

CAHPS® 5.0H Survey Results for East Texas Plans

The counties included in the East Texas area are:

Anderson	Delta	Hopkins	Morris	Rains	Shelby	Van Zandt
Angelina	Franklin	Houston	Nacogdoches	Red River	Smith	Wood
Bowie	Gregg	Jasper	Newton	Rusk	Titus	
Camp	Hardin	Jefferson	Orange	Sabine	Trinity	
Cass	Harrison	Lamar	Panola	San Augustine	Tyler	
Cherokee	Henderson	Marion	Polk	San Jacinto	Upshur	



This section features survey results for plans that serve the East 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 2016.

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.

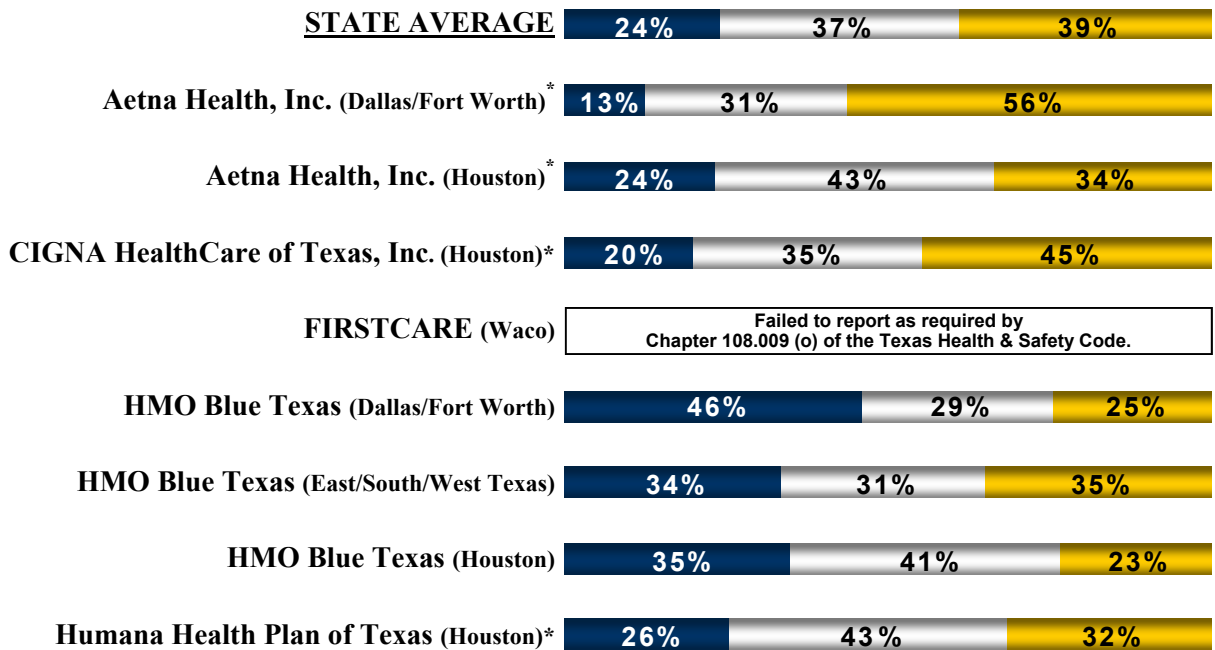
How people rated their health plan

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
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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.)

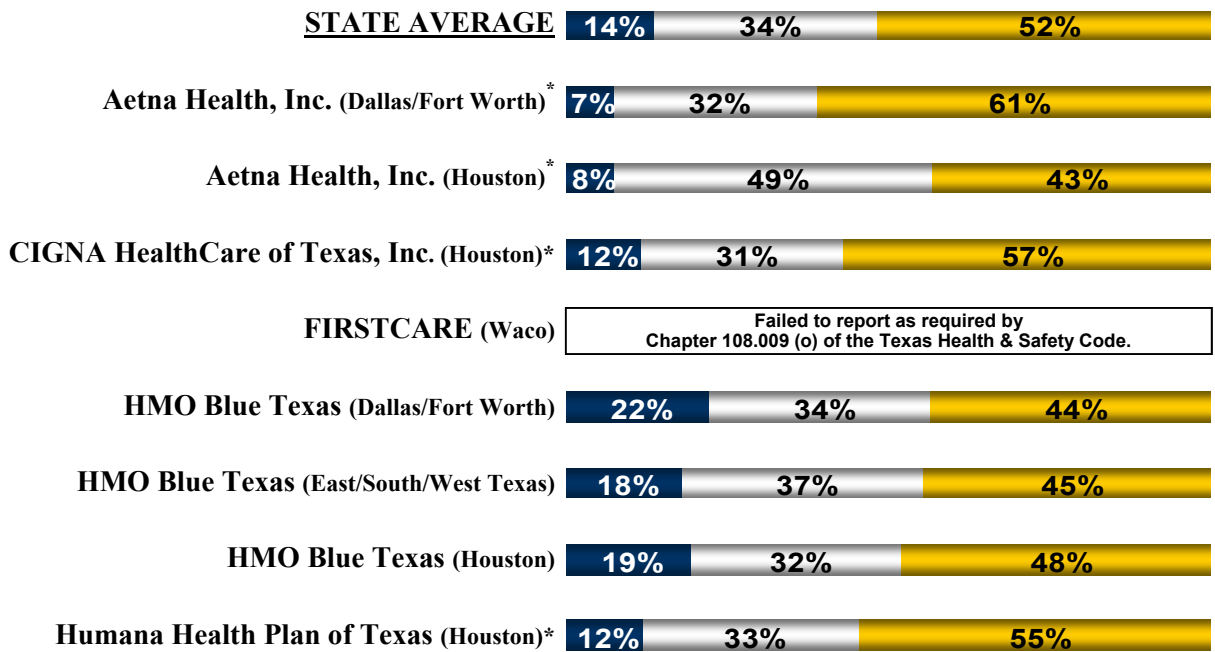
How people rated their healthcare

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%.

CAHPS® 5.0H Survey Results - East Texas

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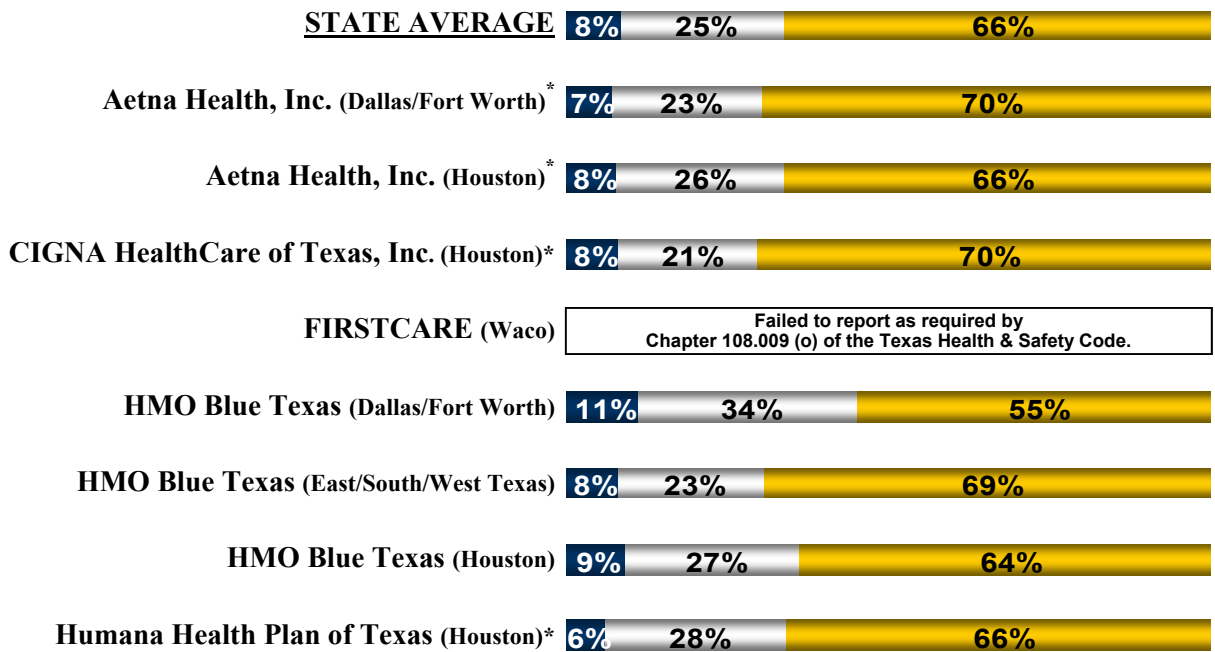
How people rated their personal doctor

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.)

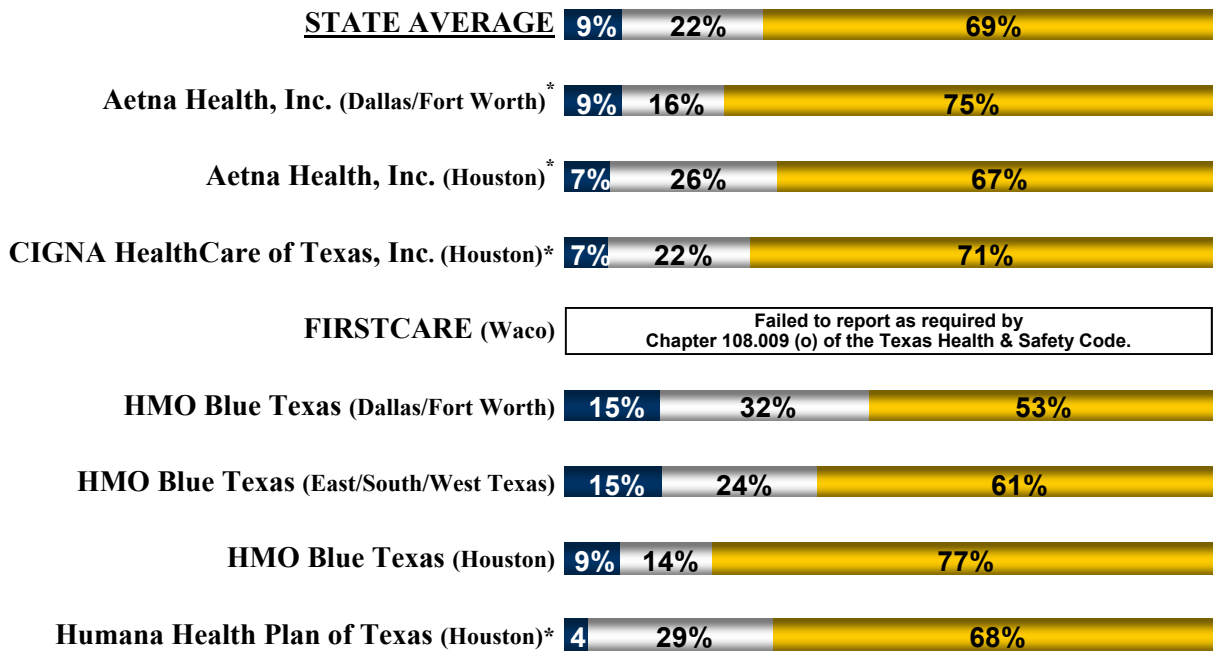
How people rated their specialist

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 - East Texas

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

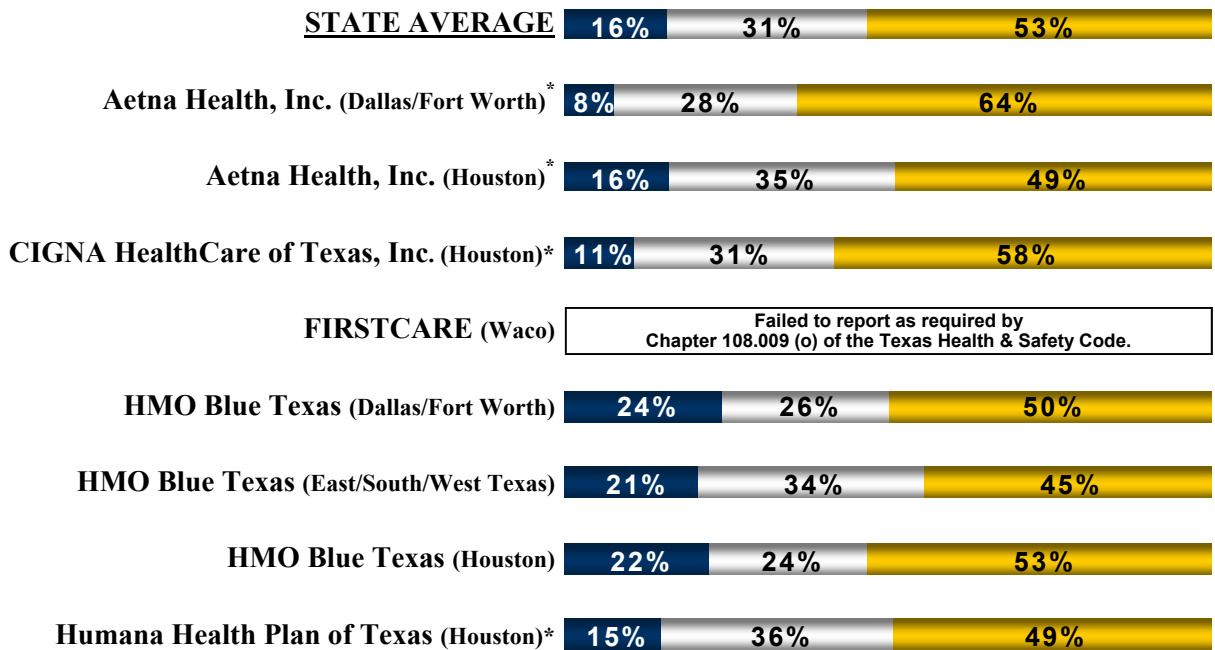
Getting needed care

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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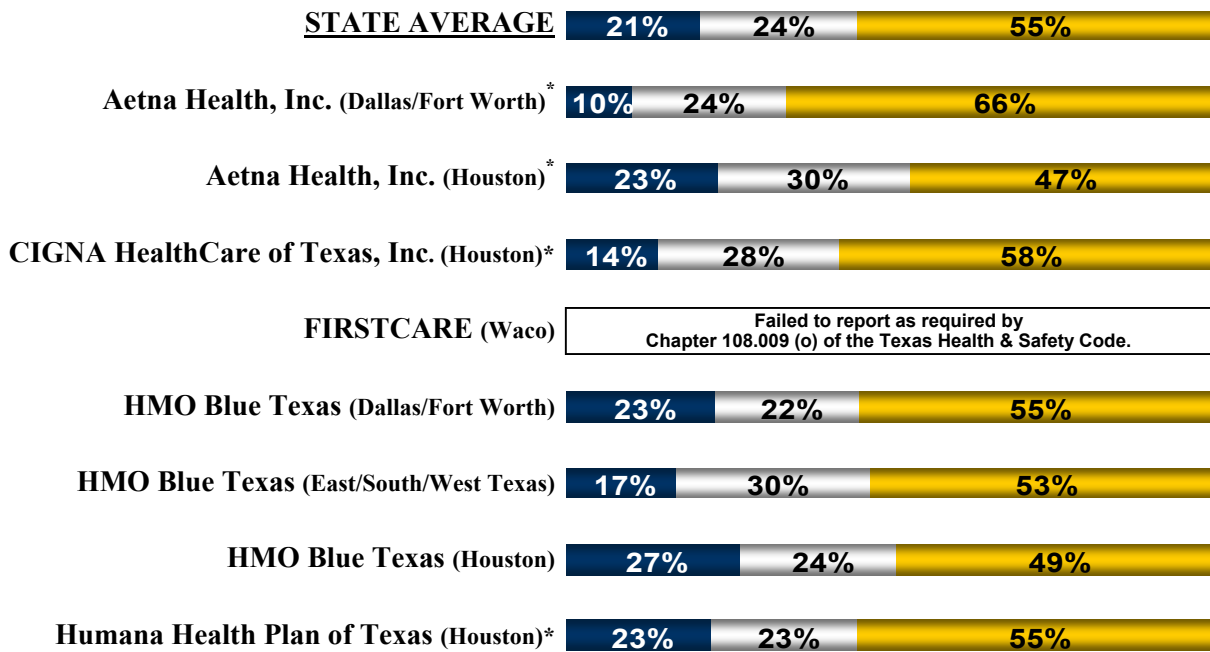
Getting care quickly

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.



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CAHPS® 5.0H Survey Results - East Texas

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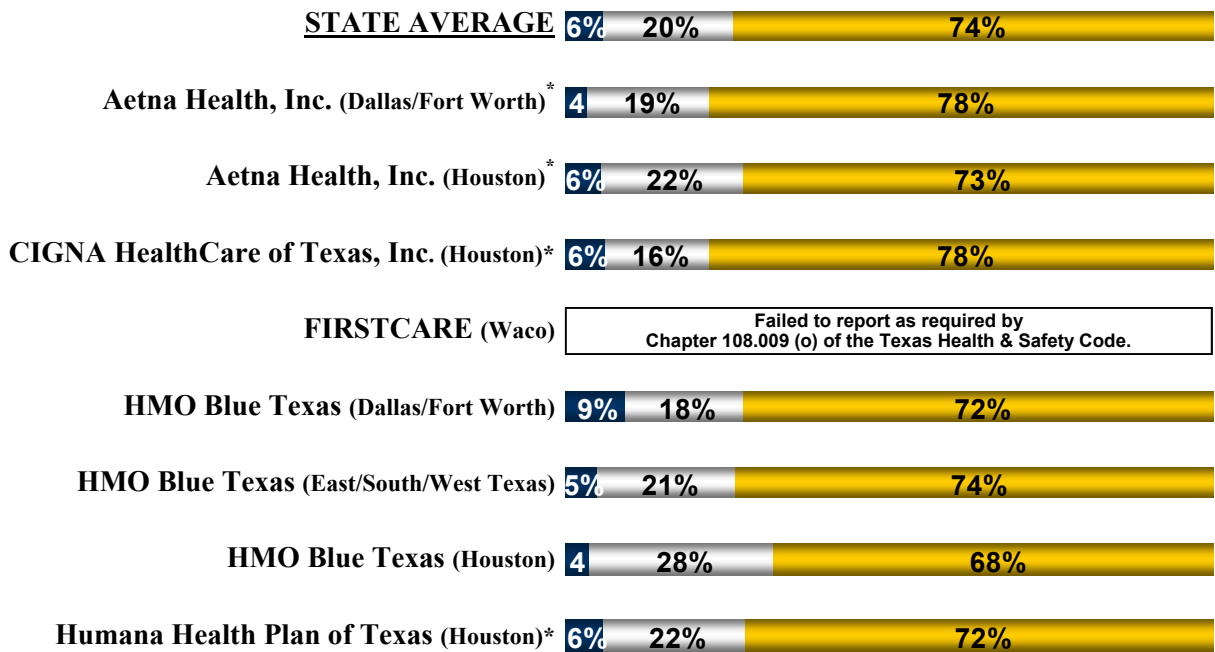
How well doctors communicate

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

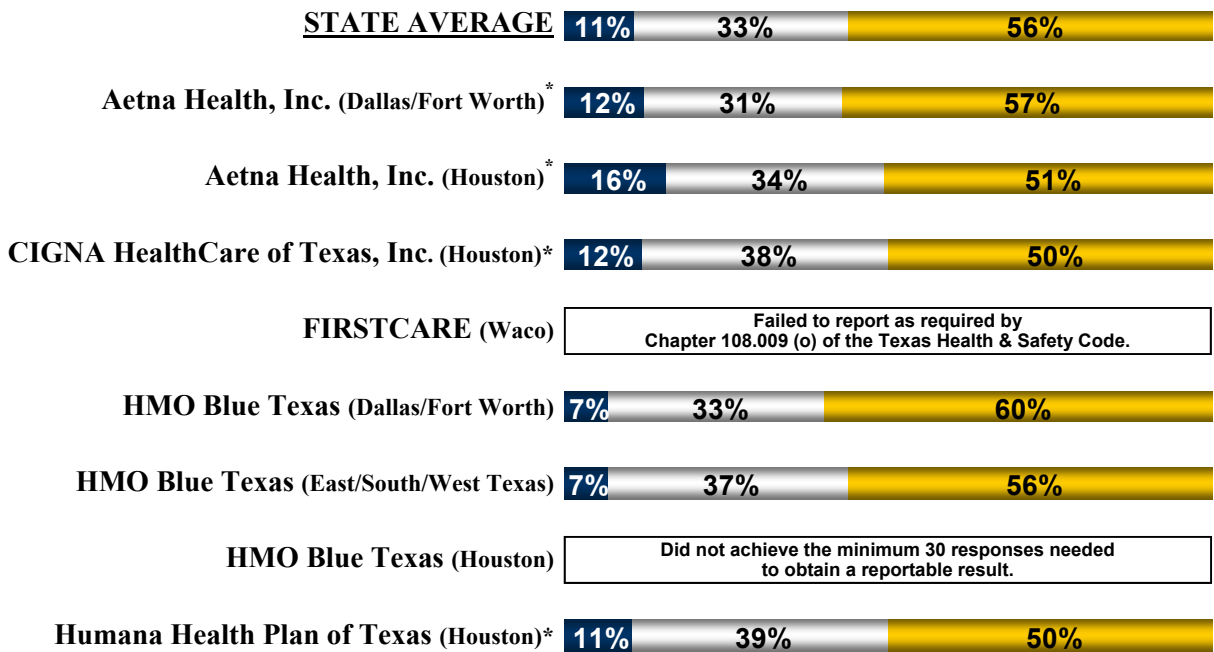
Percentage who said their plan **sometimes or never** handled claims quickly and correctly

Percentage who said their plan **Usually** handled claims quickly and correctly

Percentage who said their plan **Always** handled claims quickly and correctly

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 - East Texas

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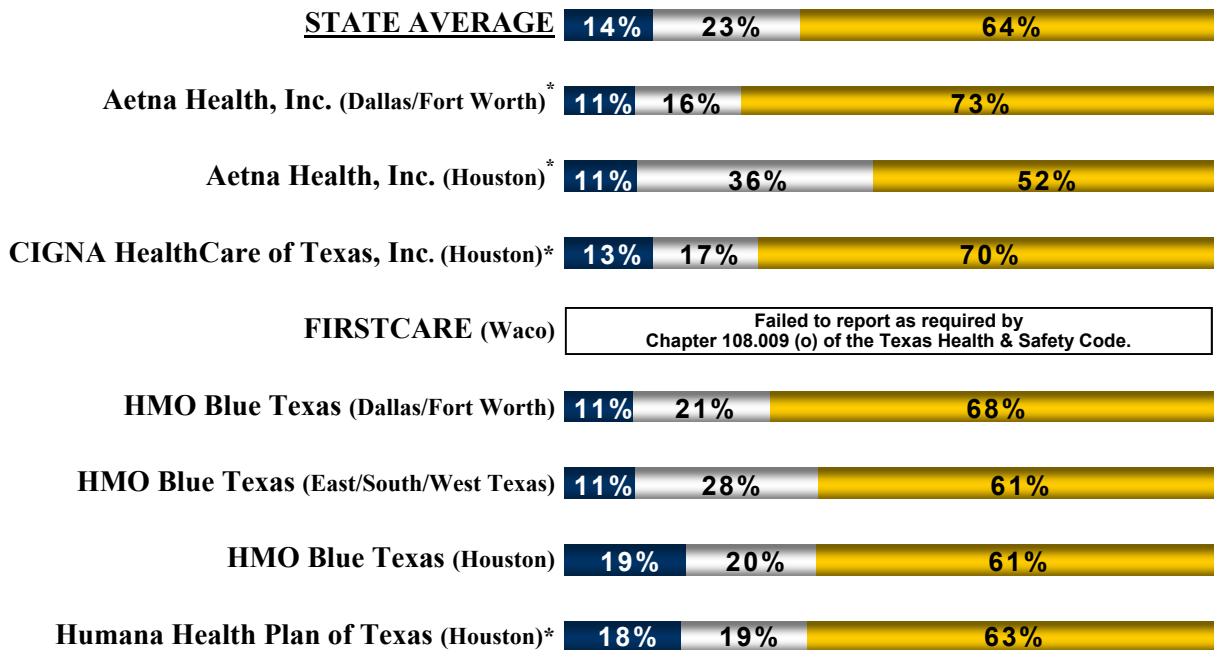
Health plan customer service

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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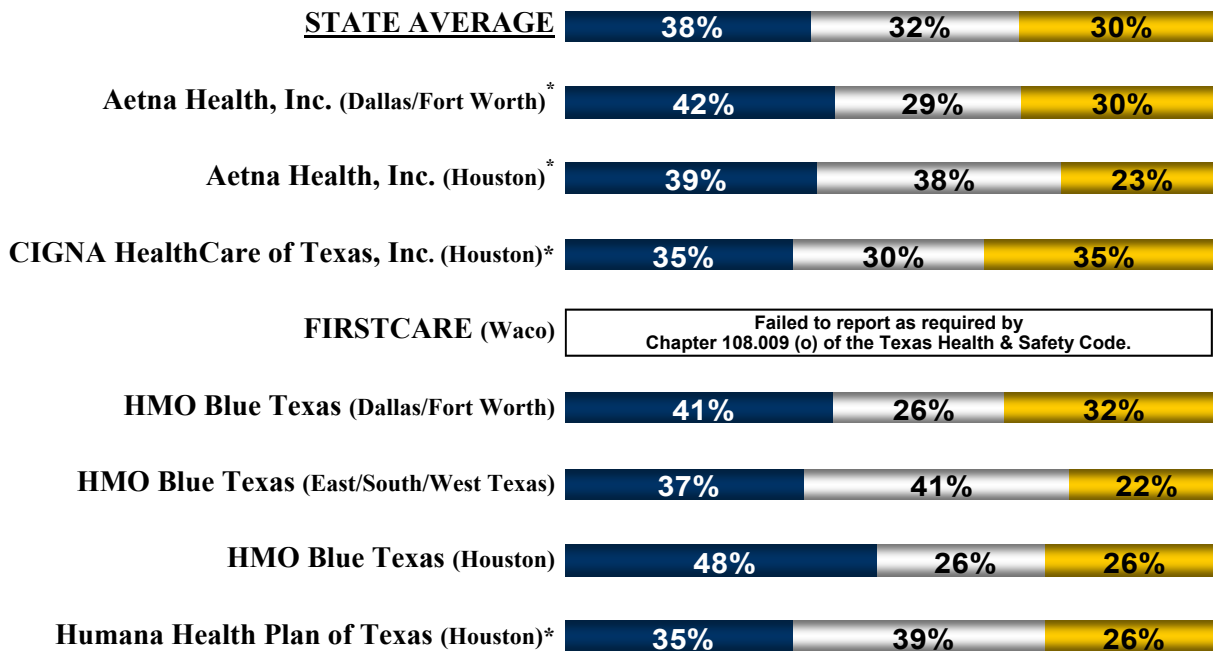
Plan information on costs

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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CAHPS® 5.0H Survey Results - East Texas

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Shared Decision Making

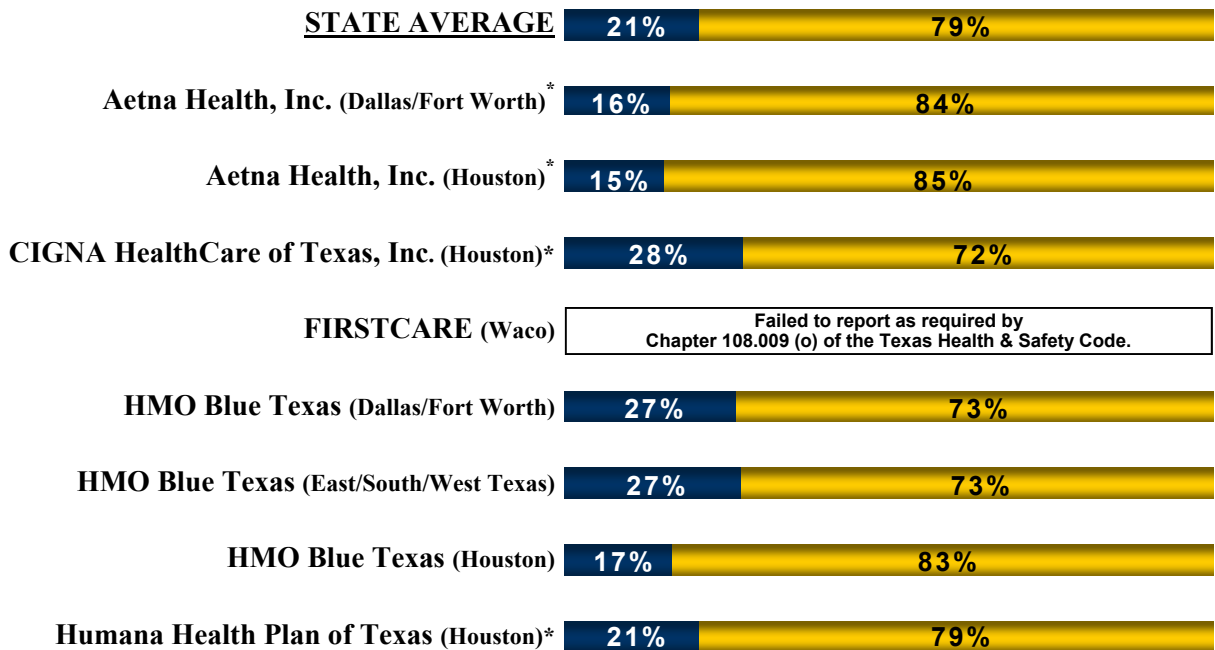
CAHPS® 5.0H Survey Results

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?



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Response rate for all plans in the survey

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

State Average = 14%

Aetna Health, Inc. (Austin)	14%
Aetna Health, Inc. (Dallas/Fort Worth)	17%
Aetna Health, Inc. (Houston)	11%
Aetna Health, Inc. (San Antonio/Corpus Christi)	15%
Allegian Health Plans, Inc. (Harlingen)	12%
CIGNA HealthCare of Texas, Inc. (Houston)	16%
Community First Health Plans (San Antonio)	18%
Community Health Choice, Inc. (Houston)	FTR
FIRSTCARE (Abilene)	FTR
FIRSTCARE (Amarillo)	FTR
FIRSTCARE (Lubbock)	FTR
FIRSTCARE (Waco)	FTR
HMO Blue Texas (Dallas/Fort Worth)	11%
HMO Blue Texas (East/South/West Texas)	13%
HMO Blue Texas (Houston)	11%
Humana Health Plan of Texas (Austin)	11%
Humana Health Plan of Texas (Corpus Christi)	13%
Humana Health Plan of Texas (Houston)	12%
Humana Health Plan of Texas (San Antonio)	13%
Molina Healthcare of Texas, Inc. (San Antonio)	FTR
Scott and White Health Plan (Central Texas)	25%
Superior Healthplan, Inc. (Austin)	FTR
United Healthcare of Texas, Inc. (Consolidated)	FTR

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

