

	MEMBER EXPERIENCE WITH PLAN				
	Health Plan overall <sup>a</sup>	Customer Service <sup>bd</sup>	Getting Needed Care <sup>b</sup>	Claims Processing <sup>b</sup>	Plan Information on Costs <sup>bde</sup>
<b>CALIFORNIA HMOs</b>					
Aetna	63	NA	82	NA	NA
Anthem Blue Cross	65	NA	78	NA	NA
Blue Shield of CA	60	NA	81	NA	64
CIGNA	62	NA	84	NA	62
Health Net	66	NA	83	NA	60
Kaiser Permanente N Cal	70	77	83	82	64
Kaiser Permanente S Cal	74	83	80	78	64
PacifiCare	73	77	84	95	68
Western Health Advantage	76	NA	81	NA	70
<b>CCHRI Average</b>	<b>67</b>	<b>80</b>	<b>82</b>	<b>84</b>	<b>64</b>
<b>NCQA Nat'l Average</b>	<b>64</b>	<b>84</b>	<b>85</b>	<b>88</b>	<b>67</b>
<b>NCQA Nat'l 90th %</b>	<b>76</b>	<b>90</b>	<b>90</b>	<b>94</b>	<b>74</b>

**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 <sup>a</sup>	Personal Doctor Overall <sup>a</sup>	Specialist Overall <sup>a</sup>	How Well Doctors Communicate <sup>b</sup>	Getting Care Quickly <sup>b</sup>	Shared Decision Making <sup>bc</sup>
<b>CALIFORNIA HMOs</b>						
Aetna	72	81	79	91	81	63
Anthem Blue Cross	68	75	73	88	80	57
Blue Shield of CA	67	77	80	91	81	54
CIGNA	70	74	81	90	81	53
Health Net	69	80	75	92	85	59
Kaiser Permanente N Cal	73	79	80	92	84	56
Kaiser Permanente S Cal	73	81	81	92	76	58
PacifiCare	73	80	77	93	81	55
Western Health Advantage	75	80	78	91	87	59
<b>CCHRI Average</b>	<b>71</b>	<b>79</b>	<b>78</b>	<b>91</b>	<b>82</b>	<b>57</b>
<b>NCQA Nat'l Average</b>	<b>75</b>	<b>82</b>	<b>81</b>	<b>93</b>	<b>86</b>	<b>59</b>
<b>NCQA Nat'l 90th %</b>	<b>81</b>	<b>86</b>	<b>86</b>	<b>95</b>	<b>91</b>	<b>65</b>

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