

Results at a Glance

The following “results at a glance” are reported for clients in all three health plans.

- Regarding timeliness and convenience of care:
 - 81% of clients said that when they needed care right away, they always or usually received it as soon as they thought they needed it.
 - 83% of clients said that when they needed an appointment with their doctor’s office or clinic, they always or usually got the appointment as soon as they thought they needed it.
 - 75% of clients said that it was always or usually easy to get appointments with specialists.
 - 85% of clients said that it was always or usually easy to get the care, tests, or treatment they thought they needed through their health plan.

- Regarding clients’ opinions of their personal doctors:
 - 85% of clients said that their personal doctor always or usually explained things in a way that was easy to understand.
 - 87% of clients said that their personal doctor always or usually listened carefully to them.
 - 89% of clients said that their personal doctor always or usually showed respect for what they had to say.
 - 86% of clients said that their personal doctor always or usually spent enough time with them.

- Regarding clients’ opinions of their health plans’ customer service:
 - 81% of clients said that their health plans’ customer service always or usually gave them the information or help they needed.
 - 89% of clients said that their health plans’ customer service staff always or usually treated them with courtesy and respect.
 - 84% of clients said that their health plans’ forms were always or usually easy to fill out.

- Regarding client demographics:
 - 66% of survey respondents were female and 34% of survey respondents were male.
 - 11% of survey respondents identified themselves as being of Hispanic or Latino origin or descent.

- 39% graduated high school or earned a GED.

Health Benefits Manager Consumer Survey

2012

- Regarding survey respondents' education levels:
 - 30% completed some college or a two-year degree.
 - 16% completed some high school but did not graduate.
 - 6% graduated from college with a four-year degree.
 - 5% completed eighth grade or less.
 - 4% earned more than a four-year college degree.

- Regarding survey respondents' ages:
 - 12% are 18 to 24 years of age.
 - 24% are 25 to 34 years of age.
 - 16% are 35 to 44 years of age.
 - 26% are 45 to 54 years of age.
 - 21% are 55 to 64 years of age.
 - 1% is 65 to 74 years of age.