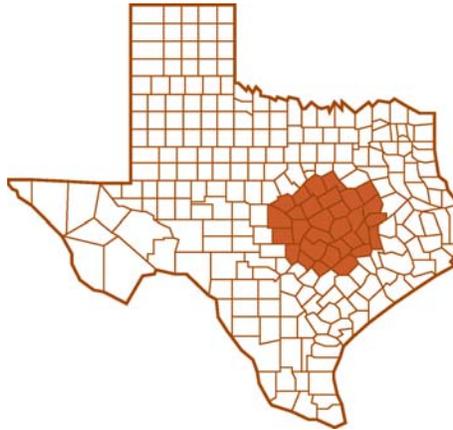


Survey (CAHPS® 4.0H) Results for Central Texas Plans

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 2009.

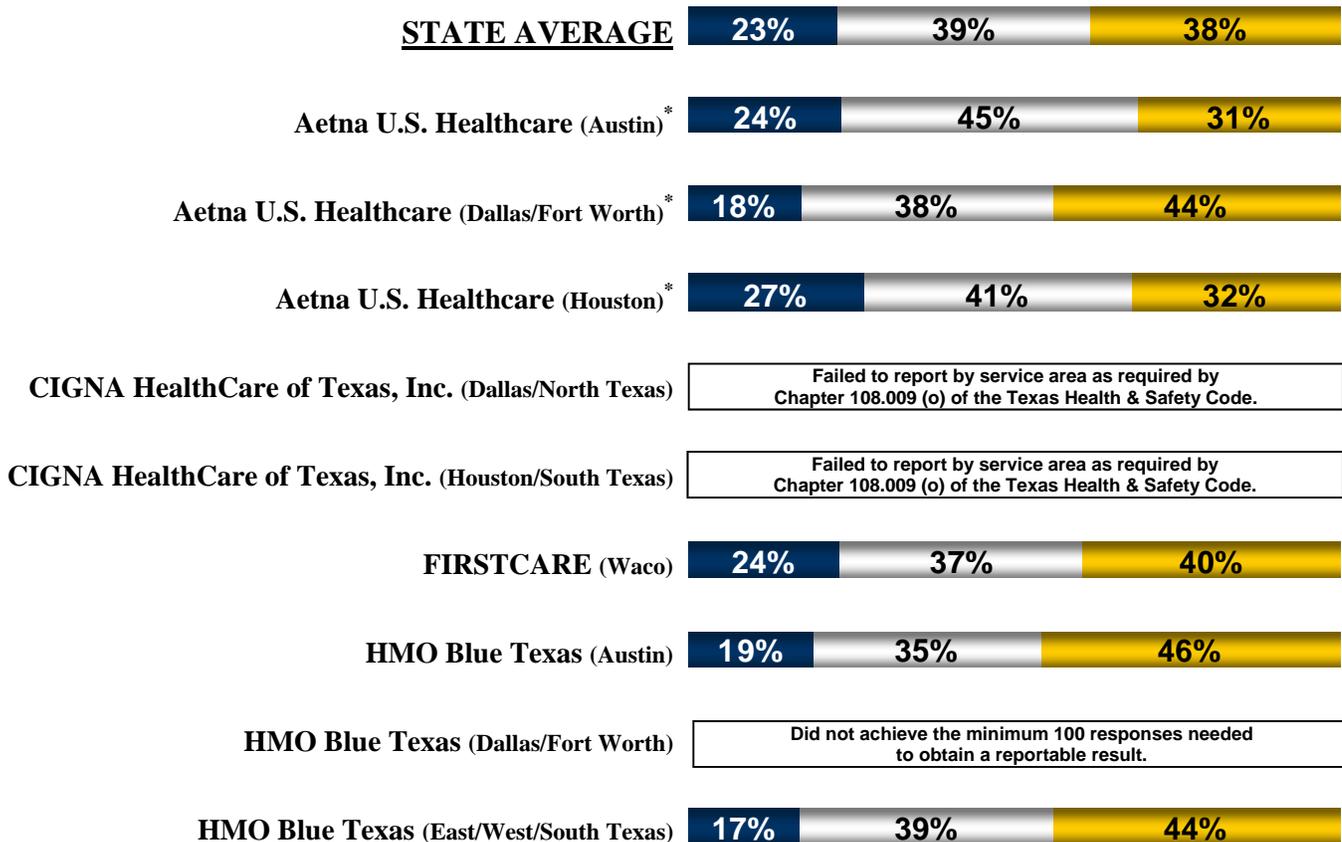
How people rated their health plan

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.)

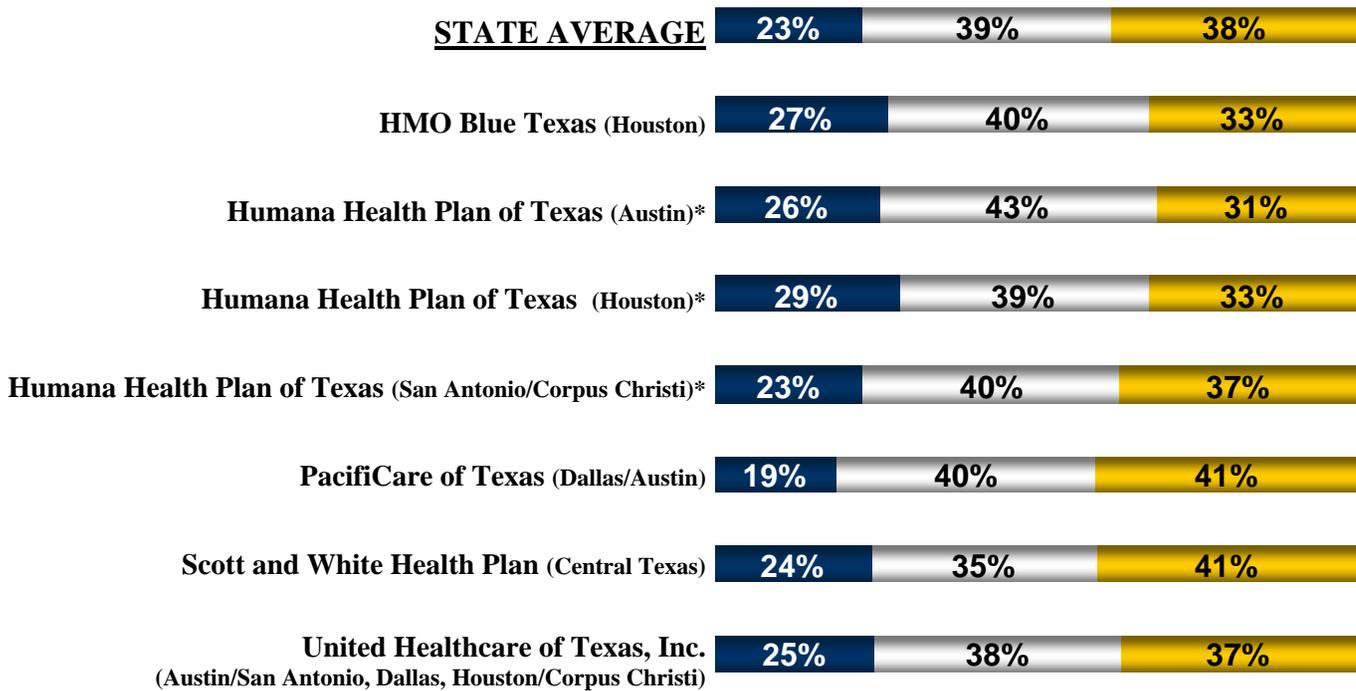
How people rated their health plan

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”



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.)

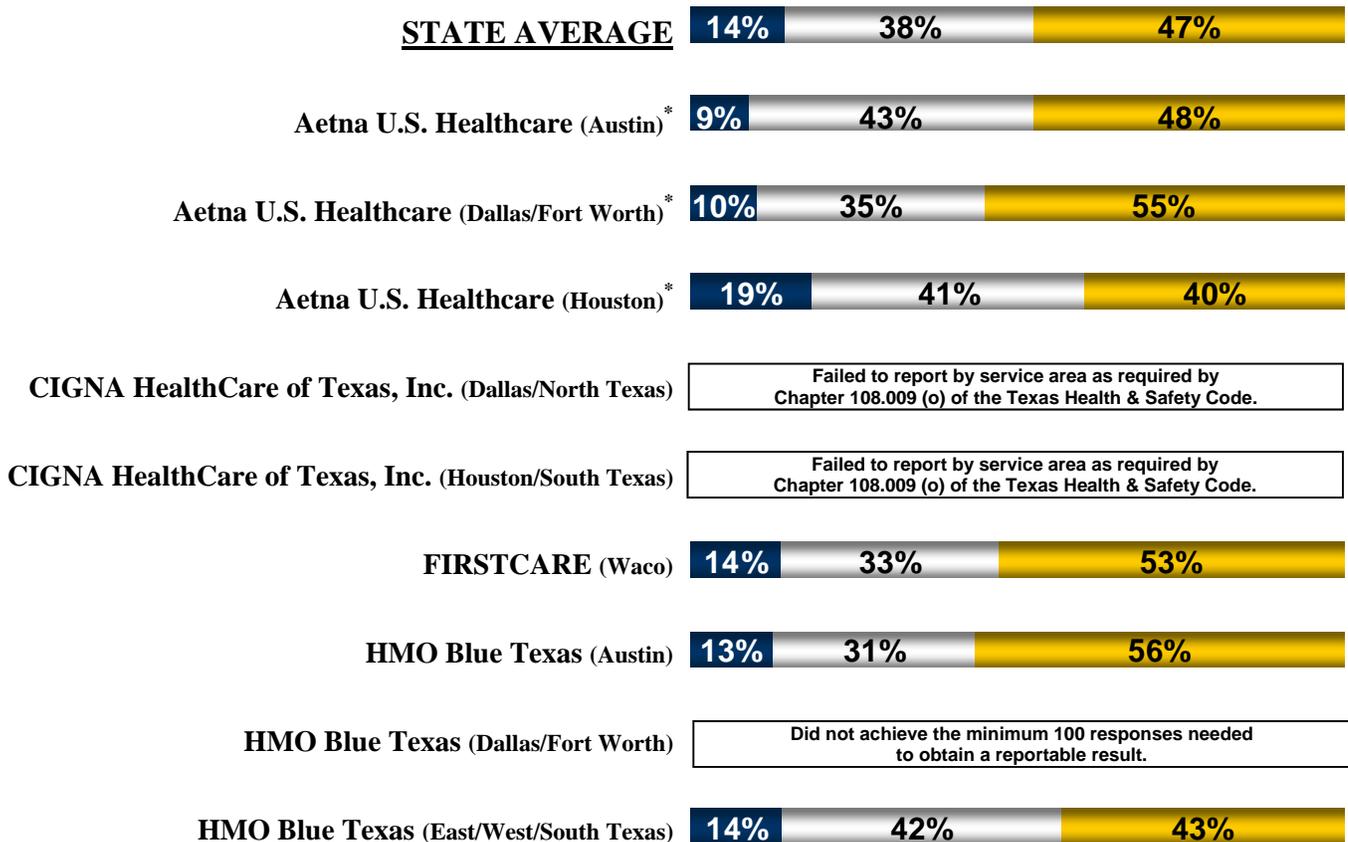
How people rated their health care

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”



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

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

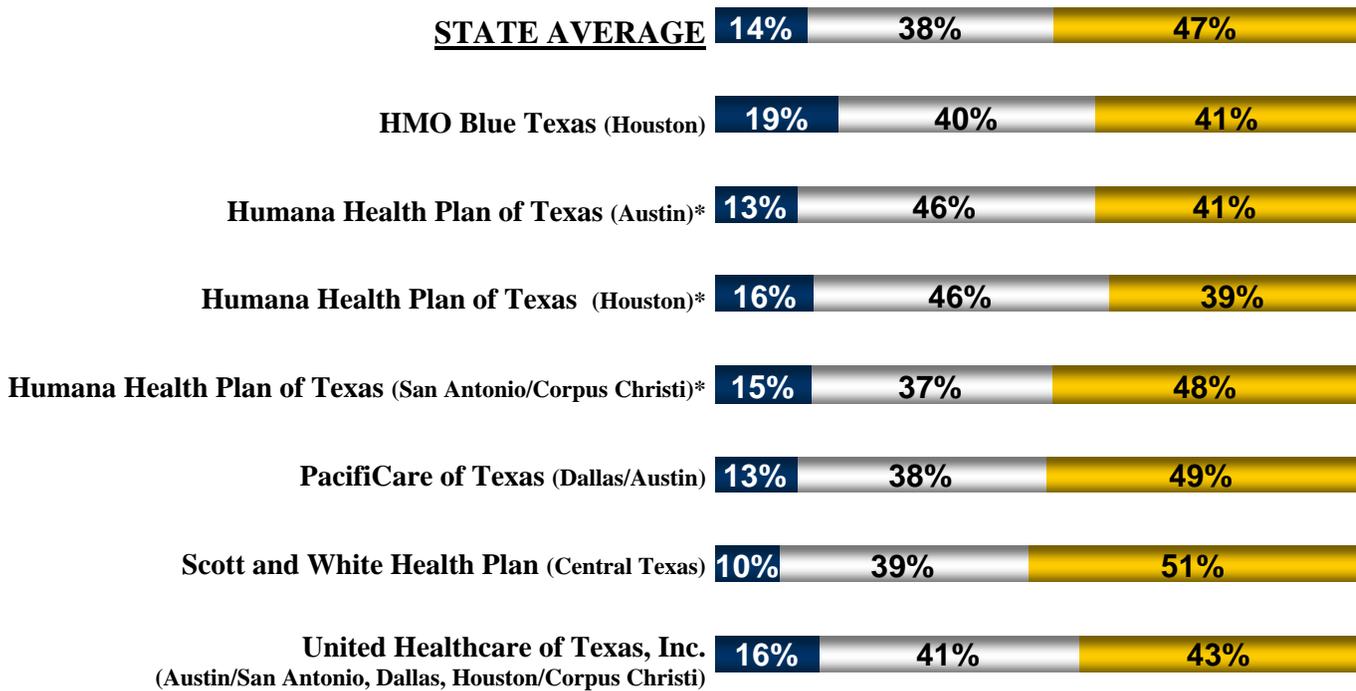
How people rated their health care

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”



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.)

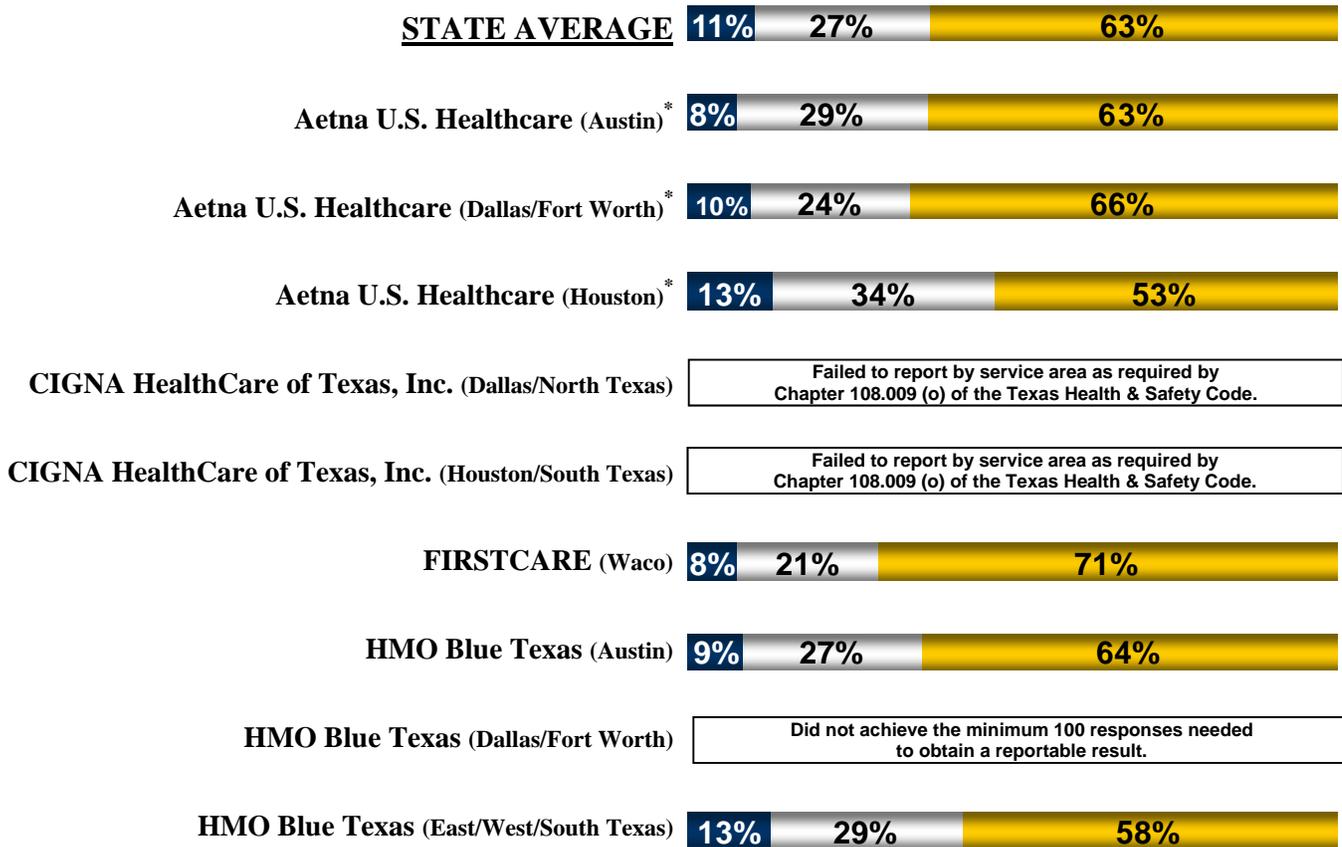
How people rated their personal doctor

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”



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

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

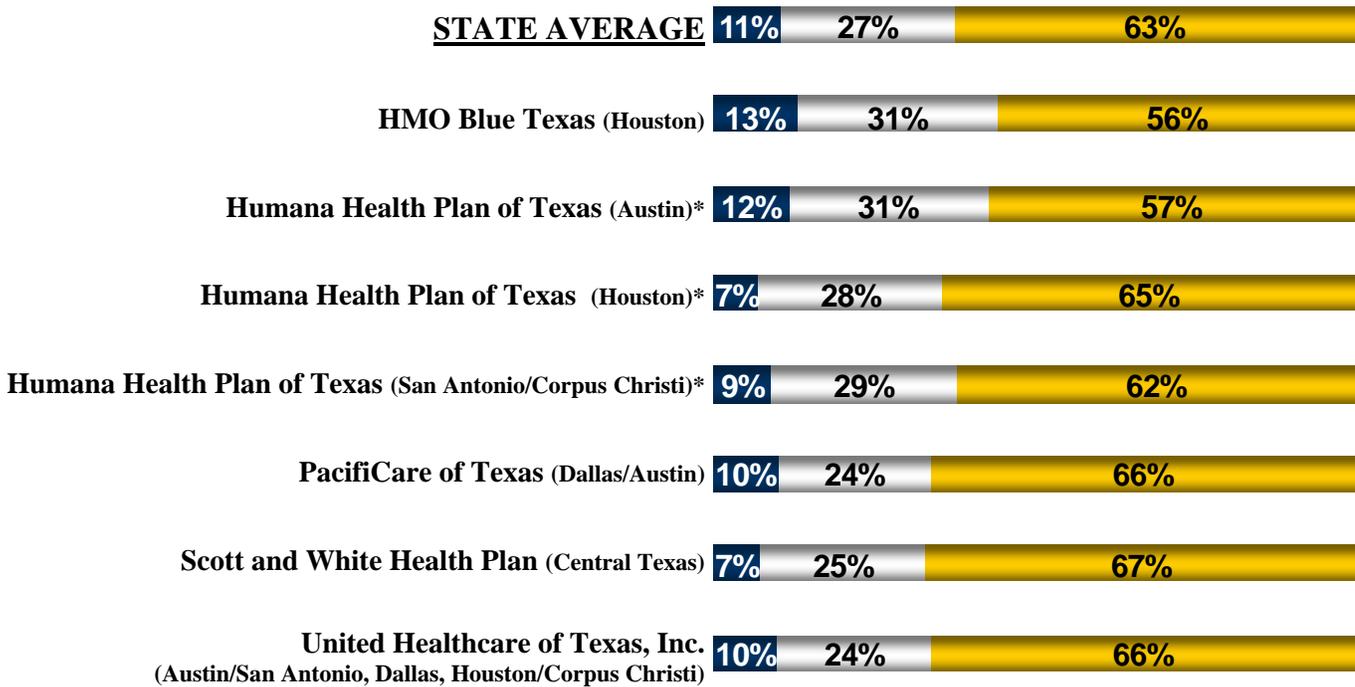
How people rated their personal doctor

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”



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.)

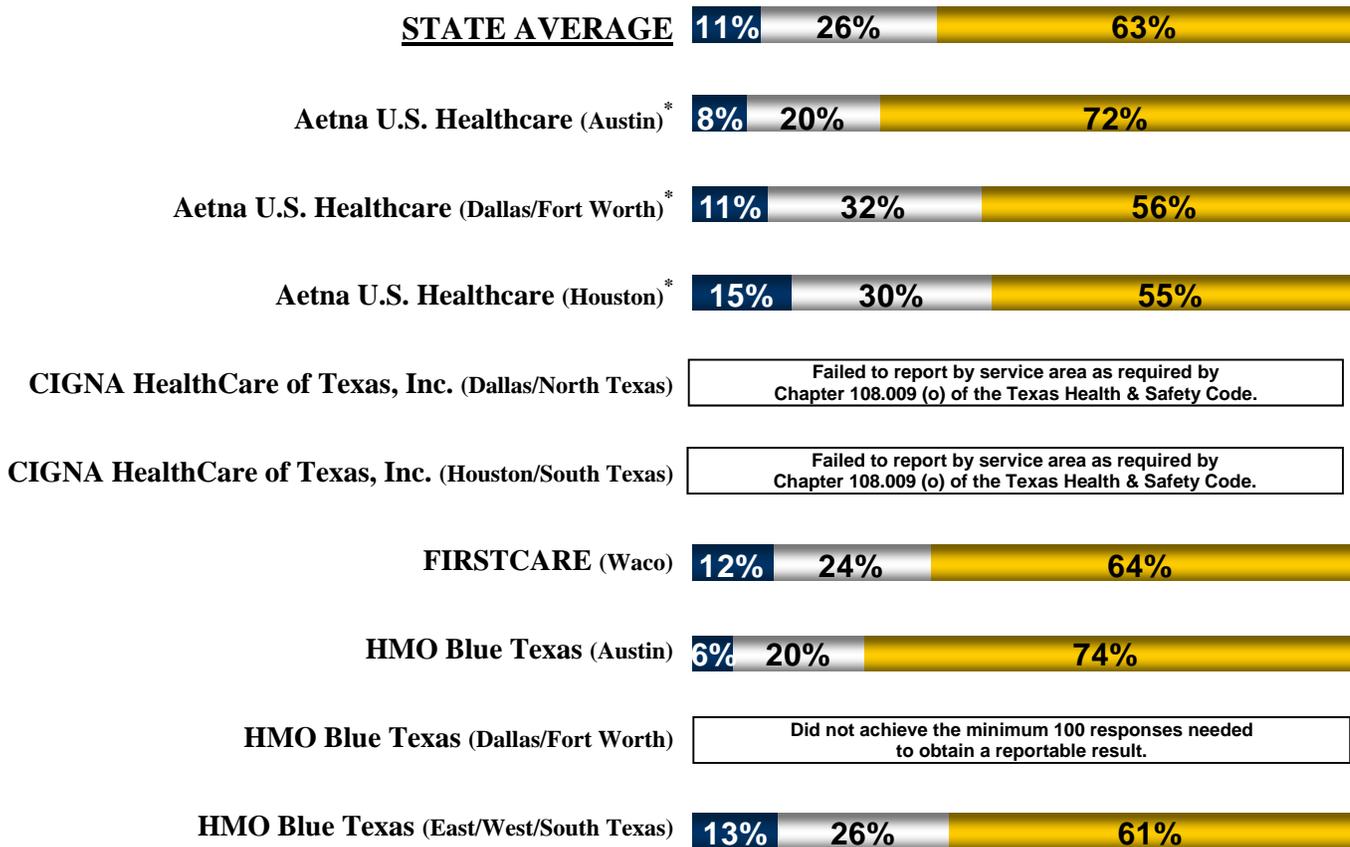
How people rated their specialist

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”



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

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

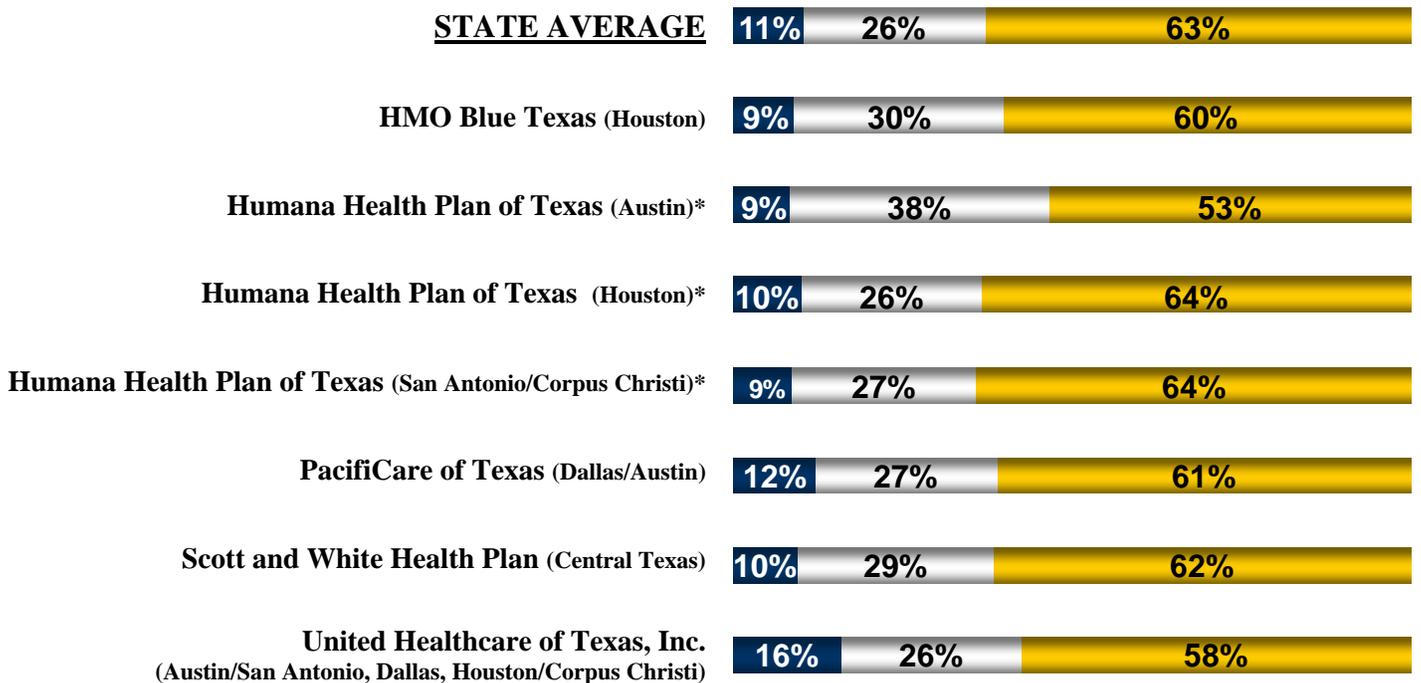
How people rated their specialist

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”



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.)

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.



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 (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%.

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

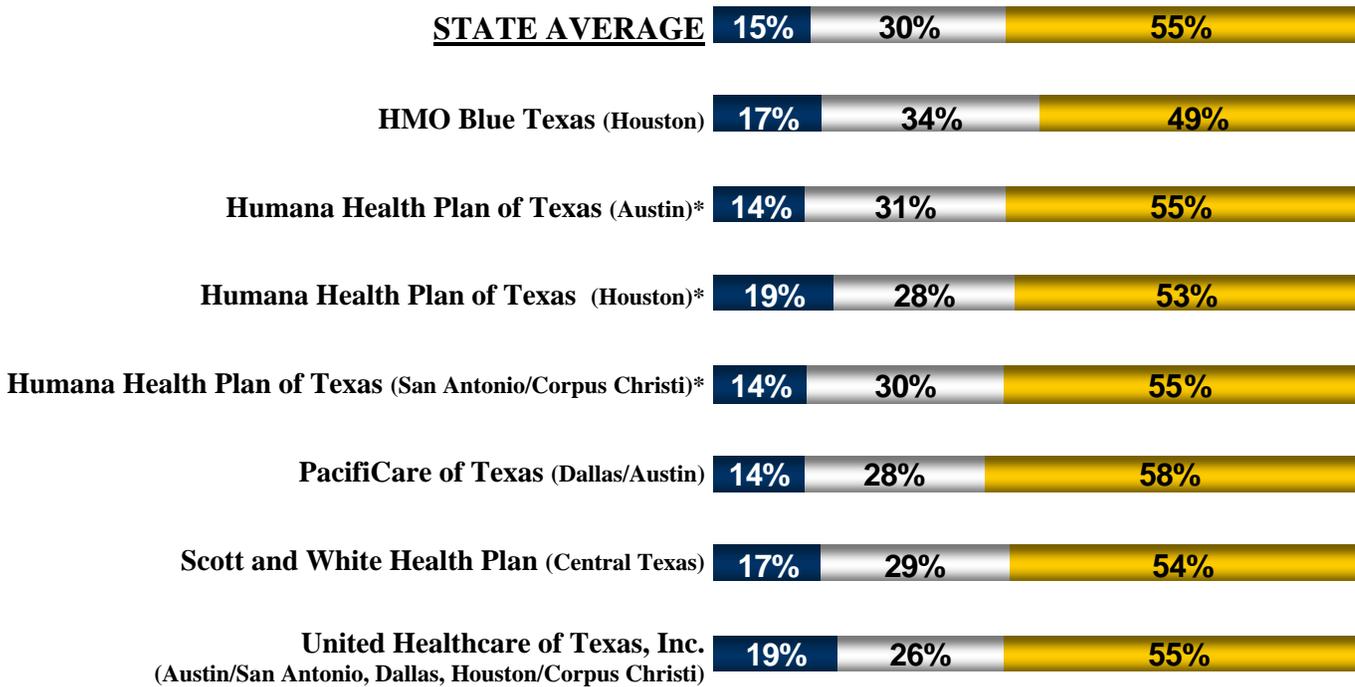
Getting needed care

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.



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.)

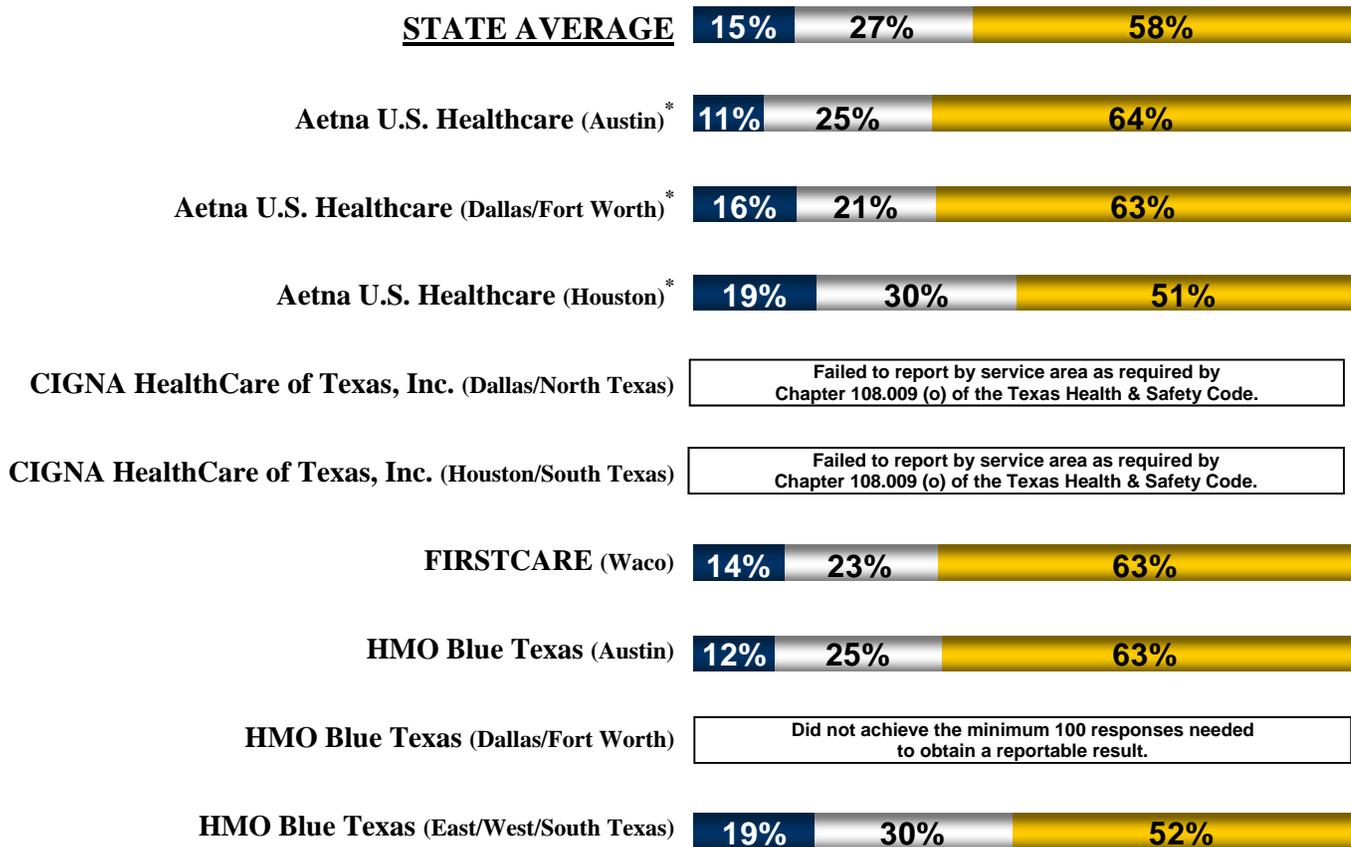
Getting care quickly

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.)

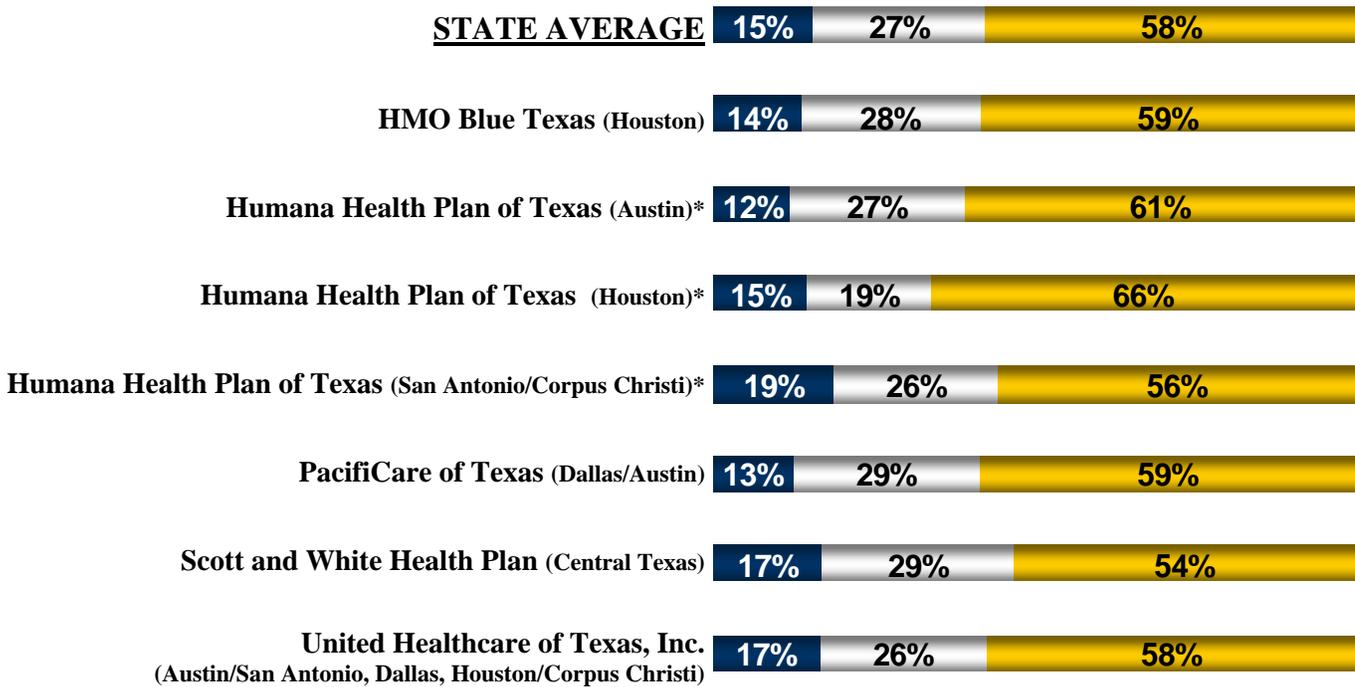
Getting care quickly

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.)

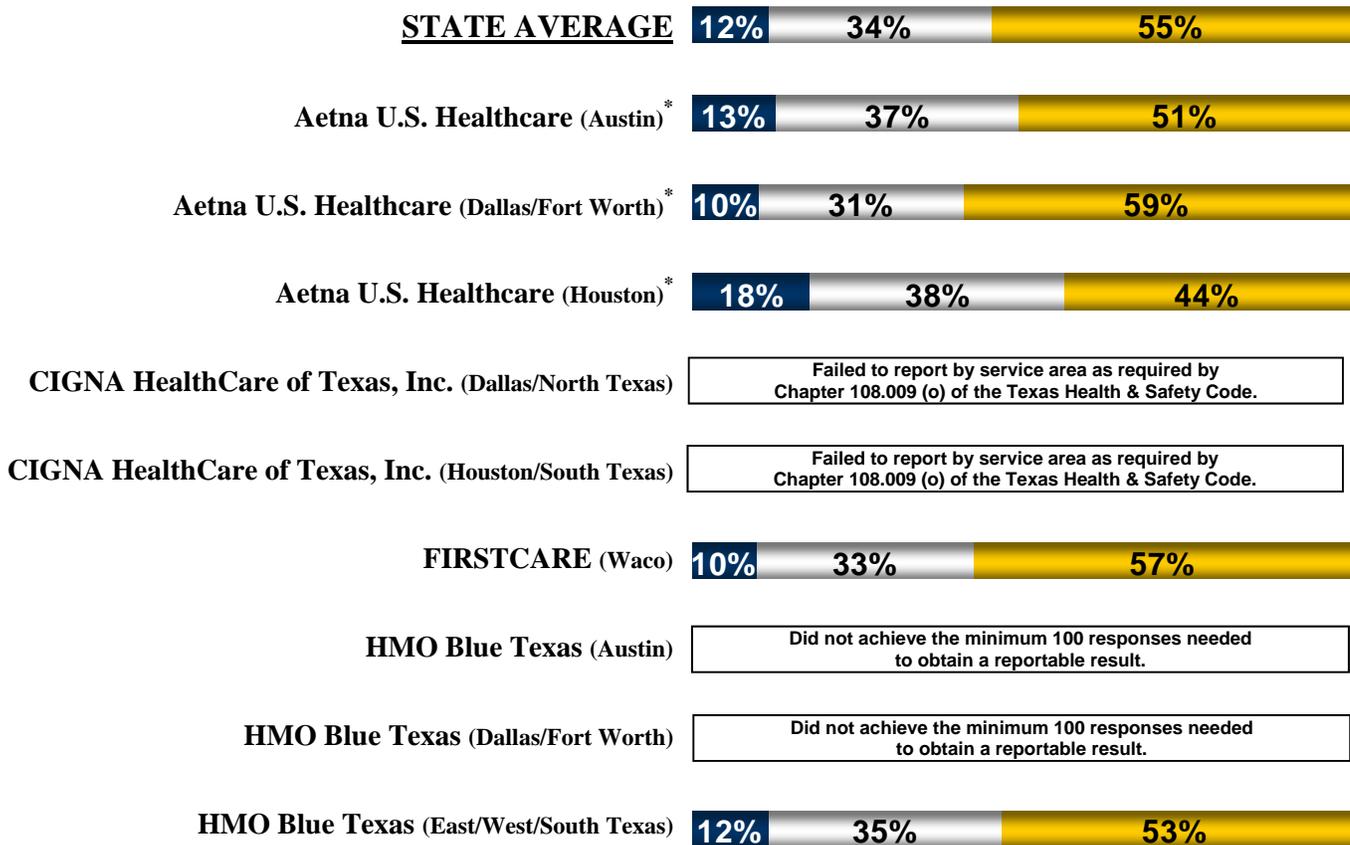
Handling of claims quickly and correctly

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.



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 12% 34% 55%

HMO Blue Texas (Houston)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (Austin)* 15% 34% 51%

Humana Health Plan of Texas (Houston)* 10% 36% 54%

Humana Health Plan of Texas (San Antonio/Corpus Christi)* 11% 34% 54%

PacifiCare of Texas (Dallas/Austin) 9% 25% 66%

Scott and White Health Plan (Central Texas) 19% 34% 47%

United Healthcare of Texas, Inc. (Austin/San Antonio, Dallas, Houston/Corpus Christi)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

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.)

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.

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

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.



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%.

* 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.

STATE AVERAGE 17% 26% 56%

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

Humana Health Plan of Texas (Austin)* 16% 22% 63%

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)* 13% 28% 59%

PacifiCare of Texas (Dallas/Austin) Did not achieve the minimum 100 responses needed to obtain a reportable result.

Scott and White Health Plan (Central Texas) 21% 28% 51%

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

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.)

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.



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%.

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

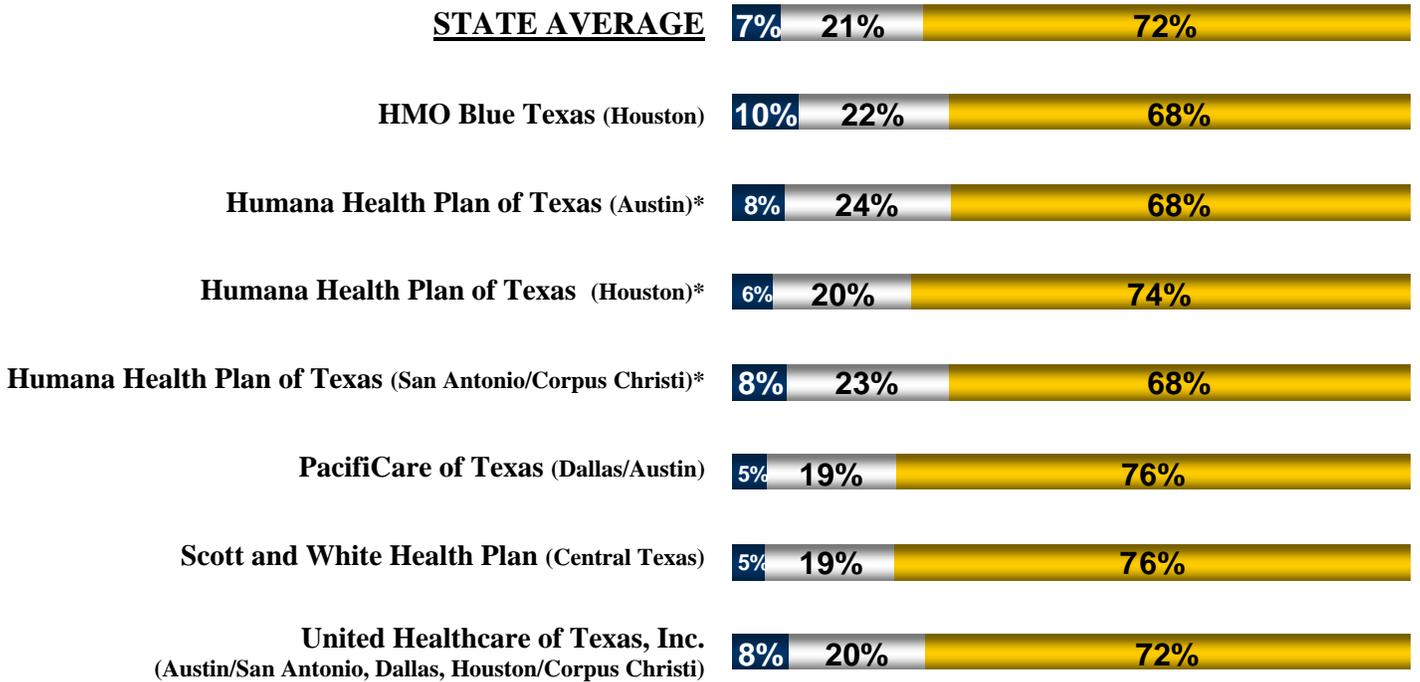
How well doctors communicate

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.



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.)

Shared Decision Making

Survey (CAHPS® 4.0H) Results

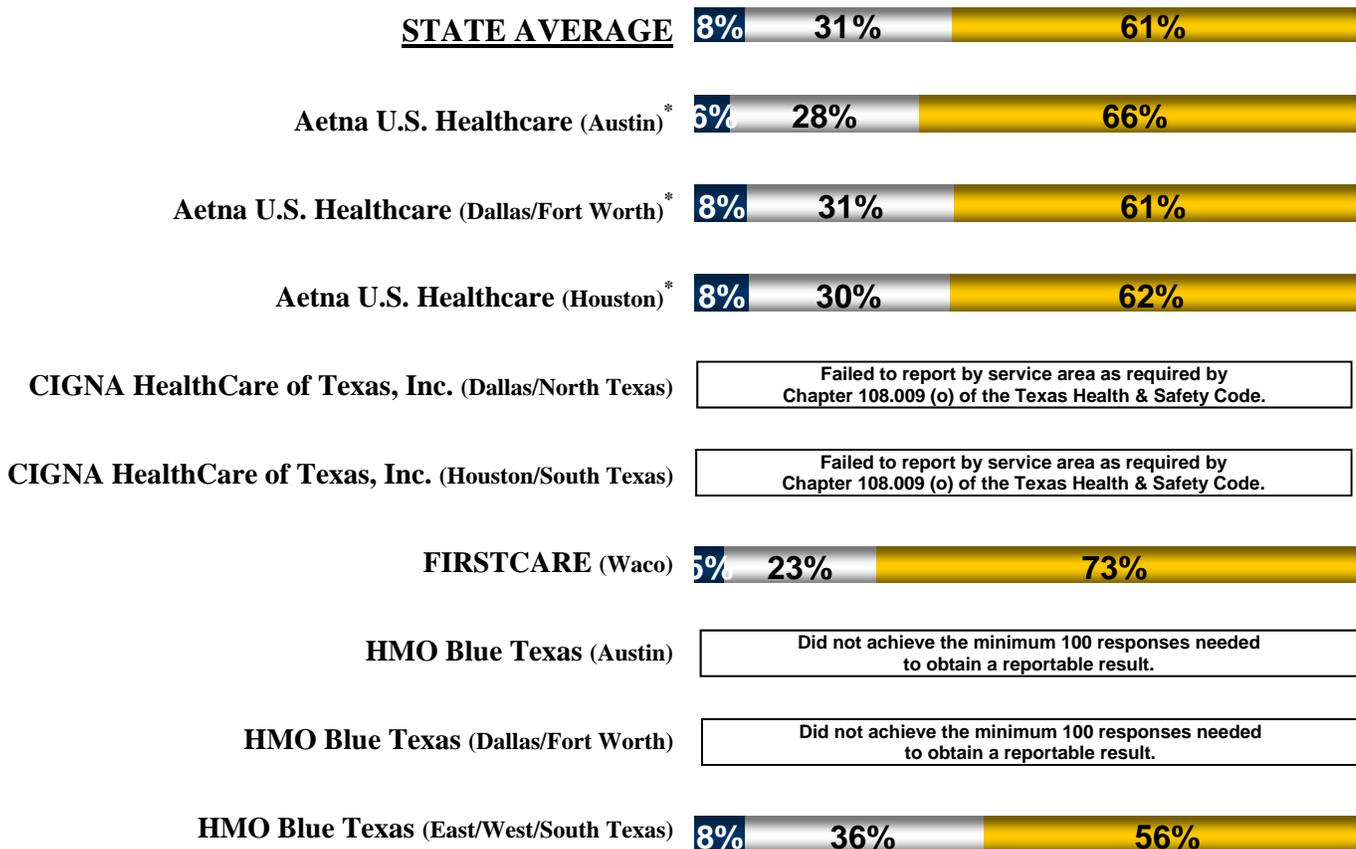
Percentage who said there was **somewhat no or definitely no** shared decision making

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.



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

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

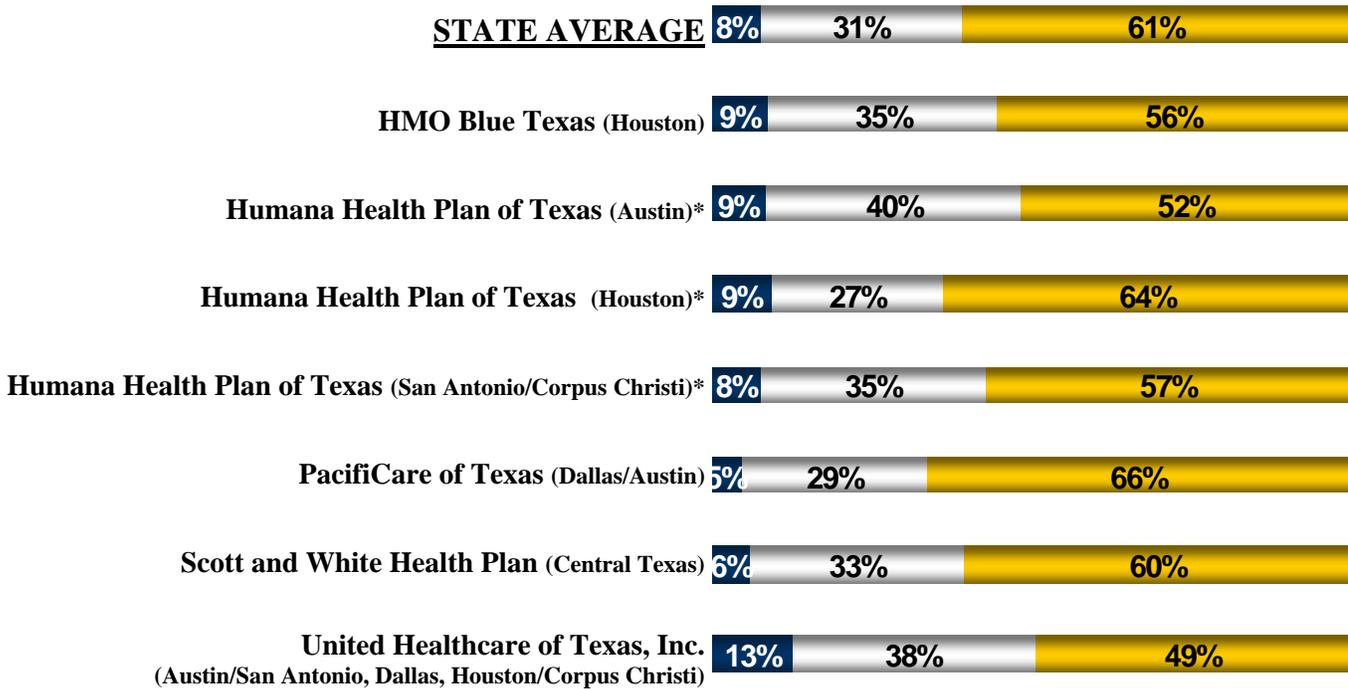
Shared Decision Making

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.



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.)

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.



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) * 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 (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%.

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

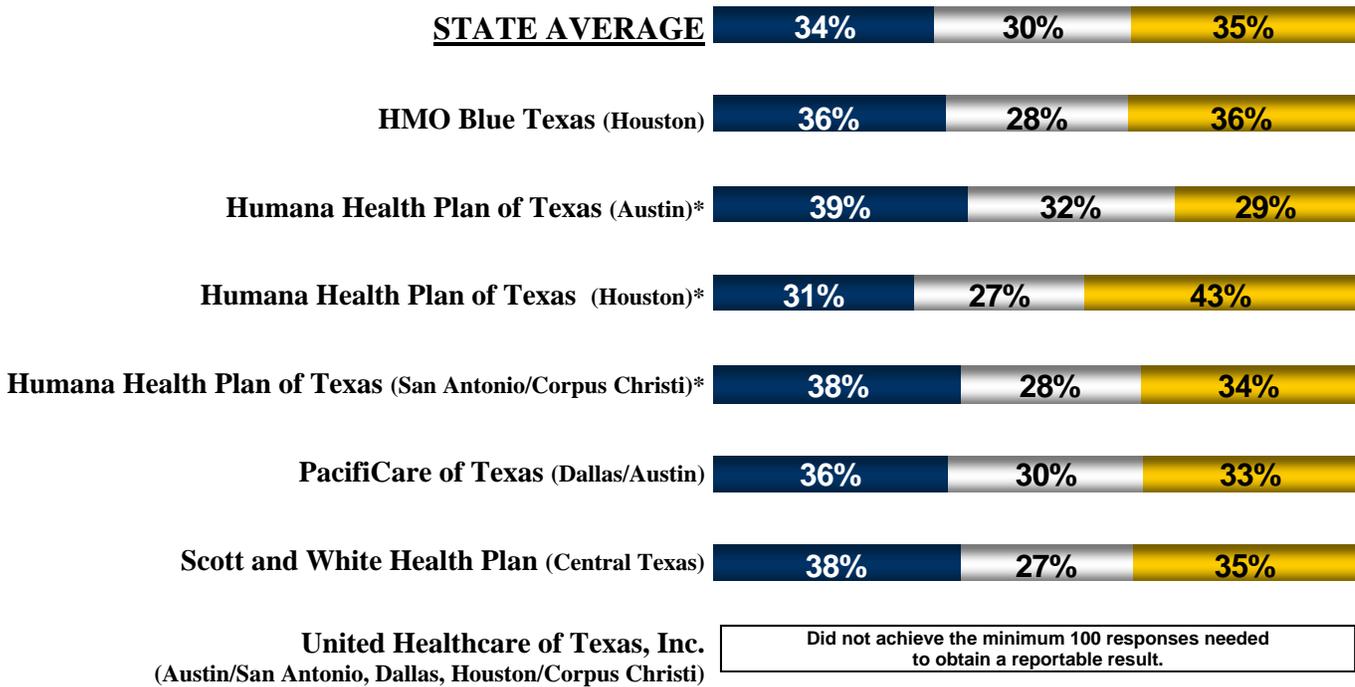
Plan Information on Costs

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.



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.)

Response rate for all plans in the survey

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

State Average = 33%

Aetna U.S. Healthcare (Austin)	30%
Aetna U.S. Healthcare (Dallas/Fort Worth)	27%
Aetna U.S. Healthcare (El Paso)	27%
Aetna U.S. Healthcare (Houston)	28%
Aetna U.S. Healthcare (San Antonio/Corpus Christi)	29%
CIGNA HealthCare of Texas, Inc. (Dallas/North Texas)	FTR
CIGNA HealthCare of Texas, Inc. (Houston/South Texas)	FTR
Community First Health Plans (San Antonio)	33%
FIRSTCARE (Abilene)	43%
FIRSTCARE (Amarillo)	49%
FIRSTCARE (Lubbock)	44%
FIRSTCARE (Waco)	41%
HMO Blue Texas (Austin)	36%
HMO Blue Texas (Dallas/Fort Worth)	21%
HMO Blue Texas (East/West/South Texas)	34%
HMO Blue Texas (Houston)	30%
Humana Health Plan of Texas (Austin)	29%
Humana Health Plan of Texas (Houston)	25%
Humana Health Plan of Texas (San Antonio/Corpus Christi)	29%
PacifiCare of Texas (Dallas/Austin)	23%
PacifiCare of Texas (San Antonio/Houston)	32%
Scott and White Health Plan (Central Texas)	39%
United Healthcare of Texas, Inc. (Austin/San Antonio, Dallas, Houston/Corpus Christi)	25%
Valley Baptist Health Plan (Harlingen)	40%

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