Trend Comparisons

Composites

131 Total Respondents ▲ 2018 ☆□2017 □ 2016 51.9% Overall 62.2% Satisfaction 61.3% 20.3% 33.8% **All Other Plans** 24.1% 20.1% ☆ 29.2% **Finance Issues** 24.3% 22.1% **Utilization and** Quality 31.4% ☆ Management 24.0% 16.0% Network/ **Coordination of** ☆ 26.9% Care 25.9% 11.5% 25.2% ক্ষ Pharmacy 21.5% 18.0% **Health Plan Call Center Service** \$ 34.7% Staff 28.1% 15.0% NA **Provider Relations** NA

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?'