

AVERAGE SCORES BY INSURANCE PROVIDER

Health Care Provider (n)*	Overall Satisfaction	Ease Of Contact	Timeliness Of Appointments	Sufficient Appointment Durations	Access To Specialists	Major Diagnostic Tests	Lab Test Authorizations	Insurance Problems	Hospitalized Care	Primary Physician Continuity
Anthem Blue Cross Plus PPO Average Scores (51)	3.29	3.55	3.84	3.29	3.20	3.31	2.39	3.29	1.69	3.08
Anthem Blue Cross PPO Average Scores (16)	3.06	3.50	3.94	3.50	2.81	2.81	2.56	3.31	2.19	3.06
Health Net Average Scores (75)	3.76	3.64	4.09	3.31	3.36	2.79	2.93	3.31	1.45	3.29
Kaiser Average Scores (10)	3.90	4.80	4.80	4.30	3.80	3.10	3.70	2.00	4.00	3.70

AVERAGE SCORES BY HEALTH CARE SITE

Health Care Location (n)	Overall Satisfaction	Ease Of Contact	Timeliness Of Appointments	Sufficient Appointment Durations	Access To Specialists	Major Diagnostic Tests	Lab Test Authorizations	Insurance Problems	Hospitalized Care	Primary Physician Continuity
Kaiser Average Scores (10)	3.90	4.80	4.80	4.30	3.80	3.10	3.70	2.00	4.00	3.70
Scripps Average Scores (29)	3.93	3.97	4.14	3.76	3.55	3.21	3.21	3.86	1.52	4.07
Sharp Average Scores (3)	5.00	3.00	4.33	4.33	4.33	2.67	4.67	3.00	5.00	5.00
UCSD Average Scores (105)	3.41	3.54	3.99	3.17	3.10	2.93	2.50	3.14	1.61	2.91

scores range from 1 very satisfied and 7 very dissatisfied

*n refers to number of questionnaires returned