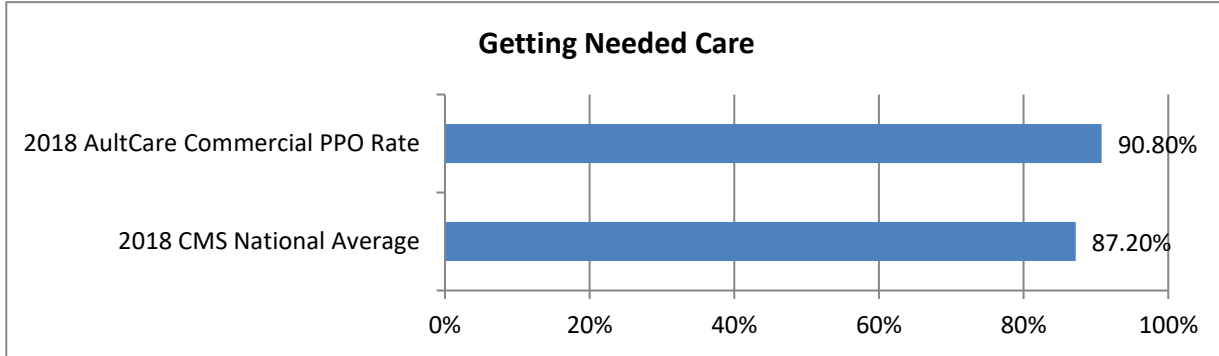


# Getting Needed Care and Customer Service - Commercial PPO

## Getting Needed Care

How often was it easy to get the care, tests, or treatment you needed?

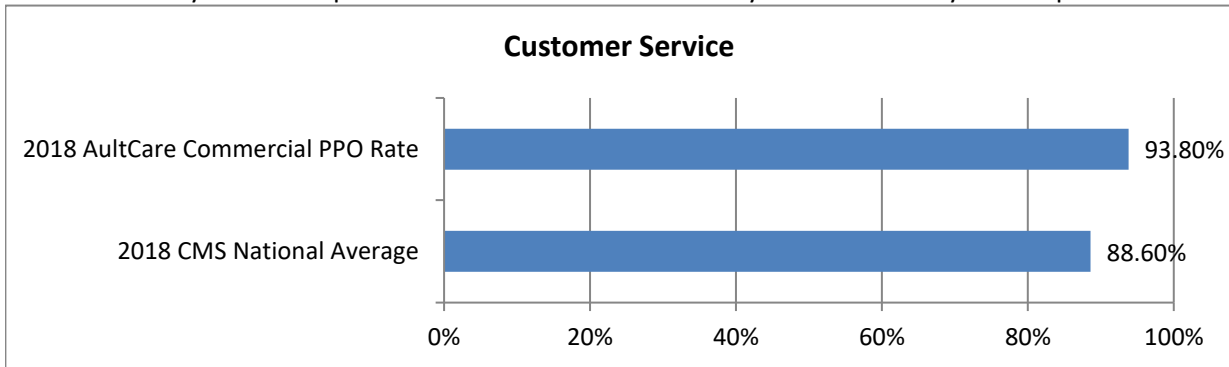
How often did you get an appointment to see a specialist as soon as you needed?



## Customer Service

How often did your health plan's customer service give you the information or help you needed?

How often did your health plan's customer service staff treat you with courtesy and respect?



The source for certain health plan measure rates and benchmark (averages and percentiles) data ("the Data") is Quality Compass 2018 and is used with the permission of the National Committee for Quality Assurance ("NCQA"). Any analysis, interpretation or conclusion based on the Data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation or conclusion. Quality