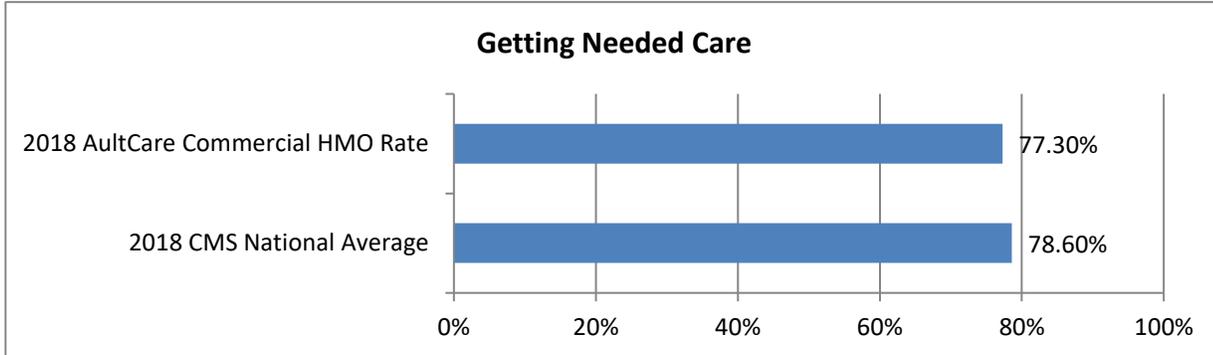


Getting Needed Care & Getting Care Quickly - Commercial HMO Results

Getting Needed Care

How often was it easy to get the care, tests, or treatment you needed?

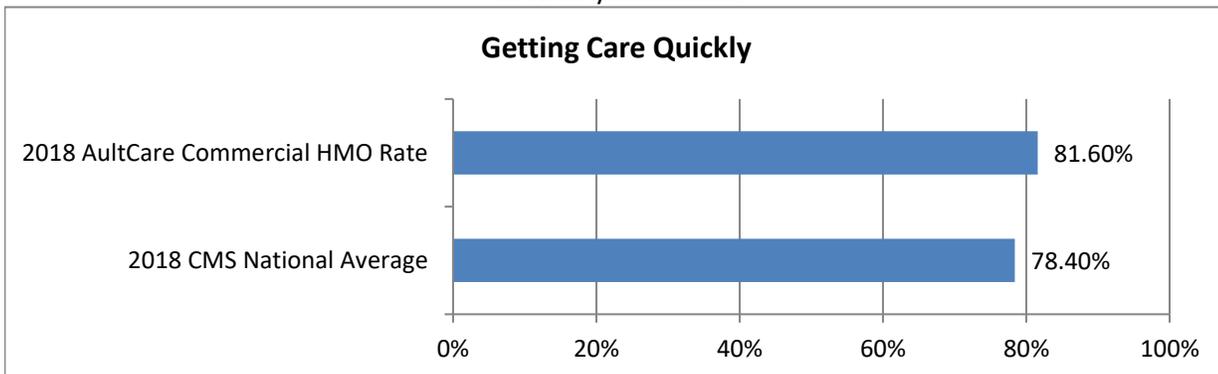
How often did you get an appointment to see a specialist as soon as you needed?



Getting Care Quickly

When you needed care right away, how often did you get care as soon as you needed?

How often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?



The source for certain health plan measure rates and benchmark (averages and percentiles) data ("the Data") is Quality