

THE 2009 MEMBER SURVEY RESULTS ARE IN

BlueCross BlueShield of Tennessee conducts the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey every year to measure our members' experiences with our health plan and the providers we make available through the plan. This survey is also used as part of our National Committee for Quality Assurance (NCQA) accreditation process, to which we attained an "Excellent" accreditation level in 2009. We want to thank those of you who participated in the survey.

The 2009 CAHPS survey was conducted from February through May 2009. A total of 590 completed surveys were obtained, yielding a 42 percent response rate. BlueCross BlueShield of Tennessee was one of 180 Commercial Preferred Provider Organization (PPO) plans nationwide that participated in the survey. This summary highlights the results of the survey for BlueCross BlueShield of Tennessee.

We scored better than 75% of all Commercial PPO plans nationwide on six of the nine CAHPS measures NCQA uses for health plan accreditation. These measures include:

- Overall Rating of the Health Plan
- Overall Rating of All Health Care
- Overall Rating of Specialist Seen Most Often
- Getting Needed Care
- Customer Service
- Claims Processing

On Customer Service and Claims Processing, we scored better than 90% of all Commercial PPO plans nationwide!

Although our overall performance for the 2009 CAHPS survey was excellent, there are opportunities for improvement with the following measures:

- Rating of Personal Doctor
- How Well Doctors Communicate
- Getting Care Quickly

We are actively addressing these opportunities in 2010 and hope that our quality improvement initiatives will lead to better experiences for our members in these areas. The information received from the CAHPS survey will continue to help us improve our services to you.