

	MEMBER EXPERIENCE WITH PLAN				
	Health Plan overall ^a	Customer Service ^{bd}	Getting Needed Care ^b	Claims Processing ^b	Plan Information on Costs ^{bde}
CALIFORNIA HMOs					
Aetna	61	81	81	88	61
Anthem Blue Cross	60	78	82	83	58
Blue Shield of CA	71	82	87	88	67
CIGNA	64	82	82	81	60
Health Net	66	79	83	89	59
Kaiser Permanente N Cal	76	83	85	75	60
Kaiser Permanente S Cal	82	85	85	76	68
Western Health Advantage	76	80	84	93	66
CCHRI Average	69	81	83	85	63
NCQA Nat'l Average	64	84	86	89	66
NCQA Nat'l 90th %	77	91	91	94	75

NOTES

a - Percent responding 8,9 or 10

b - Percent responding always or usually

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 HMOs						
Aetna	71	77	64	92	82	53
Anthem Blue Cross	69	75	77	90	78	55
Blue Shield of CA	78	83	77	94	88	68
CIGNA	76	79	80	89	82	65
Health Net	71	80	78	90	82	61
Kaiser Permanente N Cal	77	84	86	91	83	61
Kaiser Permanente S Cal	80	87	88	93	81	71
Western Health Advantage	79	80	80	94	82	69
CCHRI Average	75	80	79	92	81	60
NCQA Nat'l Average	77	83	82	94	86	62
NCQA Nat'l 90th %	83	87	87	96	91	67

NOTES

a - Percent responding 8,9 or 10

b - Percent responding always or usually

d - New or changed measure in 2008

e - Two-year rolling average

NA - Not reported due to small denominator size