

APWU Health Plan Top Ratings in High Option Member Satisfaction Survey

The APWU Health Plan received top ratings in the 2008 Member Satisfaction Survey.

High Option Members reported on their experience with the APWU Health Plan during the previous 12 months. They were asked to report on various parts of the Plan's performance, from customer service to the quality of the health care they received.

The following is a summary of Member Satisfaction Survey results:

<u>Category</u>	<u>Percentage</u>
* Overall performance of the Health Plan	82.3%
* All healthcare received	83.5%
* Customer Service	84.4%
* Claims Processing	92.1%
* Getting needed care	92.0%
* Getting care quickly	92.2%



We're working every day to ensure your complete satisfaction with APWU Health Plan



APWU Health Plan - Live Life Well

