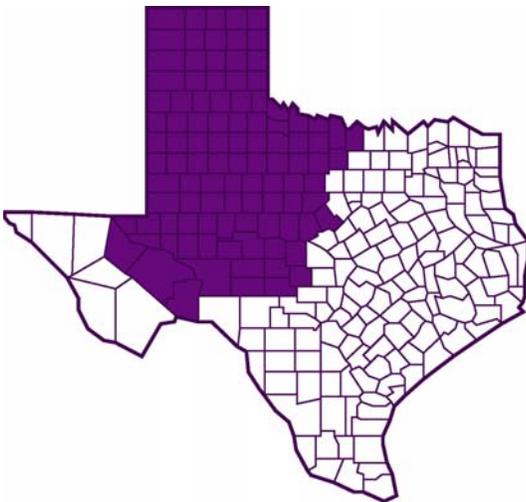


Survey (CAHPS® 4.0H) Results for Panhandle/Plains Texas Plans

The counties included in the Panhandle/Plains Texas area are:

Andrews	Briscoe	Cochran	Crane	Donley	Hutchinson	Montague	Sterling
Archer	Brown	Coke	Crockett	Eastland	Irion	Moore	Stonewall
Armstrong	Callahan	Coleman	Crosby	Ector	Jack	Motley	Sutton
Bailey	Carson	Collingsworth	Dallam	Fisher	Jones	Nolan	Swisher
Baylor	Castro	Comanche	Dawson	Floyd	Kent	Ochiltree	Taylor
Borden	Childress	Concho	Deaf Smith	Foard	Kimble	Oldham	Terrell
	Clay	Cottle	Dickens	Gaines	King	Parmer	Terry
				Garza	Knox	Pecos	Throckmorton
				Glasscock	Lamb	Potter	Tom Green
				Gray	Lipscomb	Randall	Upton
				Hale	Loving	Reagan	Ward
				Hall	Lubbock	Reeves	Wheeler
				Hansford	Lynn	Roberts	Wichita
				Hardeman	Martin	Runnels	Wilbarger
				Hartley	Mason	Schleicher	Winkler
				Haskell	McCulloch	Scurry	Yoakum
				Hemphill	Menard	Shackelford	Young
				Hockley	Midland	Sherman	
				Howard	Mitchell	Stephens	



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 Panhandle/Plains 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 Panhandle/Plains 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.

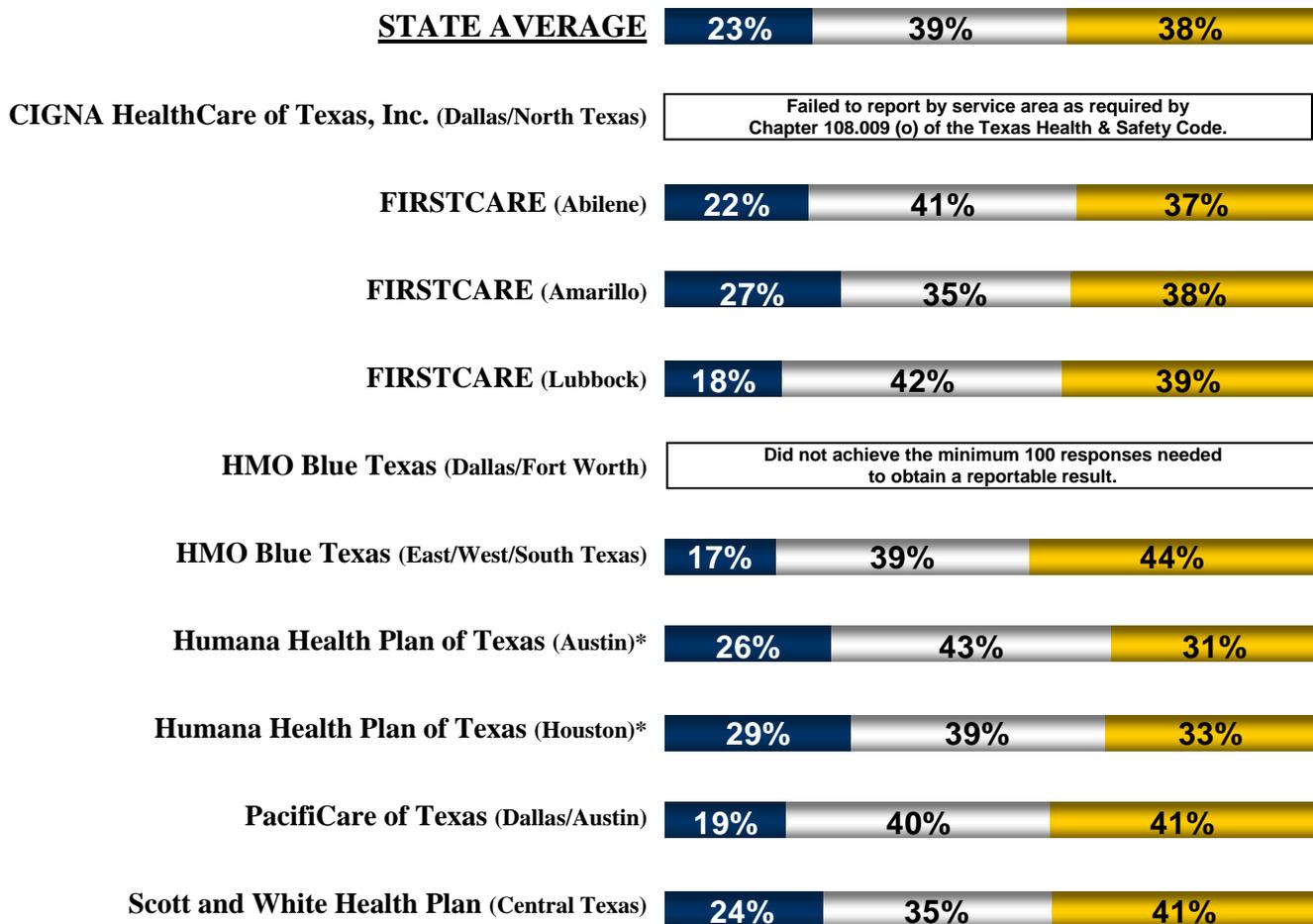
How people rated their health plan

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”

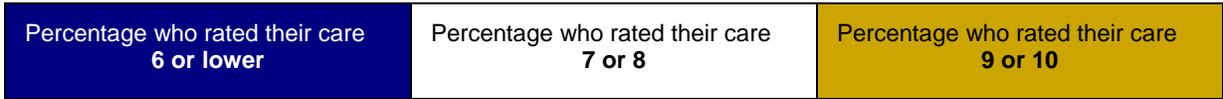


Due to rounding, percentages may not add up to 100%.

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

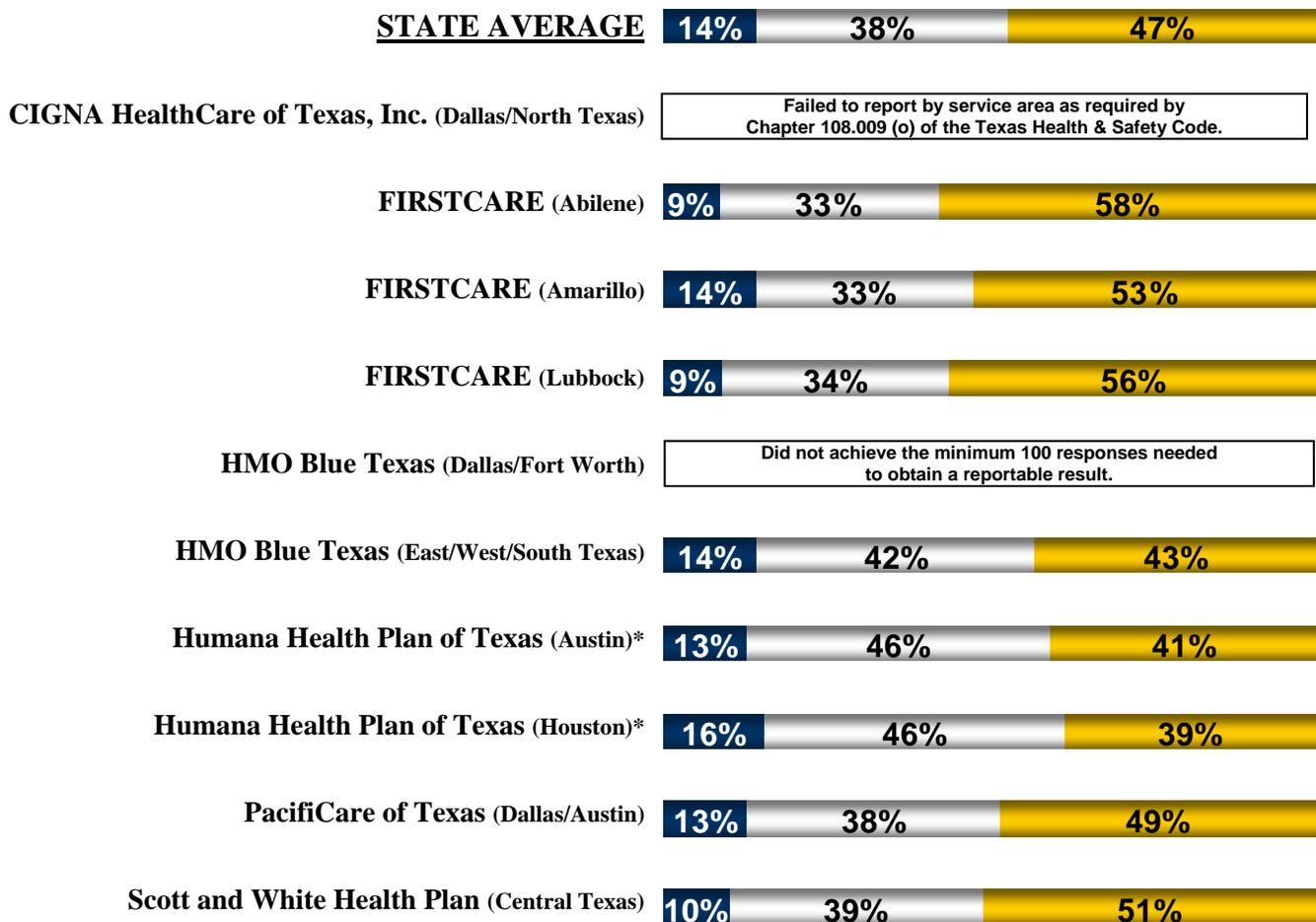
How people rated their health care

Survey (CAHPS® 4.0H) Results



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.)

Survey (CAHPS® 4.0H) Results - Panhandle/Plains Texas

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”



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.



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.)

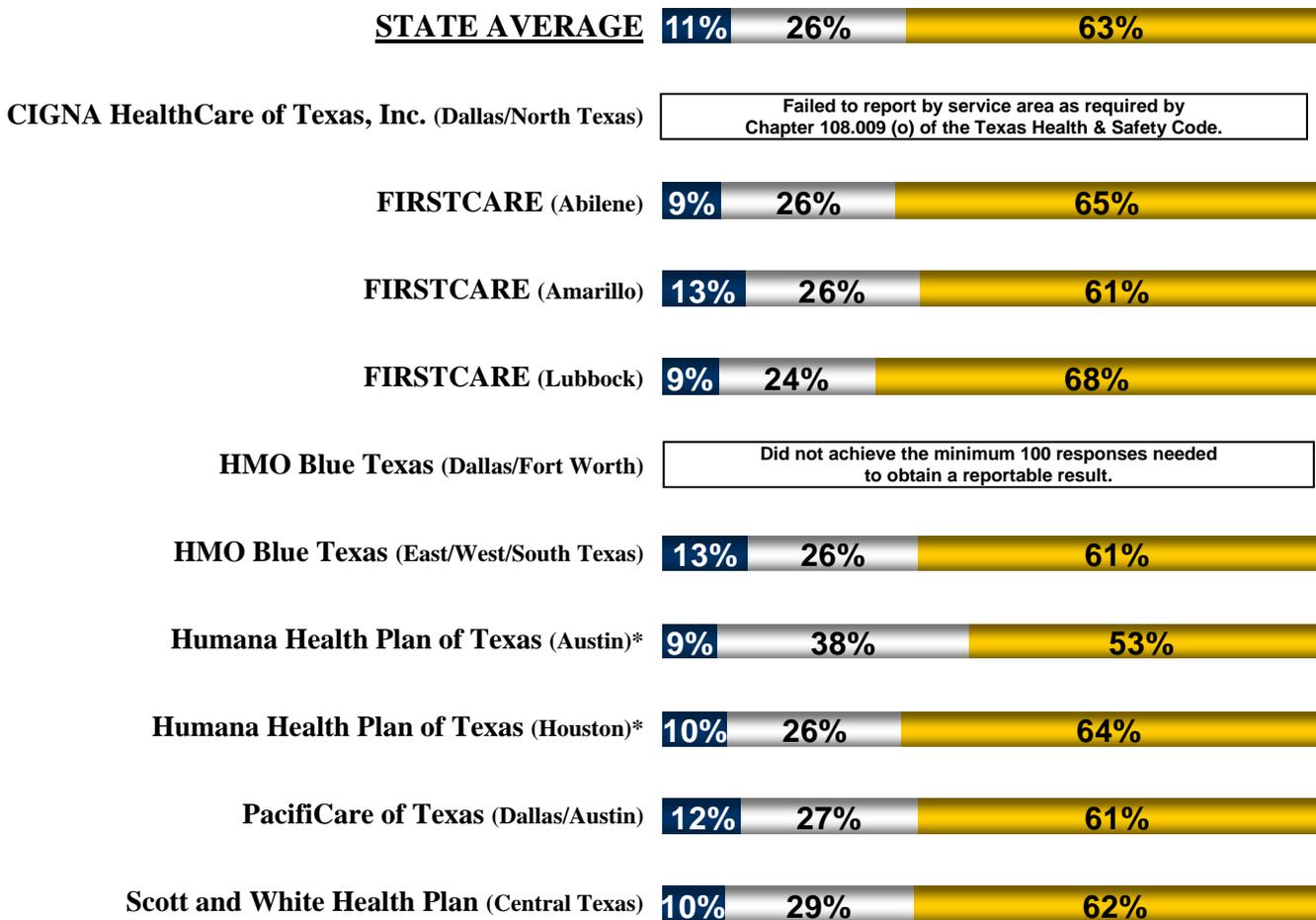
How people rated their specialist

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.)

Survey (CAHPS® 4.0H) Results - Panhandle/Plains Texas

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.

STATE AVERAGE 15% 30% 55%

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.

FIRSTCARE (Abilene) 11% 29% 60%

FIRSTCARE (Amarillo) 13% 29% 58%

FIRSTCARE (Lubbock) 8% 30% 62%

HMO Blue Texas (Dallas/Fort Worth)

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

HMO Blue Texas (East/West/South Texas) 19% 29% 52%

Humana Health Plan of Texas (Austin)* 14% 31% 55%

Humana Health Plan of Texas (Houston)* 19% 28% 53%

PacifiCare of Texas (Dallas/Austin) 14% 28% 58%

Scott and White Health Plan (Central Texas) 17% 29% 54%

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.

STATE AVERAGE 15% 27% 58%

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.

FIRSTCARE (Abilene) 11% 26% 63%

FIRSTCARE (Amarillo) 11% 29% 60%

FIRSTCARE (Lubbock) 10% 26% 64%

HMO Blue Texas (Dallas/Fort Worth)

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

HMO Blue Texas (East/West/South Texas) 19% 30% 52%

Humana Health Plan of Texas (Austin)* 12% 27% 61%

Humana Health Plan of Texas (Houston)* 15% 19% 66%

PacifiCare of Texas (Dallas/Austin) 13% 29% 59%

Scott and White Health Plan (Central Texas) 17% 29% 54%

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%

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.

FIRSTCARE (Abilene) 8% 33% 59%

FIRSTCARE (Amarillo) 10% 32% 58%

FIRSTCARE (Lubbock) 7% 36% 57%

HMO Blue Texas (Dallas/Fort Worth)

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

HMO Blue Texas (East/West/South Texas) 12% 35% 53%

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

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

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

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

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

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

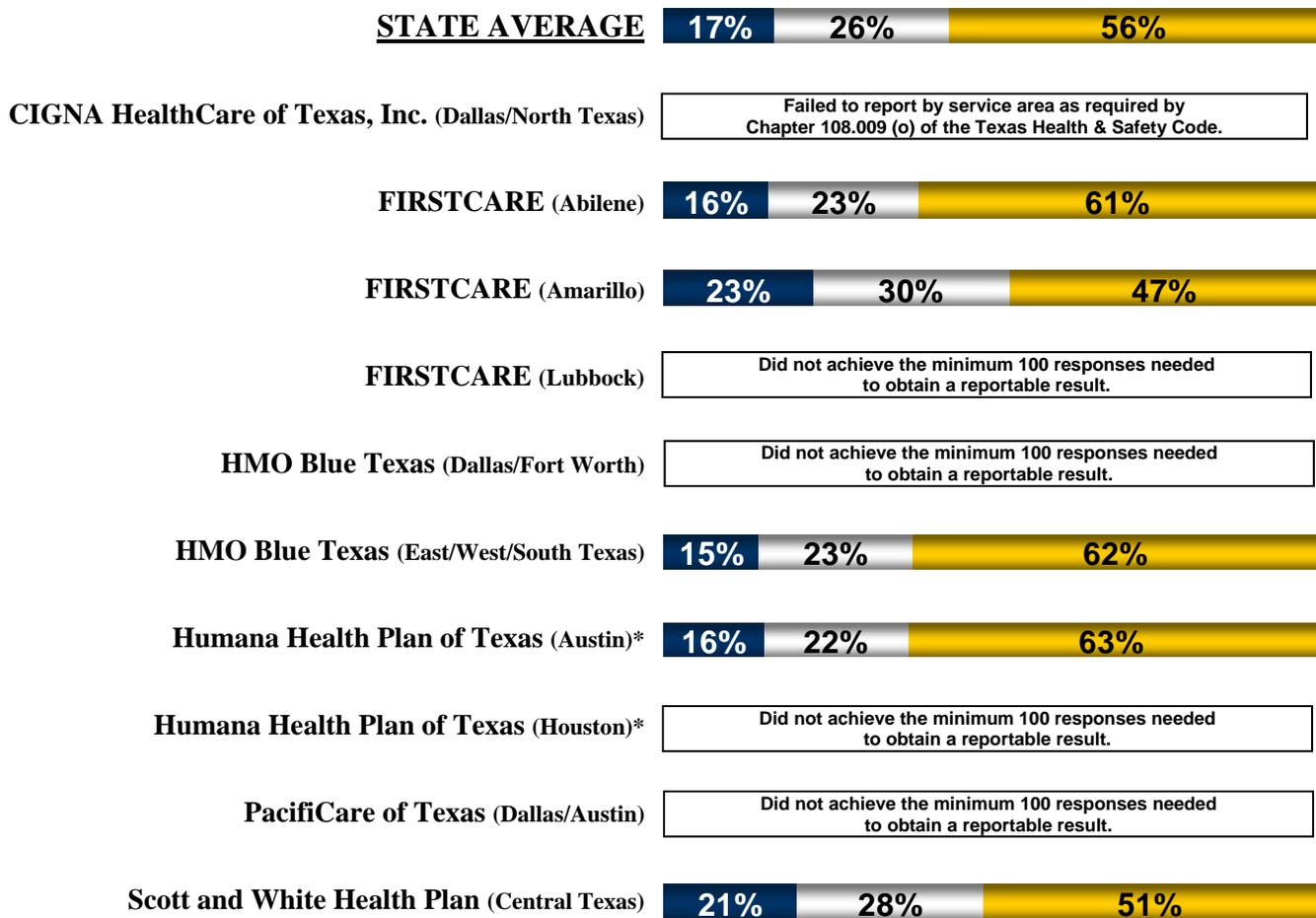
Health plan customer service

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.



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.



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.)

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.



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.



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.

STATE AVERAGE **34%** **30%** **35%**

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.

FIRSTCARE (Abilene) **29%** **34%** **37%**

FIRSTCARE (Amarillo) **38%** **29%** **33%**

FIRSTCARE (Lubbock) **29%** **35%** **36%**

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

HMO Blue Texas (East/West/South Texas) **31%** **34%** **35%**

Humana Health Plan of Texas (Austin)* **39%** **32%** **29%**

Humana Health Plan of Texas (Houston)* **31%** **27%** **43%**

PacifiCare of Texas (Dallas/Austin) **36%** **30%** **33%**

Scott and White Health Plan (Central Texas) **38%** **27%** **35%**

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.

Survey (CAHPS® 4.0H) Results - Panhandle/Plains Texas

