



HEDIS 2009/CAHPS® 4.0H Health Plan Survey

ODS participates in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey asks our members to rate their satisfaction with their providers and our health plan as well as their experience with their healthcare services. The survey is an initiative of the United States Department of Health and Human Services Agency for Healthcare Research and Quality. Health plans use this same survey so that members have comparable information on health plan performance. We use our CAHPS survey results to identify strengths and improvement opportunities.

An NCQA-certified survey vendor conducts our annual CAHPS survey. This ensures both that the survey is administered according to rigorous NCQA standards and processes and the accuracy and integrity in our CAHPS ratings.

Included in these reports are some of our 2009 CAHPS survey composite ratings. The ratings reflect ODS members' experience with their healthcare services in 2008. Members who responded were 18 years and older as of December 31, 2007 and selected through a random sampling. Our 2009 rates, as published in the NCQA Quality Compass, are compared to the NCQA regional* and national averages**.

- Overall Rating of the Health Plan
- Claims Processing Composite
- Customer Service Composite
- Getting Care Quickly Composite
- Getting Needed Care Composite

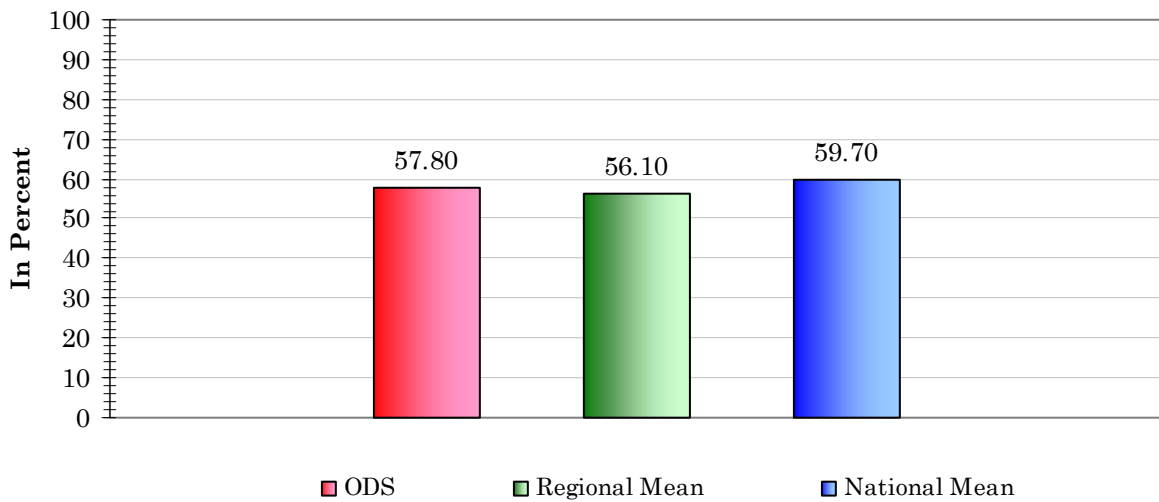
* Regional Mean is the average score for all PPO plans in Alaska, Idaho, Oregon and Washington.

** National Mean is the average score for all the PPO plans nationally.

Overall Rating of the Health Plan

CAHPS has four questions to reflect members' overall satisfaction with their health plan, personal doctor, specialist and all healthcare. The graph below shows how ODS members rated their overall satisfaction with our health plan using a scale of 0 to 10, with 0 being the worst health plan possible and 10 being the best health plan possible.

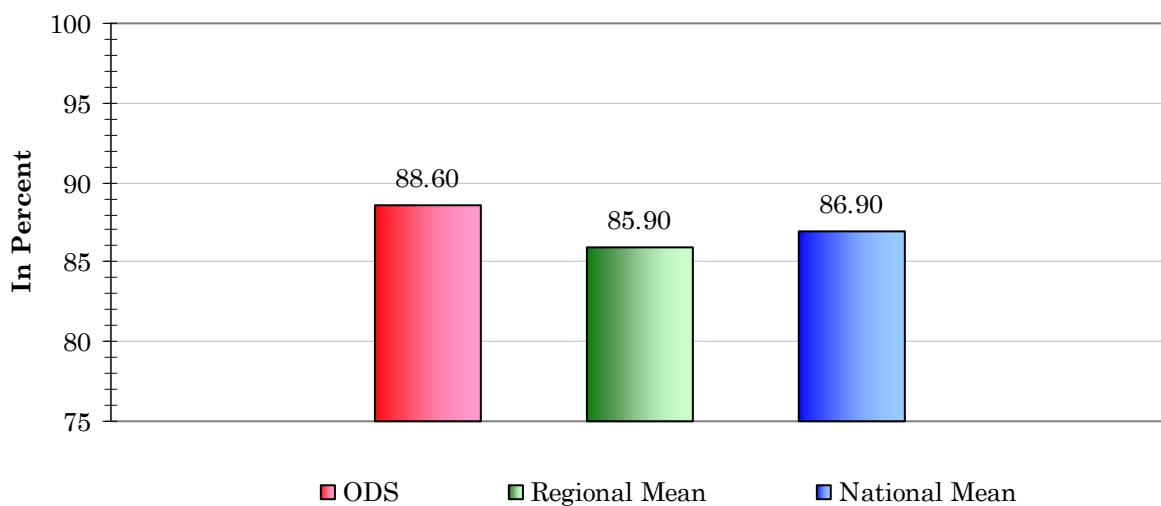
Rating of Health Plan



Claims Processing Composite

The claims processing composite score is the average of the scores for two questions related to claims processing: 1) In the last 12 months, how often did your health plan handle your claim quickly? and 2) In the last 12 months, how often did your health plan handle your claim accurately? The graph below shows the percentage of members who responded “Always” or “Usually”.

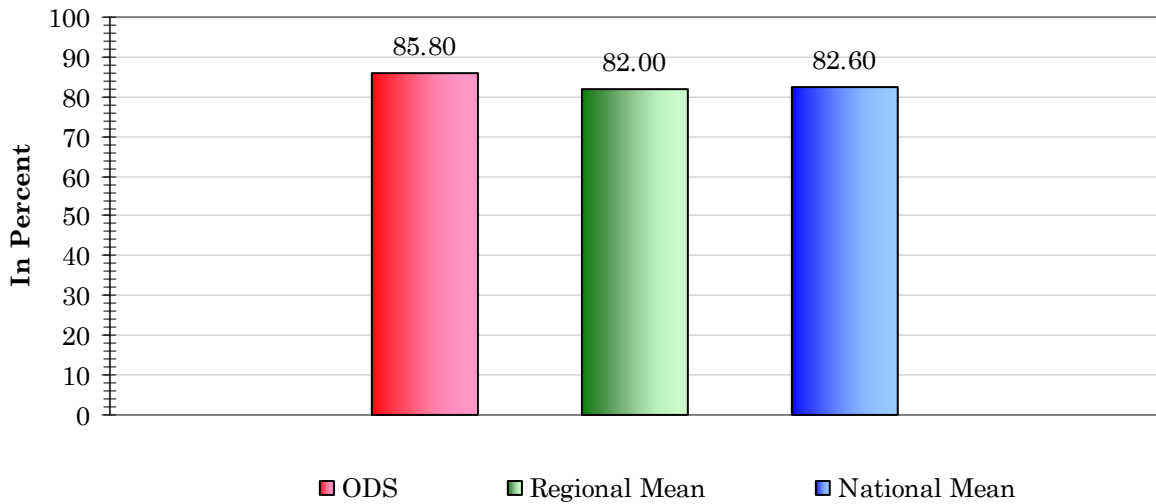
Claim Processing Composite



Customer Service Composite

The customer service composite score is the average of scores for two questions related to customer service: 1) In the last 12 months, how often did your health plan’s customer service give you the information or help you needed? and 2) In the last 12 months, how often did your health plan’s customer service staff treat you with courtesy and respect? The graph below shows the percentage of members who responded “Always” or “Usually”.

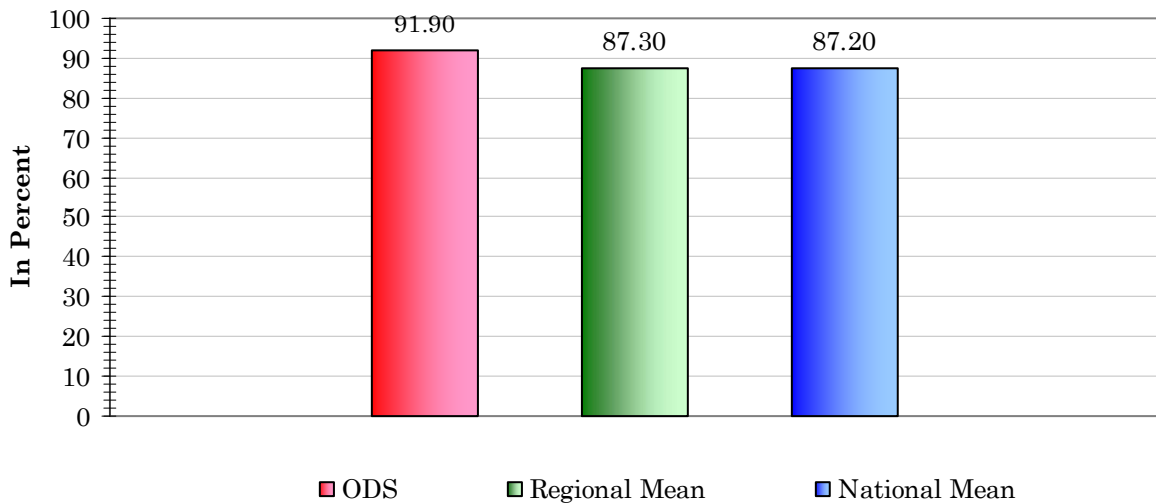
Customer Service Composite



Getting Care Quickly Composite

The getting care quickly composite score is the average of scores for two questions related to timeliness of accessing care you needed: 1) In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed? and 2) In the last 12 months, not counting the times you needed care right away, how often did you get an appointment for your healthcare at a doctor’s office or clinic as soon as you thought you needed? The graph below shows the percentage of members who responded “Always” or “Usually”.

Getting Care Quickly Composite



Getting Needed Care Composite

The getting needed care composite score is the average of scores for two questions related to the ease of getting care you needed: 1) In the last 12 months, how often was it easy to get appointments with specialists? and 2) In the last 12 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan? The graph below shows the percentage for member who responded “Always” or “Usually”.

Getting Needed Care Composite

