

EXHIBIT 2. 2013 MERCY CARE PLAN CHILD MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures* <small>Measures marked <i>NT/NPR</i> are not trendable and are not publicly reportable by NCQA in HEDIS</small>	2013 Plan Rate	Difference** between 2013 Plan Rate and...			2013 NCQA Accreditation	
		2012 Plan Rate	2013 CSS Child Medicaid Average	2012 NCQA Child Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	91.07%	1.47%	3.14% ↘	4.61% ↘	2.6893	90th
Rating of Specialist Seen Most Often	82.11%	2.11%	-2.58%	-0.24%	2.5853	50th
Rating of All Health Care	88.02%	2.89%	4.16% ↘	4.97% ↘	2.6267	90th
Rating of Health Plan	90.75%	2.85%	7.38% ↘	7.01% ↘	2.7226	90th
Composite Measures						
Getting Needed Care	83.03%	0.14%	-2.33%	3.71%	2.4142	50th
Getting Care Quickly	88.15%	-0.12%	-2.45%	0.83%	2.6077	50th
How Well Doctors Communicate	92.82%	0.30%	-0.43%	1.00%	2.6903	50th
Customer Service	87.88%	3.37%	0.32%	4.86%	2.5100	75th
Shared Decision Making [NT/NPR]	51.77%	No data	-0.95%	No data	2.2237	Not scored
Additional Content Areas						
Health Promotion and Education [NT/NPR]	77.40%	No data***	5.51% ↘	No data***	2.5479	Not scored
Coordination of Care	81.77%	3.51%	0.20%	2.06%	2.4143	Not scored

EXHIBIT 2. 2013 MERCY CARE PLAN ADULT MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures* <small>Measures marked <i>NT/NPR</i> are not trendable and are not publicly reportable by NCQA in HEDIS</small>	2013 Plan Rate	Difference** between 2013 Plan Rate and...			2013 NCQA Accreditation	
		2012 Plan Rate	2013 CSS Adult Medicaid Average	2012 NCQA Adult Medicaid National Average, All LOBs	Mean	Percentile for Accreditation
Ratings						
Rating of Personal Doctor	72.86%	-3.44%	-5.75% ↘	-4.26% ↘	2.3718	below 25th
Rating of Specialist Seen Most Often	78.47%	-1.21%	0.16%	0.81%	2.4545	50th
Rating of All Health Care	72.16%	0.07%	0.66%	2.26%	2.3351	50th
Rating of Health Plan	76.12%	-0.75%	3.63%	2.63%	2.4571	75th
Composite Measures						
Getting Needed Care	83.96%	4.69%	1.71%	8.39% ↘	2.3894	75th
Getting Care Quickly	81.79%	1.53%	-1.04%	1.42%	2.3647	25th
How Well Doctors Communicate	87.37%	-1.25%	-3.19% ↘	-0.45%	2.5182	25th
Customer Service	87.30%	3.42%	2.01%	6.88% ↘	2.4947	75th
Shared Decision Making [NT/NPR]	47.20%	No data	-4.04%	No data***	2.1991	Not scored
Additional Content Areas						
Health Promotion and Education [NT/NPR]	74.80%	No data***	0.51%	No data***	2.4959	Not scored
Coordination of Care	73.53%	1.57%	-5.60%	-3.99%	2.1323	Not scored