

CAHPS®*

Member Satisfaction Results

CAHPS Question	BlueChoice HealthPlan 2009	BlueChoice HealthPlan 2010	South Atlantic Average 2010	National Average 2010	90th Percentile 2010
Rating of Health Plan	68%	60%	61%	61%	73%
Rating of Personal Doctor or Nurse	83%	83%	81%	82%	87%
Rating of Specialist Seen Most Often	81%	80%	82%	81%	86%
Rating of All Health Care Received	81%	73%	74%	75%	81%

CAHPS Question	BlueChoice HealthPlan 2009	BlueChoice HealthPlan 2010	South Atlantic Average 2010	National Average 2010	90th Percentile 2010
Getting Care Quickly	87%	87%	86%	87%	91%
Getting Needed Care	89%	86%	85%	85%	90%
How Well Doctors Communicate	94%	92%	93%	93%	96%
Claims Processing	91%	89%	87%	88%	93%
Customer Service	87%	83%	83%	84%	89%
Shared Decision Making	61%	63%	61%	61%	66%
Plan Information on Costs	73%	72%	65%	66%	73%

* The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level of care.

Did You Know?

In November 2010 *Consumer Reports* and the National Committee for Quality Assurance (NCQA) ranked BlueChoice HealthPlan as the top health plan in South Carolina.

