

HCBS SERVICES SATISFACTION SURVEY RESULTS

SATISFACTION %	2010	2009	2008	2007	2006	2005	2004	2003
CASE MANAGER	96%	97%	98%	98%	98%	98%	99%	99%
PCP	95%	96%	98%	97%	97%	96%	97%	96%
PCP STAFF	95%	96%	97%	96%	96%	94%	94%	96%
ASSISTED LIVING FAC	99%	98%	97%	98%	96%	99%	98%	98%
HOME HEALTH SERV					98%	99%	98%	98%
SKILLED HOME HEALTH	100%	99%	99%	99%				
NON SKILLED HH	99.5%	99%	98.5%	97%				
RESPIRE	100%	98%	100%	99%				
HOME DEL MEALS	94%	97%	88%	82%	87%	87%	92%	89%
DME	91%	94%	93%	91%	94%	96%	97%	98%
PHARMACY	98%	97%	97%	98%	98%	96%	96%	96%
TRANSPORTATION	99%	98%	99.5%	98%	99%	99%	99%	98%

Percentage of Returned:

2010 HCBS SERVICES

We sent out 551 Surveys to HCBS members with a return of 208-**38% Returned**

2009 HCBS SERVICES

We sent out 545 Surveys to HCBS members with a return of 257-**48% Returned**

2008 HCBS SERVICES

We sent out 571 Surveys to HCBS members with a return of 248-**43% Returned**

2007 HCBS SERVICES

We sent out 529 Surveys to HCBS members with a return of 212-**40% Returned**

2006 HCBS SERVICES

We sent out 531 Surveys to HCBS members with a return of 230-**43% Returned**

2005 HCBS SERVICES

We sent out 563 Surveys to HCBS members with a return of 264-**47% Returned**

2004 HCBS SERVICES

We sent out 461 Surveys to HCBS members with a return of 253-**55% Returned**

NURSING FACILITY SERVICES SATISFACTION SURVEY RESULTS

SATISFACTION %	2010	2009	2008	2007	2006	2005	2004	2003
CASE MANAGER	94%	94%	94%	97%	95%	95%	94%	98%
PCP	94%	95%	97%	92%	92%	90%	90%	91%
FACILITY	92%	94%	95%	93%	92%	92%	90%	93%

Percentage of returned:

2010 NURSING FACILITY SERVICES

We sent out 348 Surveys to HCBS members with a return of 112-**32% Returned**

2009 NURSING FACILITY SERVICES

We sent out 366 Surveys to Nursing Facility members with a return of 120- **33% Returned**

2008 NURSING FACILITY SERVICES

We sent out 320 Surveys to Nursing Facility members with a return of 103-**32% Returned**

2007 NURSING FACILITY SERVICES

We sent out 291 Surveys to Nursing Facility members with a return of 98-**34% Returned**

2006 NURSING FACILITY SERVICES

We sent out 353 Surveys to Nursing Facility members with a return of 106-**30% Returned**

2005 NURSING FACILITY SERVICES

We sent out 373 Surveys to Nursing Facility members with a return of 90-**24% Returned**

2004 NURSING FACILITY SERVICES

We sent out 376 Surveys to Nursing Facility members with a return of 133-**35% Returned**

2003 NURSING FACILITY SERVICES

We sent out 407 Surveys to Nursing Facility members with a return of 81-**20% Returned**

PROVDER SATISFACTION SURVEY RESULTS

SATISFACTION %	2010	2009	2008	2007	2006	2005	2004	2003
ADMIN	96%	92%	96%	94%	97%	93%	97%	91%
MEM/PROV RELATIONS/CONTRACTS	95%	95%	93%	98%	98%	97%	93%	87%
FINANCE	93%	95%	91%	97%	95%	94%	95%	90%
CASE MANAGEMENT	96%	98%	94%	99%	98%	97%	98%	98%
M/UM	95%	98%	97%	95%	97%	91%	97%	94%

Percentage of returned:

2010: Administration – 36% Returned; Mem/Prov Relations-Contracts – 31% Returned; Finance – 31% Returned; Case Management – 32% Returned; Medical/Utilization – 32% Returned

2009: Administration – 31% Returned; Mem/Prov Relations-Contracts – 26% Returned; Finance – 25% Returned; Case Management – 24% Returned; Medical/Utilization – 21% Returned

2008: Administration – 46%Returned; Mem/Prov Relations-Contracts –32% Returned; Finance – 26% Returned; Case Management – 27% Returned; M/UM – 17% Returned

2007: Administration – 45%Returned; Contracts – 41% Returned; Finance – 34% Returned; Case Management – 26% Returned; M/UM – 22% Returned

2006: Administration - 36%Returned; Contracts – 29% Returned; Finance – 29% Returned; Case Management – 30% Returned; M/UM – 19% Returned

2005: Administration - 47%Returned; Contracts – 34% Returned; Finance – 32% Returned; Case Management – 26% Returned; M/UM – 34% Returned

2004: Administration - 48%Returned; Contracts – 38% Returned; Finance – 44% Returned; Case Management – 38% Returned; M/UM – 35% Returned

2003: Administration - 37%Returned; Contracts – 34% Returned; Finance – 52% Returned; Case Management – 30% Returned; M/UM – 25% Returned