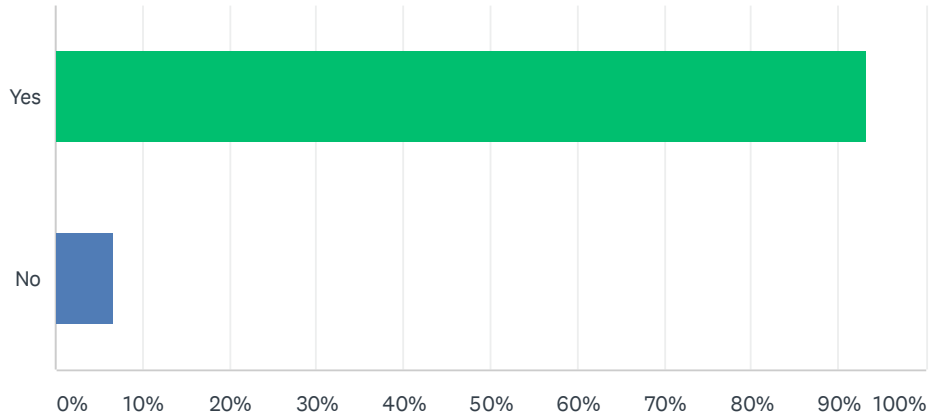


Q1 Our records show that you are now a member of Cox HealthPlans. Is that right?

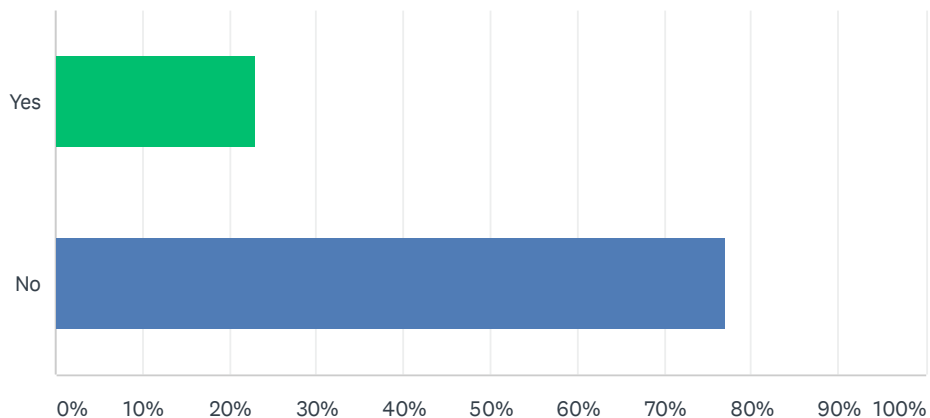
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	93.33%	14
No	6.67%	1
TOTAL		15

Q2 In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

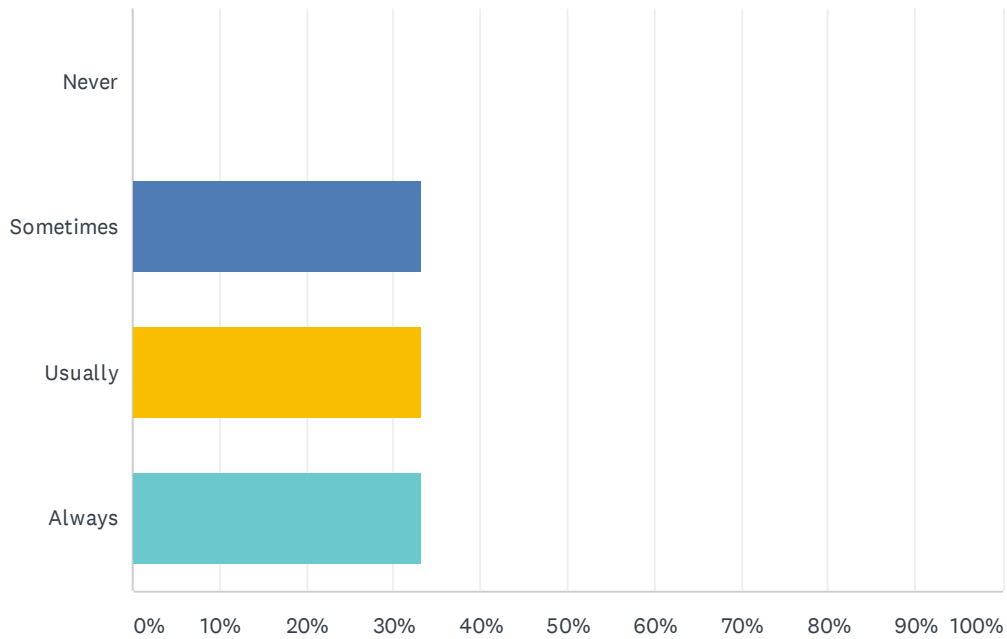
Answered: 13 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	23.08%	3
No	76.92%	10
TOTAL		13

Q3 In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?

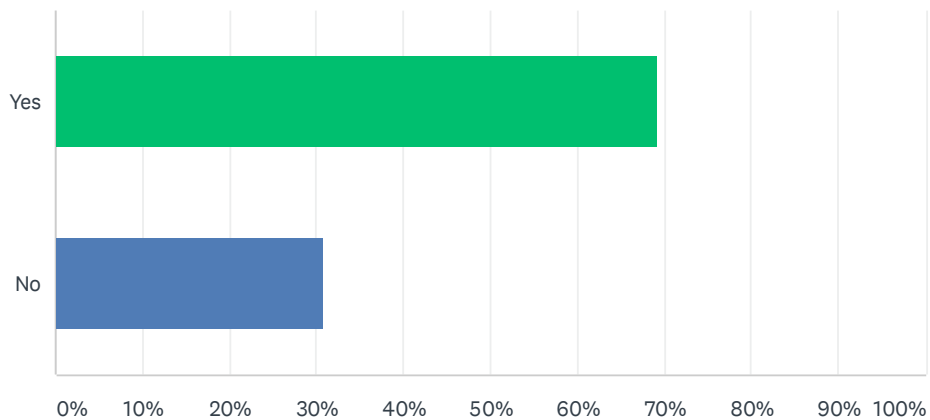
Answered: 3 Skipped: 13



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	33.33%	1
Usually	33.33%	1
Always	33.33%	1
TOTAL		3

Q4 In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

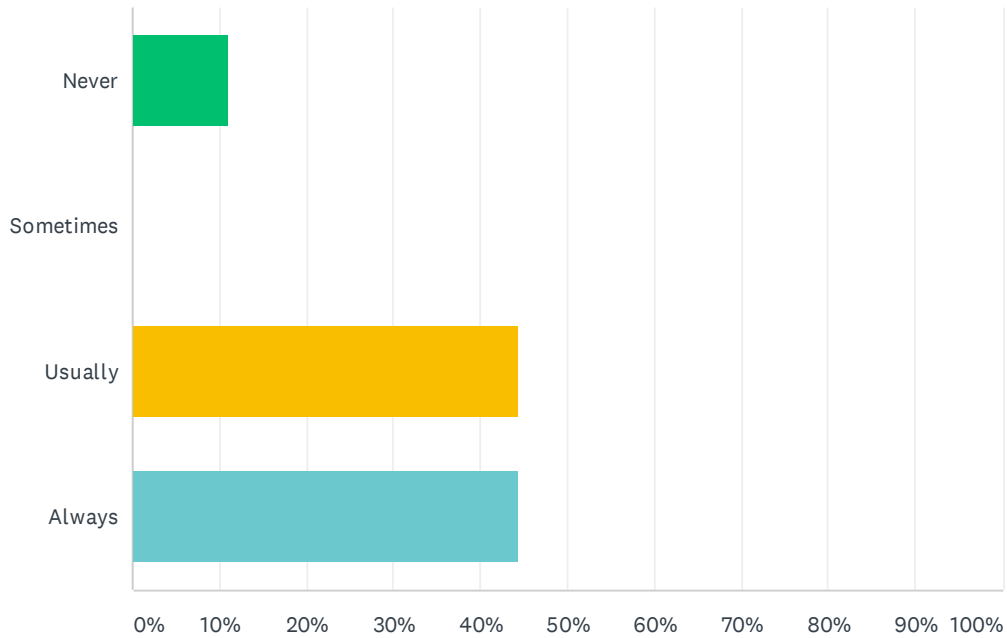
Answered: 13 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	69.23%	9
No	30.77%	4
TOTAL		13

Q5 In the last 6 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?

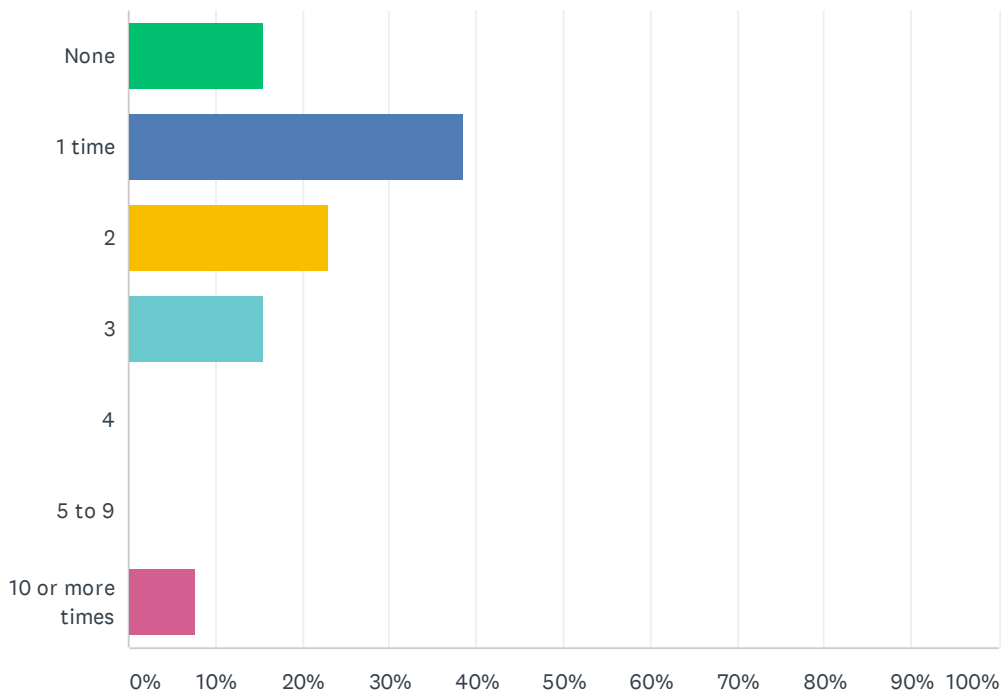
Answered: 9 Skipped: 7



ANSWER CHOICES	RESPONSES
Never	11.11% 1
Sometimes	0.00% 0
Usually	44.44% 4
Always	44.44% 4
TOTAL	9

Q6 In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

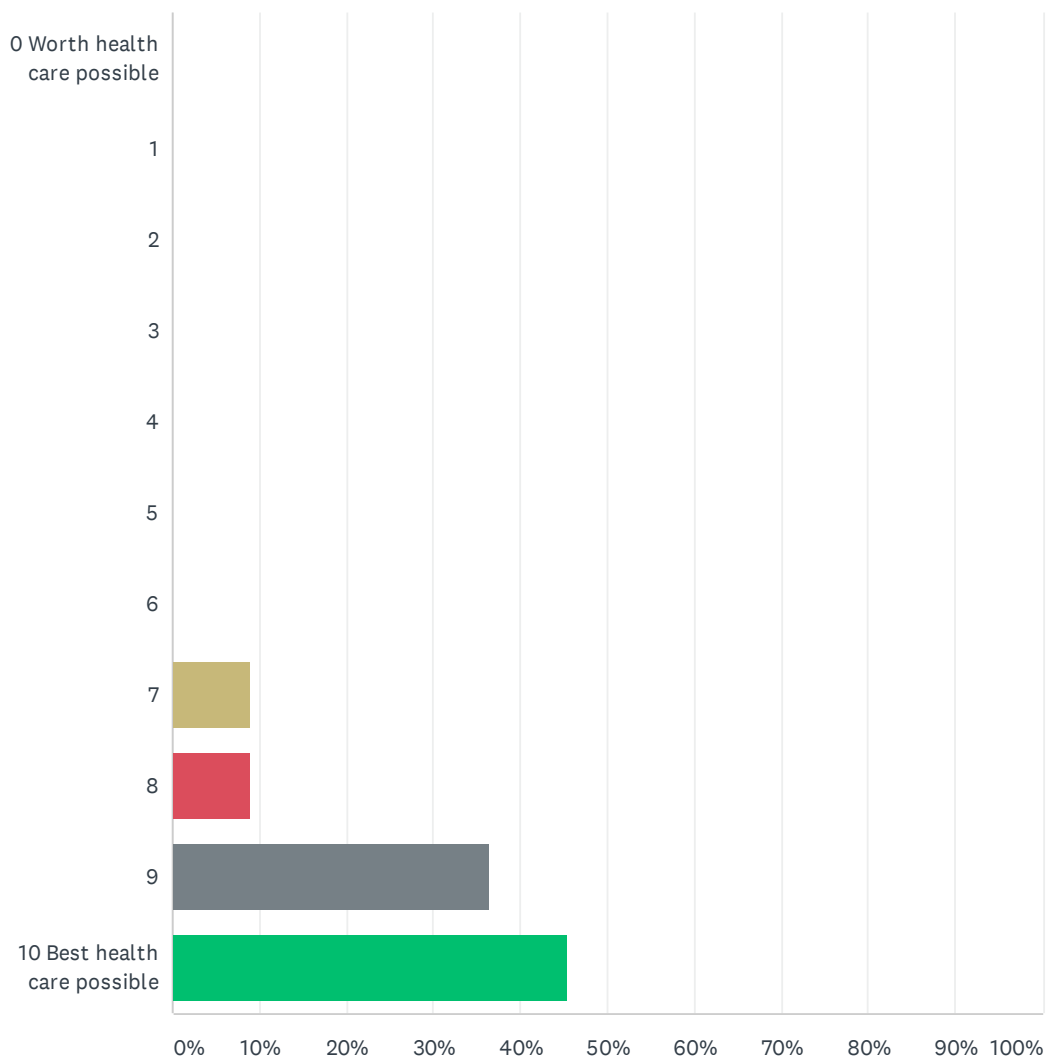
Answered: 13 Skipped: 3



ANSWER CHOICES	RESPONSES	
None	15.38%	2
1 time	38.46%	5
2	23.08%	3
3	15.38%	2
4	0.00%	0
5 to 9	0.00%	0
10 or more times	7.69%	1
TOTAL		13

Q7 Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Answered: 11 Skipped: 5

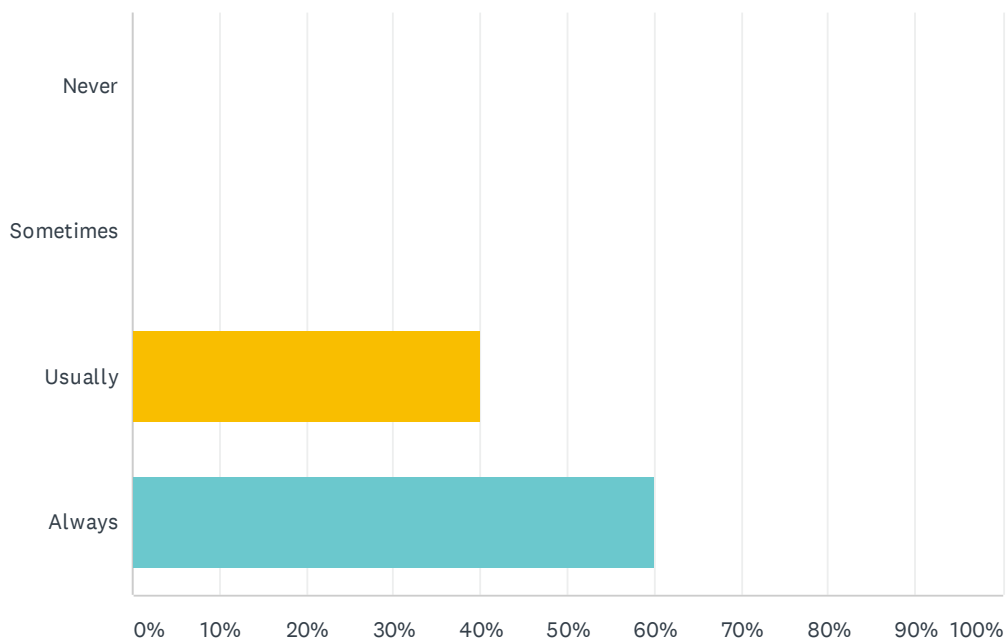


CAHPS Health Plan Survey version 5.0 (Adult)

ANSWER CHOICES	RESPONSES	
0 Worth health care possible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	9.09%	1
8	9.09%	1
9	36.36%	4
10 Best health care possible	45.45%	5
TOTAL		11

Q8 In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

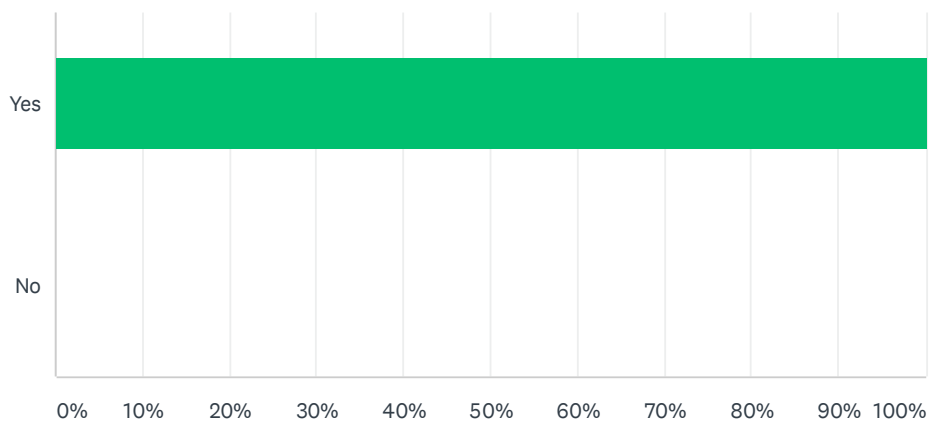
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	40.00%	4
Always	60.00%	6
TOTAL		10

Q9 A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

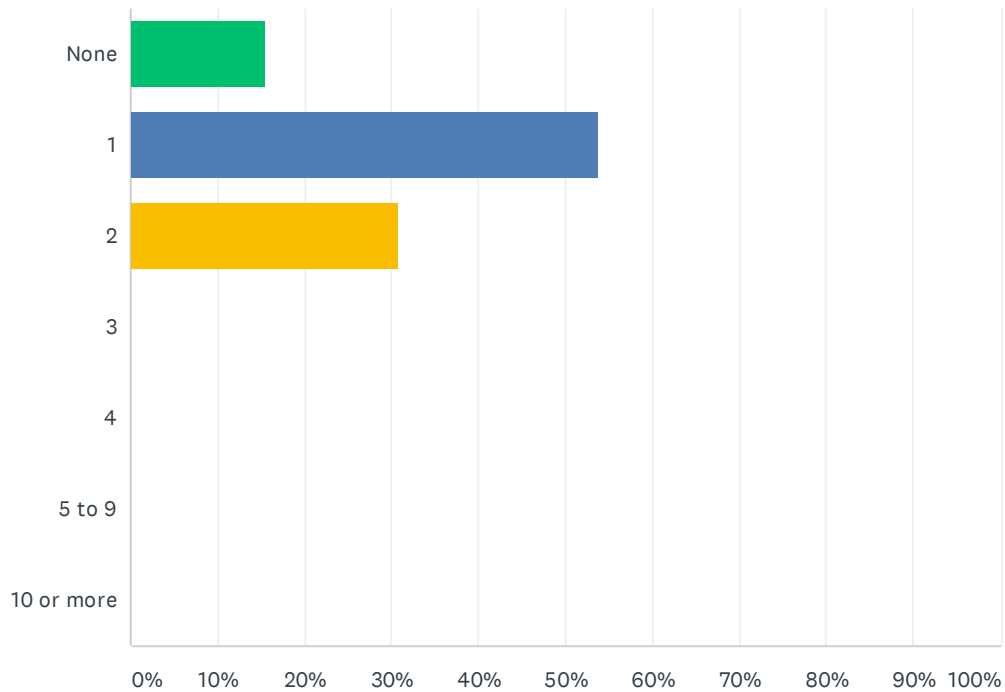
Answered: 12 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	100.00%	12
No	0.00%	0
TOTAL		12

Q10 In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

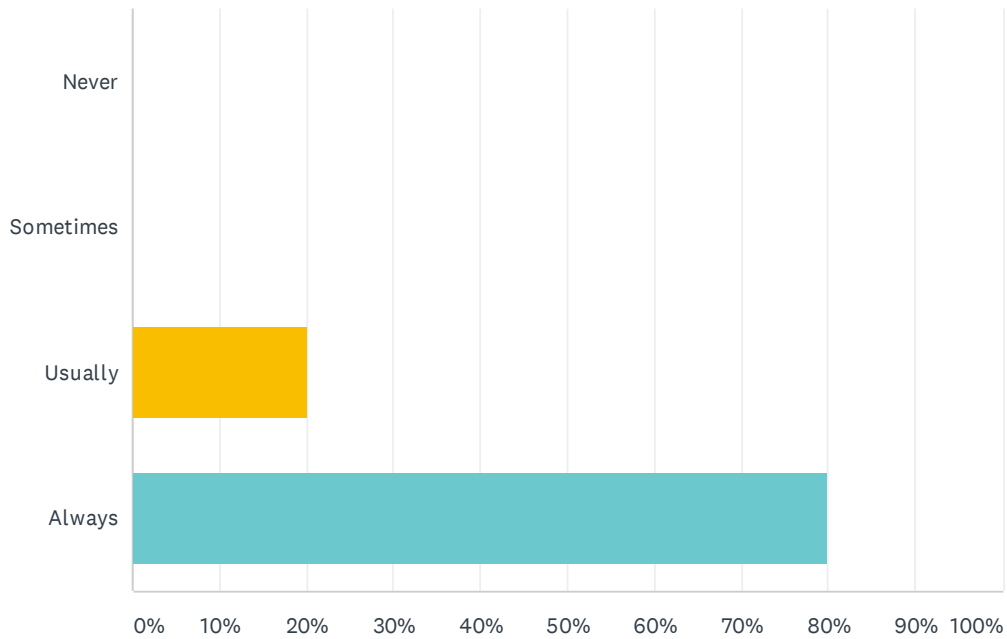
Answered: 13 Skipped: 3



ANSWER CHOICES	RESPONSES
None	15.38% 2
1	53.85% 7
2	30.77% 4
3	0.00% 0
4	0.00% 0
5 to 9	0.00% 0
10 or more	0.00% 0
TOTAL	13

Q11 In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

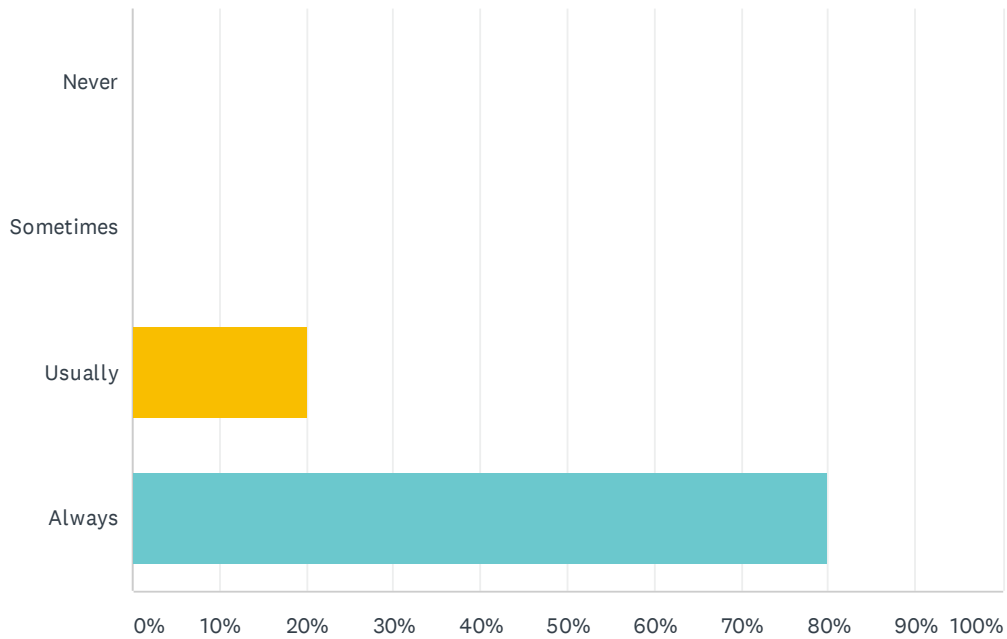
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	20.00% 2
Always	80.00% 8
TOTAL	10

Q12 In the last 6 months, how often did your personal doctor listen carefully to you?

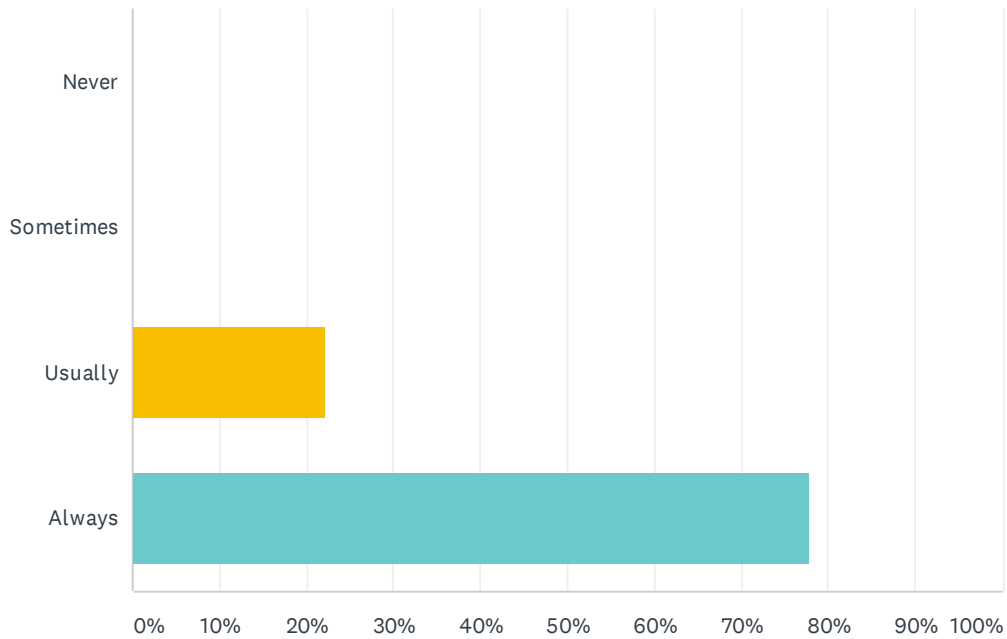
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	20.00% 2
Always	80.00% 8
TOTAL	10

Q13 In the last 6 months, how often did your personal doctor show respect for what you had to say?

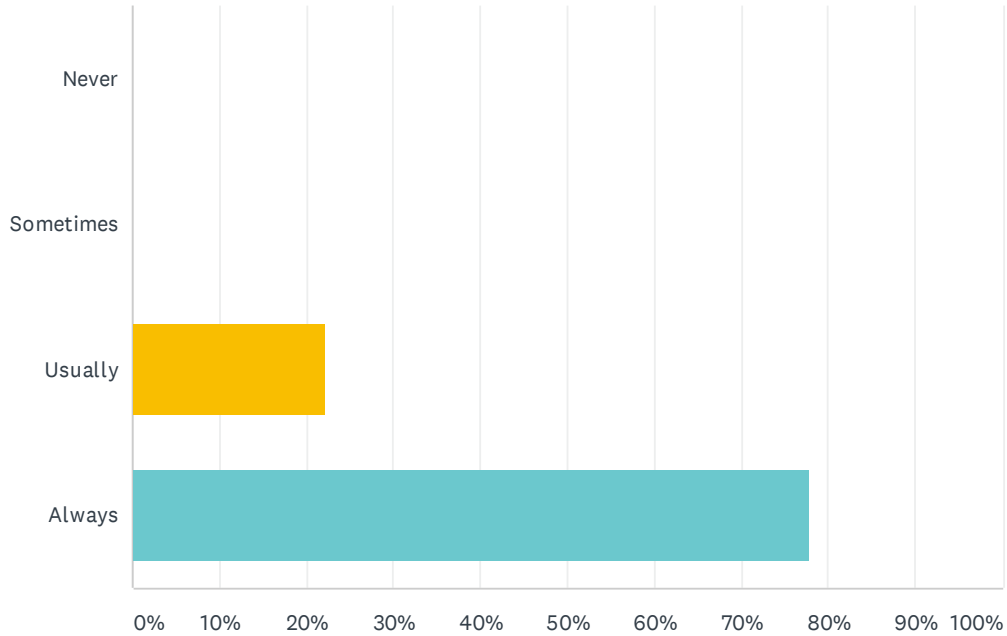
Answered: 9 Skipped: 7



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	22.22%	2
Always	77.78%	7
TOTAL		9

Q14 In the last 6 months, how often did your personal doctor spend enough time with you?

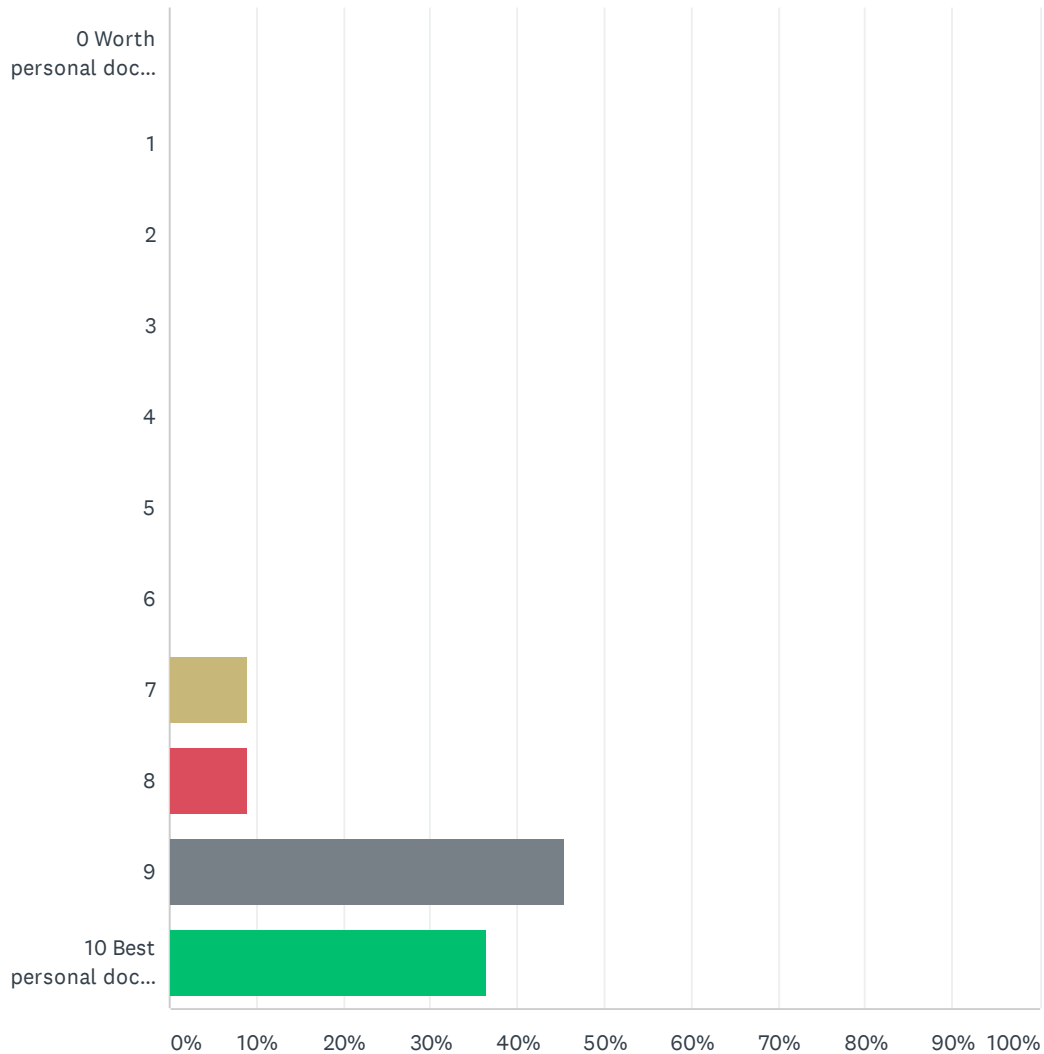
Answered: 9 Skipped: 7



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	22.22%	2
Always	77.78%	7
TOTAL		9

Q15 Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Answered: 11 Skipped: 5

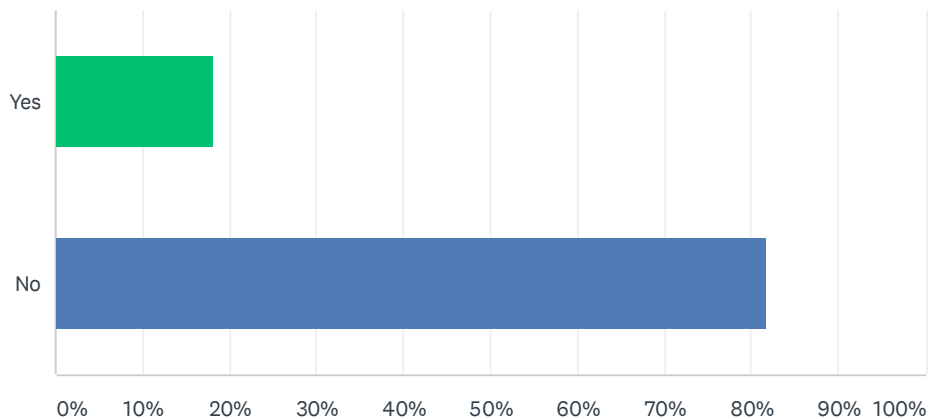


CAHPS Health Plan Survey version 5.0 (Adult)

ANSWER CHOICES	RESPONSES	
0 Worth personal doctor possible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	9.09%	1
8	9.09%	1
9	45.45%	5
10 Best personal doctor possible	36.36%	4
TOTAL		11

Q16 Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you try to make any appointments to see a specialist?

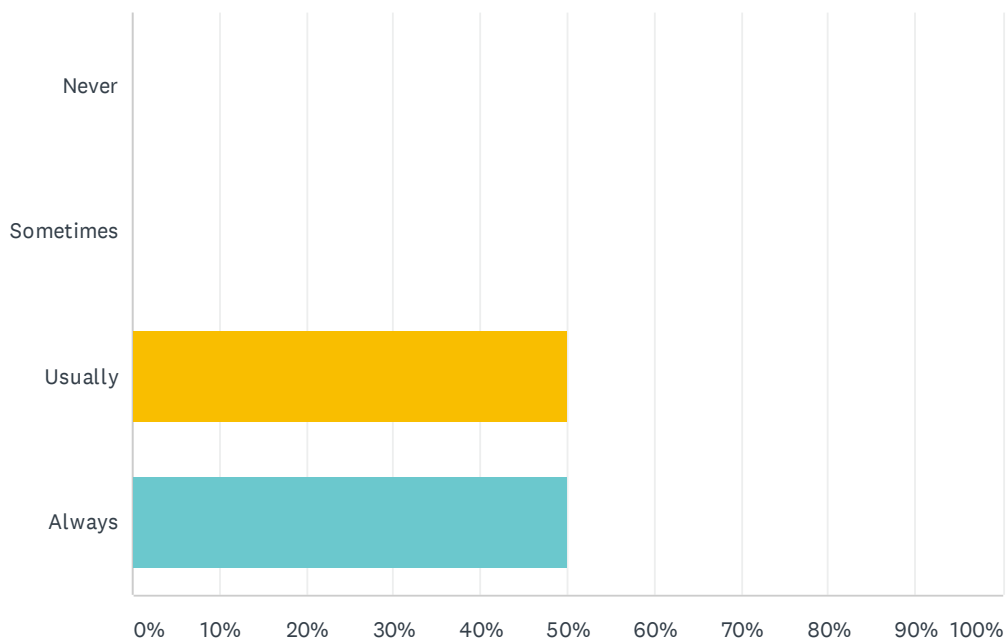
Answered: 11 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	18.18%	2
No	81.82%	9
TOTAL		11

Q17 In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

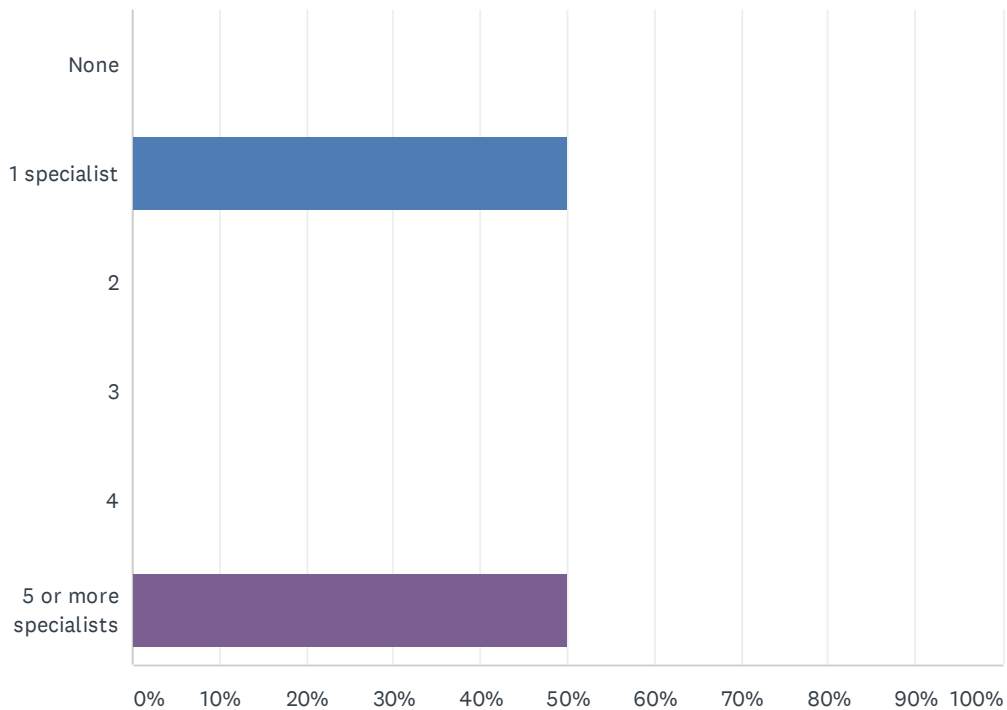
Answered: 2 Skipped: 14



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	50.00% 1
Always	50.00% 1
TOTAL	2

Q18 How many specialists have you seen in the last 6 months?

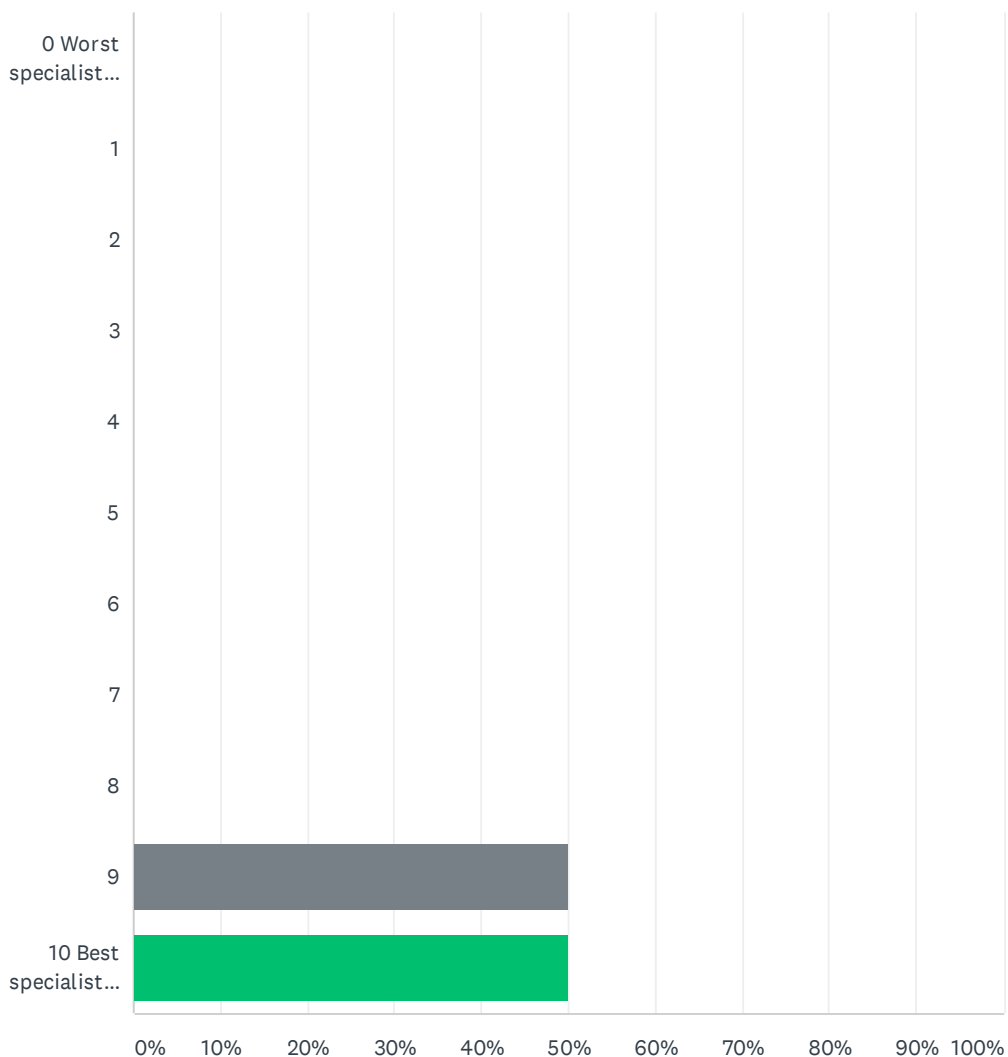
Answered: 2 Skipped: 14



ANSWER CHOICES	RESPONSES	
None	0.00%	0
1 specialist	50.00%	1
2	0.00%	0
3	0.00%	0
4	0.00%	0
5 or more specialists	50.00%	1
TOTAL		2

Q19 We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

Answered: 2 Skipped: 14

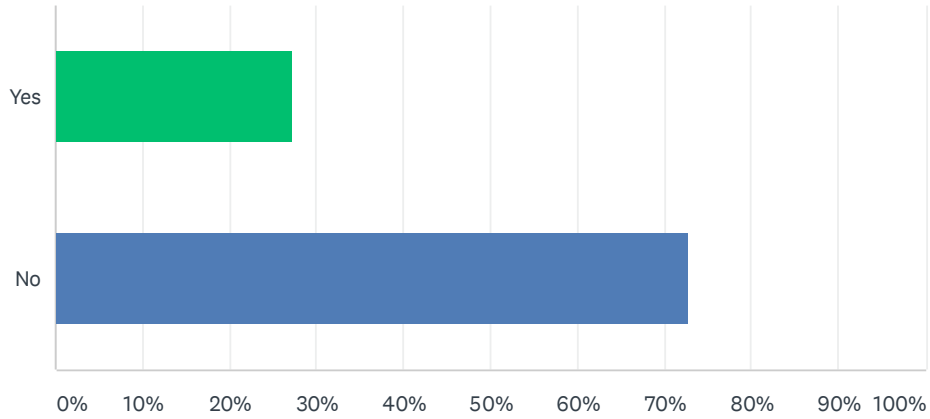


CAHPS Health Plan Survey version 5.0 (Adult)

ANSWER CHOICES	RESPONSES	
0 Worst specialist possible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	50.00%	1
10 Best specialist possible	50.00%	1
TOTAL		2

Q20 In the last 6 months, did you try to get information or help from your health plan's customer service?

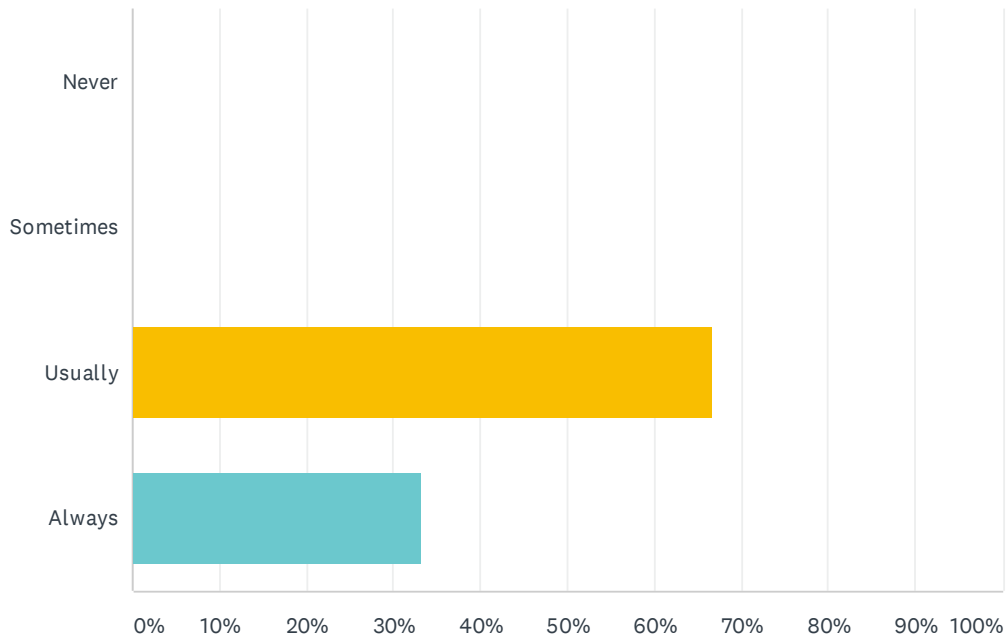
Answered: 11 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	27.27%	3
No	72.73%	8
TOTAL		11

Q21 In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

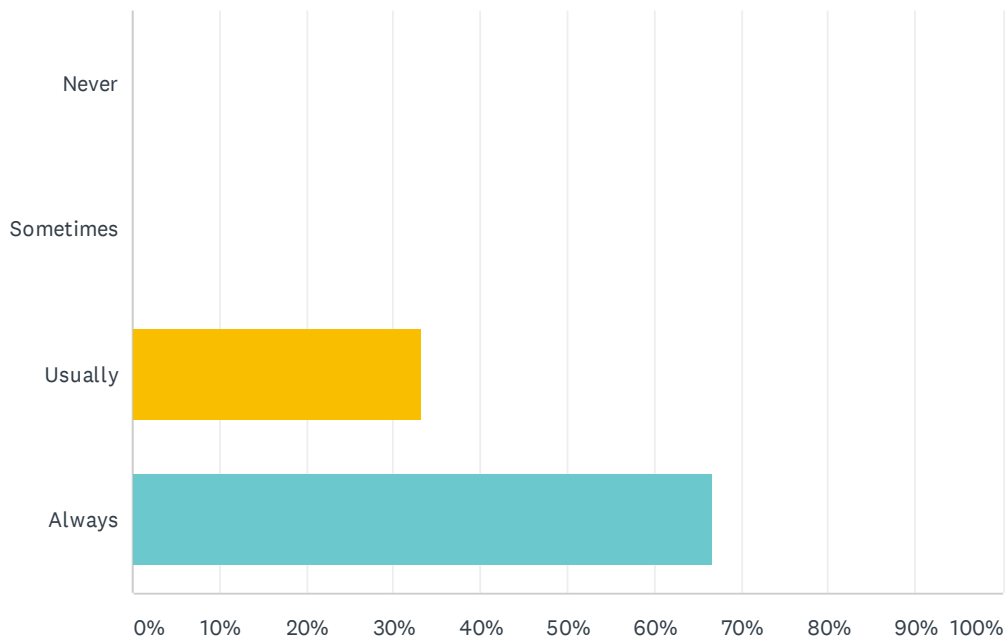
Answered: 3 Skipped: 13



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	66.67% 2
Always	33.33% 1
TOTAL	3

Q22 In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

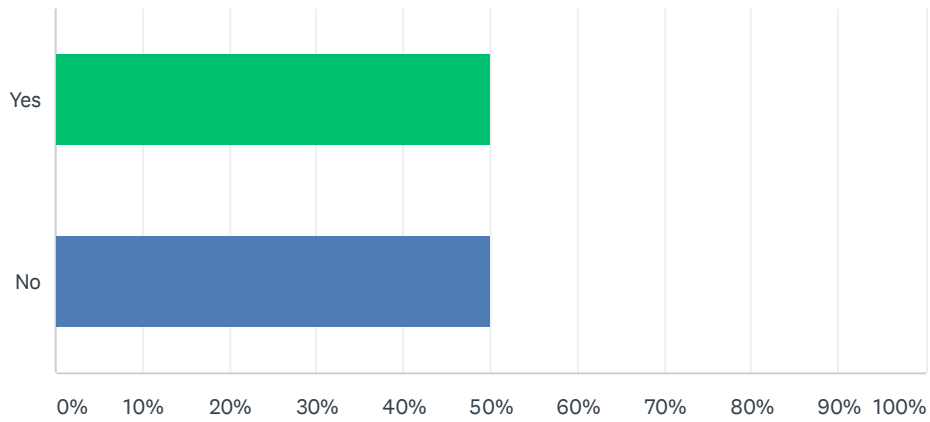
Answered: 3 Skipped: 13



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	33.33%	1
Always	66.67%	2
TOTAL		3

Q23 In the last 6 months, did your health plan give you any forms to fill out?

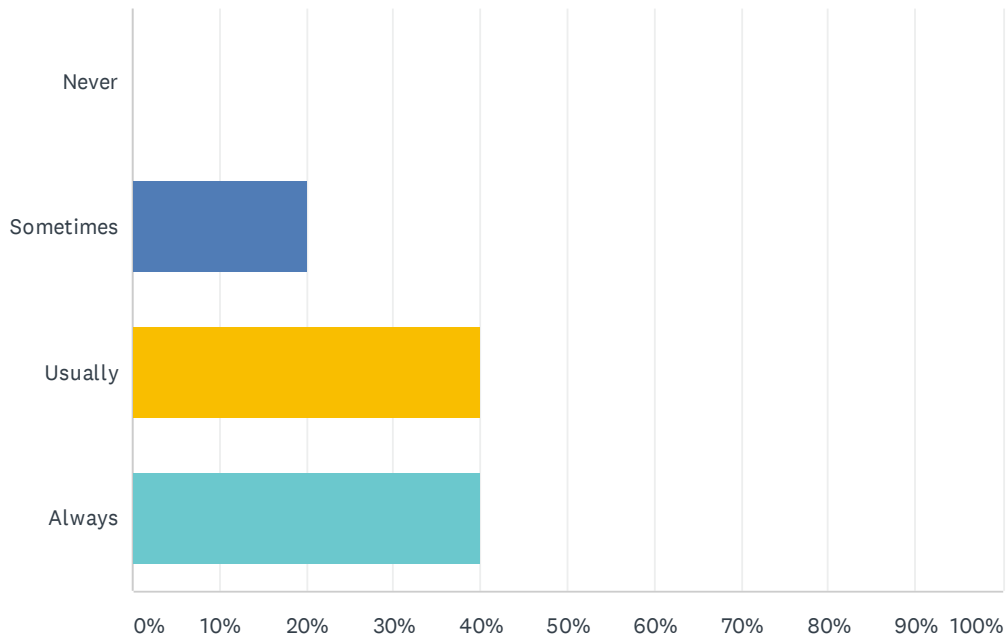
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	50.00%	5
No	50.00%	5
TOTAL		10

Q24 In the last 6 months, how often were the forms from your health plan easy to fill out?

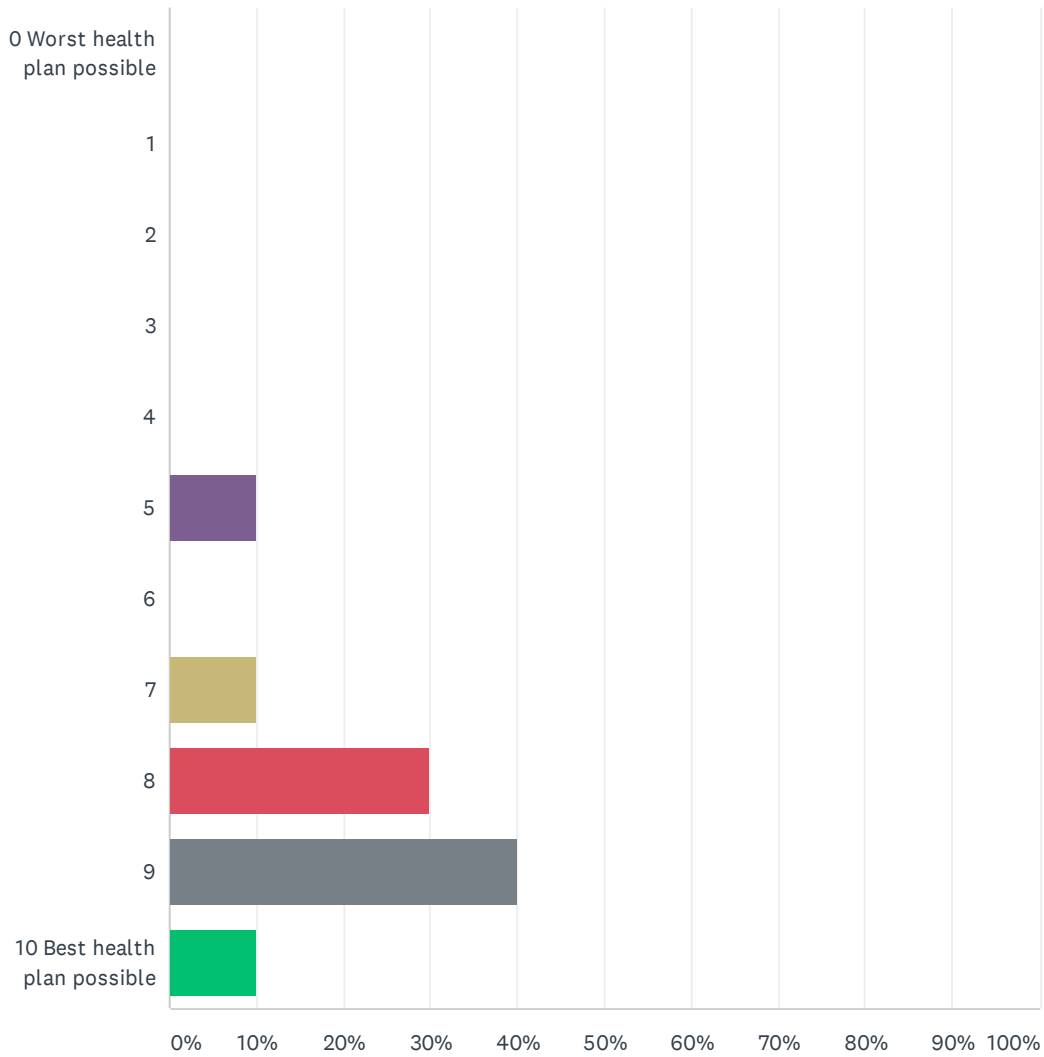
Answered: 5 Skipped: 11



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	20.00% 1
Usually	40.00% 2
Always	40.00% 2
TOTAL	5

Q25 Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Answered: 10 Skipped: 6

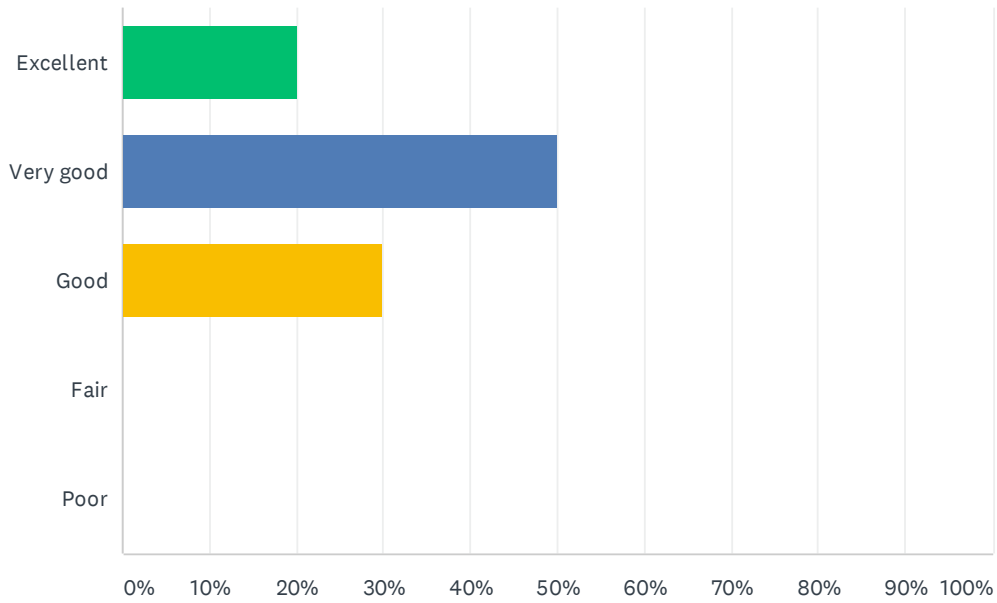


CAHPS Health Plan Survey version 5.0 (Adult)

ANSWER CHOICES	RESPONSES	
0 Worst health plan possible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	10.00%	1
6	0.00%	0
7	10.00%	1
8	30.00%	3
9	40.00%	4
10 Best health plan possible	10.00%	1
TOTAL		10

Q26 In general, how would you rate your overall health?

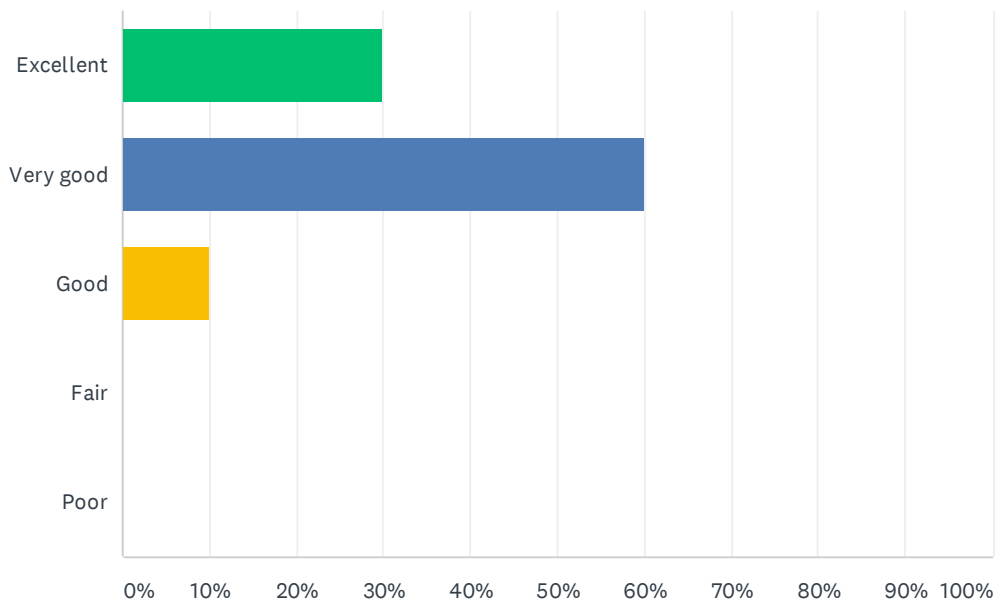
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	20.00%	2
Very good	50.00%	5
Good	30.00%	3
Fair	0.00%	0
Poor	0.00%	0
TOTAL		10

Q27 In general, how would you rate your overall mental or emotional health?

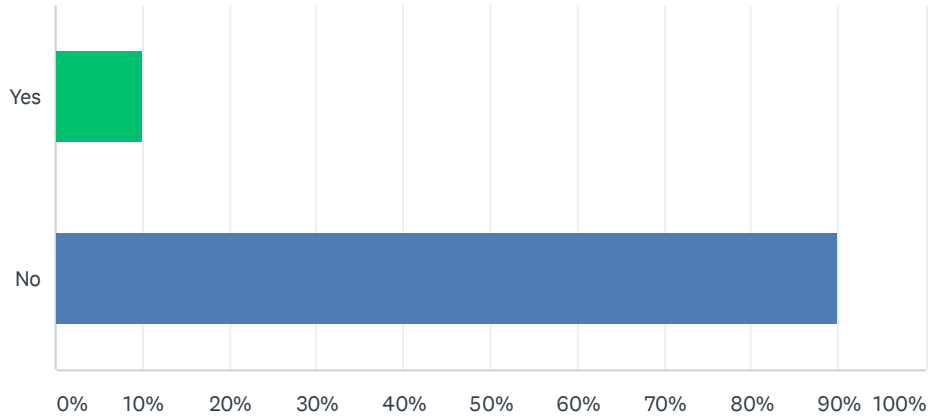
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	30.00%	3
Very good	60.00%	6
Good	10.00%	1
Fair	0.00%	0
Poor	0.00%	0
TOTAL		10

Q28 In the past 6 months, did you get health care 3 or more times for the same condition or problem?

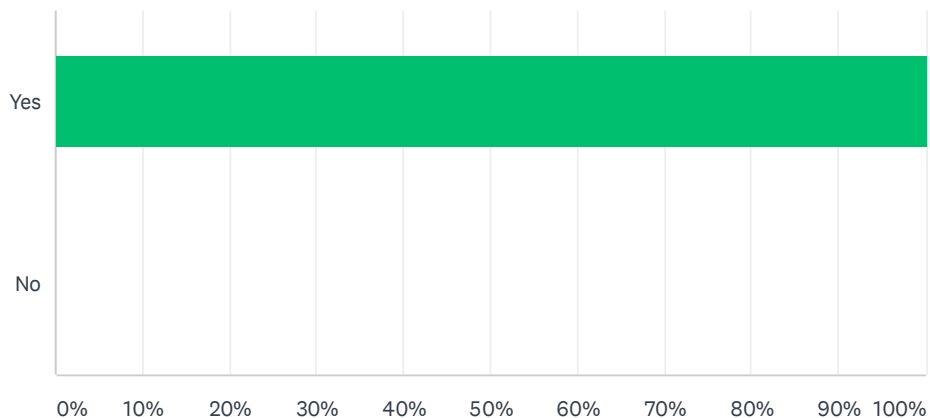
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	10.00%	1
No	90.00%	9
TOTAL		10

**Q29 Is this a condition or problem that has lasted for at least 3 months?
Do not include pregnancy or menopause.**

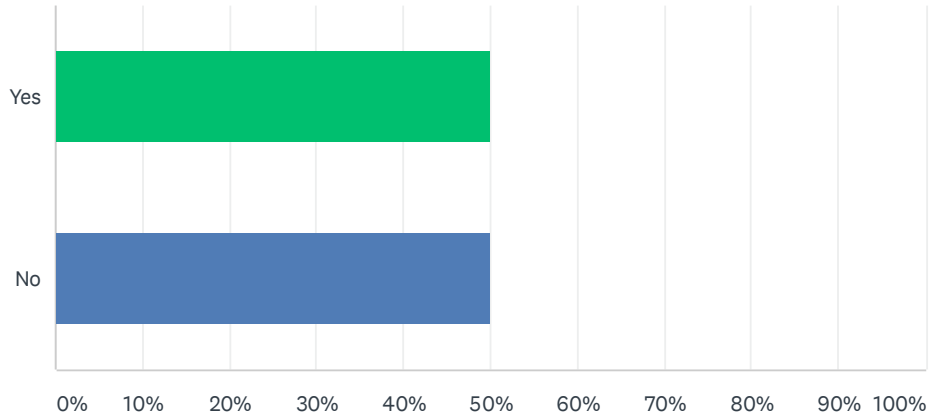
Answered: 1 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
TOTAL		1

Q30 Do you now need or take medicine prescribed by a doctor? Do not include birth control.

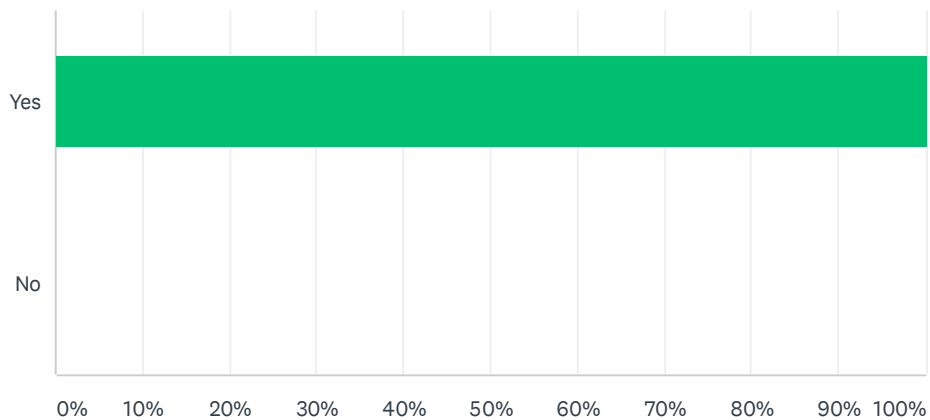
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	50.00%	5
No	50.00%	5
TOTAL		10

Q31 Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

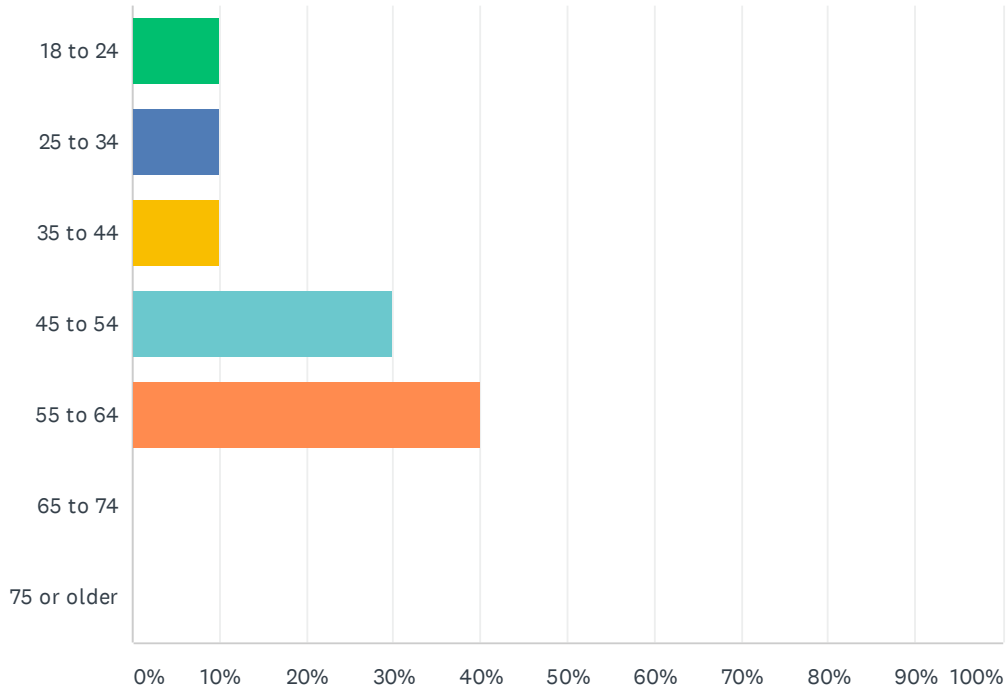
Answered: 5 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	100.00%	5
No	0.00%	0
TOTAL		5

Q32 What is your age?

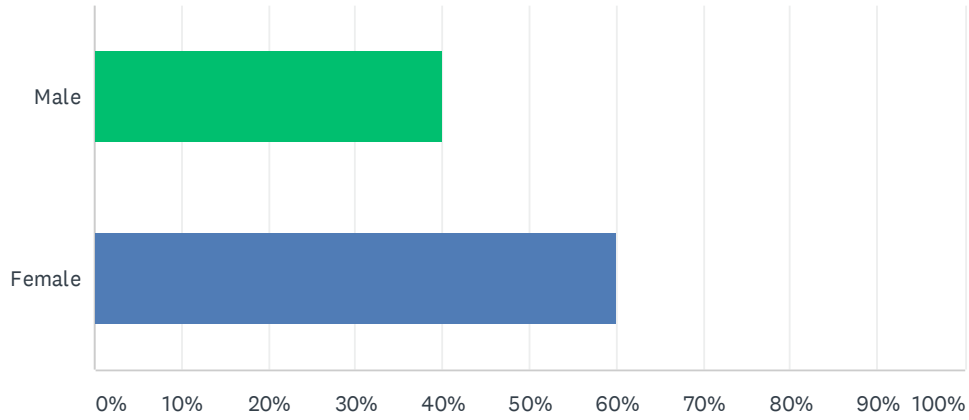
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES
18 to 24	10.00% 1
25 to 34	10.00% 1
35 to 44	10.00% 1
45 to 54	30.00% 3
55 to 64	40.00% 4
65 to 74	0.00% 0
75 or older	0.00% 0
TOTAL	10

Q33 Are you male or female?

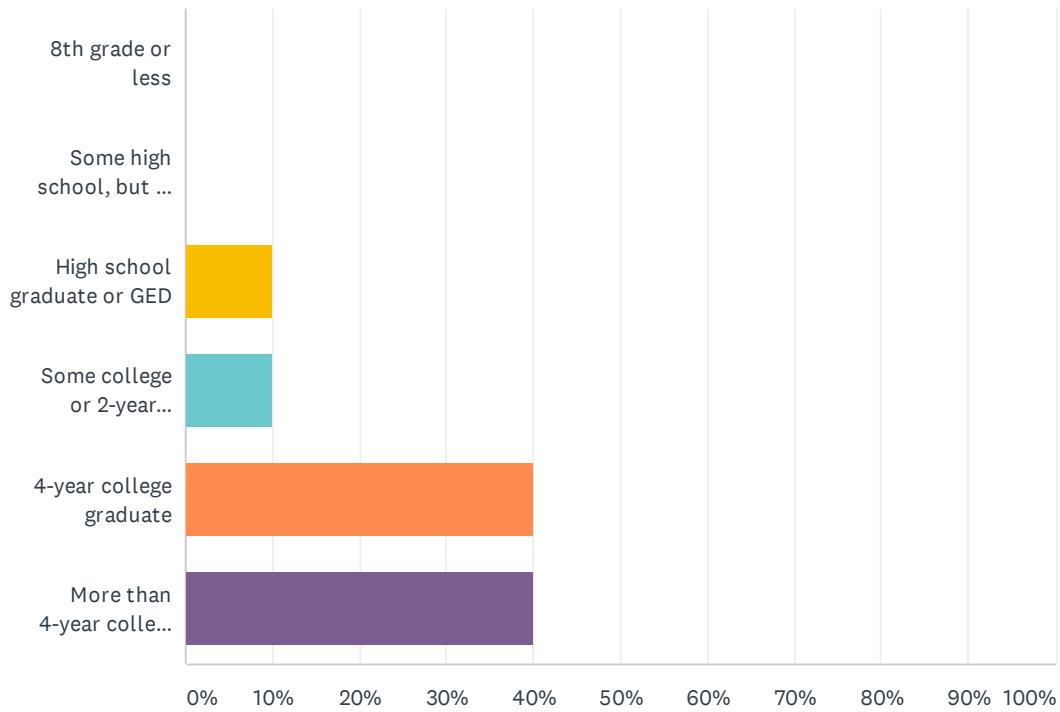
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Male	40.00%	4
Female	60.00%	6
TOTAL		10

Q34 What is the highest grade or level of school that you have completed?

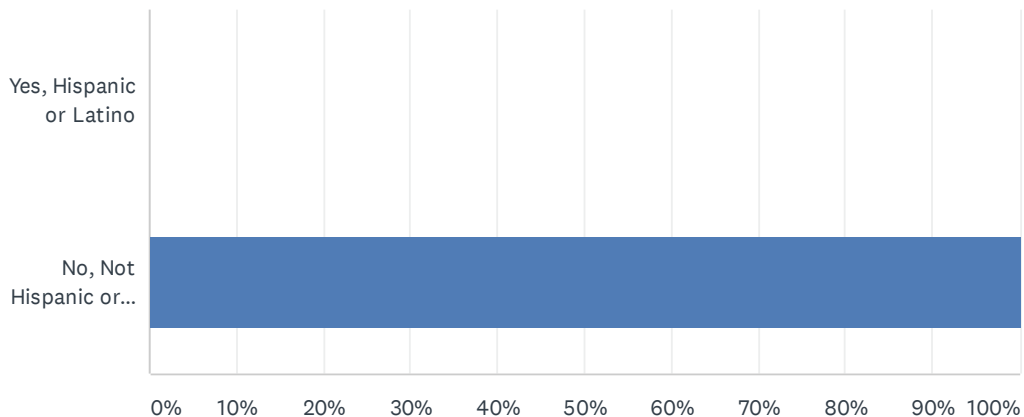
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
8th grade or less	0.00%	0
Some high school, but did not graduate	0.00%	0
High school graduate or GED	10.00%	1
Some college or 2-year degree	10.00%	1
4-year college graduate	40.00%	4
More than 4-year college degree	40.00%	4
TOTAL		10

Q35 Are you of Hispanic or Latino origin or descent?

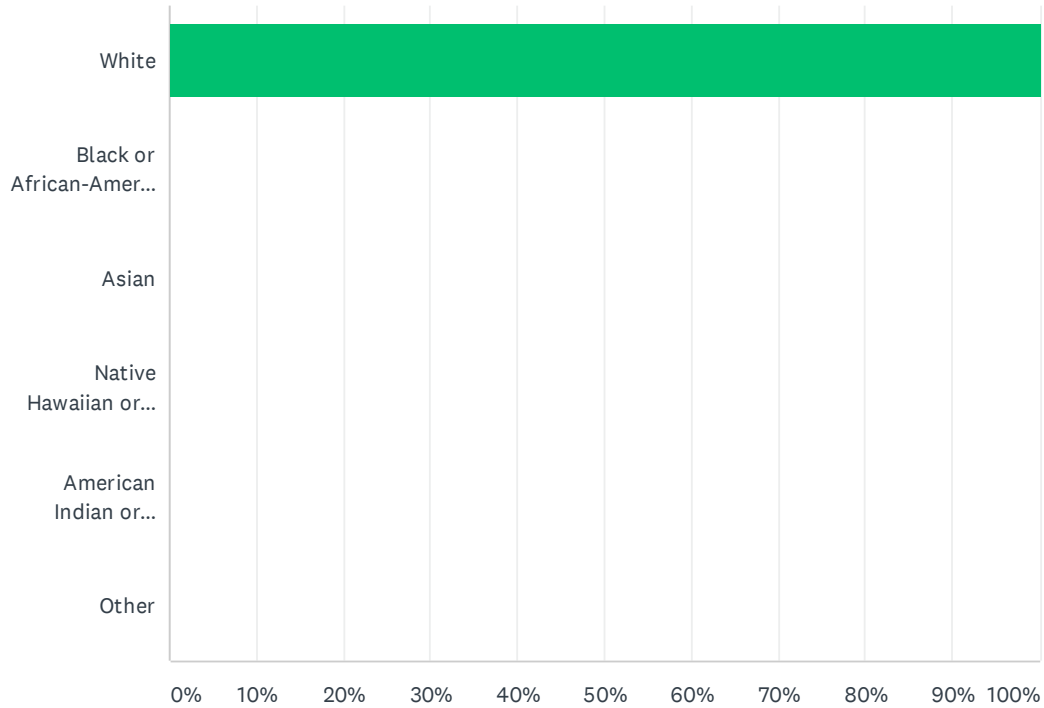
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes, Hispanic or Latino	0.00%	0
No, Not Hispanic or Latino	100.00%	10
TOTAL		10

Q36 What is your race? Mark one or more.

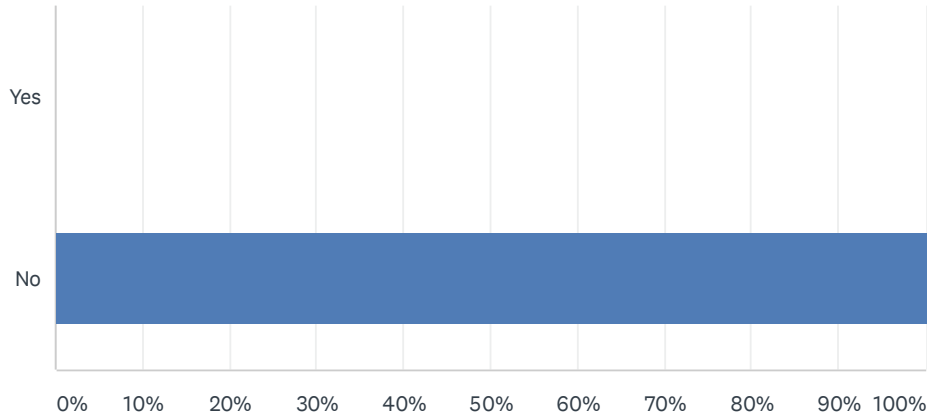
Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
White	100.00%	10
Black or African-American	0.00%	0
Asian	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
American Indian or Alaska Native	0.00%	0
Other	0.00%	0
Total Respondents: 10		

Q37 Did someone help you complete this survey?

Answered: 10 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	10
TOTAL		10

Q38 How did that person help you? Mark all that apply.

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES
Read the questions to me	0.00% 0
Wrote down the answers I gave	0.00% 0
Answered the questions for me	0.00% 0
Translated the questions into my language	0.00% 0
Helped in some other way	0.00% 0
Total Respondents: 0	

#	HELPED IN SOME OTHER WAY	DATE
	There are no responses.	

Q39 In the last 6 months, how often did you use any of the Health Education and Wellness services offered through Cox HealthPlans and CoxHealth? (Such as HRA, classes, coaching, etc.)

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	0.00%	0
TOTAL		0

Q40 Thinking of those Health Education and Wellness services, using any number from 0 to 10, where 0 is the worst experience possibly and 10 is the best experience possible, what number would you use to rate those services?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES
0- Worst Experience Possible	0.00% 0
1	0.00% 0
2	0.00% 0
3	0.00% 0
4	0.00% 0
5	0.00% 0
6	0.00% 0
7	0.00% 0
8	0.00% 0
9	0.00% 0
10- Best Experience Possible	0.00% 0
TOTAL	0

Q41 In the past 6 months, have you seen a Behavioral Health Practitioner?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

Q42 Thinking of your experience seeing a Behavioral Health Practitioner, using any number from 0 to 10, where 0 is the worst experience possibly and 10 is the best experience possible, what number would you use to rate those services?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES
0- Worst Experience Possible	0.00% 0
1	0.00% 0
2	0.00% 0
3	0.00% 0
4	0.00% 0
5	0.00% 0
6	0.00% 0
7	0.00% 0
8	0.00% 0
9	0.00% 0
10- Best Experience Possible	0.00% 0
TOTAL	0

Q43 In the past 6 months, have you had to have a Prior Authorization completed for any of your health care services?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

Q44 Thinking of the Prior Authorization process, using any number from 0 to 10, where 0 is the worst experience possibly and 10 is the best experience possible, what number would you use to rate that process?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES
0- Worst Experience Possible	0.00% 0
1	0.00% 0
2	0.00% 0
3	0.00% 0
4	0.00% 0
5	0.00% 0
6	0.00% 0
7	0.00% 0
8	0.00% 0
9	0.00% 0
10- Best Possible Experience	0.00% 0
TOTAL	0

Q45 In the past 6 months, were your racial, ethnical, cultural, and spiritual needs taken into account when receiving health care services?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

Q46 In the past 6 months, did you receive your health care services in a language that you understand?

Answered: 0 Skipped: 16

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0