

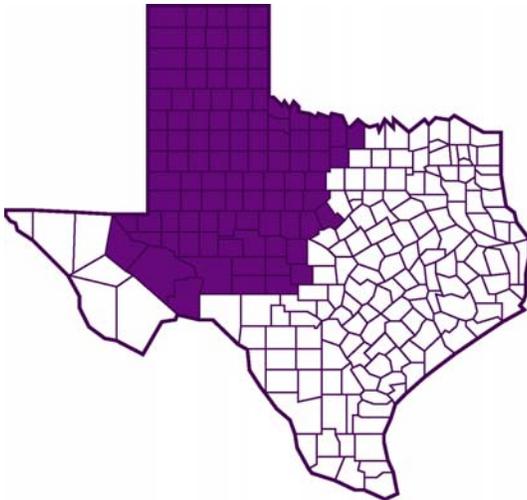
CAHPS® 5.0H Survey Results

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	



This section features survey results for plans that serve the Panhandle/Plains 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 greater access to data to compare HMOs.

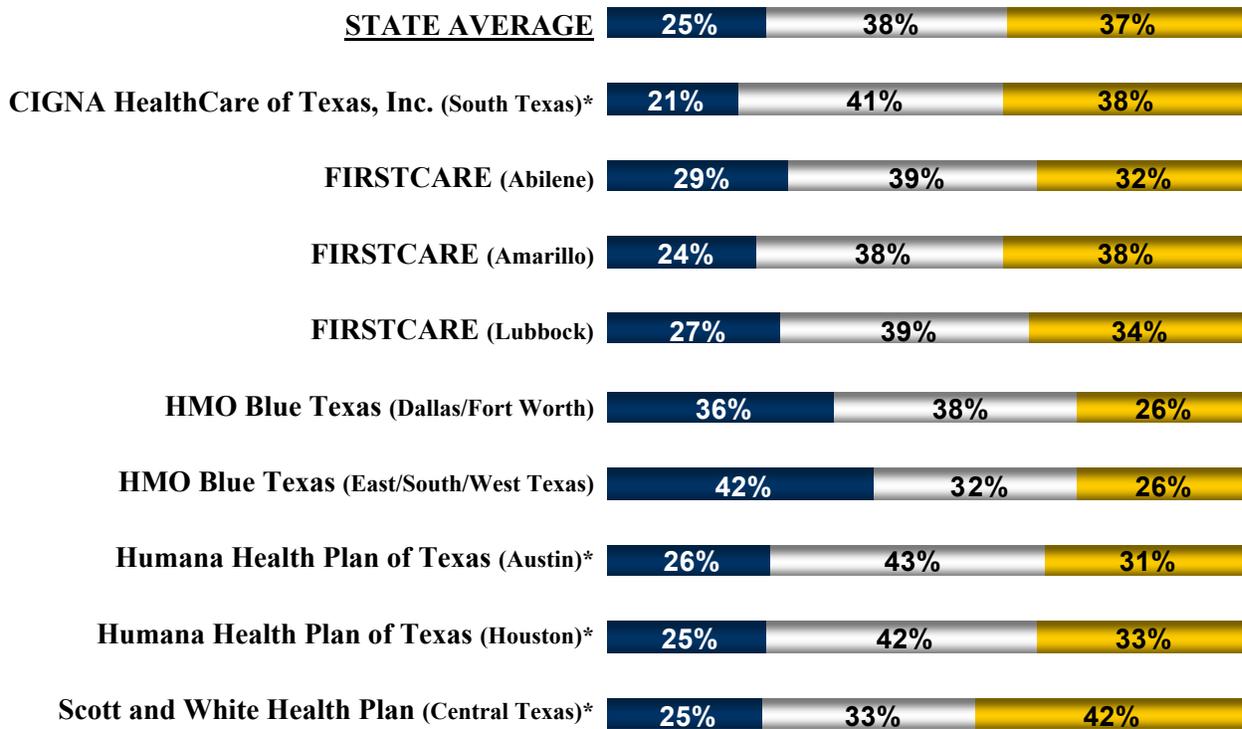
How people rated their health plan

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
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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.)

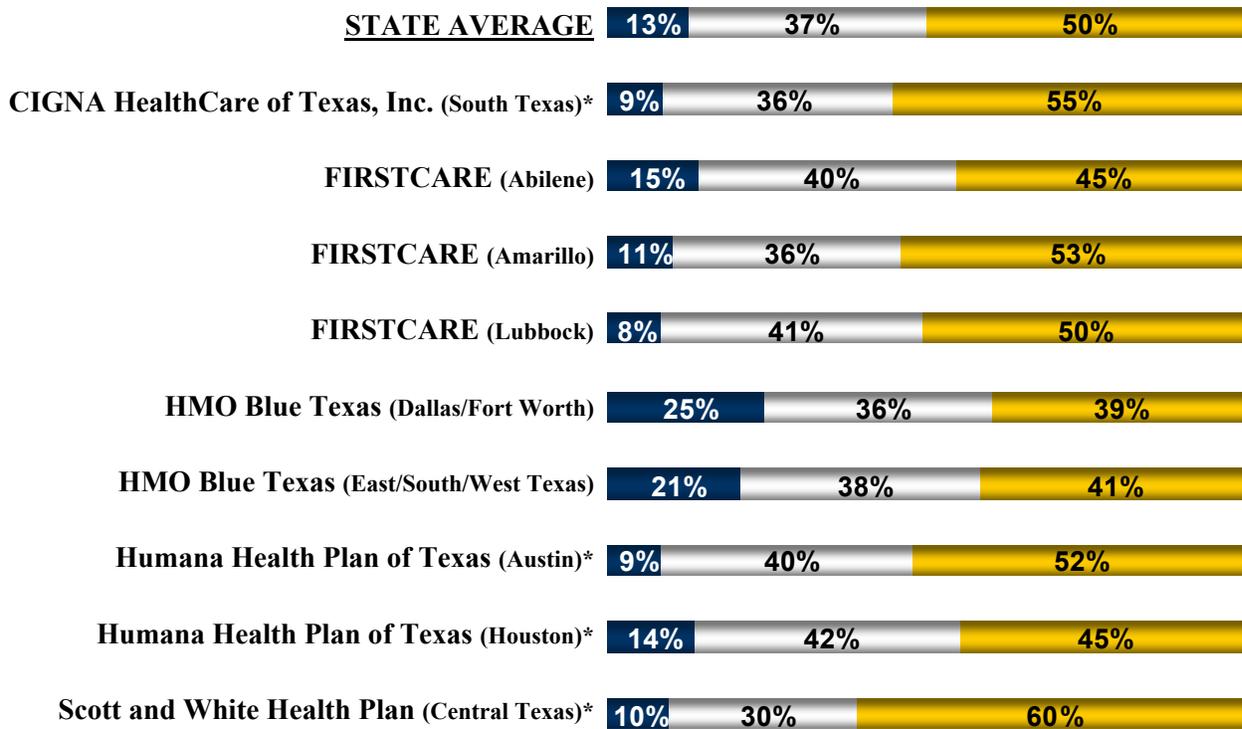
How people rated their healthcare

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
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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%.

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

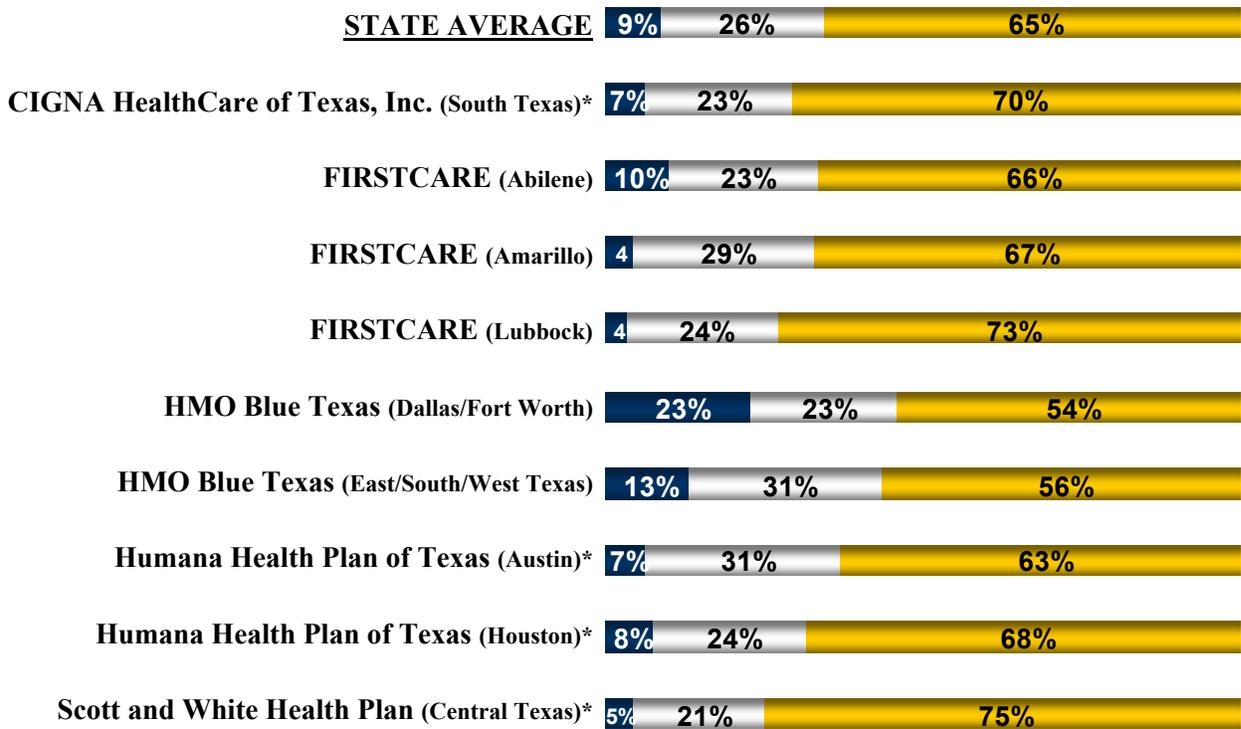
How people rated their personal doctor

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
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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.)

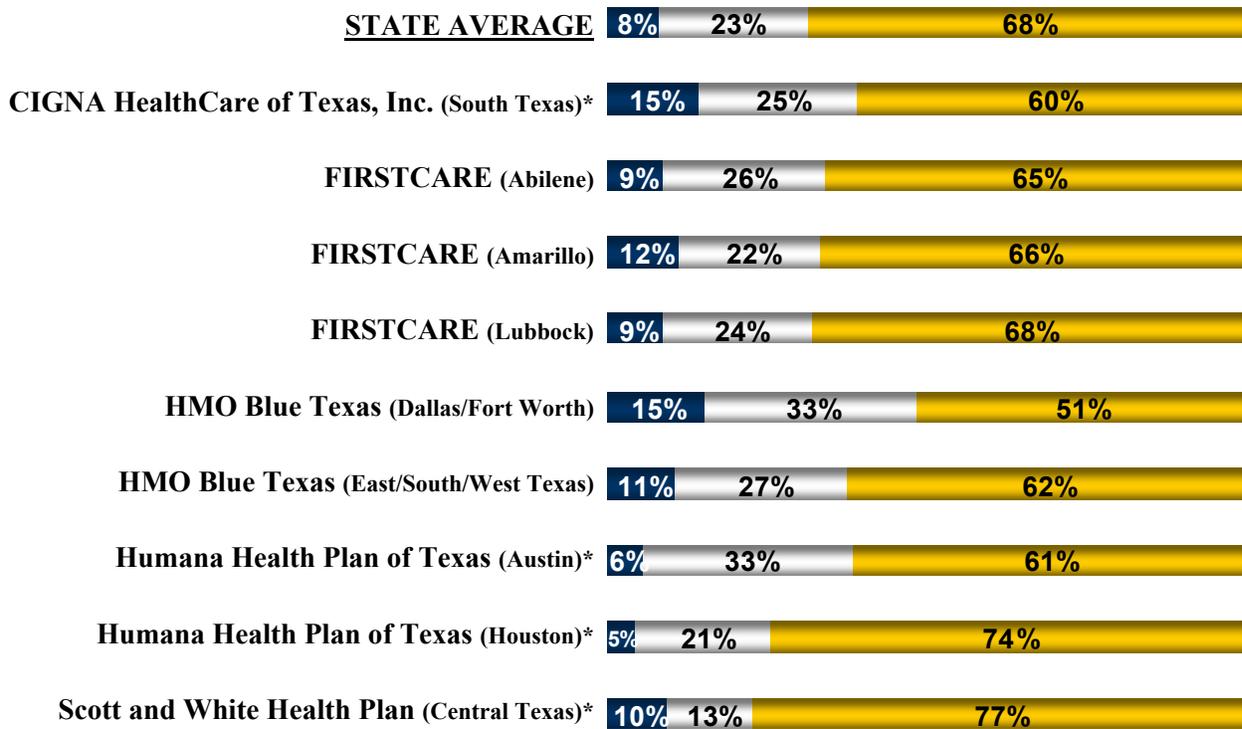
How people rated their specialist

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
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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 - Panhandle/Plains Texas

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

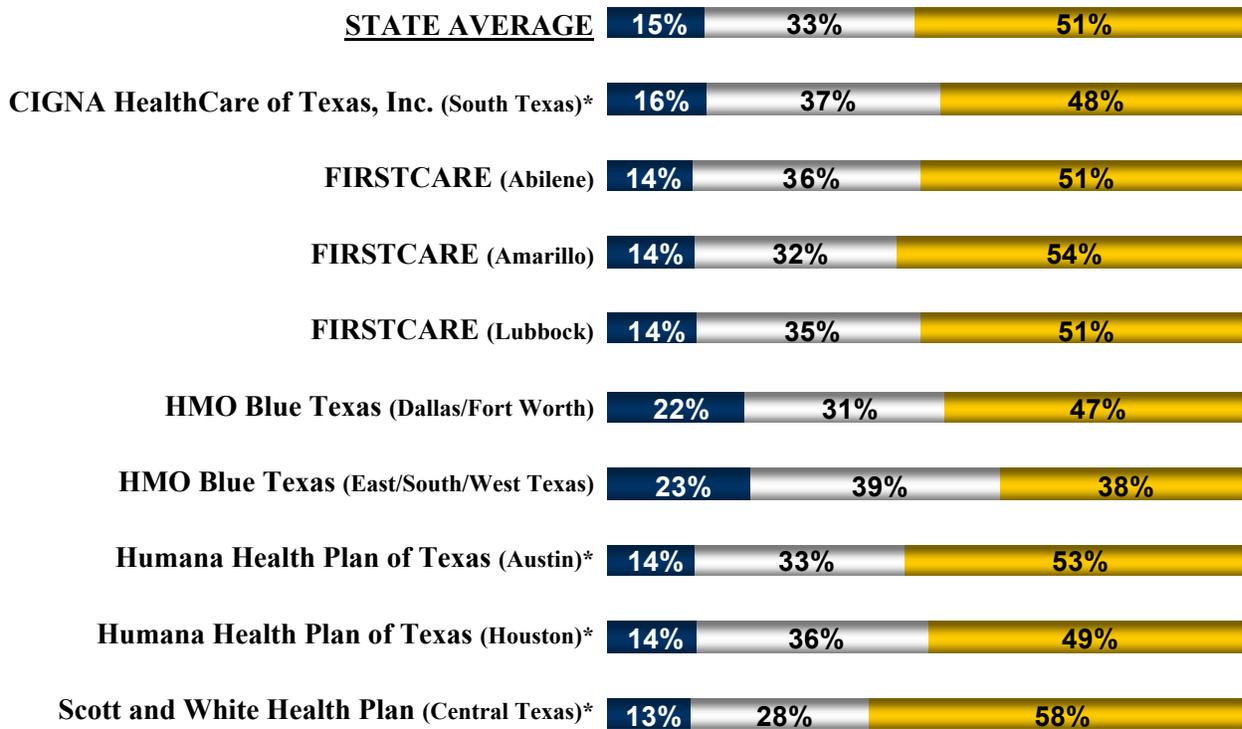
Getting needed care

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
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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.



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

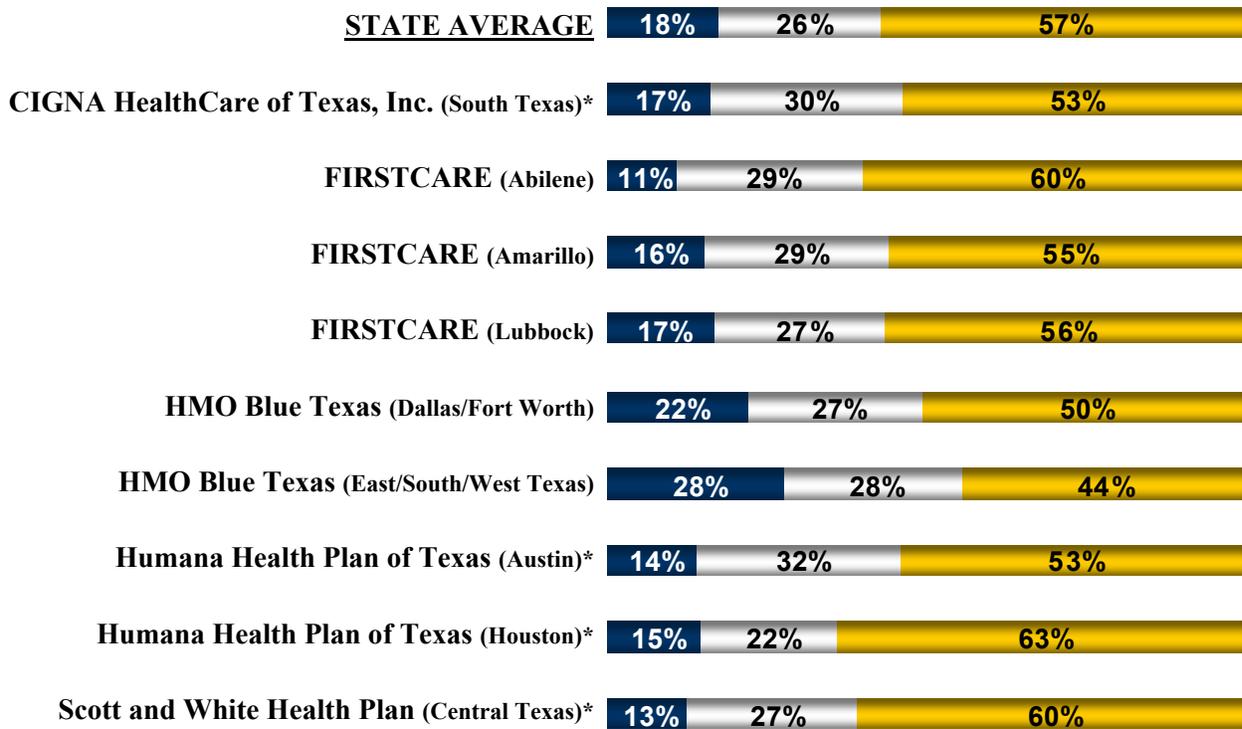
Getting care quickly

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
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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.)

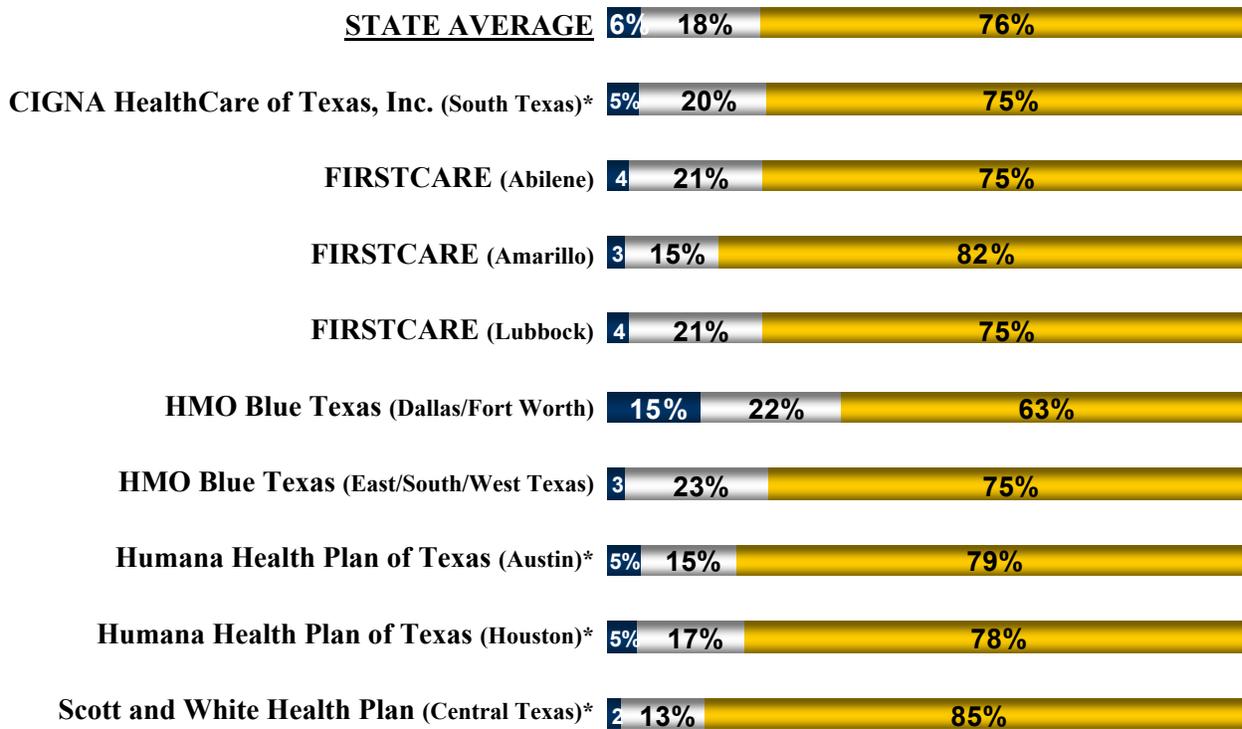
How well doctors communicate

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
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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.



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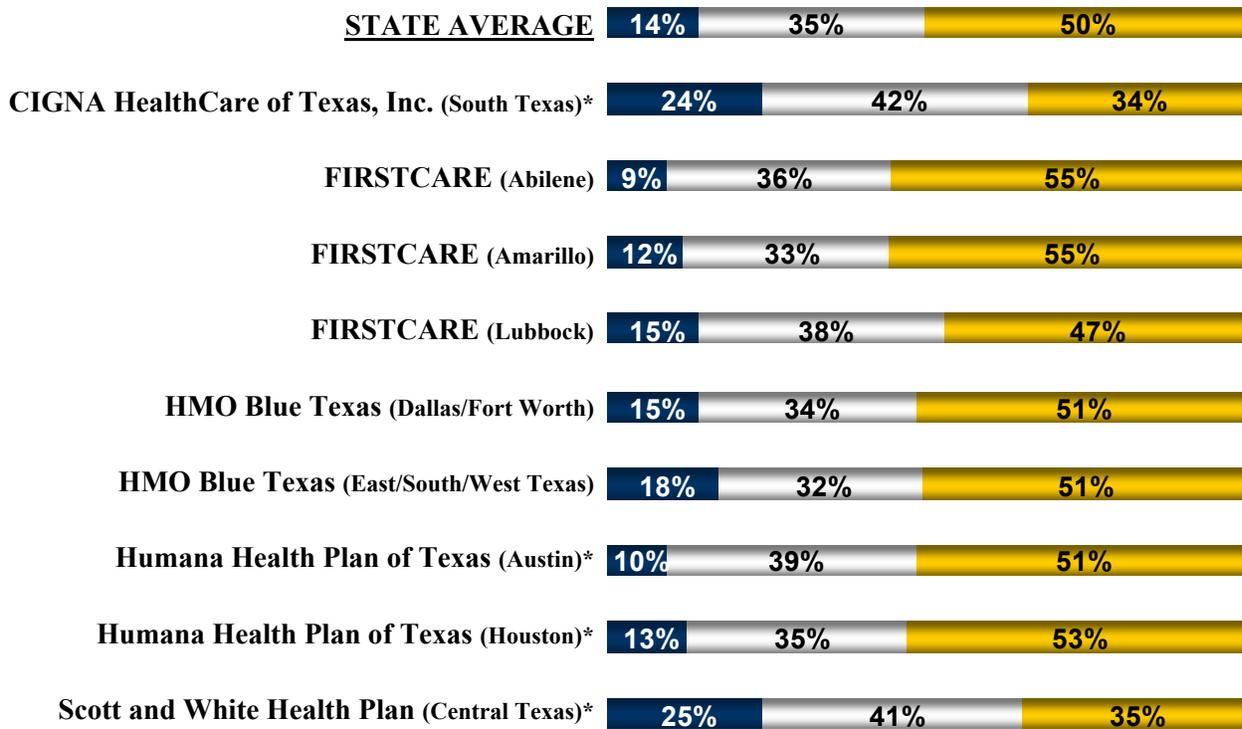
Handling of claims quickly and correctly

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
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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.)

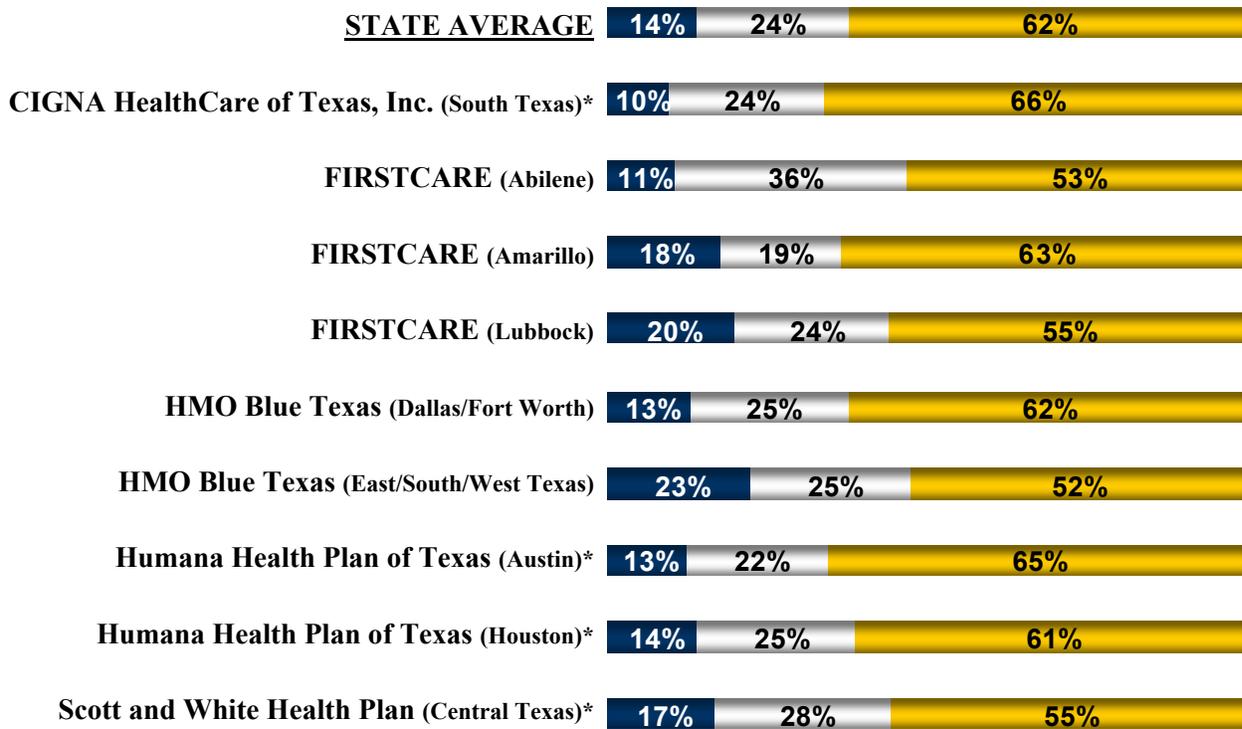
Health plan customer service

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
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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.



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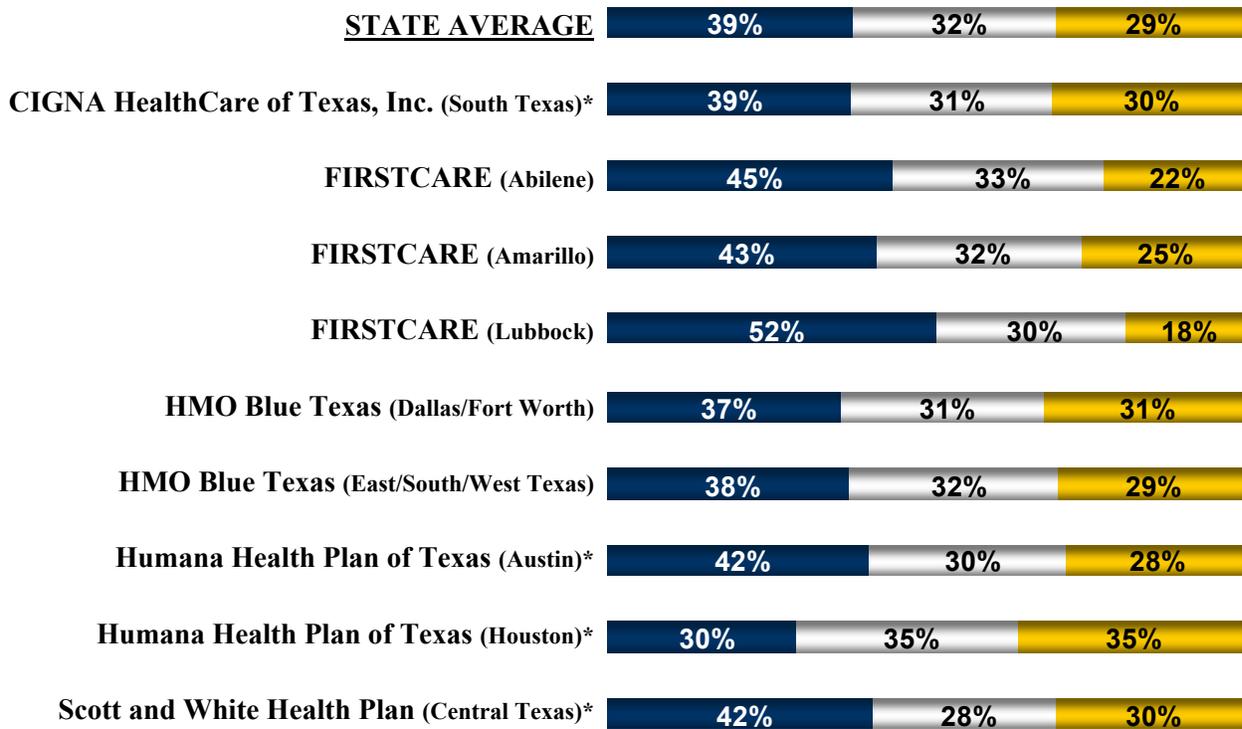
Plan information on costs

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
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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.



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Shared Decision Making

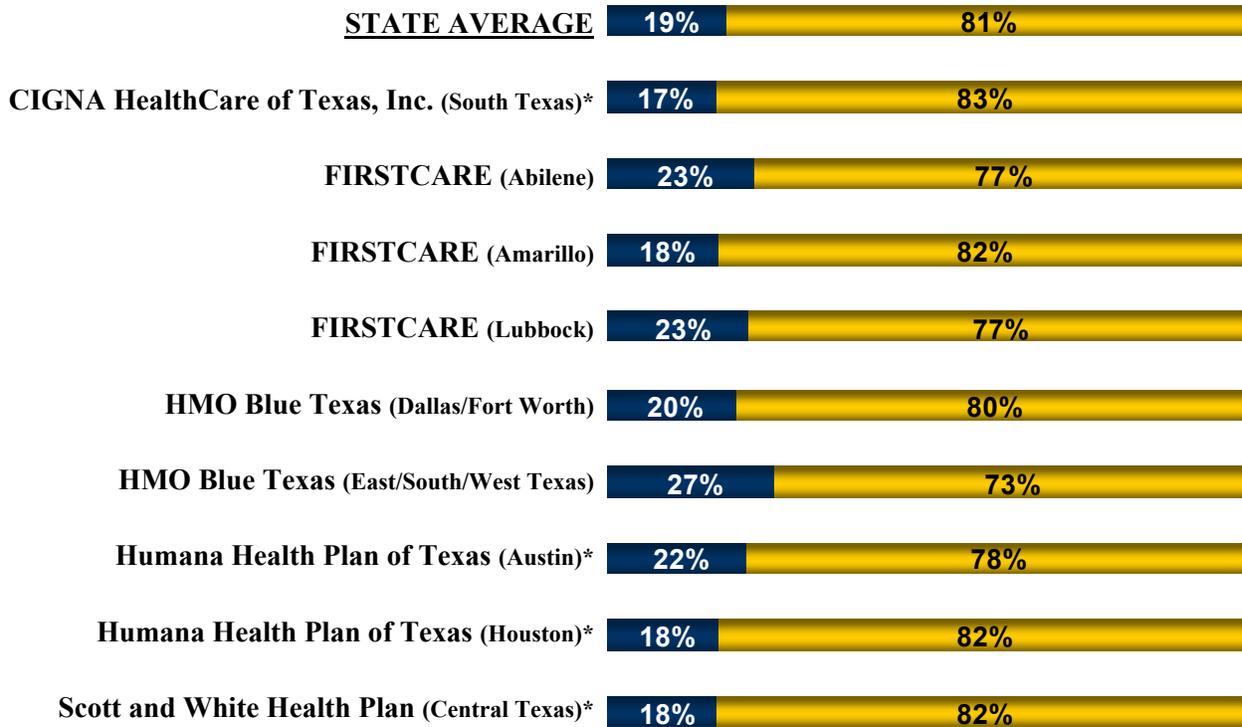
CAHPS® 5.0H Survey Results

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%

