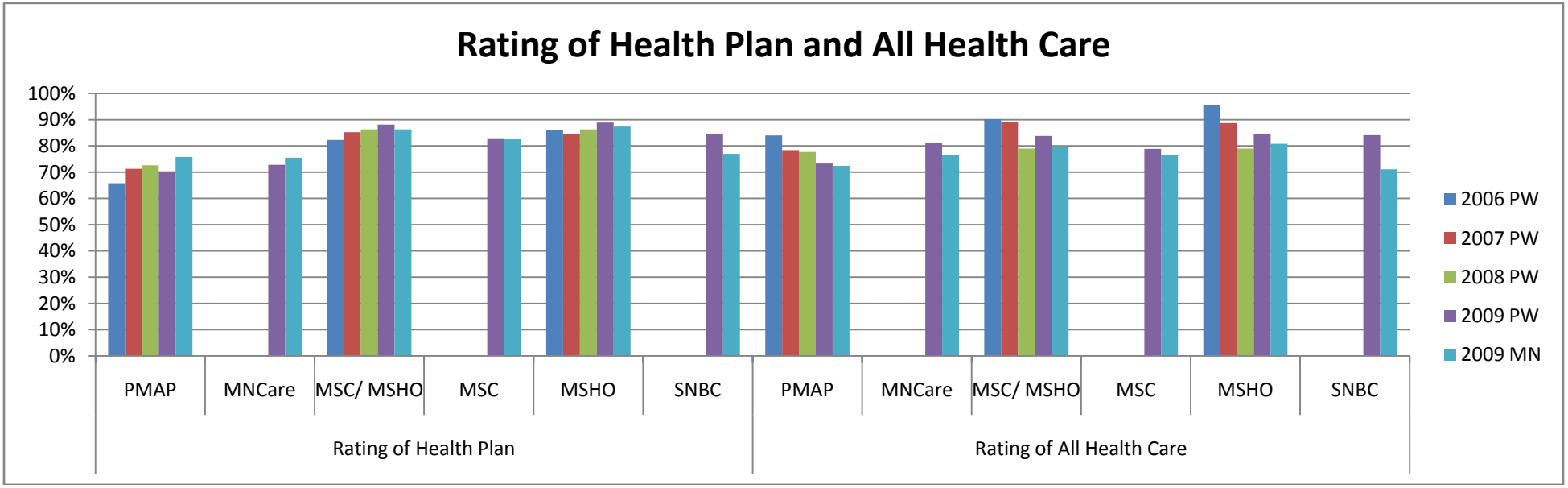
CAHPS 2009

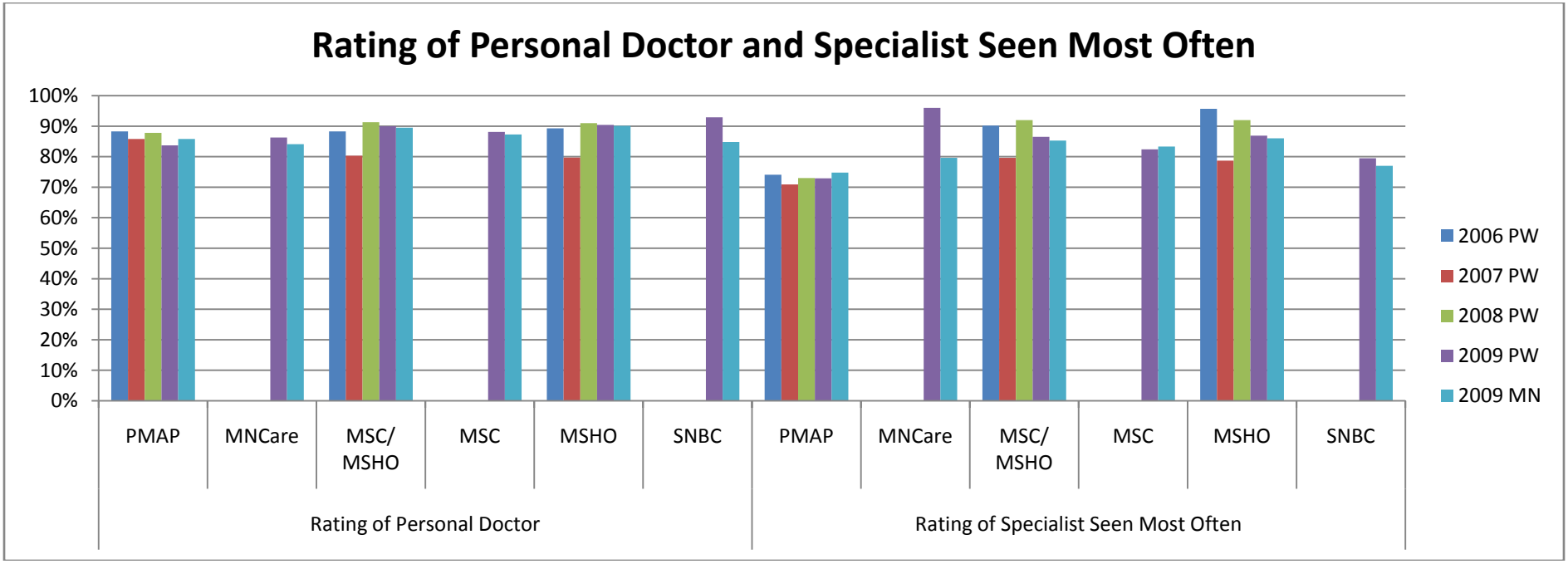
PMAP, MNCare, MSC, MSHO and SNBC

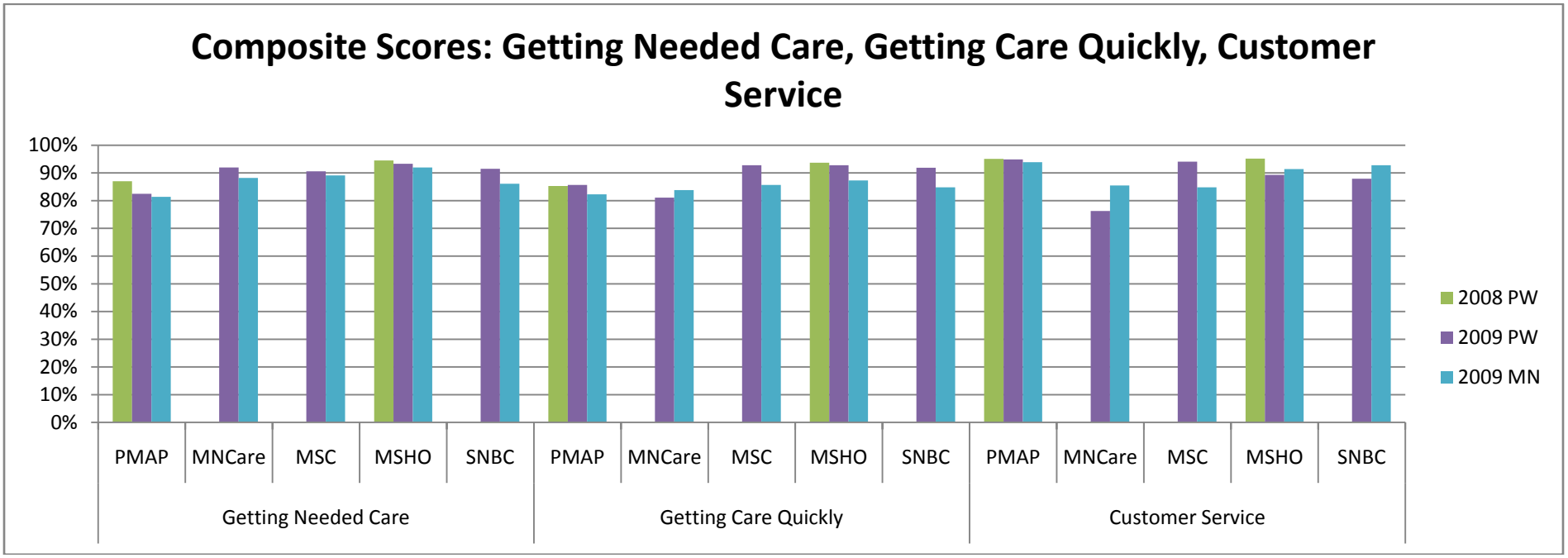
Every year Minnesota Department of Human Services (DHS) has the Consumer Assessment of Health Care Providers and Systems (CAHPS) survey administered for the managed care public programs. This survey measures how well health plans and other health care providers are meeting their members' expectations and needs.

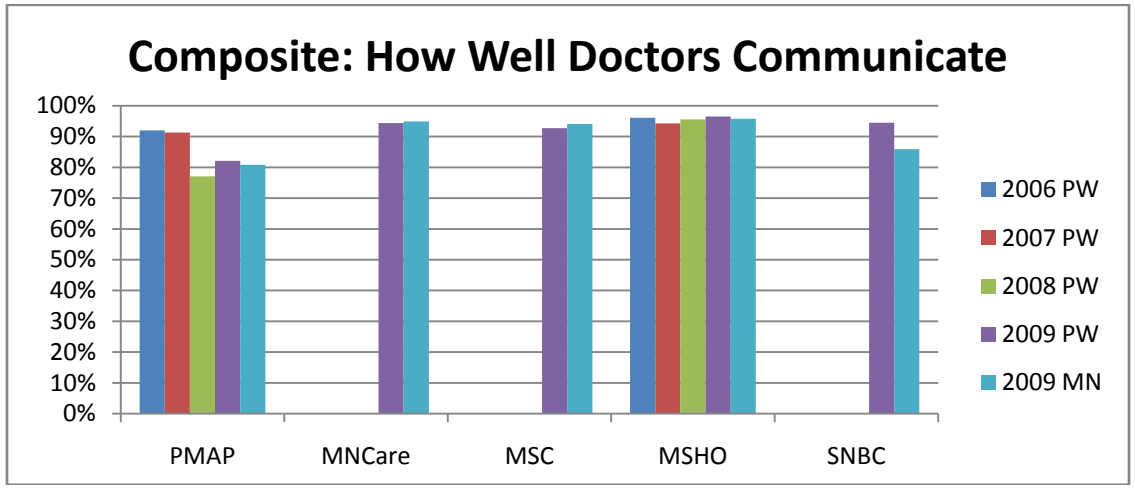
Overall Satisfaction Scores

Members were asked to rate the health care they received from their health plan and health care providers using a scale from 0 to 10 where 0 = worst possible and 10 = best possible. The satisfaction score represents the percent of members who responded most favorably, 8, 9 or 10, to the questions in that area.




Rating of Personal Doctor and Specialist Seen Most Often
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
PMAP
MNCare
MSC/ MSHO
MSC
MSHO
SNBC
PMAP
MNCare
MSC/ MSHO
MSC
MSHO
SNBC
Rating of Personal Doctor
Rating of Specialist Seen Most Often
2006 PW
2007 PW
2008 PW
2009 PW
2009 MN


Composite Scores: Getting Needed Care, Getting Care Quickly, Customer Service
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
PMAP
MNCare
MSC
MSHO
SNBC
PMAP
MNCare
MSC
MSHO
SNBC
PMAP
MNCare
MSC
MSHO
SNBC
Getting Needed Care
Getting Care Quickly
Customer Service
2008 PW
2009 PW
2009 MN


Composite: How Well Doctors Communicate
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
PMAP
MNCare
MSC
MSHO
SNBC
2006 PW
2007 PW
2008 PW
2009 PW
2009 MN