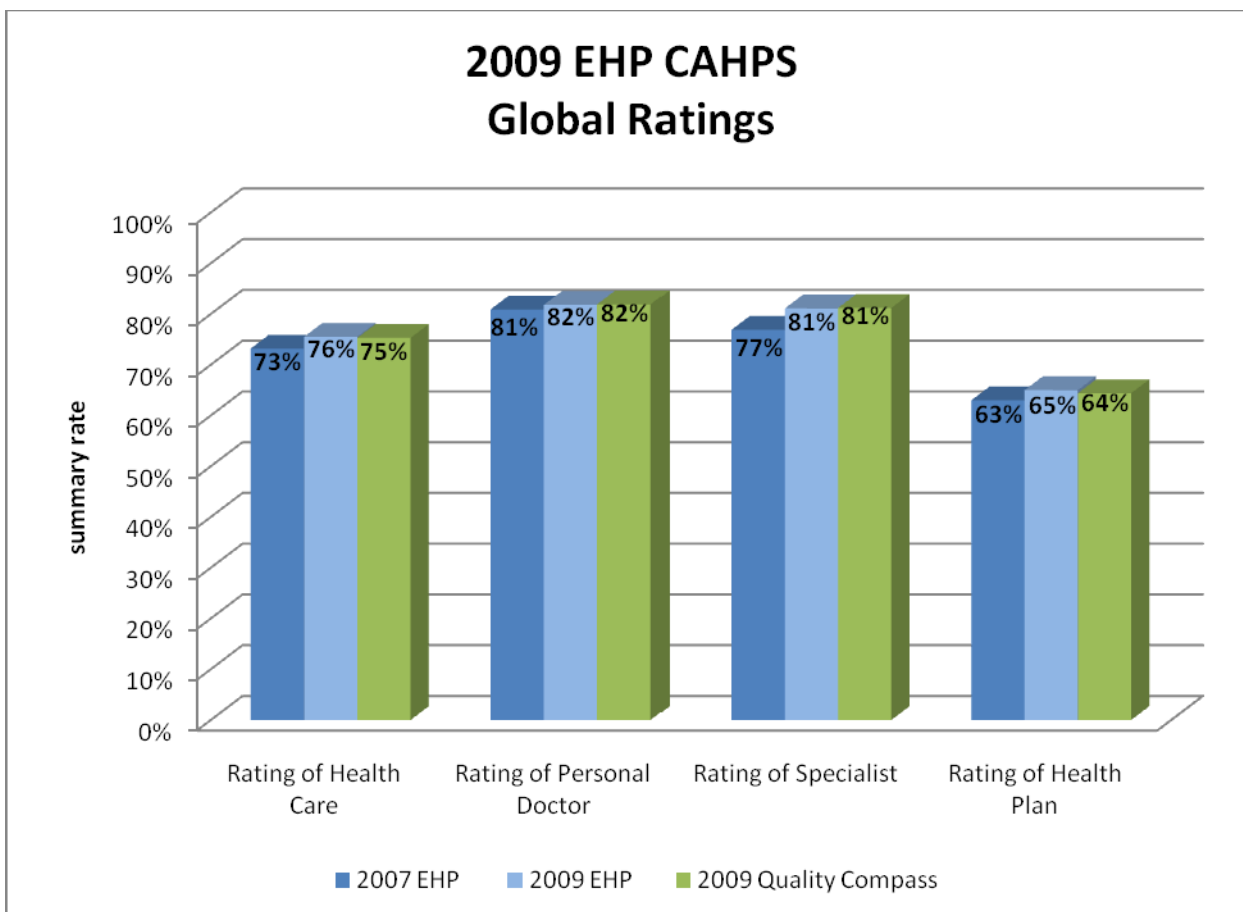


2009 Employer Health Programs Member Satisfaction Survey

EHP (Employer Health Programs) is pleased to announce the results of the 2009 member satisfaction survey. The CAHPS® (Consumer Assessment of Health Providers and Systems) survey was administered this spring to a random sample of EHP members. The objective of the survey was to measure member experiences with their health care. The survey included ratings of providers, health care and the health plan. Members were also asked about their experiences with access and availability to care, how well their doctor communicates, customer service and claims processing.

In an effort to improve member satisfaction, EHP established the CAHPS Workgroup in January 2008. The role of the workgroup is to review the results of the CAHPS® survey and identify areas of opportunity for improvement. The workgroup is represented by Customer Service, Claims, Provider Relations, Care Management, Communications and Administration.

Improvement was noted in rating of specialist, being able to receive care and get appointments in a reasonable time and claims processing. Action items are being explored to address areas of dissatisfaction. Actions designed to improve member satisfaction include improving member communication and enhancing the provider network. The success of the initiatives will be monitored using future CAHPS surveys. If you receive a survey next spring, please take the time to complete the survey. Your feedback is important to us.



2009 EHP CAHPS Composite Scores

