CALIFORNIA PPOs	MEMBER EXPERIENCE WITH PLAN				
	Health Plan overall[a]	Customer Service[bd]	Getting Needed Care[b]	Claims Processing[b]	Plan Information on Costs[bde]
Aetna	57	82	84	81	51
Anthem Blue Cross	61	83	90	90	66
Blue Shield of CA	46	77	83	87	54
CIGNA	60	83	86	80	60
Health Net	44	75	83	82	47
UnitedHealthCare	63	84	88	87	65
CCHRI Average	**55**	**81**	**86**	**85**	**58**
NCQA Nat'l Average	**59**	**83**	**86**	**88**	**64**
NCQA Nat'l 90th %	**68**	**88**	**90**	**92**	**71**

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

CALIFORNIA PPOs	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]
Aetna	78	82	82	95	85	63
Anthem Blue Cross	77	81	83	94	88	64
Blue Shield of CA	72	82	81	95	85	63
CIGNA	75	79	83	92	78	65
Health Net	71	82	81	94	83	59
UnitedHealthCare	72	81	79	94	88	62
CCHRI Average	**74**	**81**	**81**	**94**	**85**	**63**
NCQA Nat'l Average	**76**	**83**	**82**	**87**	**87**	**62**
NCQA Nat'l 90th %	**81**	**86**	**86**	**90**	**90**	**66**

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