

We, at Aetna Better Health Premier Plan, care about you and the care you receive from your doctors. We want to make sure that you receive the best care. In order for us to know what we can improve on, we want to hear it first hand from you, our members.

Soon you will be receiving a CAHPS® survey. It is a member satisfaction survey that tells us how we and our doctors are doing. The results of the survey help us make improvements to our health plan. It is our goal that 100% of our members are happy with the services and benefits they receive from Aetna Better Health Premier Plan.

We want to make sure that:

- **YOU get the needed care** such as tests or treatments or scheduling of appointments with a specialist as soon as you needed it.
- **YOU get appointments and care quickly** for regular check-up visits or sick visits and that you are seen within 15 minutes of your appointment time.
- **YOUR doctors communicate well with you** and explain things in a way that is easy to understand. We want to make sure that doctors spend enough time with you, listen to and respect what you have to say.
- **YOUR doctors have all your medical information** during your visits and follow up with you on results of any tests you may have had and discuss your medications with you. We want to make sure that your doctors also help you coordinate any care you need with other doctors or specialists.
- YOU receive great **customer service and are treated with courtesy and respect** by the Aetna Better Health Premier Plan's staff.
- YOU have **received reminders about your prescriptions** from either your doctor or your pharmacy.
- **YOU get your needed prescriptions.**
- **YOU** receive the **annual flu vaccine** along with information about the benefits of the vaccine.
- That **YOU rate the health care quality** based on **all** services that you have received in the prior 6 months of the survey.
- That **YOU rate the drug plan** based on your experience with pharmacies that you use under your Aetna Better Health Premier Plan benefits.
- That **YOU rate the health plan**, Aetna Better Health Premier Plan, based on the customer service, health care services and any other

If you have questions call our Member Services department and one of our staff members will be happy to further assist you.