

<p>QUESTION 1: In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?</p> <p>Indicate the percentage of respondents to this question that selected EACH of the following response choices.</p> <p>Never Sometimes Usually Always</p>	<p>19.4% 9.7% 27.3% 43.6%</p>
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<p>QUESTION 2: In the last 12 months, 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?</p> <p>Indicate the percentage of respondents to this question that selected EACH of the following response choices.</p> <p>Never Sometimes Usually Always</p>	<p>11.6% 8.4% 23.1% 56.9%</p>
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<p>QUESTION 3: In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?</p> <p>Indicate the percentage of respondents to this question that selected EACH of the following response choices.</p> <p>Never Sometimes Usually Always</p>	<p>10.0% 4.5% 23.2% 62.3%</p>
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<p>QUESTION 4: In the last 12 months, how often was it easy to get care, tests or treatment, you needed?</p> <p>Indicate the percentage of respondents to this question that selected EACH of the following response choices.</p> <p>Never Sometimes Usually Always</p>	<p>7.1% 6.2% 25.7% 61.0%</p>
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QUESTION 5: In the last 12 months, how often did the written materials or Internet provide the information you needed about how your health plan works?	
Indicate the percentage of respondents to this question that selected EACH of the following response choices.	
Never	22.9%
Sometimes	23.4%
Usually	28.3%
Always	25.4%

QUESTION 6: In the last 12 months, how often did your health plan's customer service give you the information or help you needed?	
Indicate the percentage of respondents to this question that selected EACH of the following response choices.	
Never	23.0%
Sometimes	19.1%
Usually	21.6%
Always	36.3%

QUESTION 7: In the last 12 months, how often were you satisfied with your prescription drug coverage?	
Indicate the percentage of respondents to this question that selected EACH of the following response choices.	
Never satisfied	19.0%
Sometimes satisfied	20.5%
Usually satisfied	28.1%
Always satisfied	32.4%
<i>Note: Individuals with, always satisfied, answer should skip to question 9. All other responses, please answer question 8 below.</i>	

<p>QUESTION 8: If you weren't satisfied with your prescription drug coverage as stated in question 7, which one of these items would most closely identify your greatest area of concern?</p> <p>Indicate the percentage of respondents to this question that selected EACH of the following response choices.</p> <p>A) Copayments too high / percentage paid too low B) Deductible too high C) Cost of the benefit coverage too high D) Managed care guidelines too restrictive (i.e. prior authorization) E) Drug not included on the formulary</p>	<p>A) 31.2% B) 27.2% C) 22.2% D) 6.3% E) 13.1%</p>
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<p>QUESTION 9: Use <u>any number from 0 to 10</u> where 0 is the worst health plan possible and 10 is the best health plan possible. What would you rate your health plan?</p> <p>Indicate the percentage of respondents to this question that selected EACH of the following response choices.</p> <p>0 (worst possible) 1 2 3 4 5 6 7 8 9 10 (best possible)</p>	<p>3.8% 2.1% 2.4% 3.8% 2.1% 14.8% 11.8% 12.7% 20.7% 13.1% 12.7%</p>
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