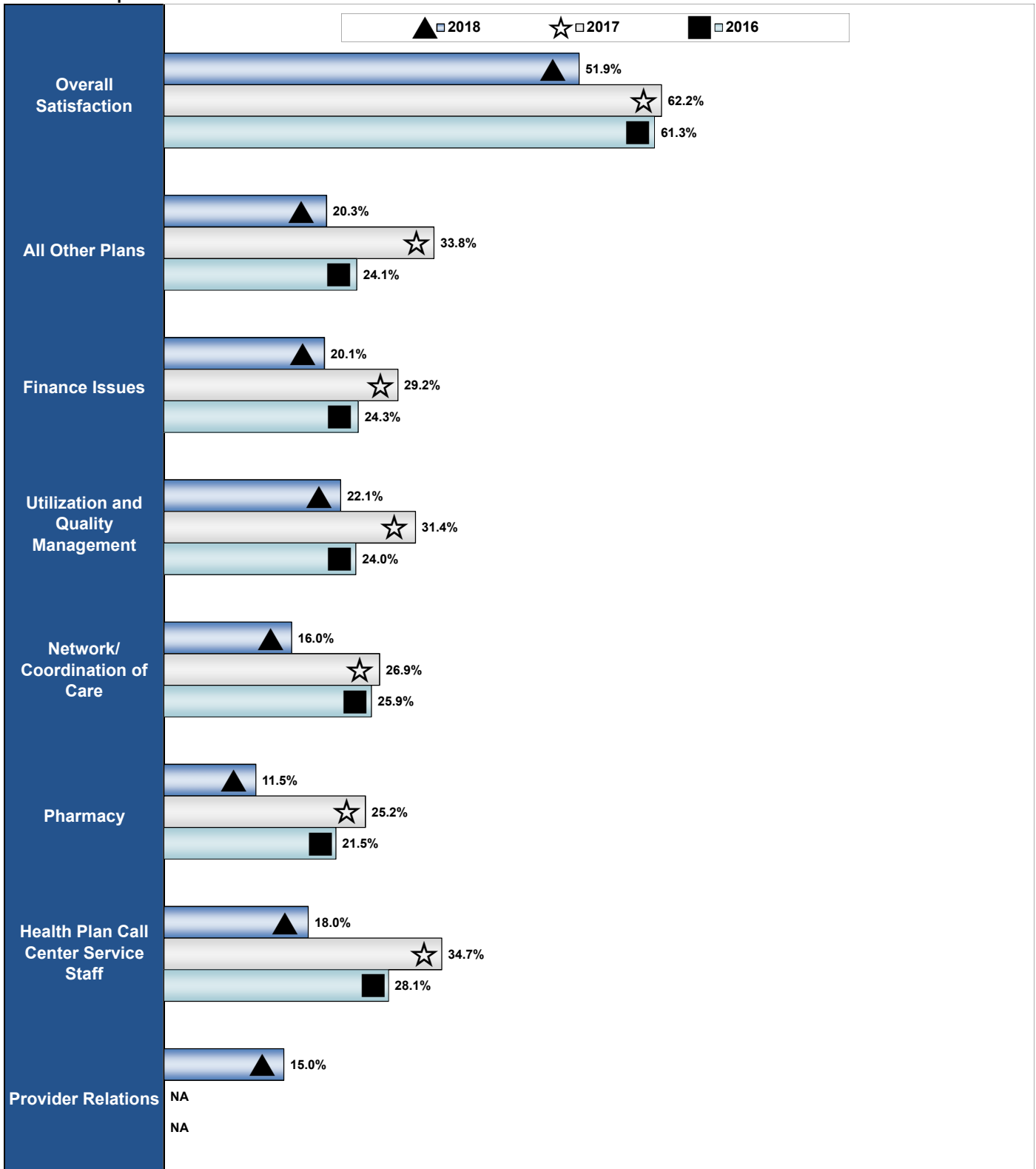


Trend Comparisons

Composites

131 Total Respondents



Note 1: The Overall Satisfaction composite represents only Q8B, 'Please rate your overall satisfaction with: Health Net Arizona'.

Note 2: The Provider Relations composite is the average of Q7B through Q7E. It does not include Q7A, 'Do you have a Provider Relations representative from this health plan assigned to your practice?'