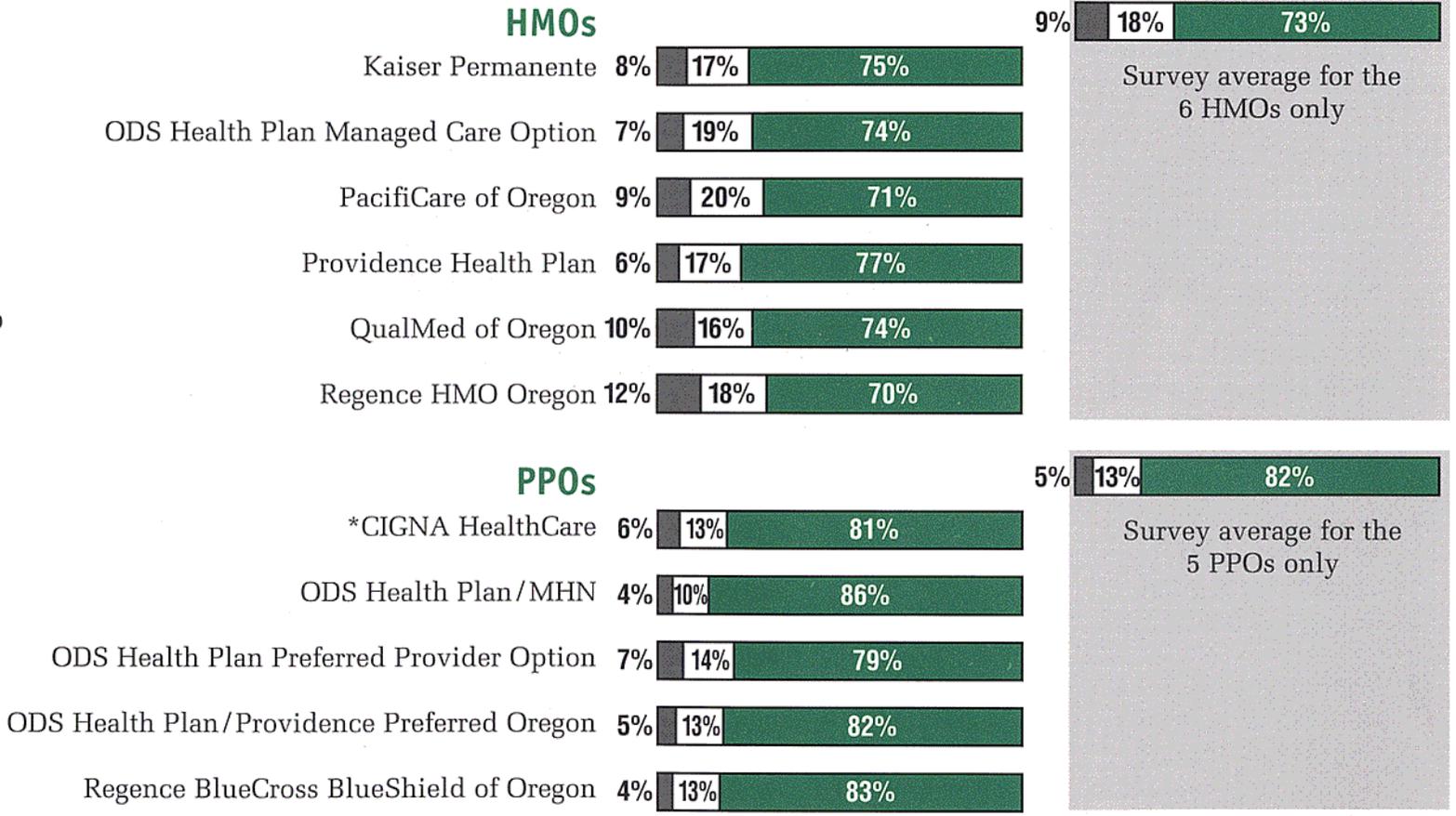
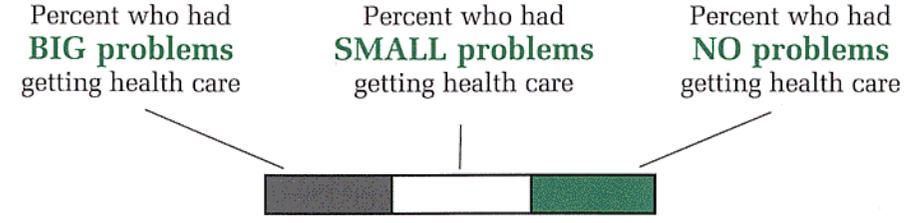


The Oregon Coalition of Health Care Purchasers' 1999 Commercial CAHPS Report "Health Plan Quality from the Consumer's Point of View" shows average scores for PPOs and HMOs as well as total average for all plans. Provided by Oregon Coalition of Health Care Purchasers

Getting health care

The bar graphs show, on average, what percentage of people had problems in the last 12 months with:

- Finding a personal doctor or nurse
- Getting a referral to a specialist that they wanted to see
- Getting the care they and their doctor believed necessary
- Getting care approved by the health plan without delays



*Survey responses for CIGNA HealthCare should be compared with caution because the sample for CIGNA HealthCare was Tektronix employees only. Samples for all other health plans included employees from companies with more than 25 employees.