

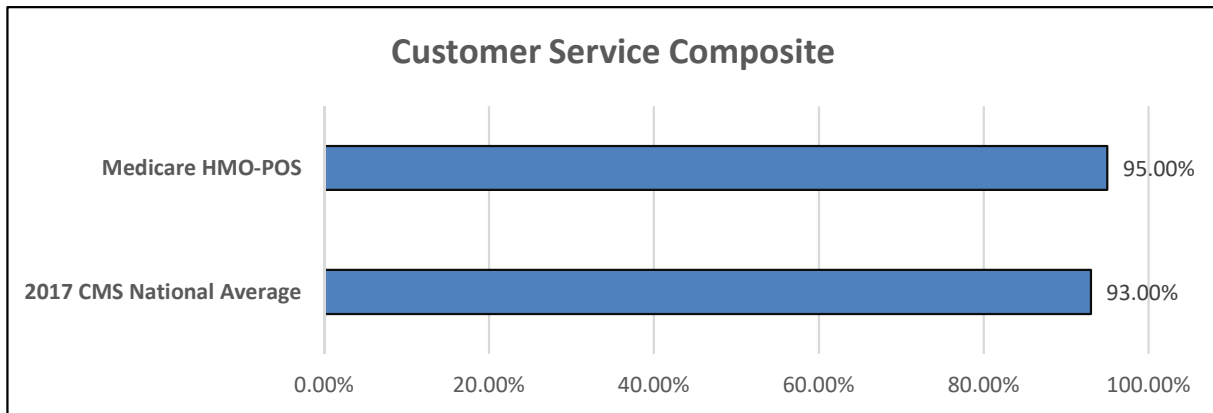
Customer Service - Medicare HMO-POS Results

Customer Service Composite

The percentage of members who responded "usually" or "always" to the following customer service components.

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

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



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