

Member Survey Results- Consumer Driven Health Plans (CDHP)

Plan Name	Plan Code	State	Overall Plan Satisfaction	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Claims Processing	Plan Information on Costs
National Average - CDHP Plans			62.43	88.44	85.98	94.95	90.05	87.28	63.96
APWU Health Plan	47	Nationwide	74.55	88.39	85.71	92.42	85.70	85.04	64.02
NALC	32	Nationwide	77.28	90.64	87.77	94.48	90.70	93.50	74.58
Aetna Value Plan	JS	CA	61.17	89.00	88.00	95.11	NA	NA	NA
Aetna HealthFund CDHP and Value Plan	G5	CO	59.76	90.04	87.61	95.35	NA	88.27	62.78
Aetna HealthFund CDHP and Value Plan	F5	DC	60.08	88.29	85.51	93.30	NA	84.36	67.65
Humana CoverageFirst	MJ	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana CoverageFirst	QP	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana CoverageFirst	AD	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana CoverageFirst	LM	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Aetna HealthFund CDHP and Value Plan	H4	IL	56.18	89.25	89.17	98.92	NA	83.76	60.32
Humana CoverageFirst	GB	IL	59.70	92.48	86.67	95.78	NA	90.83	NA
Humana CoverageFirst	MW	IL	59.70	92.48	86.67	95.78	NA	90.83	NA
Humana CoverageFirst	MW	IN	59.70	92.48	86.67	95.78	NA	90.83	NA
Humana CoverageFirst	PH	KS	75.56	93.47	90.85	95.29	93.75	90.19	69.98
Humana CoverageFirst	6N	KY	54.46	89.49	89.71	97.29	NA	90.26	NA
Humana CoverageFirst	PH	MO	75.56	93.47	90.85	95.29	93.75	90.19	69.98
Aetna HealthFund CDHP and Value Plan	EP	NJ	63.51	88.79	83.57	94.67	NA	NA	NA
Aetna HealthFund CDHP and Value Plan	EP	NY	58.00	86.35	87.12	93.86	NA	NA	NA
Aetna HealthFund CDHP and Value Plan	H4	PA	54.44	89.29	86.36	93.98	NA	88.99	61.92
Aetna Value Plan	JS	TX	65.00	87.50	83.15	95.24	NA	92.52	67.01
Humana CoverageFirst	TP	TX	65.20	86.15	80.42	93.06	NA	86.28	NA
Humana CoverageFirst	TU	TX	65.20	86.15	80.42	93.06	NA	86.28	NA
Humana CoverageFirst	TV	TX	65.20	86.15	80.42	93.06	NA	86.28	NA
Aetna HealthFund CDHP and Value Plan	F5	VA	63.71	90.36	90.36	95.14	NA	81.56	60.73
Aetna HealthFund CDHP and Value Plan	G5	WA	58.75	83.39	87.39	93.71	NA	83.11	NA