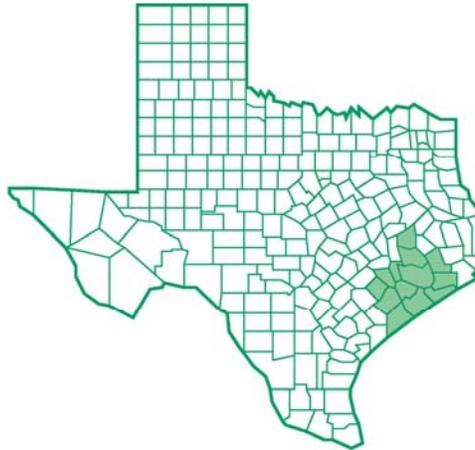


CAHPS® 5.0H Survey Results for Gulf Coast Texas Plans

The counties included in the Gulf Coast Texas area are:

| | | |
|-----------|------------|---------|
| Austin | Galveston | Walker |
| Brazoria | Harris | Waller |
| Chambers | Liberty | Wharton |
| Colorado | Matagorda | |
| Fort Bend | Montgomery | |



This section features survey results for plans that serve the Gulf Coast Texas area. It includes HMOs with a service area that extends into at least one county in the region. The city/area shown after the name indicates the primary area of service. Contact plans directly for details on specific service areas.

An HMO may be exempt from participation in the survey due to low enrollment or limited participation in the Texas commercial HMO market during 2015.

NCQA requires 100 responses to report survey results. OPIC has opted to report data based on 30 or more responses to provide consumers with greater access to data to compare HMOs.

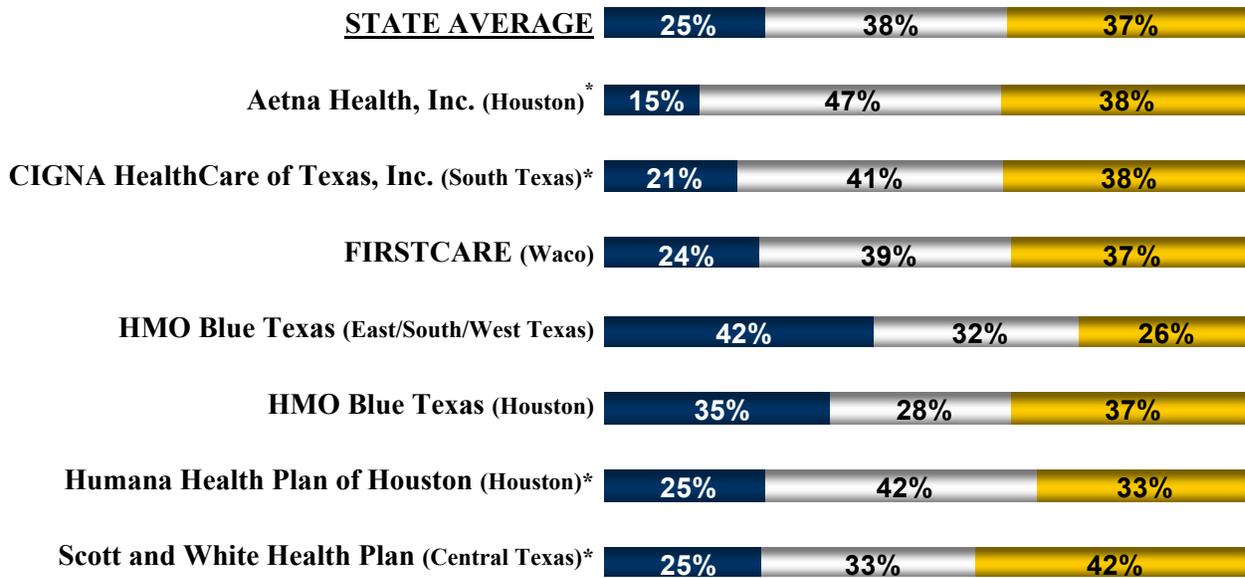
How people rated their health plan

CAHPS® 5.0H Survey 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.)

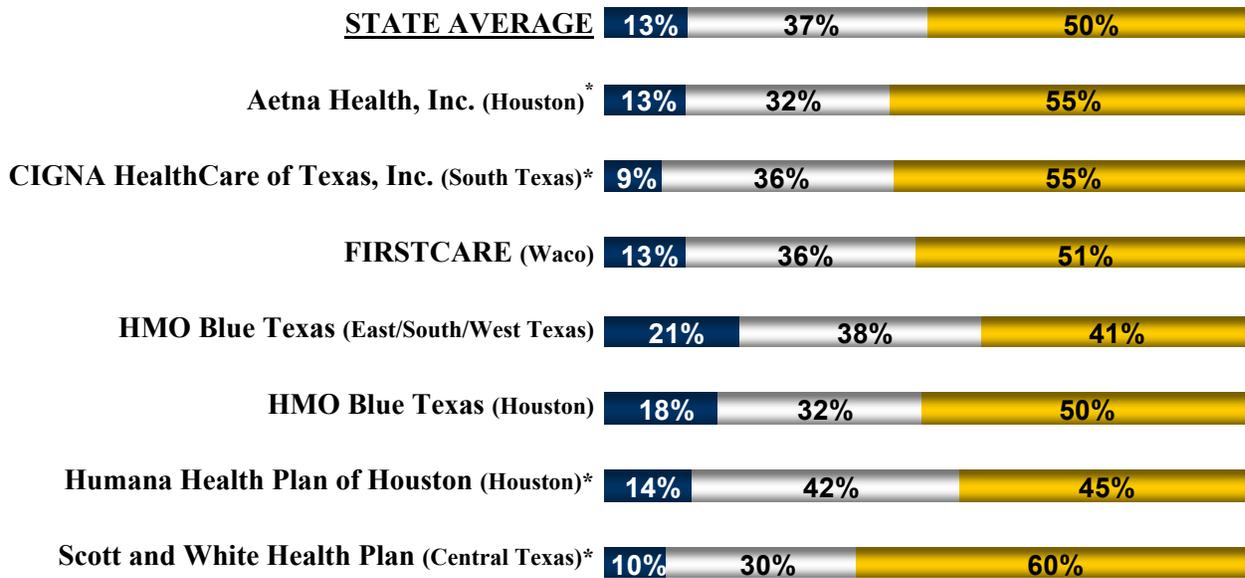
How people rated their healthcare

CAHPS® 5.0H Survey 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 healthcare** on a scale from:

0 = “worst healthcare possible” to **10** = “best healthcare possible”



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

CAHPS® 5.0H Survey Results - Gulf Coast Texas

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

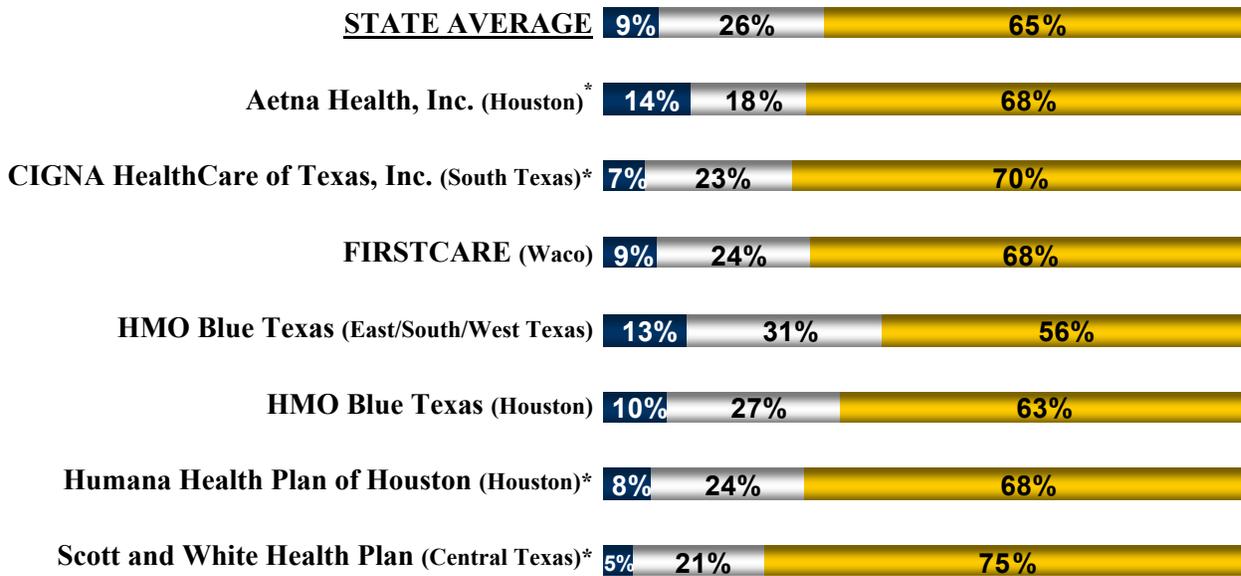
How people rated their personal doctor

CAHPS® 5.0H Survey 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.)

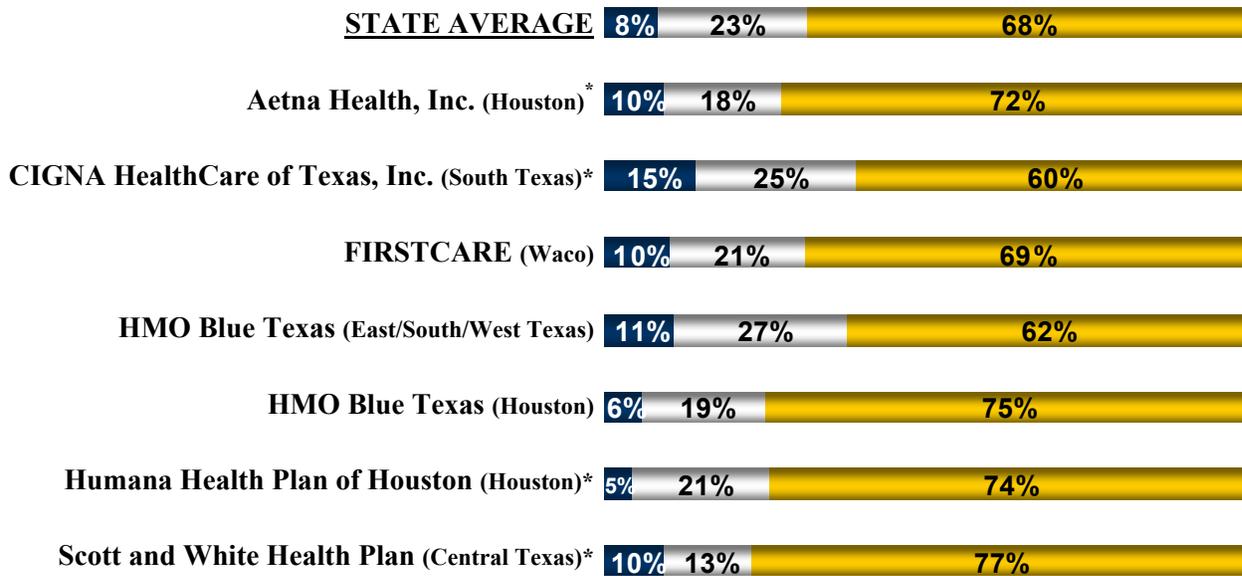
How people rated their specialist

CAHPS® 5.0H Survey 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%.

CAHPS® 5.0H Survey Results - Gulf Coast Texas

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

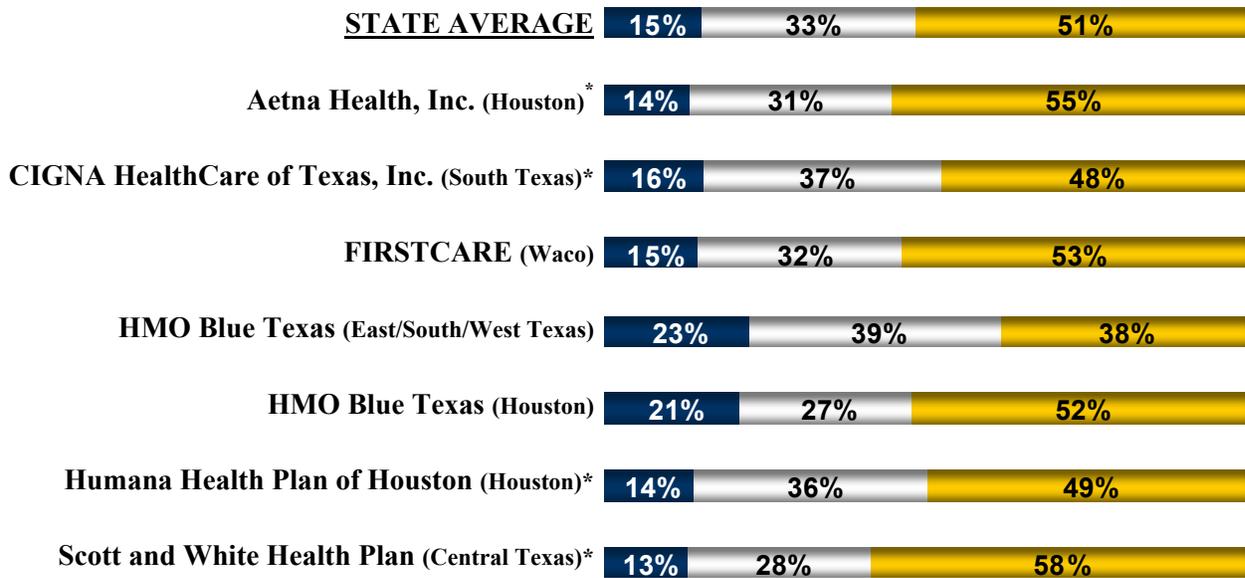
Getting needed care

CAHPS[®] 5.0H Survey 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.)

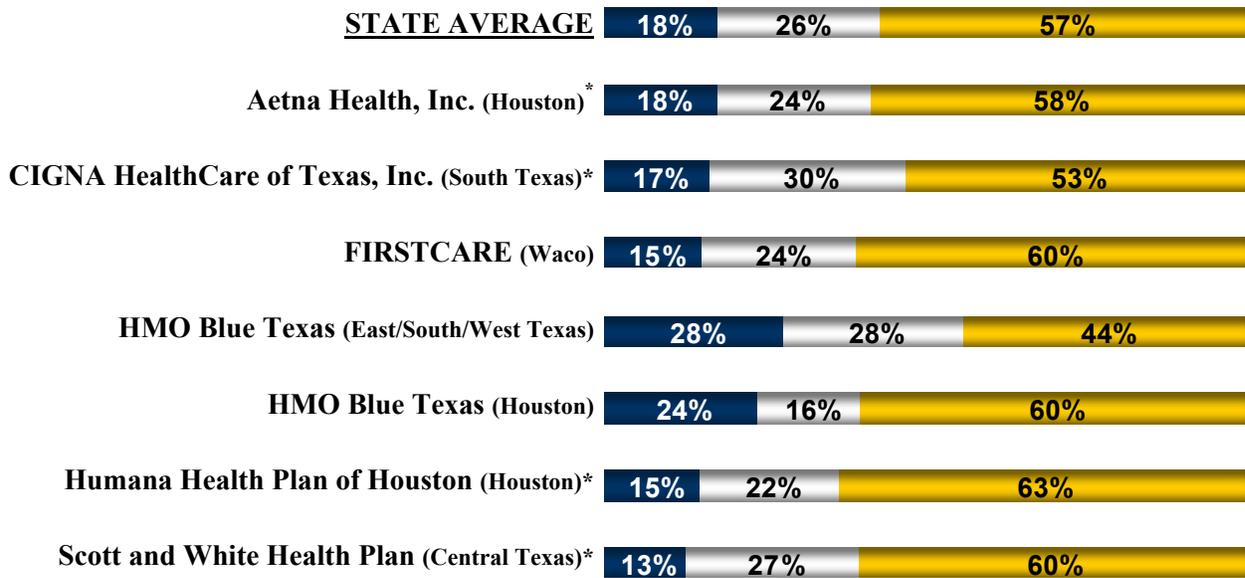
Getting care quickly

CAHPS® 5.0H Survey 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%.

CAHPS® 5.0H Survey Results - Gulf Coast Texas

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

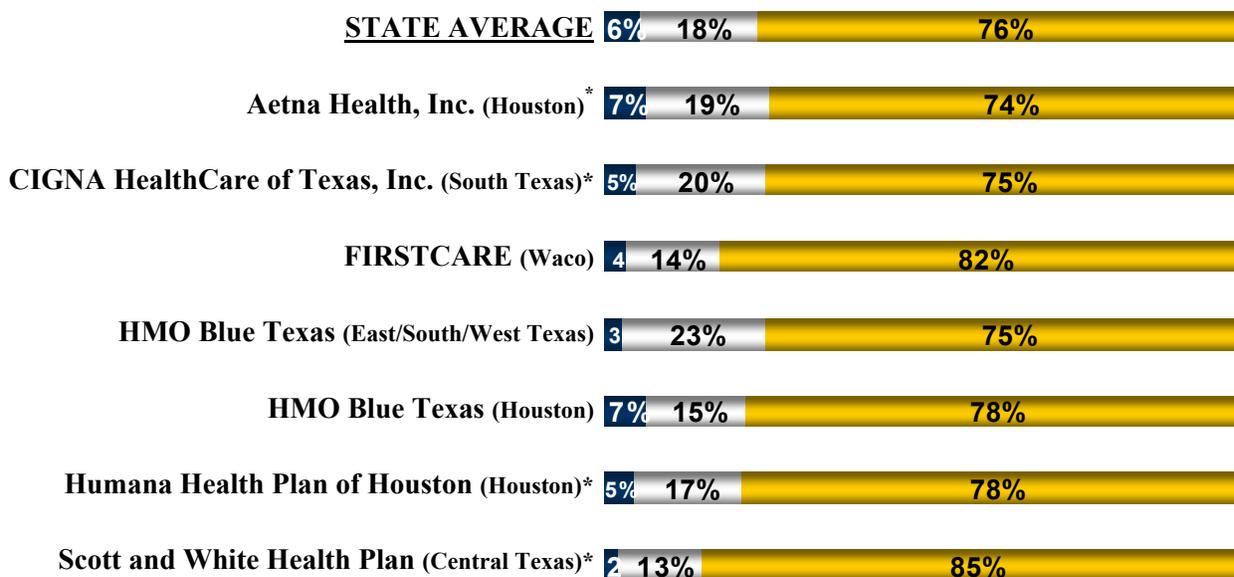
How well doctors communicate

CAHPS® 5.0H Survey 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.



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

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

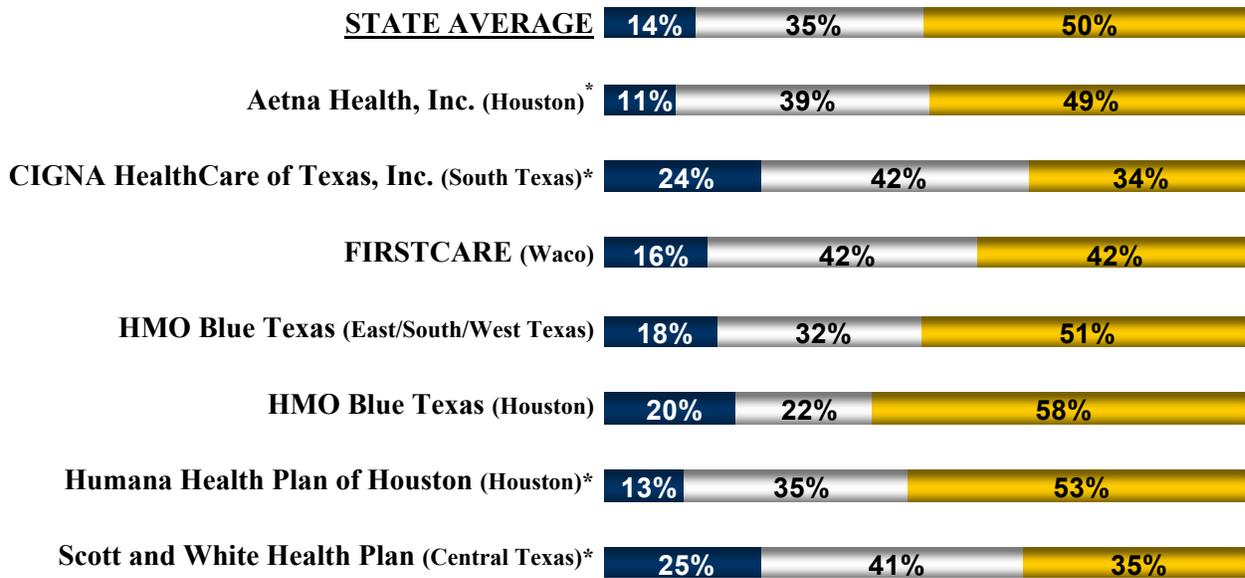
Handling of claims quickly and correctly

CAHPS® 5.0H Survey 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%.

CAHPS® 5.0H Survey Results - Gulf Coast Texas

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

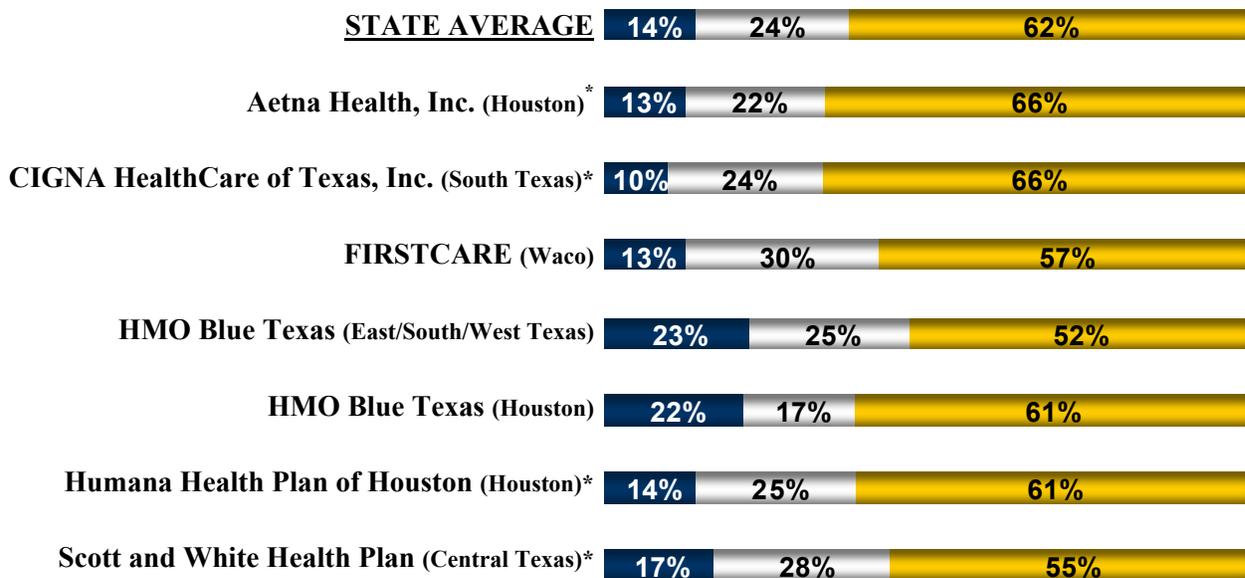
Health plan customer service

CAHPS® 5.0H Survey 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.)

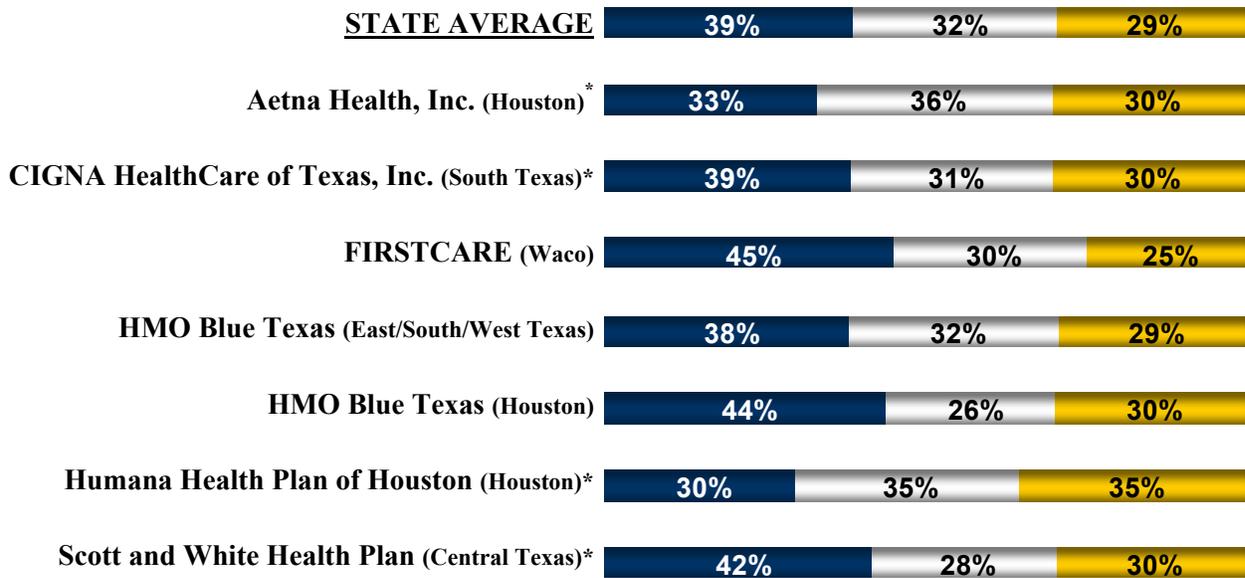
Plan information on costs

CAHPS® 5.0H Survey 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 healthcare service or equipment.
- How much would have to be paid for specific prescription medicines.



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

CAHPS® 5.0H Survey Results - Gulf Coast Texas

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

Shared Decision Making

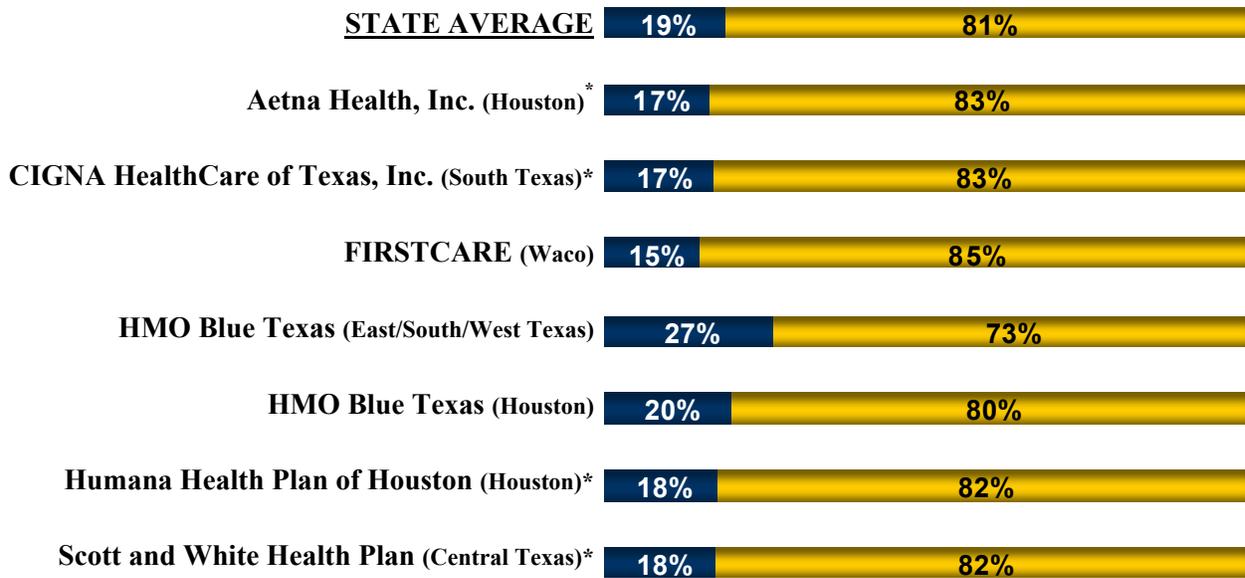
CAHPS® 5.0H Survey Results

Percentage who said
No, there was no
shared decision making

Percentage who said
Yes, there was
shared decision making

The bar graphs show answers to survey questions that asked **whether** when starting or stopping a medicine:

- A doctor or other health provider talk about the reasons you might want to take a medicine?
- A doctor or other health provider talk about the reasons you might not want to take a medicine?
- A doctor or other health provider ask you what you thought was best for you?



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 = 19%

| | |
|--|------------|
| Aetna Health, Inc. (Austin) | 16% |
| Aetna Health, Inc. (Dallas/Fort Worth) | 19% |
| Aetna Health, Inc. (Houston) | 15% |
| Aetna Health, Inc. (San Antonio/Corpus Christi) | 18% |
| CIGNA HealthCare of Texas, Inc. (South Texas) | 18% |
| Community First Health Plans (San Antonio) | 22% |
| FIRSTCARE (Abilene) | 25% |
| FIRSTCARE (Amarillo) | 31% |
| FIRSTCARE (Lubbock) | 23% |
| FIRSTCARE (Waco) | 25% |
| HMO Blue Texas (Dallas/Fort Worth) | 11% |
| HMO Blue Texas (East/South/West Texas) | 14% |
| HMO Blue Texas (Houston) | 16% |
| Humana Health Plan of Texas (Austin) | 15% |
| Humana Health Plan of Texas (Corpus Christi) | 18% |
| Humana Health Plan of Texas (Houston) | 15% |
| Humana Health Plan of Texas (San Antonio) | 18% |
| Scott and White Health Plan (Central Texas) | 24% |

