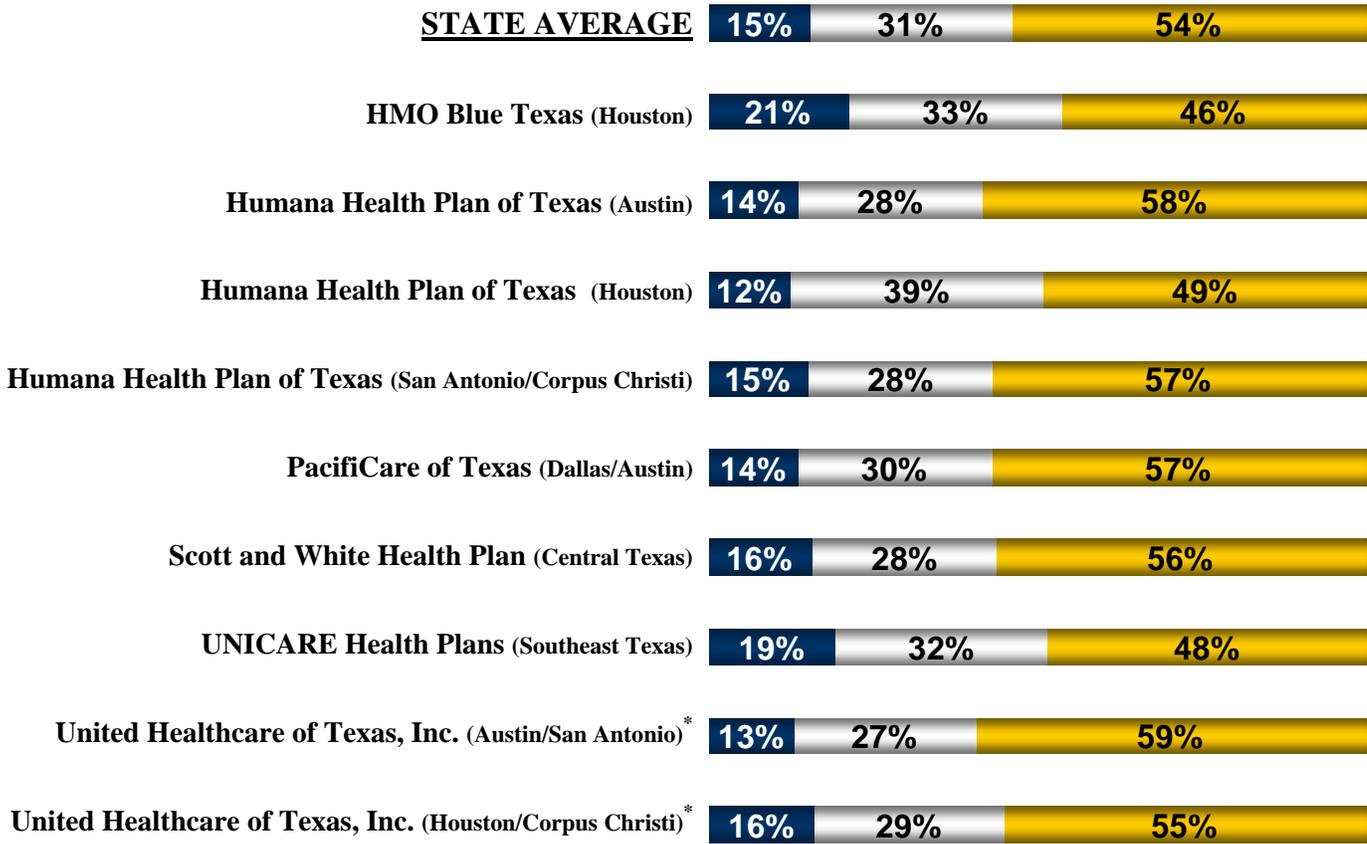
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The bar graphs show answers to survey questions that asked people **how often** it was easy for them to:

- Get appointments with specialists.
- Get care, tests or treatment they needed through their health plan.



Survey (CAHPS™ 4.0H) Results - Central Texas

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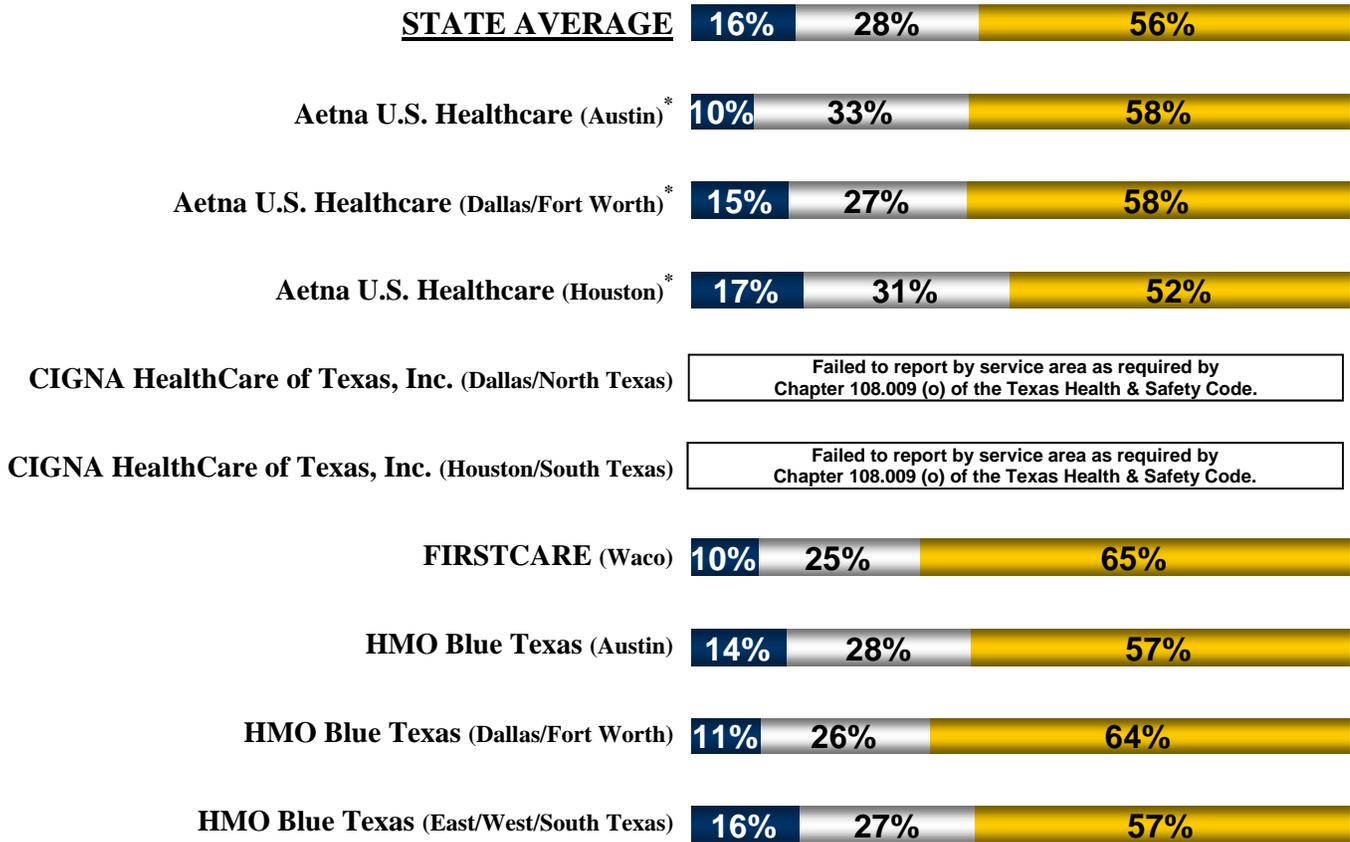
Getting care quickly

Survey (CAHPS™ 4.0H) 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.



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

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

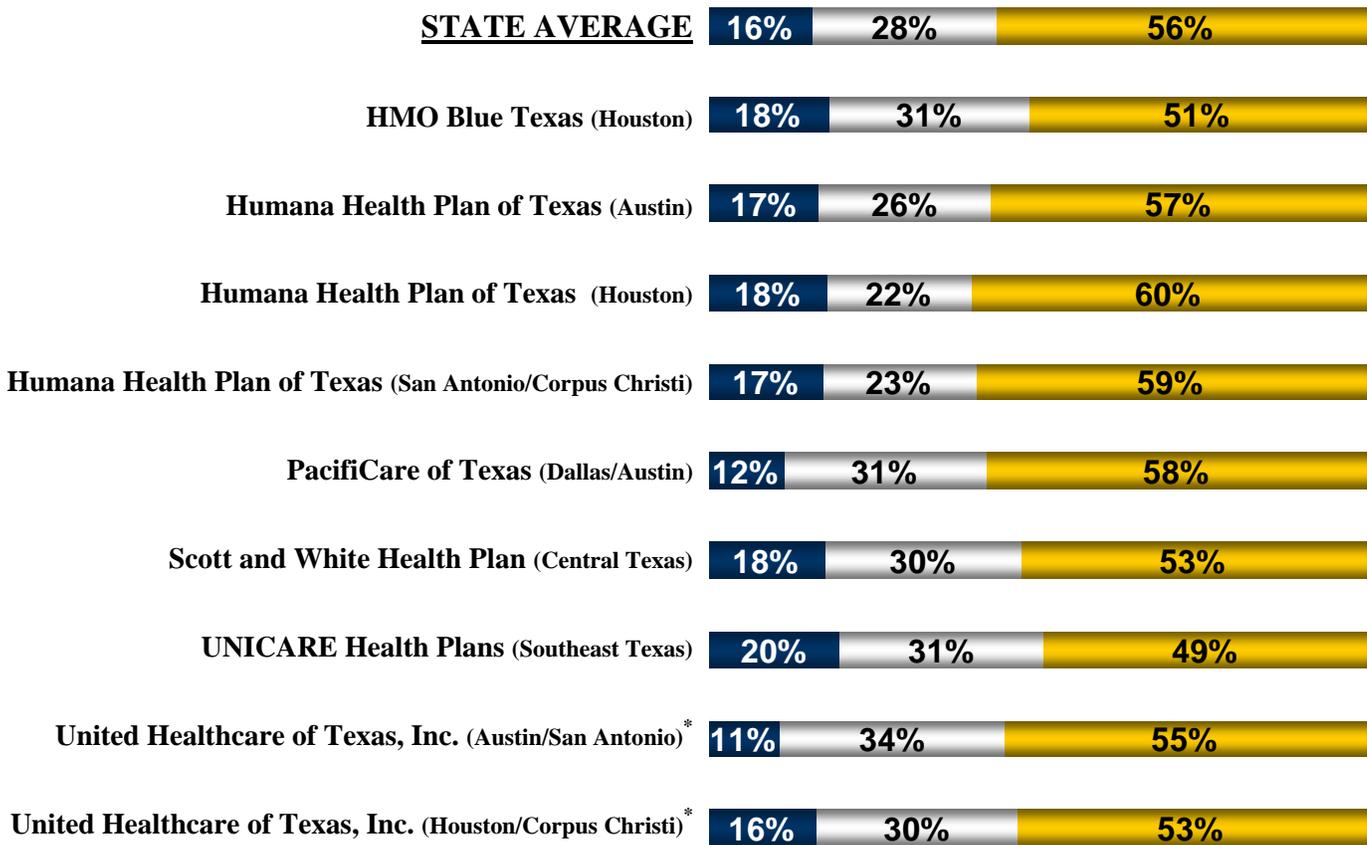
Getting care quickly

Survey (CAHPS™ 4.0H) 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™ 4.0H) Results - Central Texas

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™ 4.0H) 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.

STATE AVERAGE 13% 33% 54%

Aetna U.S. Healthcare (Austin) * Did not achieve the minimum 100 responses needed to obtain a reportable result.

Aetna U.S. Healthcare (Dallas/Fort Worth) * 12% 43% 45%

Aetna U.S. Healthcare (Houston) * Did not achieve the minimum 100 responses needed to obtain a reportable result.

CIGNA HealthCare of Texas, Inc. (Dallas/North Texas) Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

CIGNA HealthCare of Texas, Inc. (Houston/South Texas) Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco) 11% 34% 55%

HMO Blue Texas (Austin) 10% 29% 61%

HMO Blue Texas (Dallas/Fort Worth) 6% 26% 68%

HMO Blue Texas (East/West/South Texas) 11% 34% 55%

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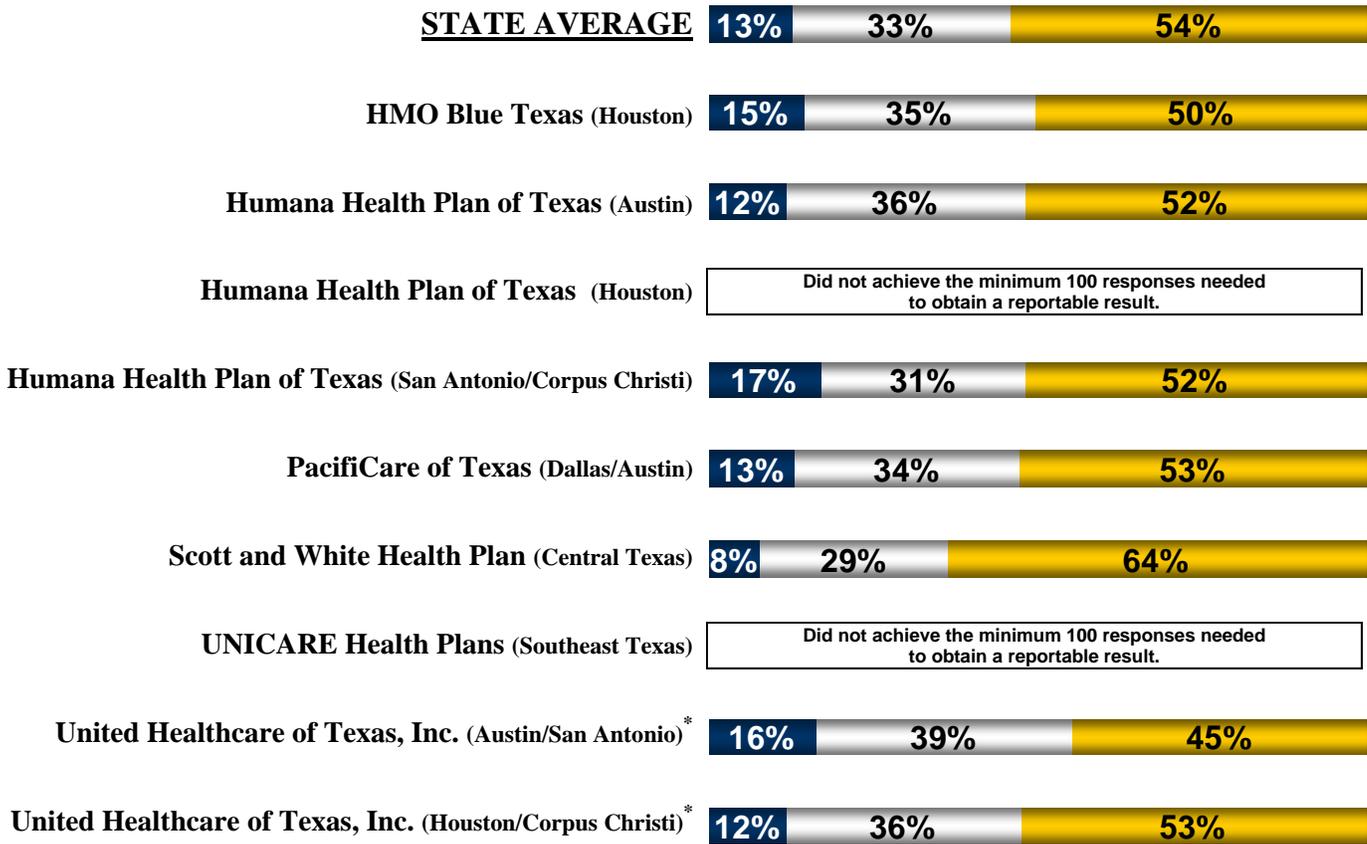
Handling of claims quickly and correctly

Survey (CAHPS™ 4.0H) 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.



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

Health plan customer service

Survey (CAHPS™ 4.0H) 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.



Aetna U.S. Healthcare (Austin) * Did not achieve the minimum 100 responses needed to obtain a reportable result.



CIGNA HealthCare of Texas, Inc. (Dallas/North Texas) Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

CIGNA HealthCare of Texas, Inc. (Houston/South Texas) Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.



HMO Blue Texas (Austin) Did not achieve the minimum 100 responses needed to obtain a reportable result.

HMO Blue Texas (Dallas/Fort Worth) Did not achieve the minimum 100 responses needed to obtain a reportable result.



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

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Health plan customer service

Survey (CAHPS™ 4.0H) Results

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|--|---|--|

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.

STATE AVERAGE **18%** **25%** **57%**

HMO Blue Texas (Houston) Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (Austin) Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (Houston) Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (San Antonio/Corpus Christi) **14%** **25%** **61%**

PacifiCare of Texas (Dallas/Austin) **22%** **33%** **45%**

Scott and White Health Plan (Central Texas) Did not achieve the minimum 100 responses needed to obtain a reportable result.

UNICARE Health Plans (Southeast Texas) Did not achieve the minimum 100 responses needed to obtain a reportable result.

United Healthcare of Texas, Inc. (Austin/San Antonio)* Did not achieve the minimum 100 responses needed to obtain a reportable result.

United Healthcare of Texas, Inc. (Houston/Corpus Christi)* Did not achieve the minimum 100 responses needed to obtain a reportable result.

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Survey (CAHPS™ 4.0H) Results - Central Texas

How well doctors communicate

Survey (CAHPS™ 4.0H) 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.



CIGNA HealthCare of Texas, Inc. (Dallas/North Texas) Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

CIGNA HealthCare of Texas, Inc. (Houston/South Texas) Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.



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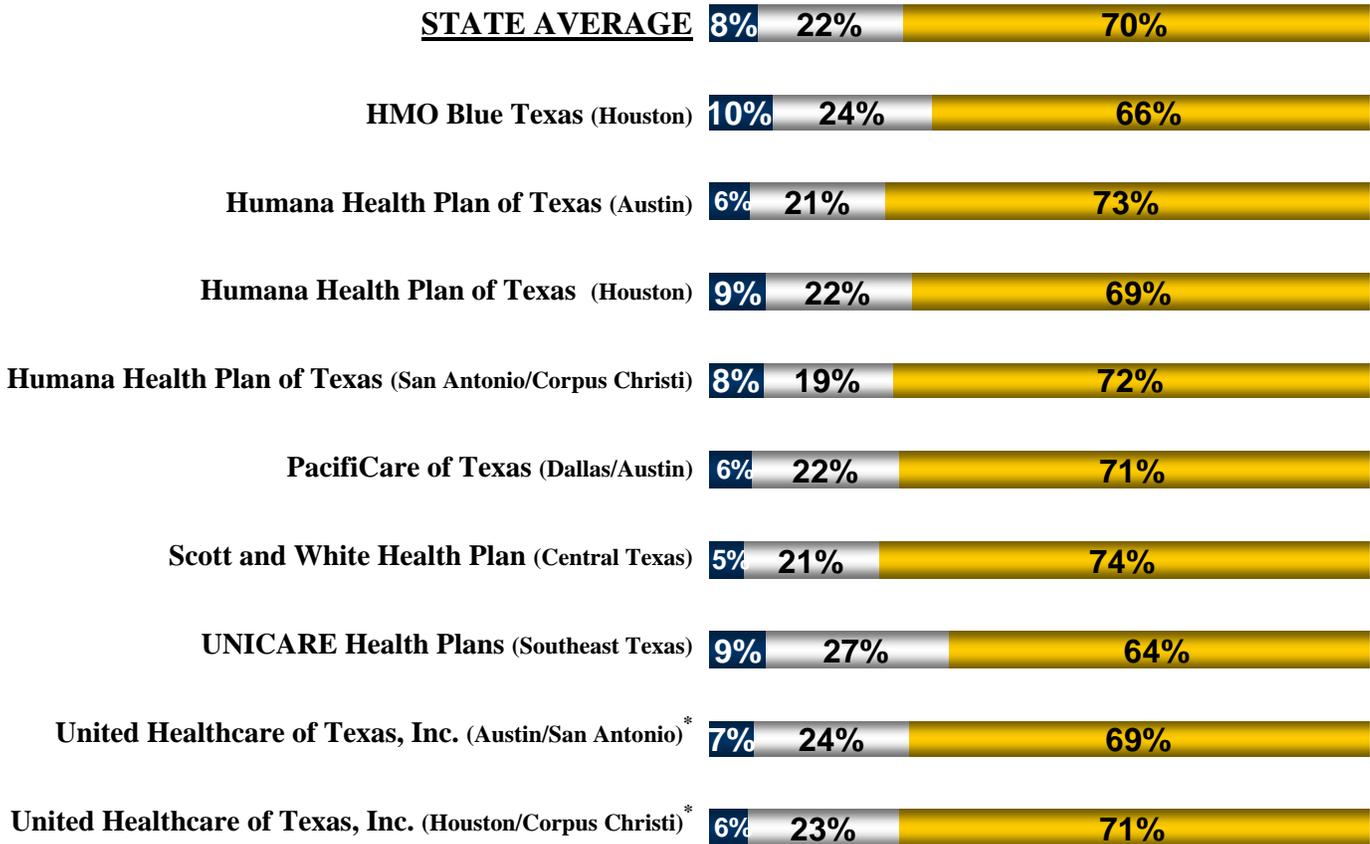
How well doctors communicate

Survey (CAHPS™ 4.0H) Results

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Survey (CAHPS™ 4.0H) Results - Central Texas

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Shared Decision Making

Survey (CAHPS™ 4.0H) Results

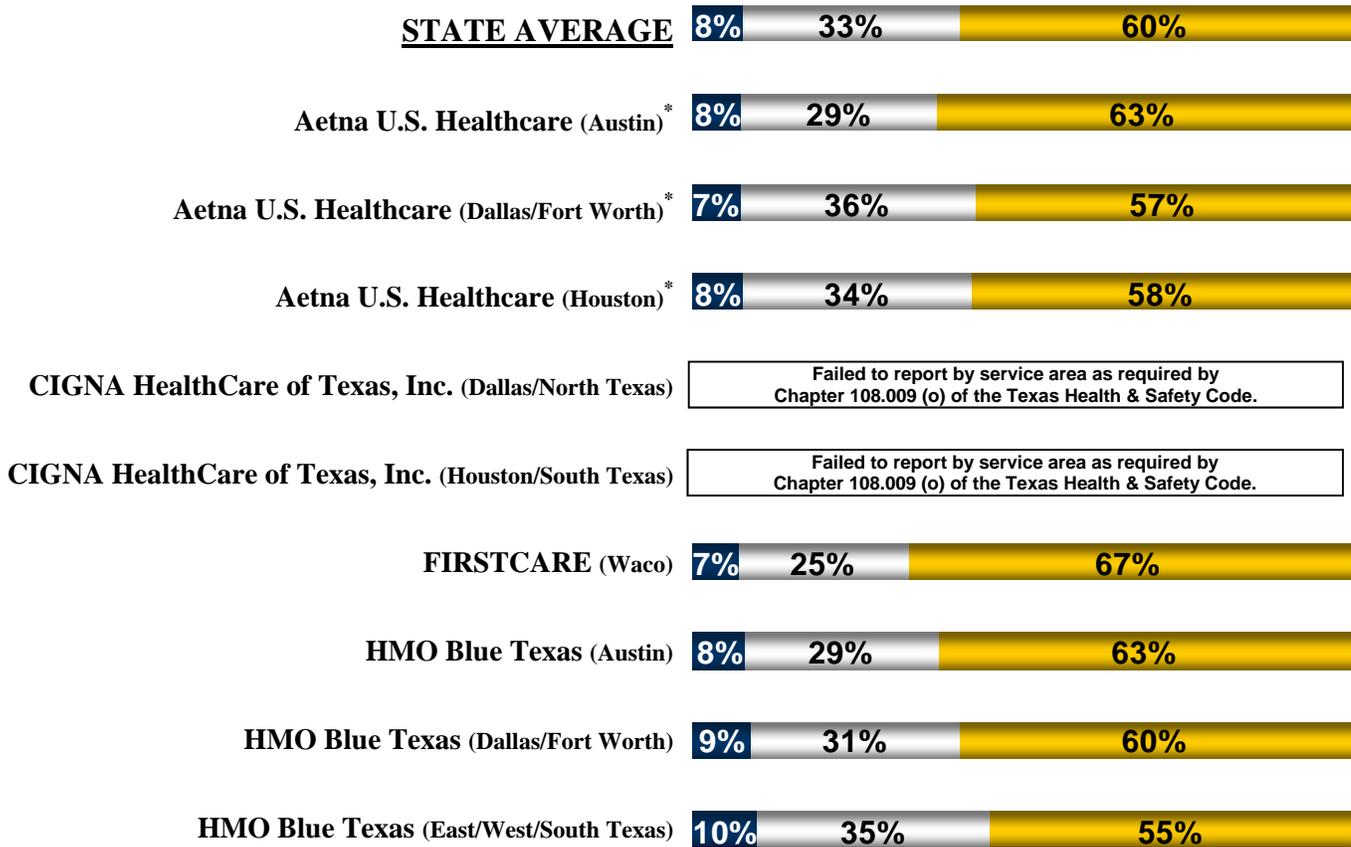
Percentage who said there was **somewhat no or definitely no** shared decision making

Percentage who said there was **somewhat yes** shared decision making

Percentage who said there was **definitely yes** shared decision making

The bar graphs show answers to survey questions that asked people if their personal doctor:

- Talked with them about the pros and cons of each choice for their treatment or health care.
- Asked which choice was best for them when there was more than one choice for treatment.



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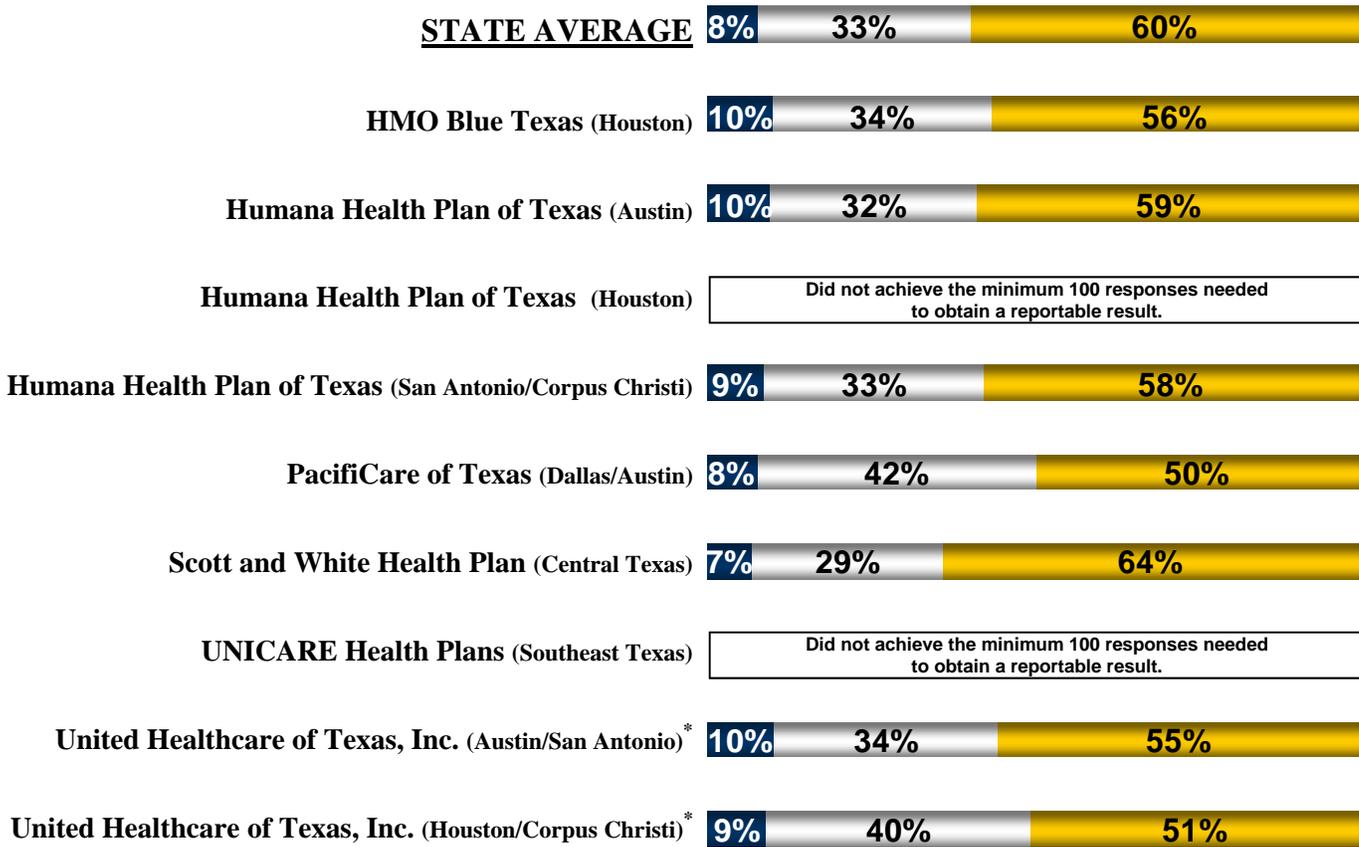
Shared Decision Making

Survey (CAHPS™ 4.0H) Results

| | | |
|--|--|--|
| Percentage who said there was somewhat no or definitely no shared decision making | Percentage who said there was somewhat yes shared decision making | Percentage who said there was definitely yes shared decision making |
|--|--|--|

The bar graphs show answers to survey questions that asked people if their personal doctor:

- Talked with them about the pros and cons of each choice for their treatment or health care.
- Asked which choice was best for them when there was more than one choice for treatment.



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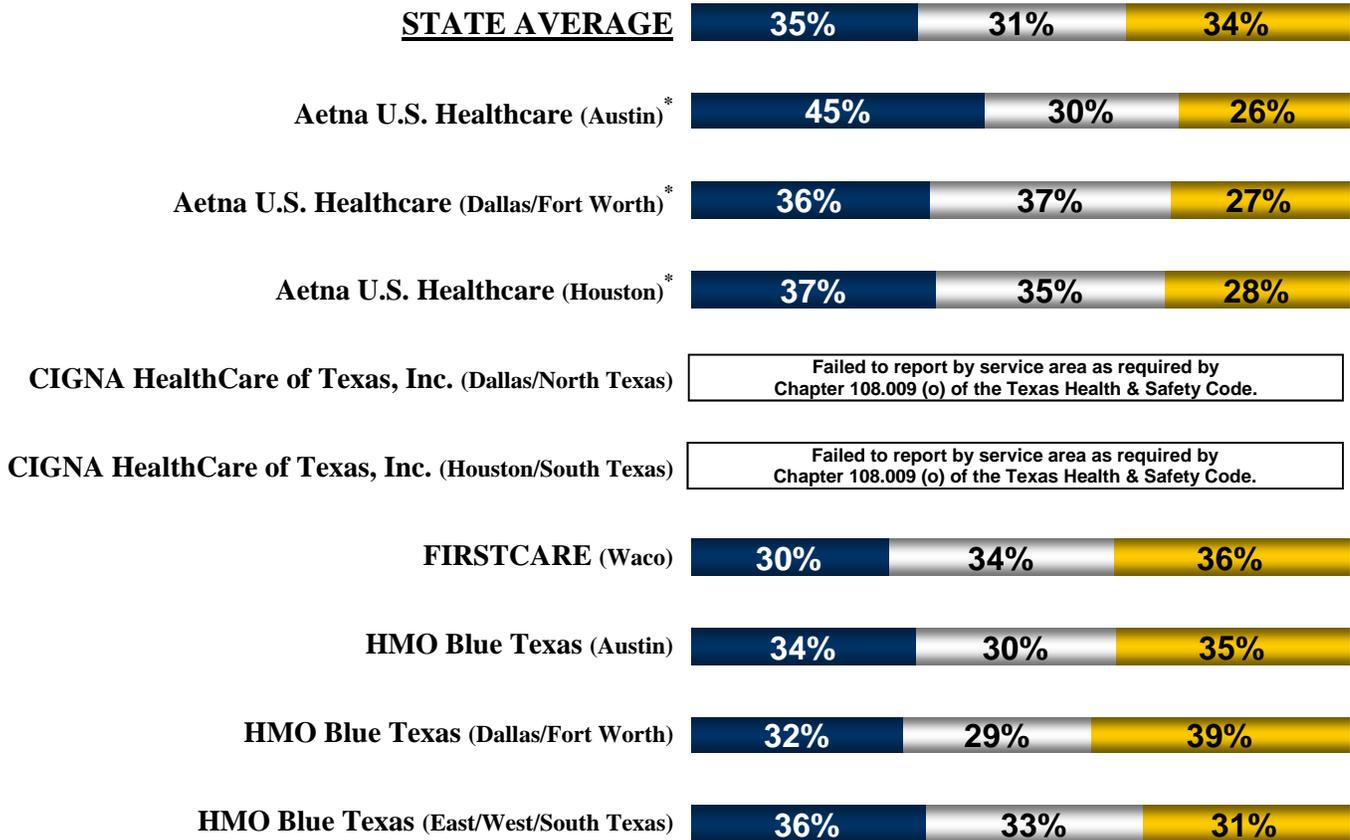
Plan Information on Costs

Survey (CAHPS™ 4.0H) 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.



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

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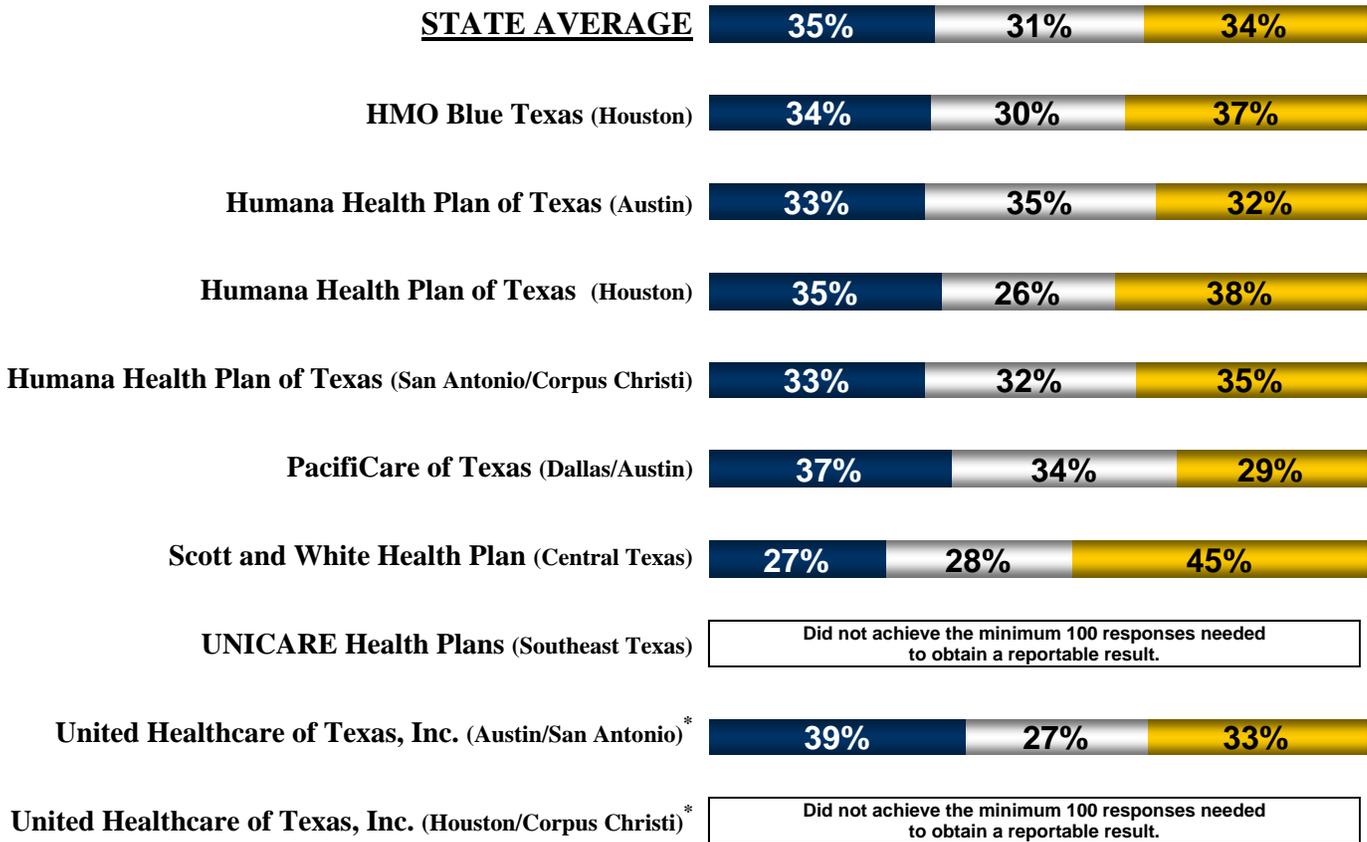
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Survey (CAHPS™ 4.0H) Results - Central Texas

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Response rate for all plans in the survey

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

State Average = 30%

| | |
|--|------------|
| Aetna U.S. Healthcare (Austin) | 26% |
| Aetna U.S. Healthcare (Dallas/Fort Worth) | 28% |
| Aetna U.S. Healthcare (El Paso) | 27% |
| Aetna U.S. Healthcare (Houston) | 26% |
| Aetna U.S. Healthcare (San Antonio/Corpus Christi) | 27% |
| CIGNA HealthCare of Texas, Inc. (Dallas/North Texas) | FTR |
| CIGNA HealthCare of Texas, Inc. (Houston/South Texas) | FTR |
| Community First Health Plans (San Antonio) | 32% |
| FIRSTCARE (Abilene) | 44% |
| FIRSTCARE (Amarillo) | 43% |
| FIRSTCARE (Lubbock) | 39% |
| FIRSTCARE (Waco) | 44% |
| HMO Blue Texas (Austin) | 31% |
| HMO Blue Texas (Dallas/Fort Worth) | 32% |
| HMO Blue Texas (East/West/South Texas) | 38% |
| HMO Blue Texas (Houston) | 33% |
| Humana Health Plan of Texas (Austin) | 19% |
| Humana Health Plan of Texas (Houston) | 16% |
| Humana Health Plan of Texas (San Antonio/Corpus Christi) | 26% |
| Mercy Health Plans (Laredo) | 26% |
| PacifiCare of Texas (Dallas/Austin) | 29% |
| PacifiCare of Texas (San Antonio/Houston) | 31% |
| Scott and White Health Plan (Central Texas) | 39% |
| UNICARE Health Plans (Southeast Texas) | 27% |
| United Healthcare of Texas, Inc. (Austin/San Antonio) | 23% |
| United Healthcare of Texas, Inc. (Dallas) | 22% |
| United Healthcare of Texas, Inc. (Houston/Corpus Christi) | 23% |
| Valley Baptist Health Plan (Harlingen) | 32% |

FTR = Failed to report by service area as required by Chapter 108.009 (o) of Texas Health and Safety Code.