

KelseyCare and Scott and White Health Benefits Plans Score High on Customer Satisfaction Survey

Source:

2006 CAHPS® 3.0H Member Survey

Background:

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) looks at quality from the consumer’s point of view. It is a consumer satisfaction survey sponsored by the Agency of Healthcare Research and Quality (AHRQ), an agency in the U.S. Department of Health and Human Services. The CAHPS surveys are designed to assess consumers’ experience with all types of healthcare systems.

Summary of Results:

- Two provider-sponsored health benefits plans – from Houston-based Kelsey-Seybold Clinic and Dallas-based Scott and White – were among the top three health plans rated statewide by plan participants in overall patient satisfaction.
- The state average for *Best Overall Health Plan* was 38%, while the KelseyCare health benefits plan was ranked the best by 45% and Scott and White by 59%.
- In the *Customer Service* category, KelseyCare had the highest score in the Texas Gulf Coast with a customer satisfaction score of 75%, compared to the state average of 71%.
- KelseyCare also scored above the state average in *Health Care Overall*, *Personal Doctor Overall* and *Getting Needed Care*.

| HEALTH PLAN OVERALL | | | |
|---|--|--------|---------|
| | 0 = "worst health plan possible" 10 = "best health plan possible" | | |
| | 6 or lower | 7 or 8 | 9 or 10 |
| Kelsey-Seybold Clinic/KelseyCare | 18% | 38% | 45% |
| STATE AVERAGE | 24% | 38% | 38% |
| Aetna Health Inc. (Houston) | 20% | 46% | 34% |
| FIRSTCARE (Waco) | 22% | 40% | 37% |
| Great-West Healthcare (Houston) | 18% | 40% | 43% |
| HMO Blue Texas (Houston) | 36% | 35% | 29% |
| Humana Health Plan of Houston | 27% | 38% | 36% |
| PacifiCare of Texas (Houston) | 37% | 29% | 24% |
| Scott and White Health Plan (Central Texas) | 13% | 28% | 59% |
| Unicare Health Plans (Southeast Texas) | 24% | 44% | 32% |
| UnitedHealthcare-Houston (Corpus Christi/Houston) | 15% | 41% | 45% |

| HEALTH PLAN OVERALL | | | |
|----------------------------------|--|--------|---------|
| | 0 = "worst health plan possible" 10 = "best health plan possible" | | |
| | 6 or lower | 7 or 8 | 9 or 10 |
| Customer Service | | | |
| Kelsey-Seybold Clinic/KelseyCare | 6% | 19% | 75% |
| STATE AVERAGE | 7% | 21% | 71% |
| Health Care Overall | | | |
| Kelsey-Seybold Clinic/KelseyCare | 13% | 33% | 53% |
| STATE AVERAGE | 13% | 35% | 52% |
| Personal Doctor Overall | | | |
| Kelsey-Seybold Clinic/KelseyCare | 11% | 30% | 59% |
| STATE AVERAGE | 13% | 35% | 53% |
| Getting Needed Care | | | |
| Kelsey-Seybold Clinic/KelseyCare | 7% | 15% | 78% |
| STATE AVERAGE | 8% | 16% | 76% |

Source: 2006 CAHPS® 3.0H Member Survey

*For more information about KelseyCare, contact:
 Christine L. Tricoli
 Manager, Business Development
 713-408-1466
 CLTricoli@kelsey-seybold.com*