

	MEMBER EXPERIENCE WITH PLAN			
	Health Plan overall ^a	Customer Service ^{bd}	Getting Needed Care ^b	Claims Processing ^b
CALIFORNIA PPOs				
Aetna	63	78	88	76
Anthem Blue Cross	57	77	87	86
CGLIC	62	77	86	85
Health Net	47	72	82	74
UnitedHealthCare	59	77	90	83
CCHRI Average	57	76	86	82
NCQA Nat'l Average	60	83	86	87
NCQA Nat'l 90th %	70	88	90	92

NOTES

a - Percent responding 8,9 or 10

b - Percent responding always or usually

c - New or changed measure in 2007

d - New or changed measure in 2008

e - Two-year rolling average

NA - Not reported due to small denominator size

	MEMBER EXPERIENCE WITH PROVIDER					
	Health Care Overall ^a	Personal Doctor Overall ^a	Specialist Overall ^a	How Well Doctors Communicate ^b	Getting Care Quickly ^b	Shared Decision Making ^{bc}
CALIFORNIA PPOs						
Aetna	72	76	80	93	85	57
Anthem Blue Cross	75	82	84	94	86	60
CIGNA	74	79	83	93	85	55
Health Net	70	79	80	92	85	60
UnitedHealthCare	77	86	84	96	84	57
CCHRI Average	73	80	82	94	85	58
NCQA Nat'l Average	75	82	81	94	87	58
NCQA Nat'l 90th %	80	87	85	96	90	64

NOTES

a - Percent responding 8,9 or 10

b - Percent responding always or usually

c - New or changed measure in 2007

d - New or changed measure in 2008

e - Two-year rolling average

NA - Not reported due to small denominator size