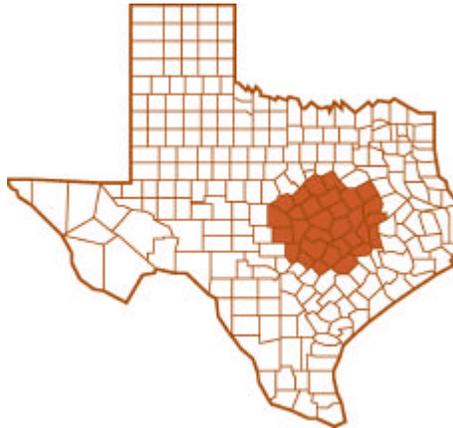


# Survey (CAHPS™ 2.0H) Results for Central Texas Plans

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 2001.

# How people rated their health plan

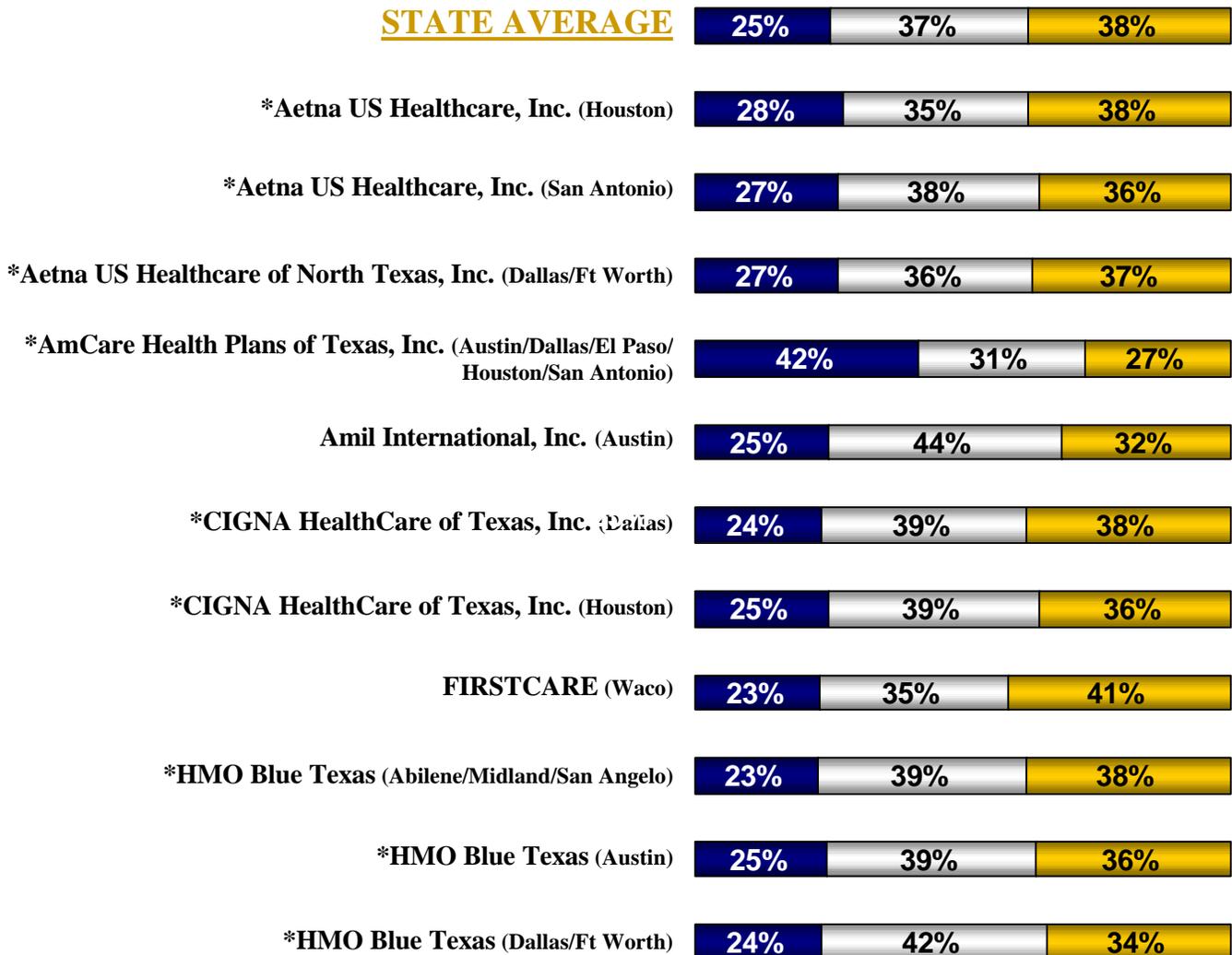
## Survey (CAHPS™2.0H) Results

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”

### STATE AVERAGE



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

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

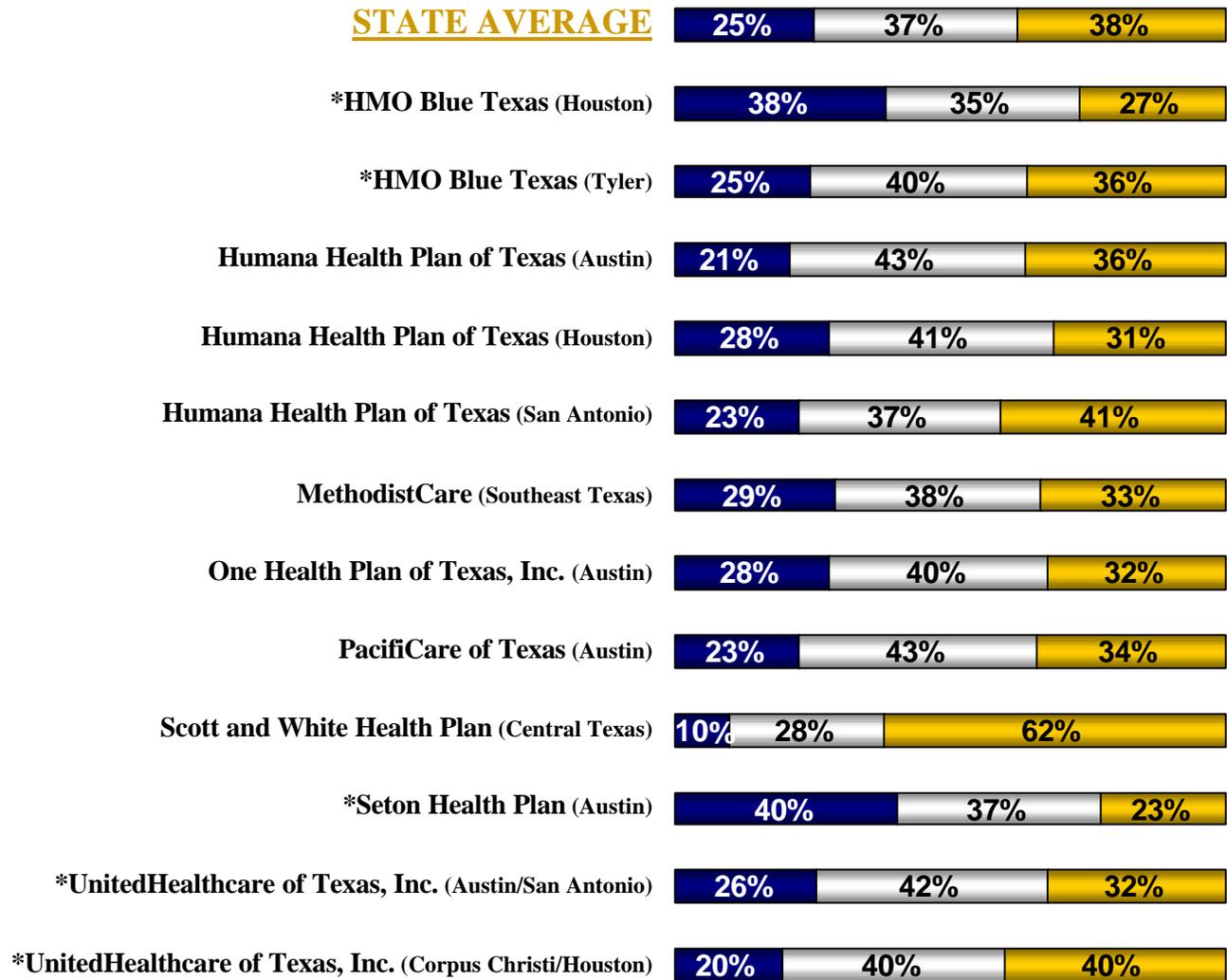
# How people rated their health plan

## Survey (CAHPS™2.0H) 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™ 2.0H) 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

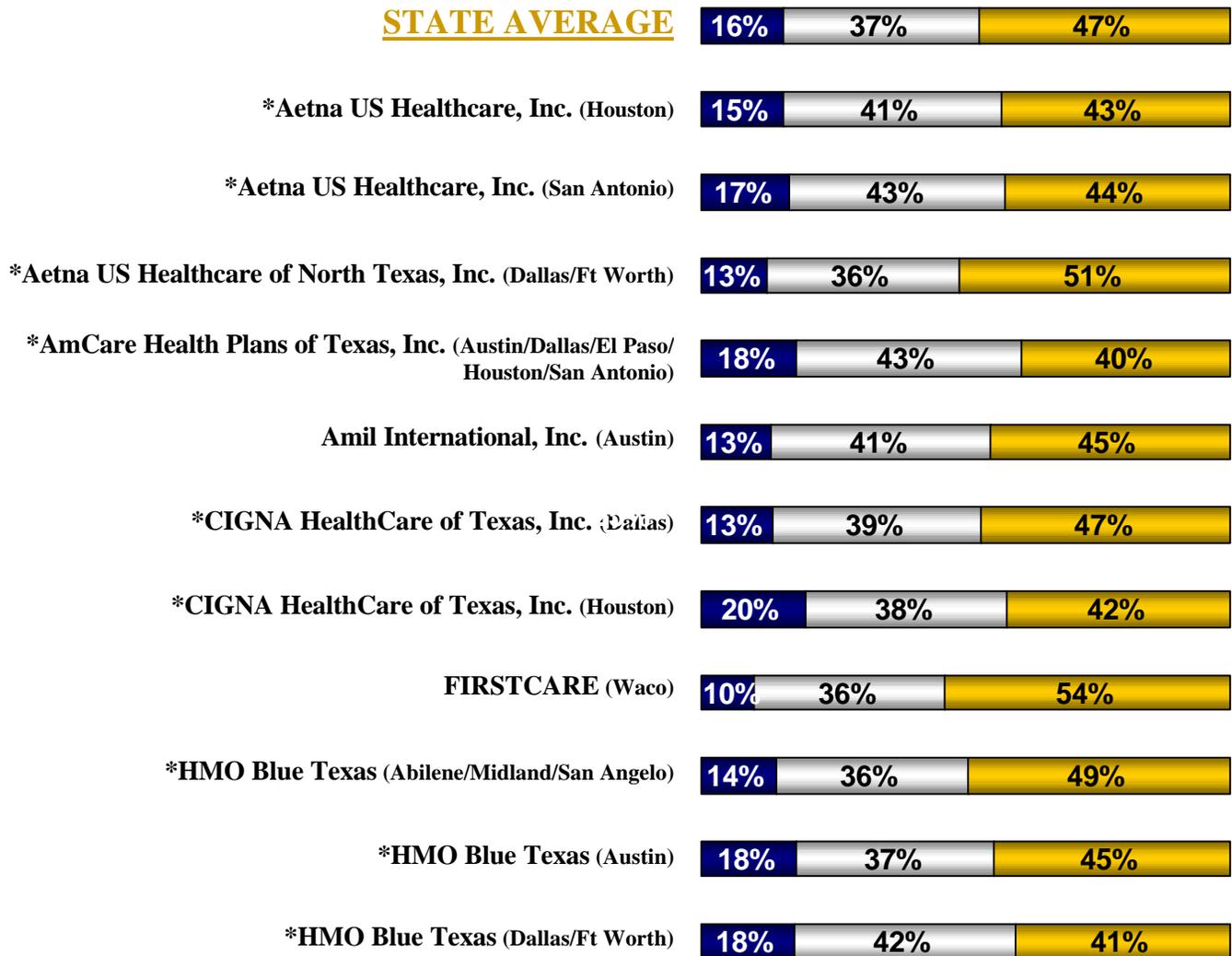
## Survey (CAHPS™2.0H) Results

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** they received from all doctors and other health providers on a scale from:

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

### STATE AVERAGE



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

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

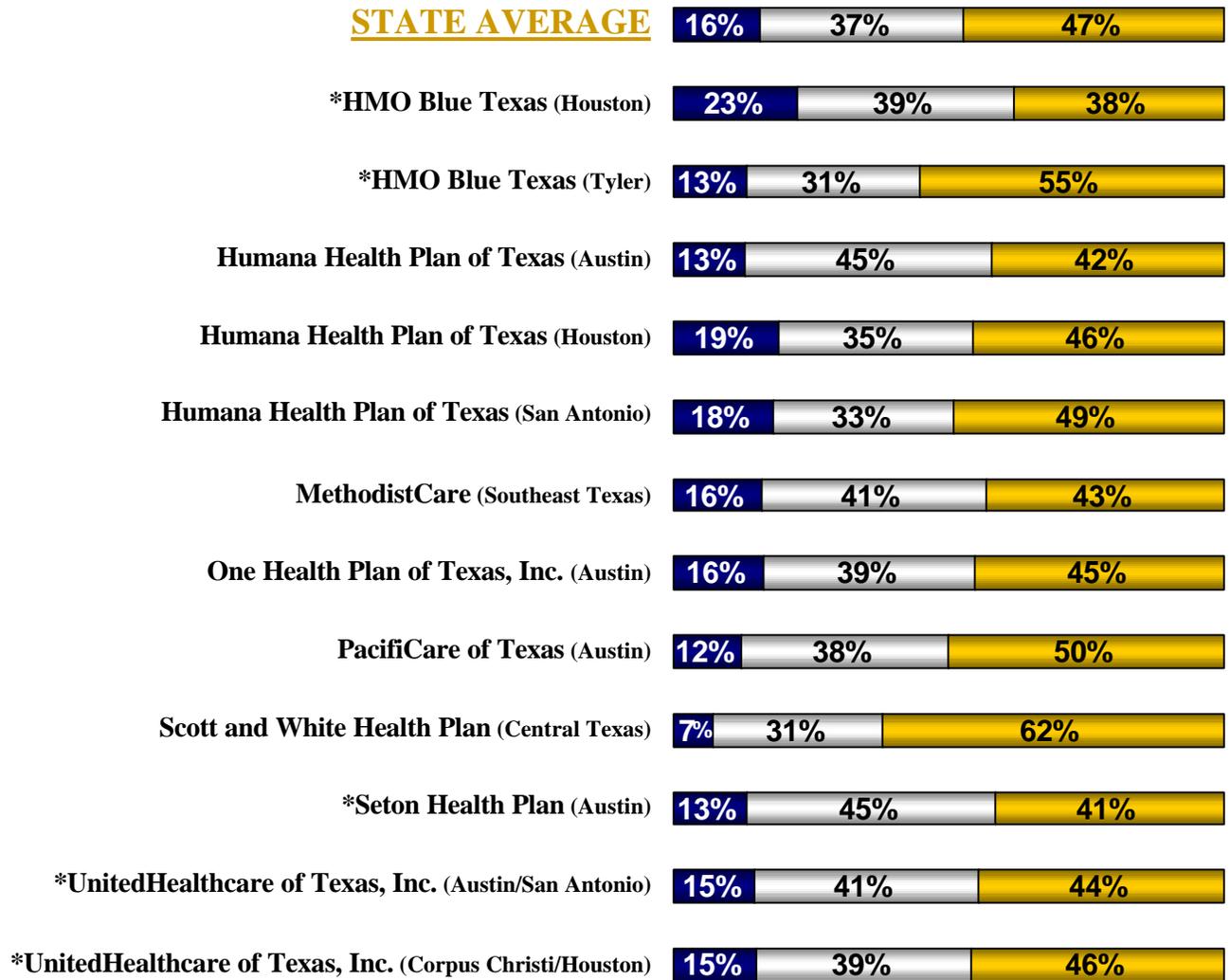
# How people rated their health care

## Survey (CAHPS™2.0H) 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** they received from all doctors and other health providers on a scale from:

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



Survey (CAHPS™ 2.0H) 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 doctor or nurse

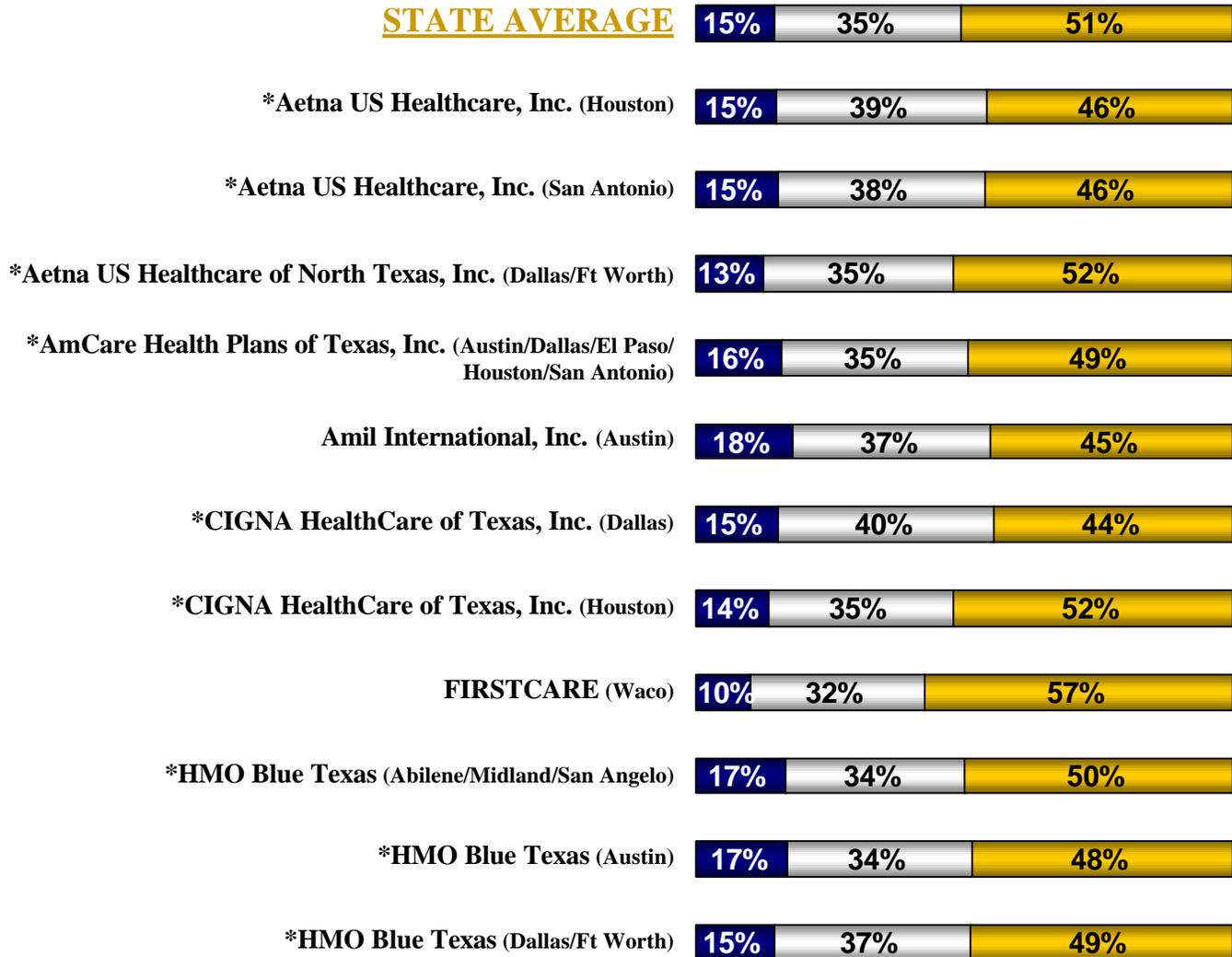
## Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

**0** = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

### STATE AVERAGE



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

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

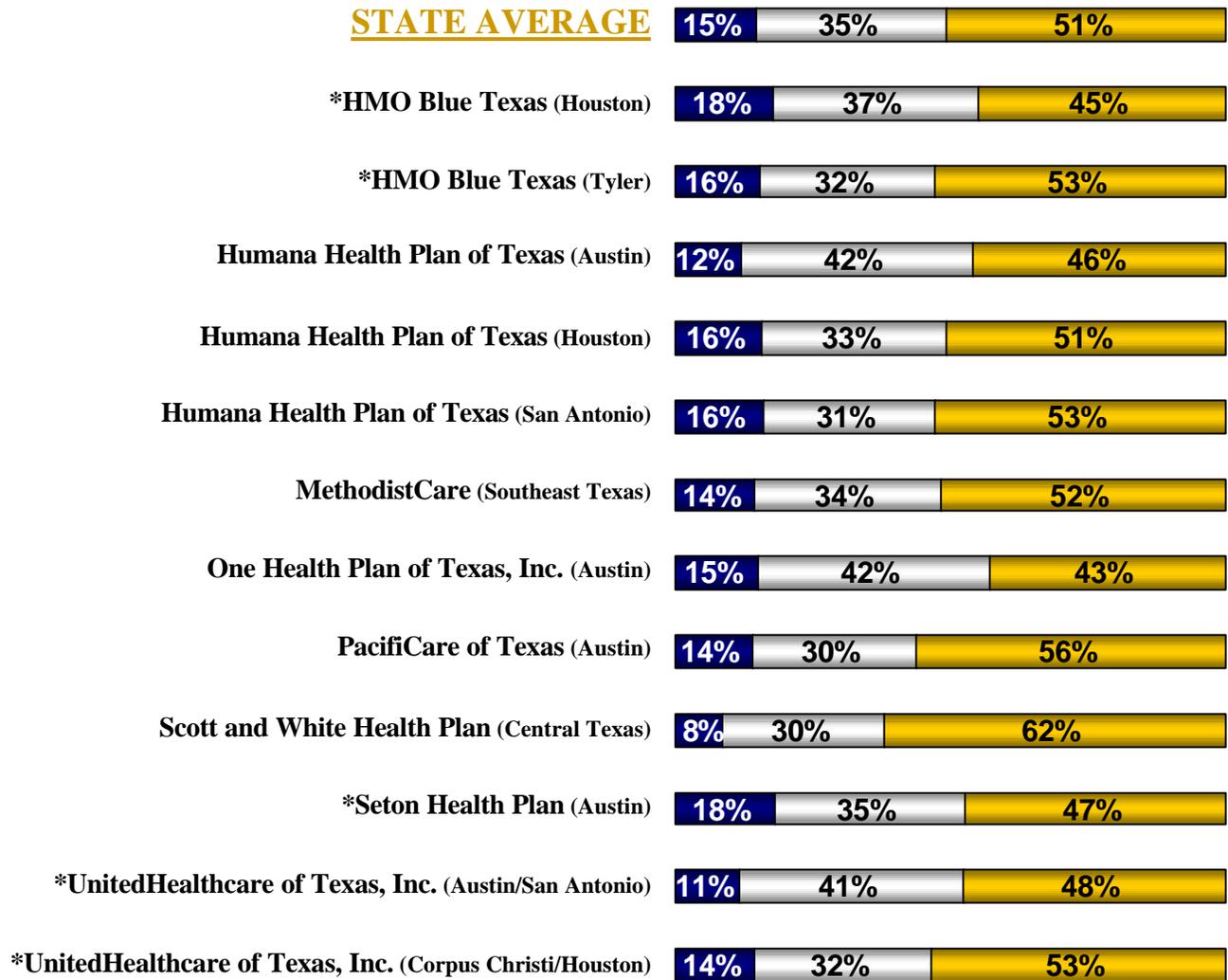
# How people rated their doctor or nurse

## Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse <b>6 or lower</b>	Percentage who rated their doctor or nurse <b>7 or 8</b>	Percentage who rated their doctor or nurse <b>9 or 10</b>
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

**0** = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”



Survey (CAHPS™ 2.0H) 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

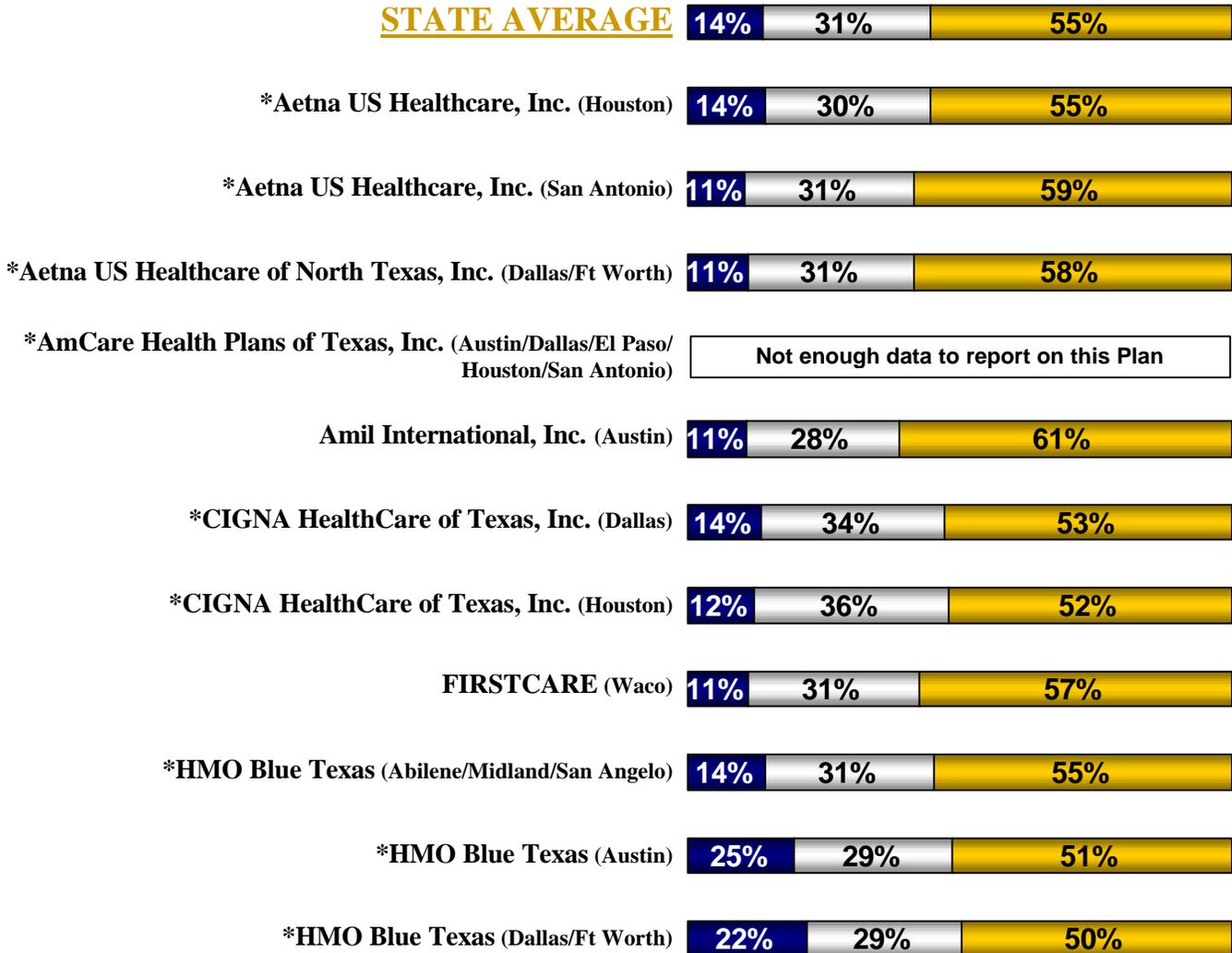
## Survey (CAHPS™2.0H) Results

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"

### STATE AVERAGE



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

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

# How people rated their specialist

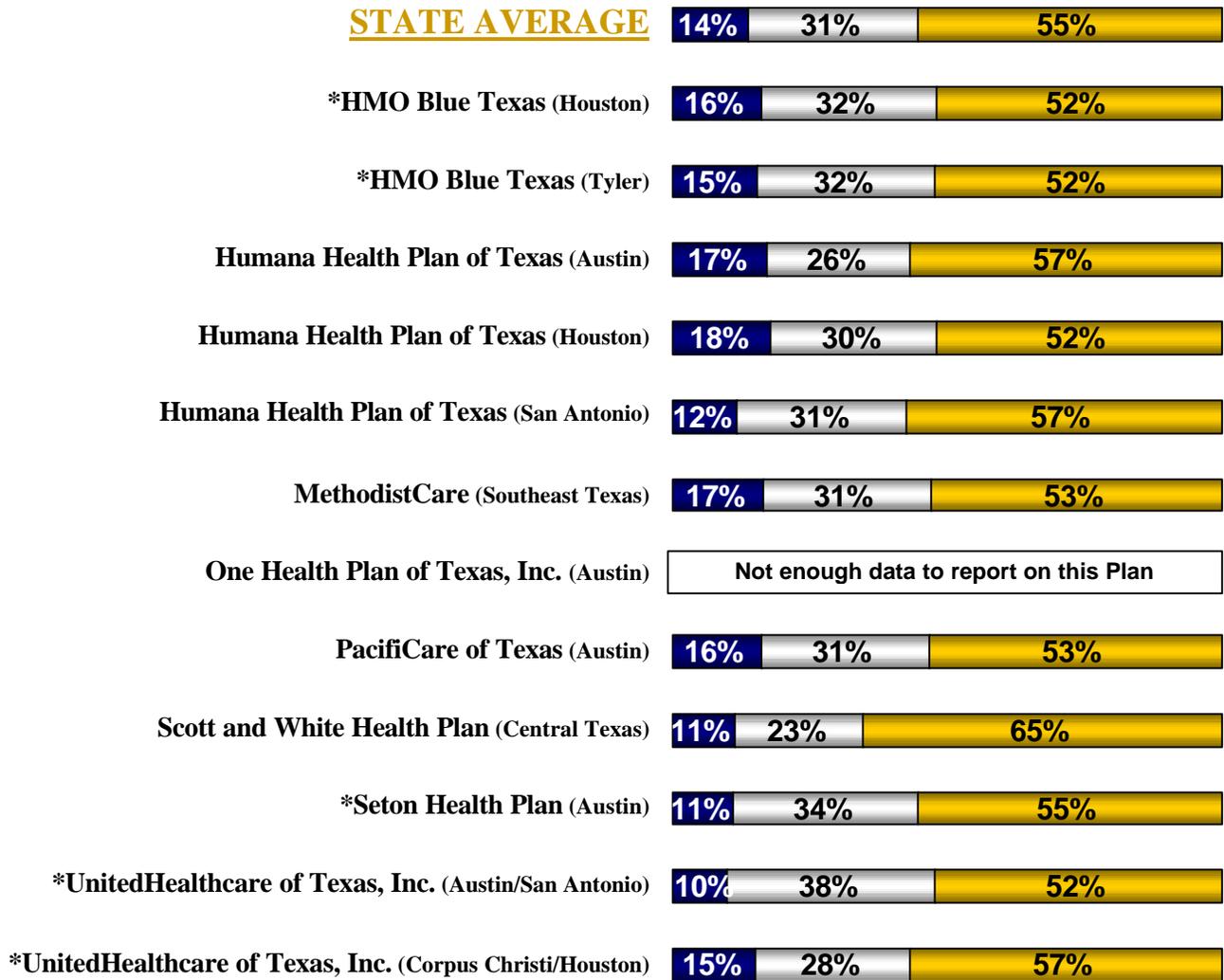
## Survey (CAHPS™2.0H) Results

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”

### STATE AVERAGE



Survey (CAHPS™ 2.0H) Results - Central Texas

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

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

# Getting care that is needed

## Survey (CAHPS™2.0H) Results

Percentage who said they had <b>BIG problems</b> getting care they needed	Percentage who said they had <b>SMALL problems</b> getting care they needed	Percentage who said they had <b>NO problems</b> getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

### STATE AVERAGE



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

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

# Getting care that is needed

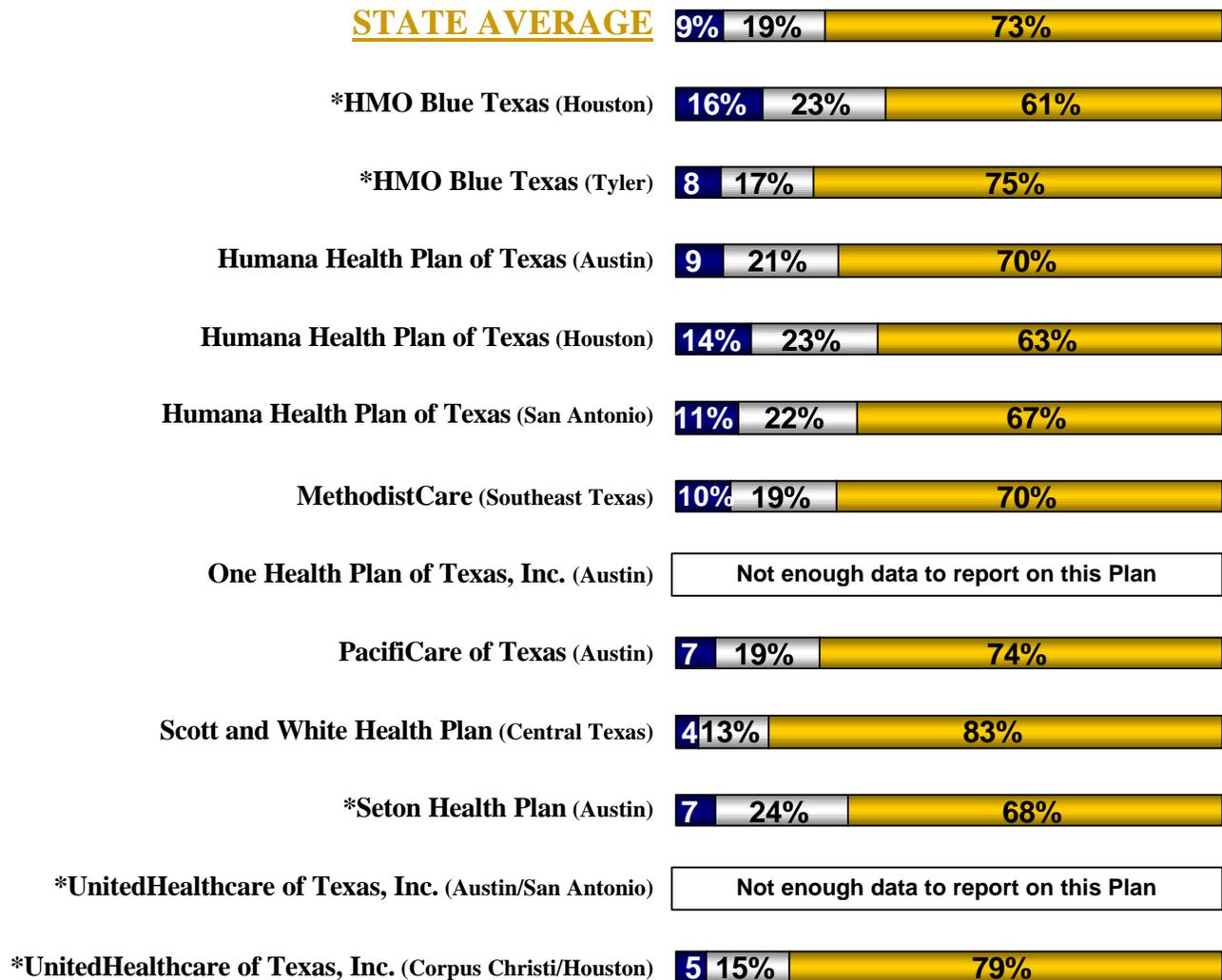
## Survey (CAHPS™2.0H) Results

Percentage who said they had <b>BIG problems</b> getting care they needed	Percentage who said they had <b>SMALL problems</b> getting care they needed	Percentage who said they had <b>NO problems</b> getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

### STATE AVERAGE



Survey (CAHPS™ 2.0H) Results - Central Texas

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

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

# Getting care without long waits

## Survey (CAHPS™2.0H) Results

Percentage who said they <b>sometimes or never</b> got care without long waits	Percentage who said they <b>usually</b> got care without long waits	Percentage who said they <b>always</b> got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

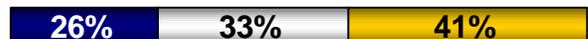
### STATE AVERAGE



\*Aetna US Healthcare, Inc. (Houston)



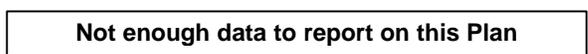
\*Aetna US Healthcare, Inc. (San Antonio)



\*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



\*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/  
Houston/San Antonio)



Amil International, Inc. (Austin)



\*CIGNA HealthCare of Texas, Inc. (Dallas)



\*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



\*HMO Blue Texas (Abilene/Midland/San Angelo)



\*HMO Blue Texas (Austin)



\*HMO Blue Texas (Dallas/Ft Worth)



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

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

# Getting care without long waits

## Survey (CAHPS™2.0H) Results

Percentage who said they <b>sometimes or never</b> got care without long waits	Percentage who said they <b>usually</b> got care without long waits	Percentage who said they <b>always</b> got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor’s office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

### STATE AVERAGE



\*HMO Blue Texas (Houston)



\*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Austin)



Humana Health Plan of Texas (Houston)



Humana Health Plan of Texas (San Antonio)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)



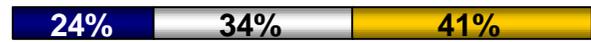
PacifiCare of Texas (Austin)



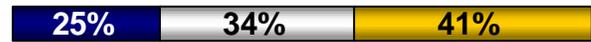
Scott and White Health Plan (Central Texas)



\*Seton Health Plan (Austin)



\*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



\*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



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

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

Survey (CAHPS™ 2.0H) Results - Central Texas

# Handling of claims quickly and correctly

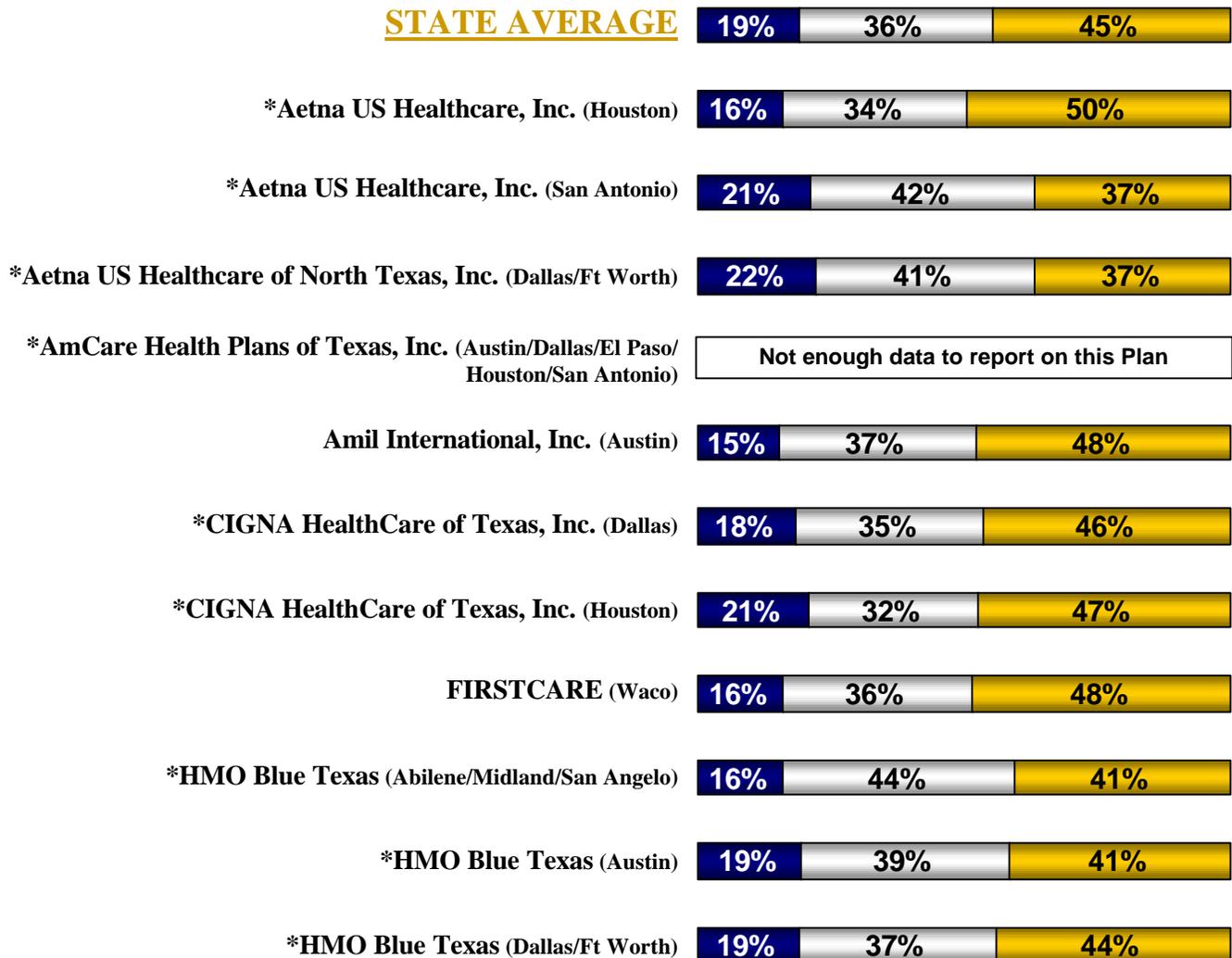
## Survey (CAHPS™2.0H) Results

Percentage who said their plan <b>sometimes or never</b> handled claims quickly and correctly	Percentage who said their plan <b>usually</b> handled claims quickly and correctly	Percentage who said their plan <b>always</b> handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

### STATE AVERAGE



*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

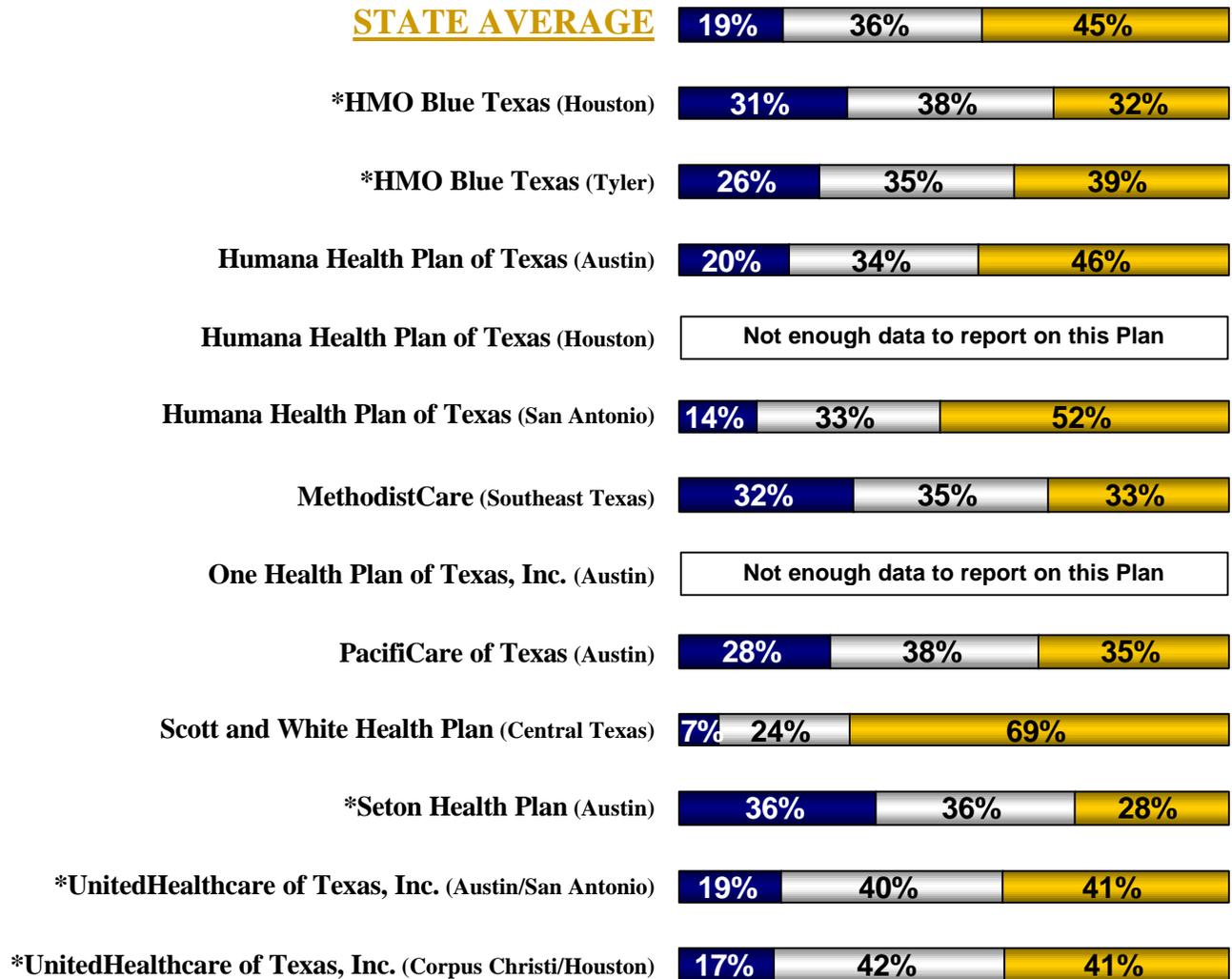
## Survey (CAHPS™2.0H) Results

Percentage who said their plan <b>sometimes or never</b> handled claims quickly and correctly	Percentage who said their plan <b>usually</b> handled claims quickly and correctly	Percentage who said their plan <b>always</b> handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

### STATE AVERAGE



Survey (CAHPS™ 2.0H) Results - Central Texas

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

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

# Efficiency and helpfulness of customer service

## Survey (CAHPS™2.0H) Results

Percentage who said they had <b>BIG problems</b> with customer service	Percentage who said they had <b>SMALL problems</b> with customer service	Percentage who said they had <b>NO problems</b> with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan’s customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

### STATE AVERAGE



\*Aetna US Healthcare, Inc. (Houston)



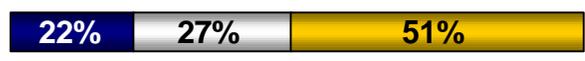
\*Aetna US Healthcare, Inc. (San Antonio)



\*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



\*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/  
Houston/San Antonio)



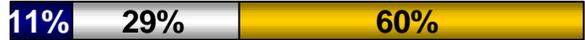
Amil International, Inc. (Austin)



\*CIGNA HealthCare of Texas, Inc. (Dallas)



\*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



\*HMO Blue Texas (Abilene/Midland/San Angelo)



\*HMO Blue Texas (Austin)



\*HMO Blue Texas (Dallas/Ft Worth)



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

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

# Efficiency and helpfulness of customer service

## Survey (CAHPS™2.0H) Results

Percentage who said they had <b>BIG problems</b> with customer service	Percentage who said they had <b>SMALL problems</b> with customer service	Percentage who said they had <b>NO problems</b> with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan’s customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

**STATE AVERAGE** 10% 25% 65%

\*HMO Blue Texas (Houston) 17% 29% 53%

\*HMO Blue Texas (Tyler) 15% 27% 58%

Humana Health Plan of Texas (Austin) 10% 27% 64%

Humana Health Plan of Texas (Houston) Not enough data to report on this Plan

Humana Health Plan of Texas (San Antonio) 8% 22% 70%

MethodistCare (Southeast Texas) 10% 26% 64%

One Health Plan of Texas, Inc. (Austin) Not enough data to report on this Plan

PacifiCare of Texas (Austin) 11% 25% 65%

Scott and White Health Plan (Central Texas) 4 18% 78%

\*Seton Health Plan (Austin) 14% 34% 52%

\*UnitedHealthcare of Texas, Inc. (Austin/San Antonio) 13% 29% 59%

\*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston) 13% 22% 65%

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

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

Survey (CAHPS™ 2.0H) Results - Central Texas

# How well doctors communicate

## Survey (CAHPS™2.0H) Results

Percentage who said their doctors <b>sometimes or never</b> communicated well	Percentage who said their doctors <b>usually</b> communicated well	Percentage who said their doctors <b>always</b> communicated well
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

### STATE AVERAGE



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

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

# How well doctors communicate

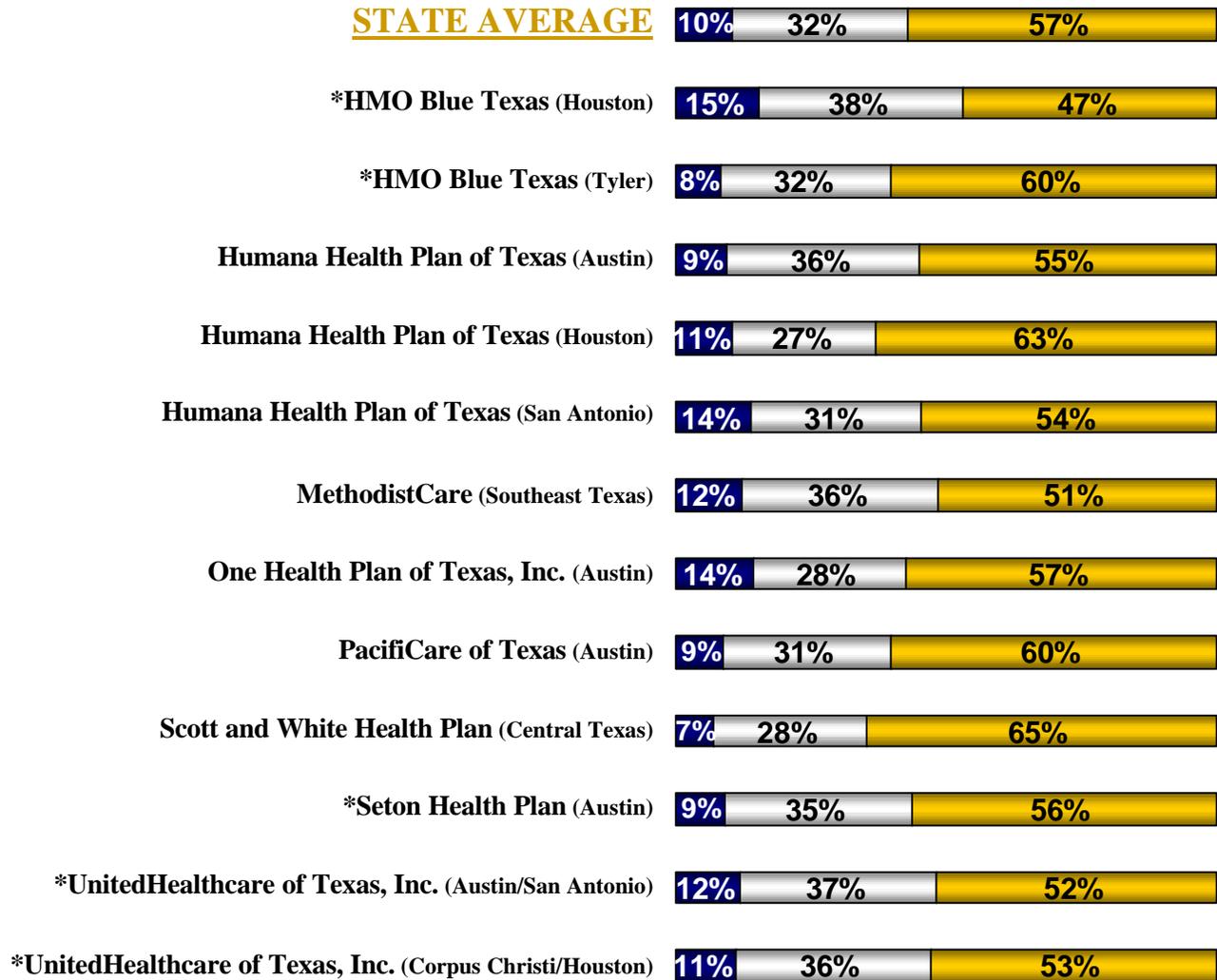
## Survey (CAHPS™2.0H) Results

Percentage who said their doctors <b>sometimes or never</b> communicated well	Percentage who said their doctors <b>usually</b> communicated well	Percentage who said their doctors <b>always</b> communicated well
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

### STATE AVERAGE



Survey (CAHPS™ 2.0H) Results - Central Texas

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

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

# Courtesy, respect and helpfulness of office staff

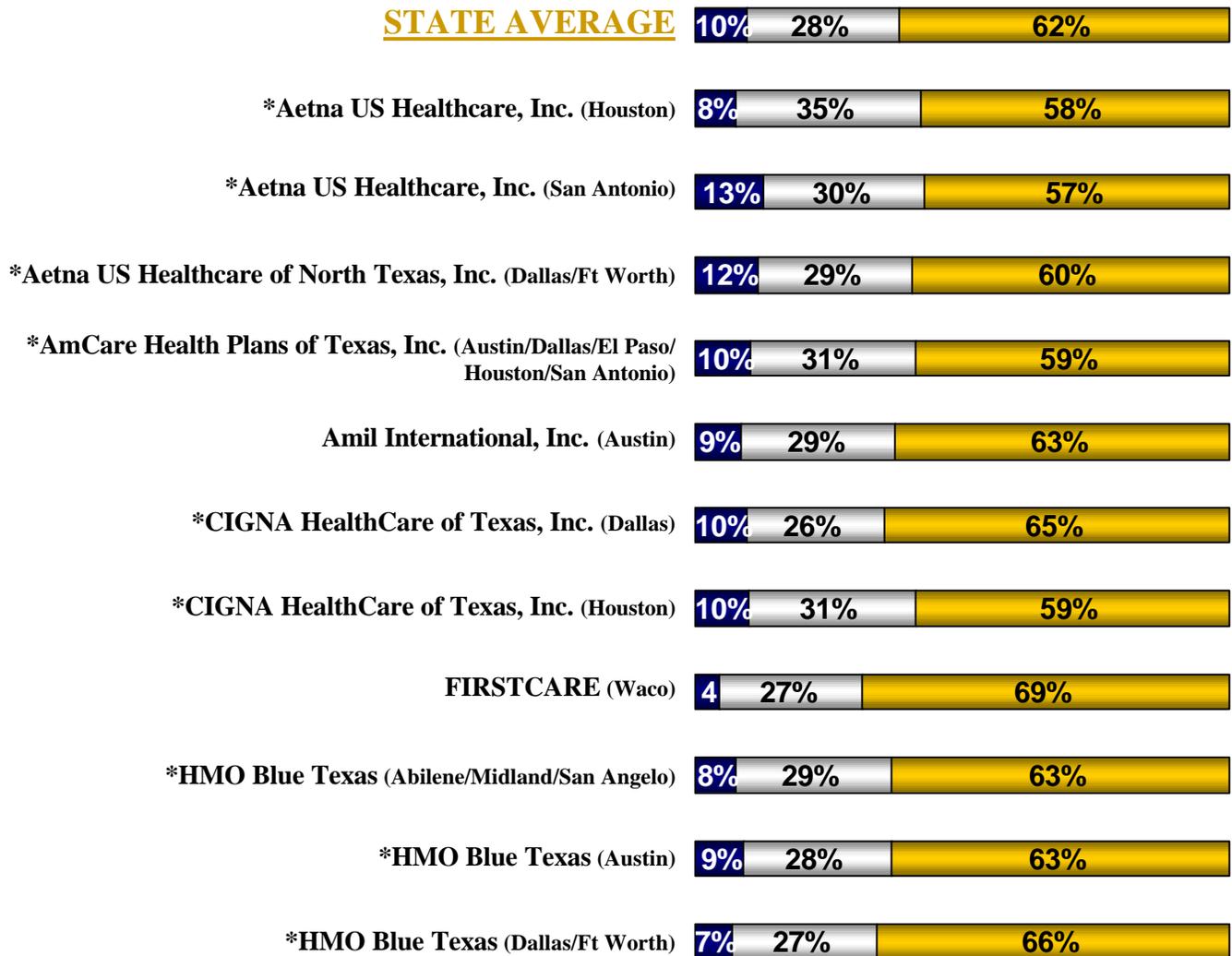
## Survey (CAHPS™2.0H) Results

Percentage who said office staff were <b>sometimes or never</b> courteous, respectful, and helpful	Percentage who said office staff were <b>usually</b> courteous, respectful, and helpful	Percentage who said office staff were <b>always</b> courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

### STATE AVERAGE



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

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

# Courtesy, respect and helpfulness of office staff

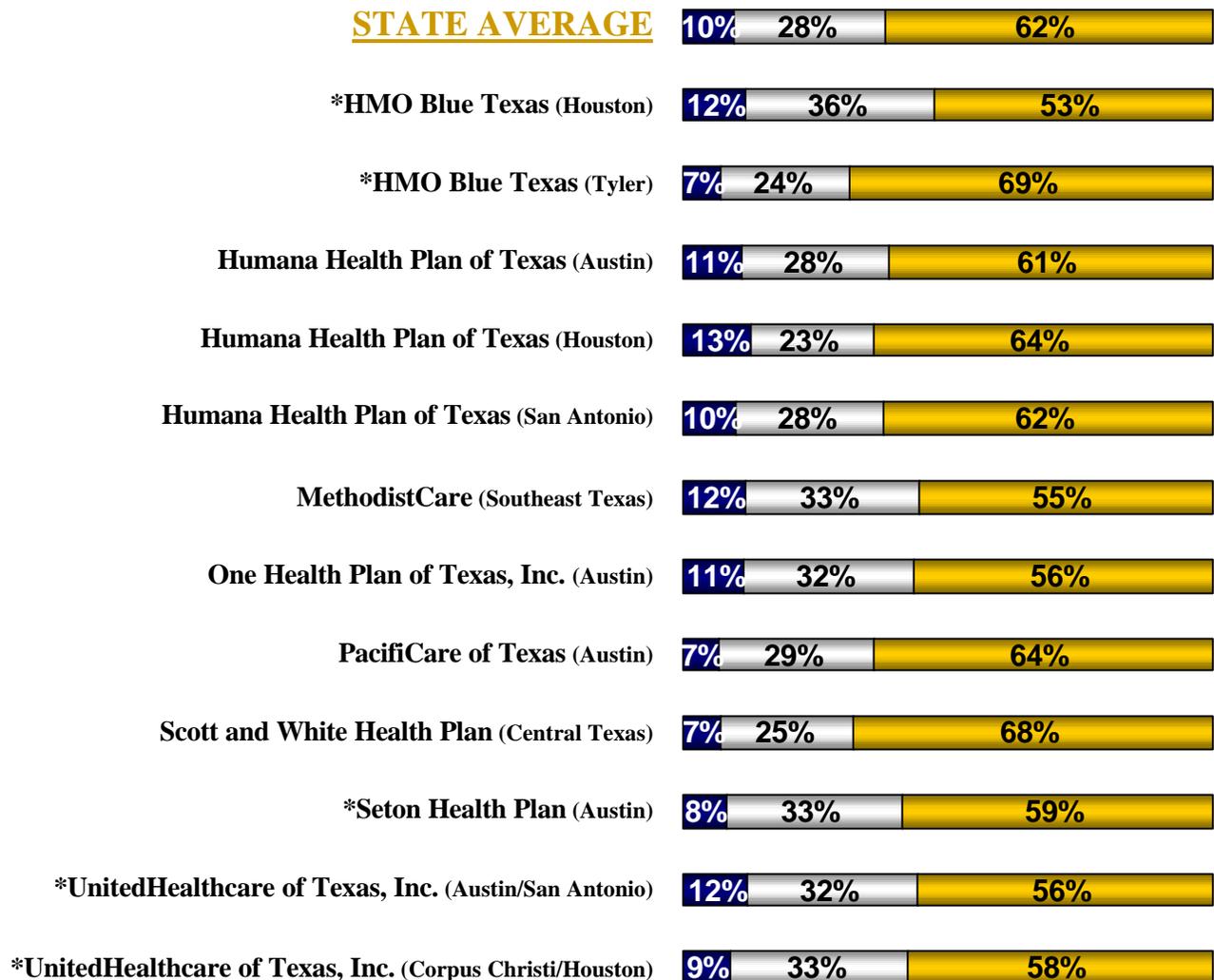
## Survey (CAHPS™2.0H) Results

Percentage who said office staff were <b>sometimes or never</b> courteous, respectful, and helpful	Percentage who said office staff were <b>usually</b> courteous, respectful, and helpful	Percentage who said office staff were <b>always</b> courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

### STATE AVERAGE



Survey (CAHPS™ 2.0H) 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 = 34%**

<b>Aetna US Healthcare, Inc. (Houston)</b>	<b>26%</b>
<b>Aetna US Healthcare, Inc. (San Antonio)</b>	<b>31%</b>
<b>Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)</b>	<b>34%</b>
<b>AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)</b>	<b>23%</b>
<b>Amil International, Inc. (Austin)</b>	<b>44%</b>
<b>CIGNA HealthCare of Texas, Inc. (Dallas)</b>	<b>35%</b>
<b>CIGNA HealthCare of Texas, Inc. (Houston)</b>	<b>29%</b>
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
<b>FIRSTCARE (Waco)</b>	<b>42%</b>
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
<b>HMO Blue Texas (Austin)</b>	<b>40%</b>
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
<b>HMO Blue Texas (Dallas/Ft Worth)</b>	<b>29%</b>
HMO Blue Texas (El Paso)	40%
<b>HMO Blue Texas (Houston)</b>	<b>34%</b>
HMO Blue Texas (Lubbock)	38%
<b>HMO Blue Texas (Tyler)</b>	<b>37%</b>
<b>Humana Health Plan of Texas (Austin)</b>	<b>38%</b>
Humana Health Plan of Texas (Corpus Christi)	32%
<b>Humana Health Plan of Texas (Houston)</b>	<b>24%</b>
<b>Humana Health Plan of Texas (San Antonio)</b>	<b>40%</b>
Mercy Health Plans (Laredo)	27%
<b>MethodistCare (Southeast Texas)</b>	<b>33%</b>
<b>One Health Plan of Texas, Inc. (Austin)</b>	<b>18%</b>
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
<b>PacifiCare of Texas (Austin)</b>	<b>41%</b>
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
<b>Scott and White Health Plan (Central Texas)</b>	<b>58%</b>
<b>Seton Health Plan (Austin)</b>	<b>36%</b>
<b>UnitedHealthcare of Texas, Inc. (Austin/San Antonio)</b>	<b>28%</b>
<b>UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)</b>	<b>27%</b>
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%