

# Genuine caring and concern of care manager

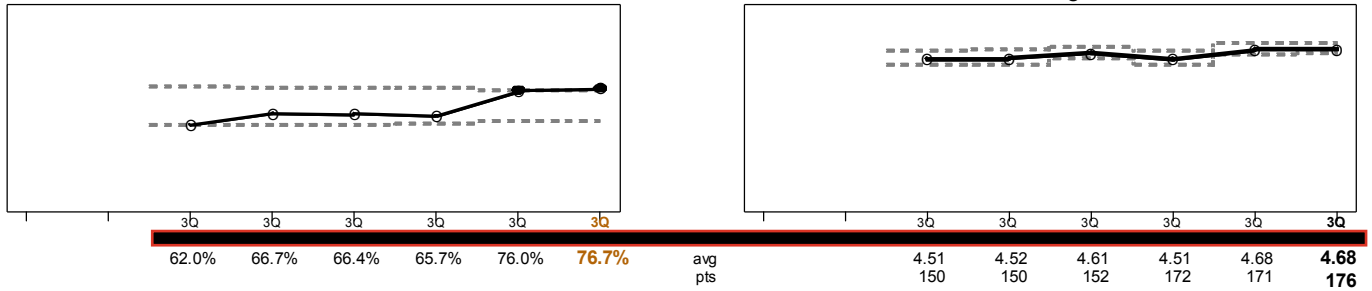
All Care Management

3rd Quarter

1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent

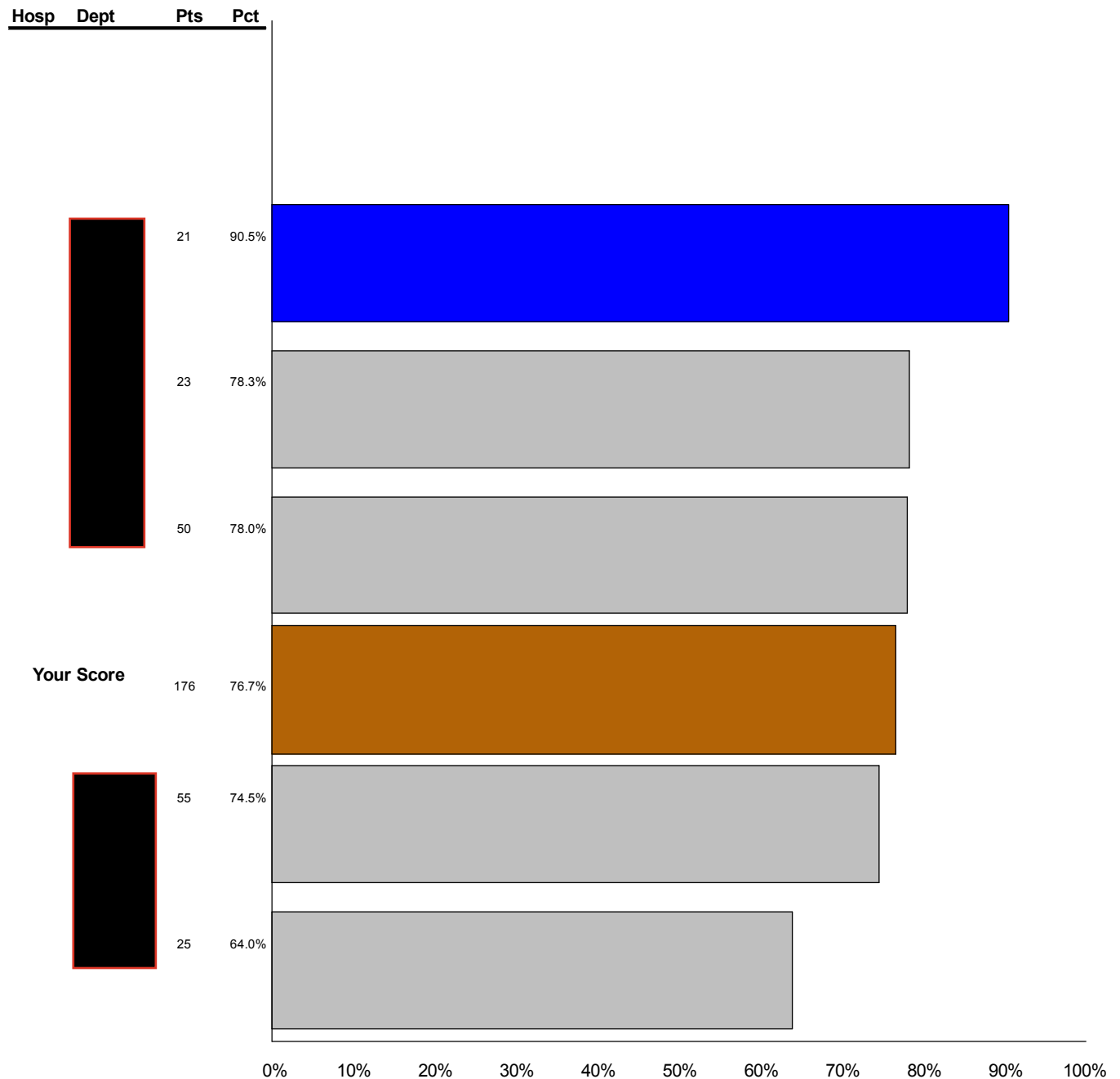
Percent 'Excellent'

Average



## Comparison of 'Excellent' Ratings for 3rd Quarter 2012

Blue indicates a statistically significant difference between that score and your score



\*\* Based on average of most recent 3 months

\*\*\* Based on average of most recent 6 months

## Knowledge and skills of care manager

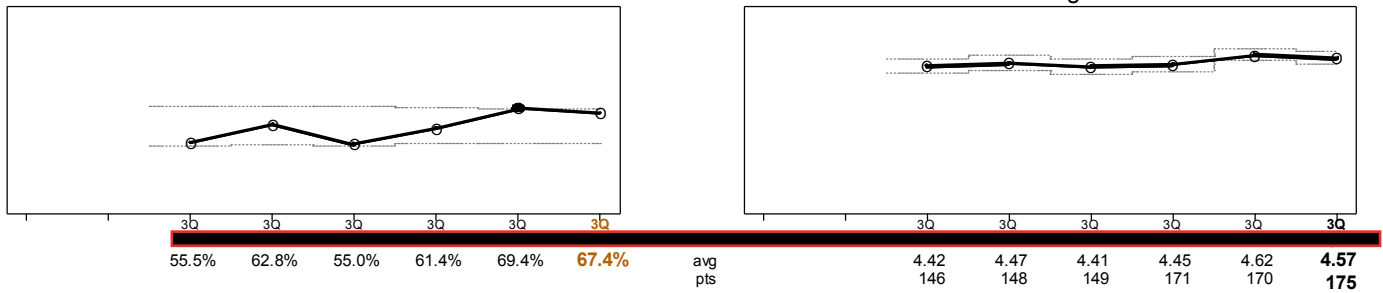
### All Care Management

3rd Quarter

1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent

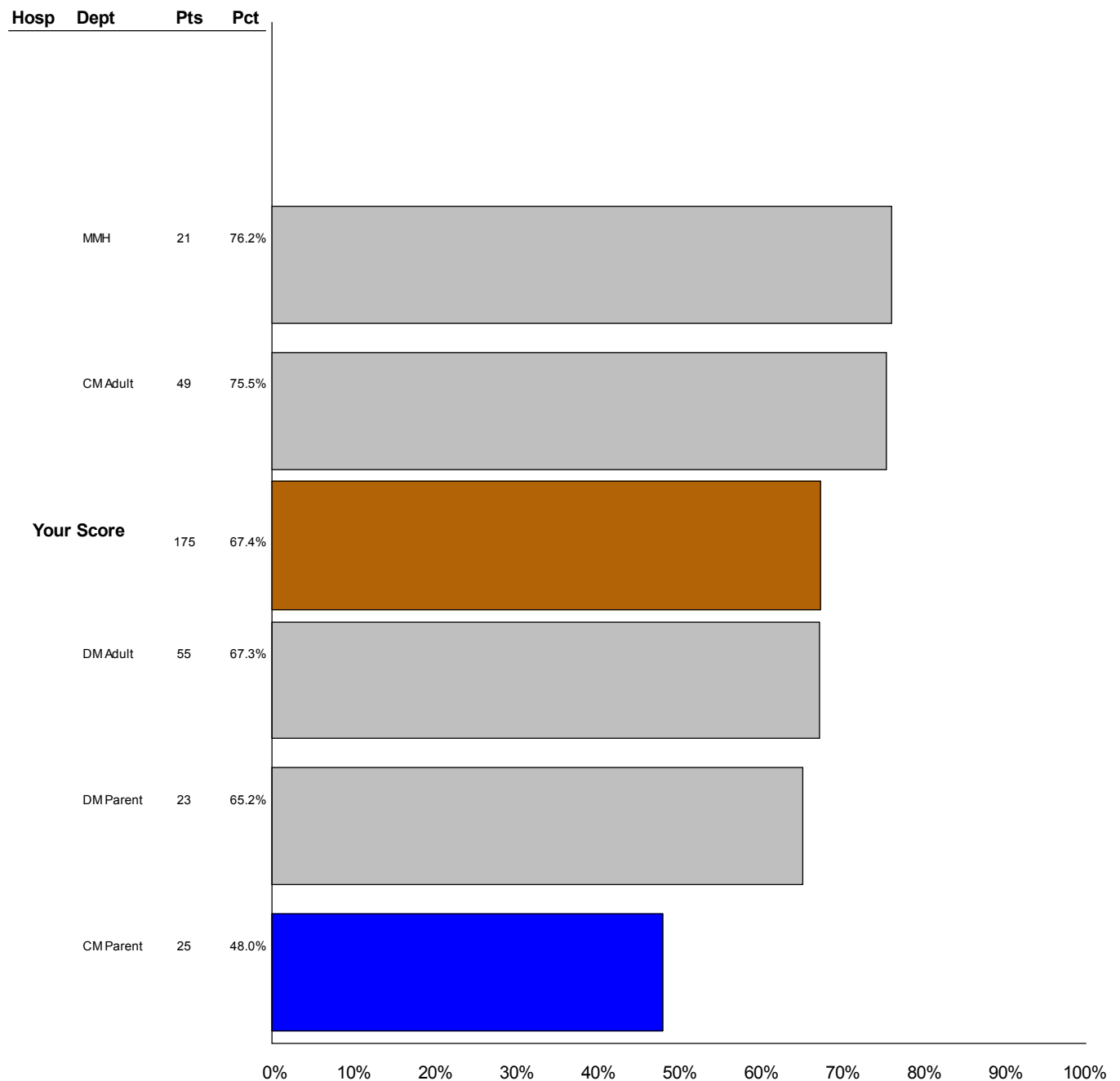
Percent 'Excellent'

Average



### Comparison of 'Excellent' Ratings for 3rd Quarter

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\*\*\* Based on average of most recent 6 months

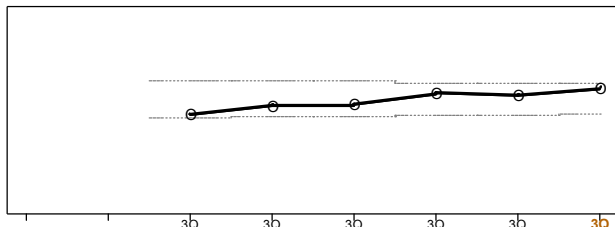
# How personable care manager is with you

## All Care Management

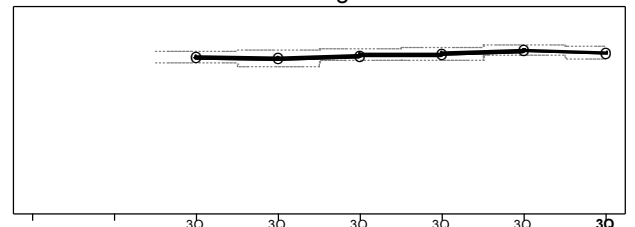
3rd Quarter

1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent

Percent 'Excellent'



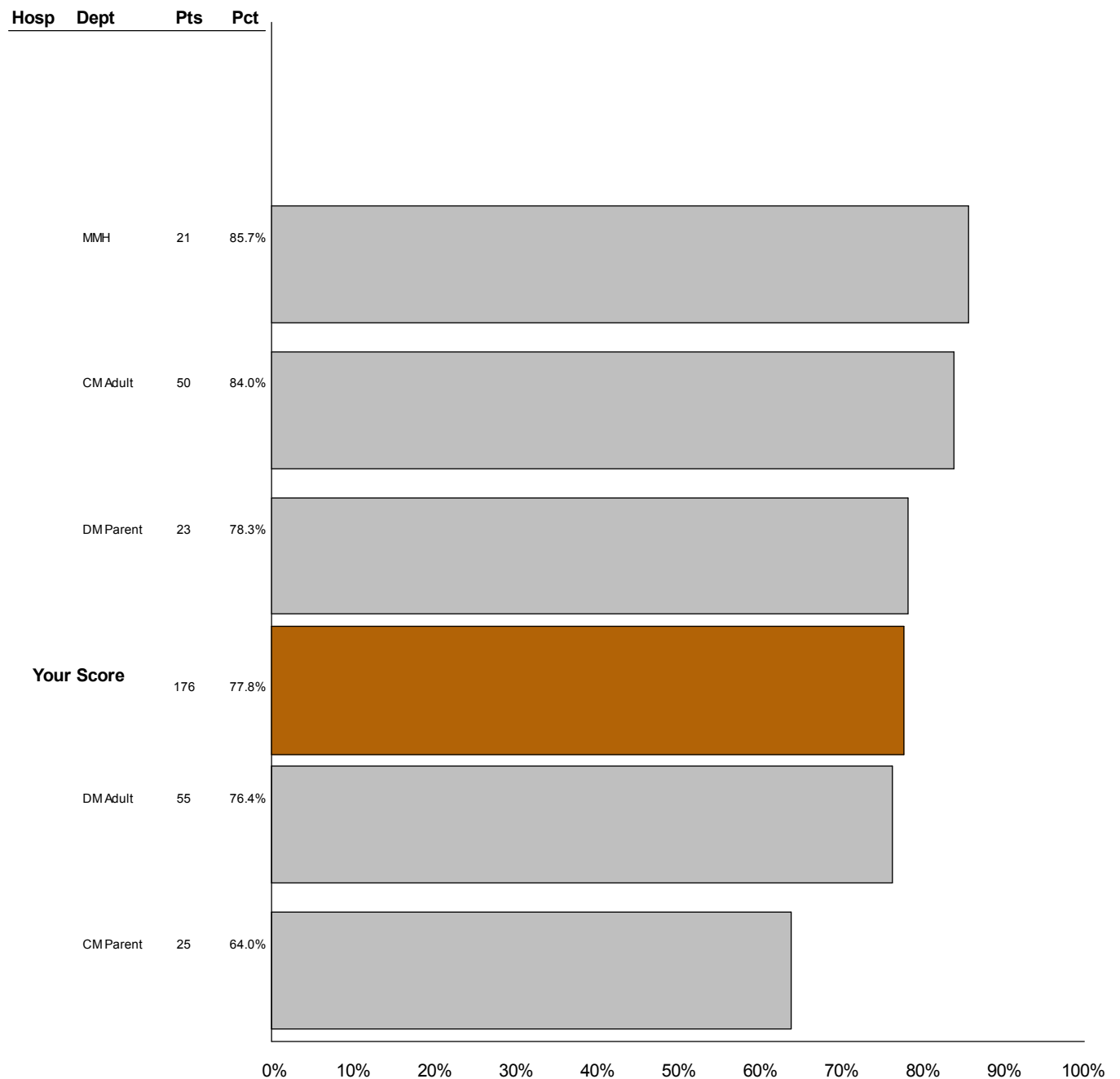
Average



66.9%	70.7%	71.1%	75.6%	74.9%	77.8%	avg	pts	4.57	4.55	4.62	4.64	4.70	4.66
								148	150	152	172	171	176

## Comparison of 'Excellent' Ratings for 3rd Quarter

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\*\*\* Based on average of most recent 6 months

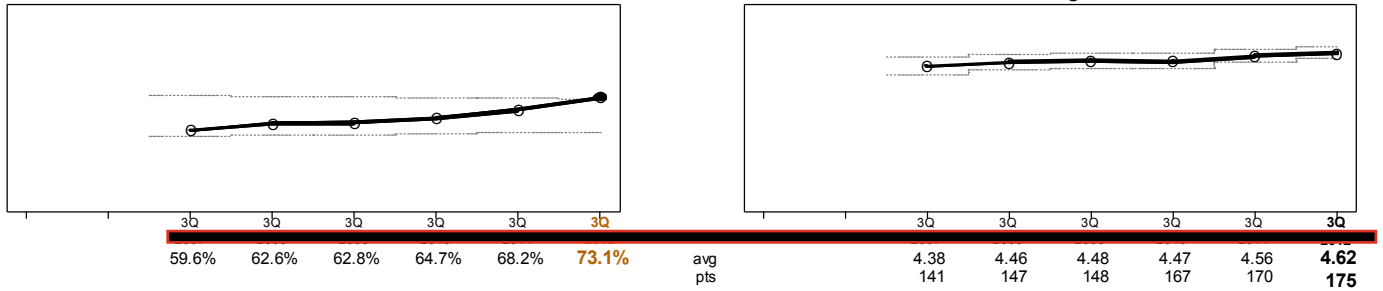
# How responsive care manager is to you needs and wishes

All Care Management  
3rd Quarter

1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent

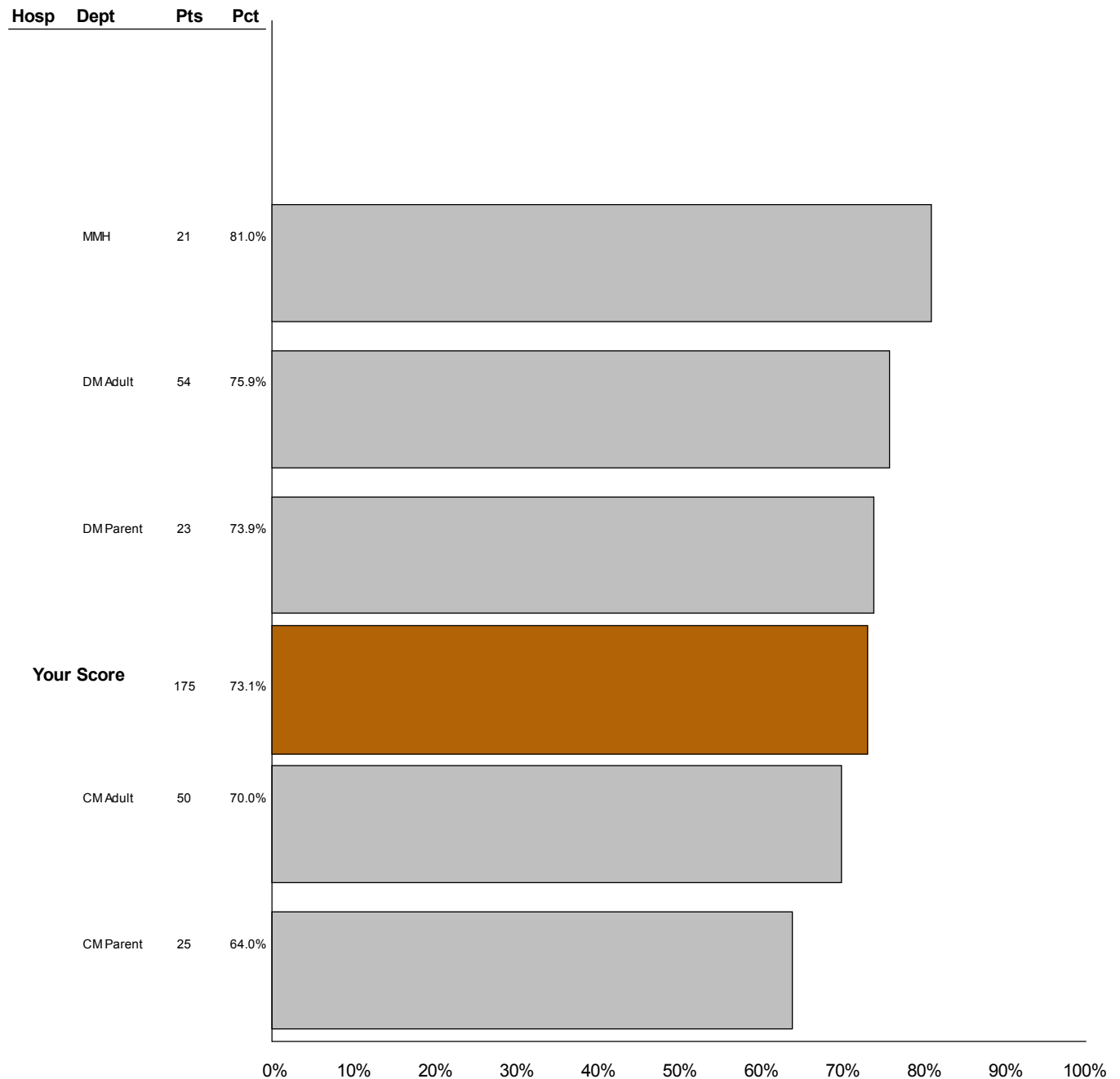
Percent 'Excellent'

Average



## Comparison of 'Excellent' Ratings for 3rd Quarter 2012

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\*\*\* Based on average of most recent 6 months

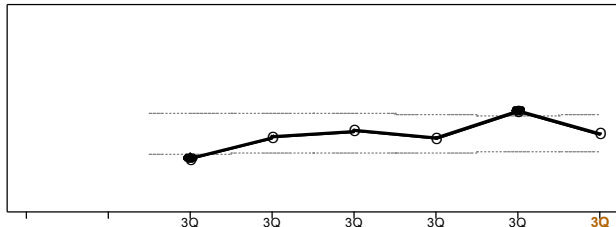
# How available care manager is for you if needed

## All Care Management

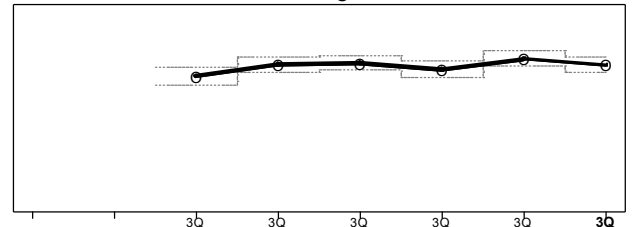
3rd Quarter [REDACTED]

1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent

Percent 'Excellent'



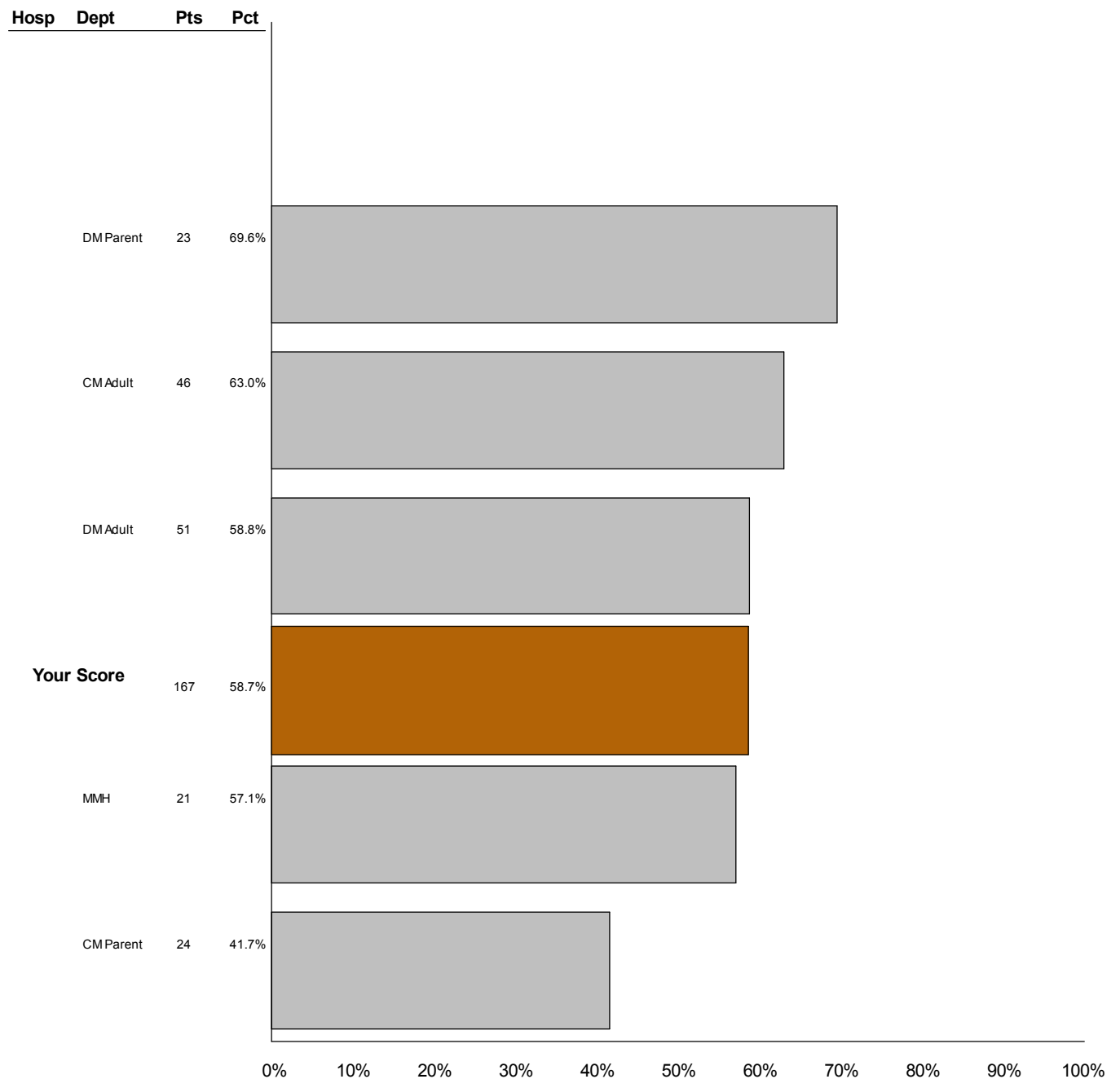
Average



48.6%	57.2%	59.6%	56.5%	67.7%	58.7%	avg	pts	4.21	4.41	4.44	4.33	4.52	4.41
								138	145	141	161	161	167

## Comparison of 'Excellent' Ratings for 3rd Quarter [REDACTED]

Blue indicates a statistically significant difference between that score and your score



\*\* Based on average of most recent 3 months

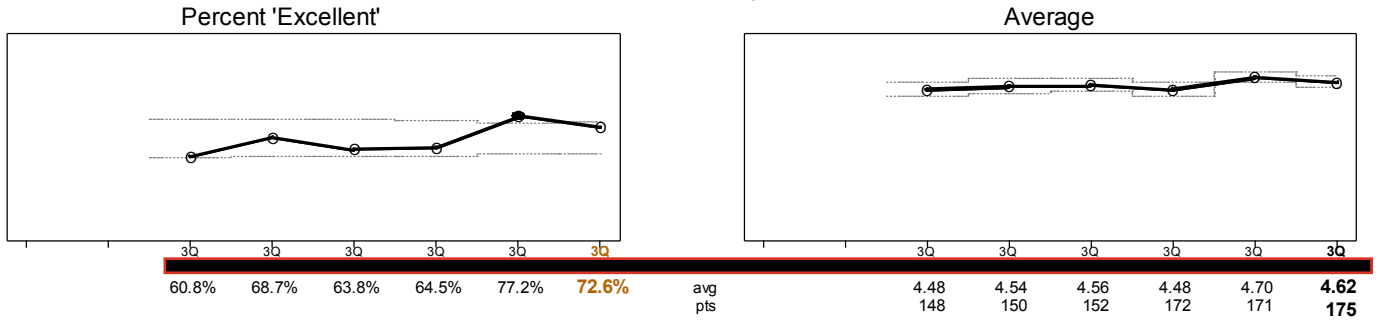
\*\*\* Based on average of most recent 6 months

# How supportive and encouraging your care manager is with you

6

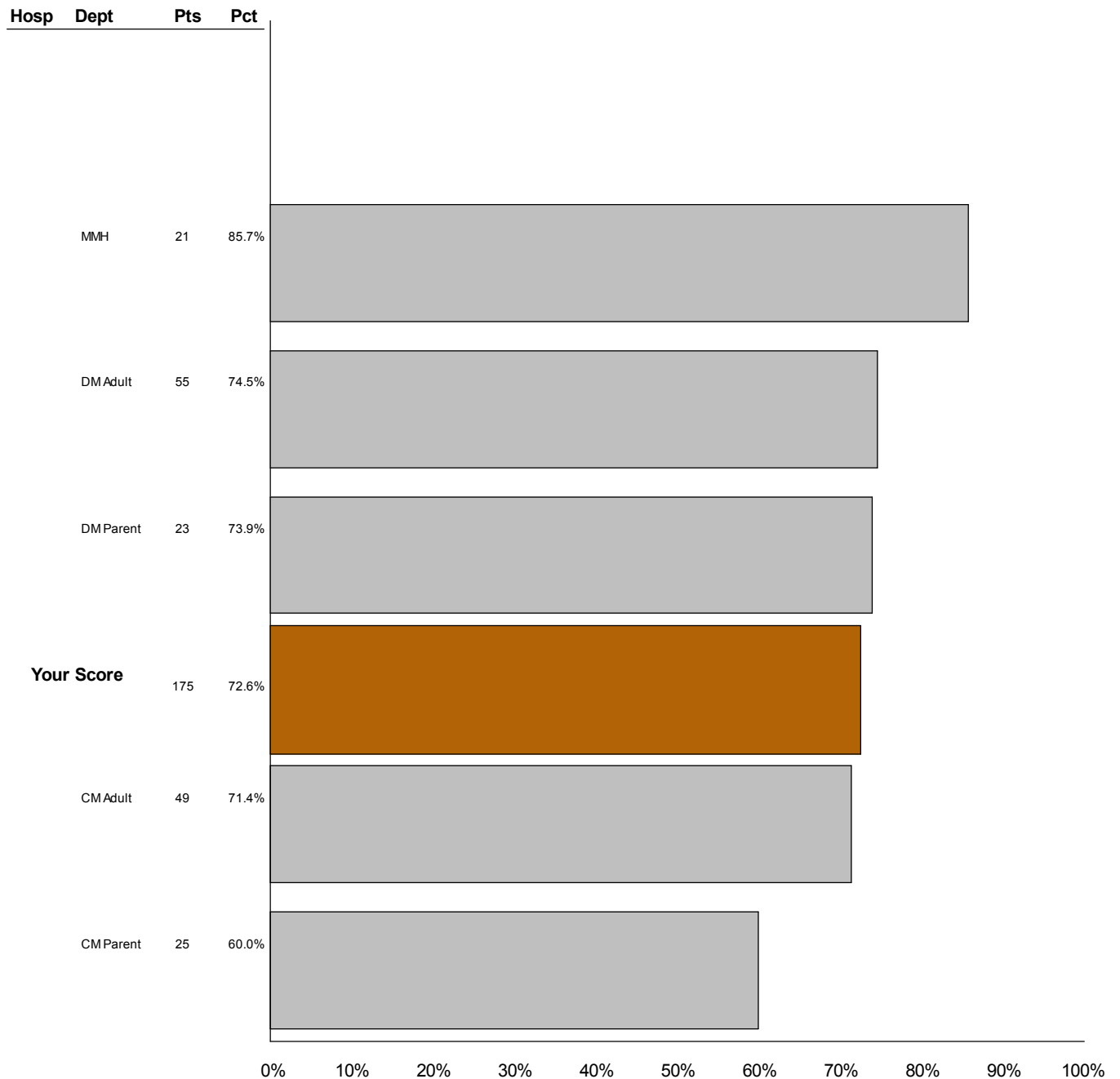
All Care Management  
3rd Quarter

1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent



## Comparison of 'Excellent' Ratings for 3rd Quarter 2012

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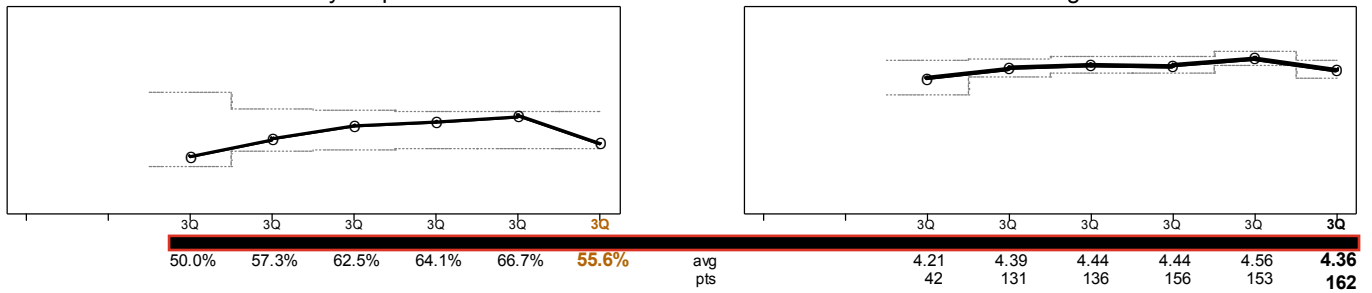
\*\* Based on average of most recent 3 months

\*\*\* Based on average of most recent 6 months

# Helpfulness with health insurance questions and concerns

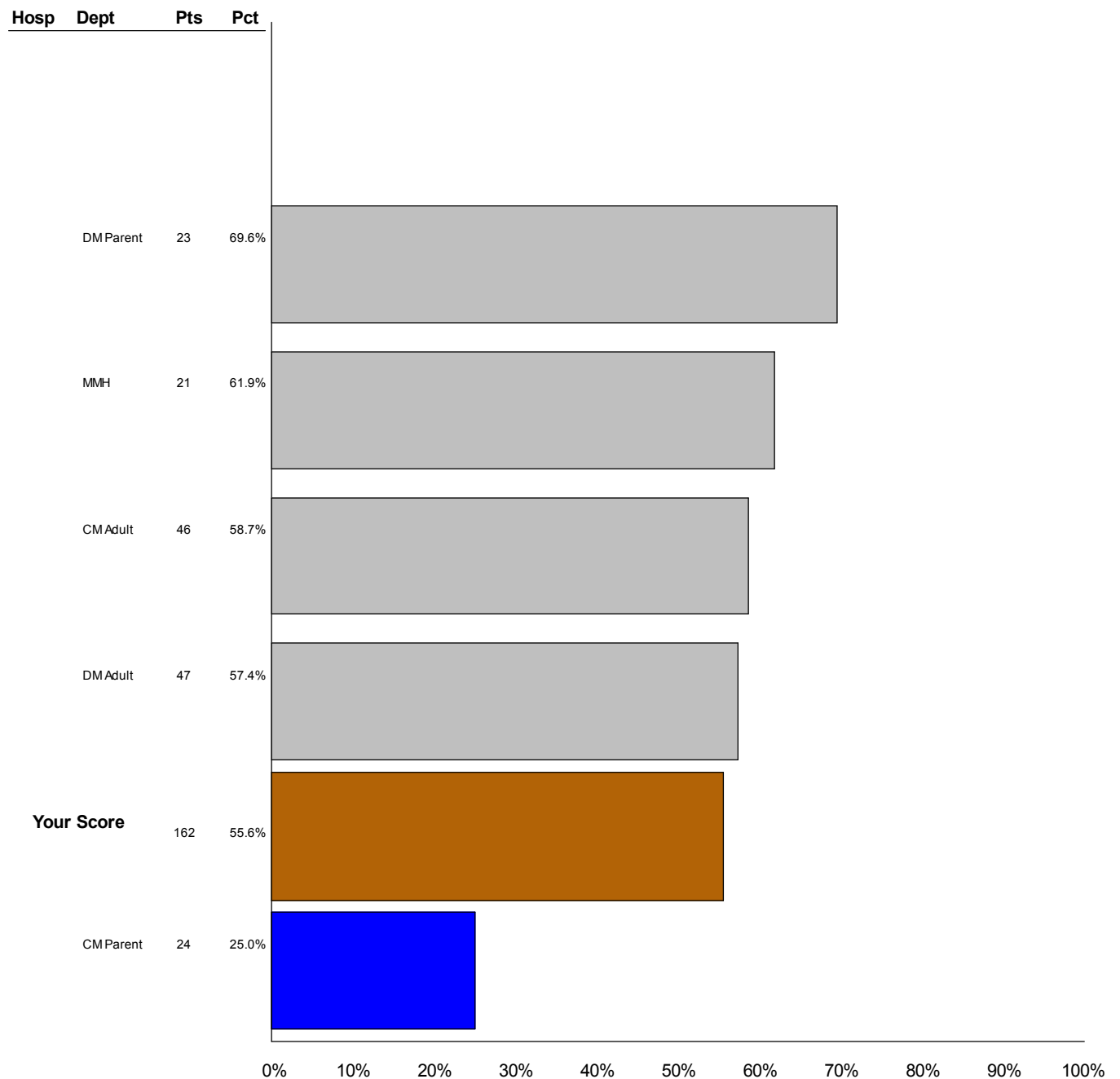
## All Care Management 3rd Quarter

1=Not at All 2=Slightly 3=Somewhat 4=Very 5=Extremely Helpful  
Percent 'Extremely Helpful' Average



## Comparison of 'Extremely Helpful' Ratings for 3rd Quarter

Blue indicates a statistically significant difference between that score and your score



\*\* Based on average of most recent 3 months

\*\*\* Based on average of most recent 6 months