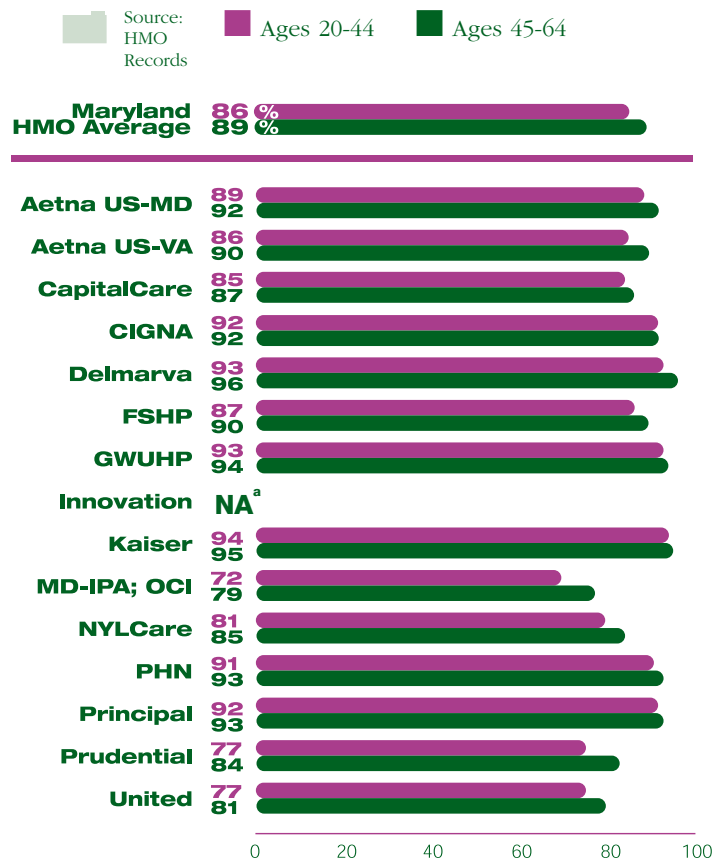


Portion of Adults Seen by a Provider

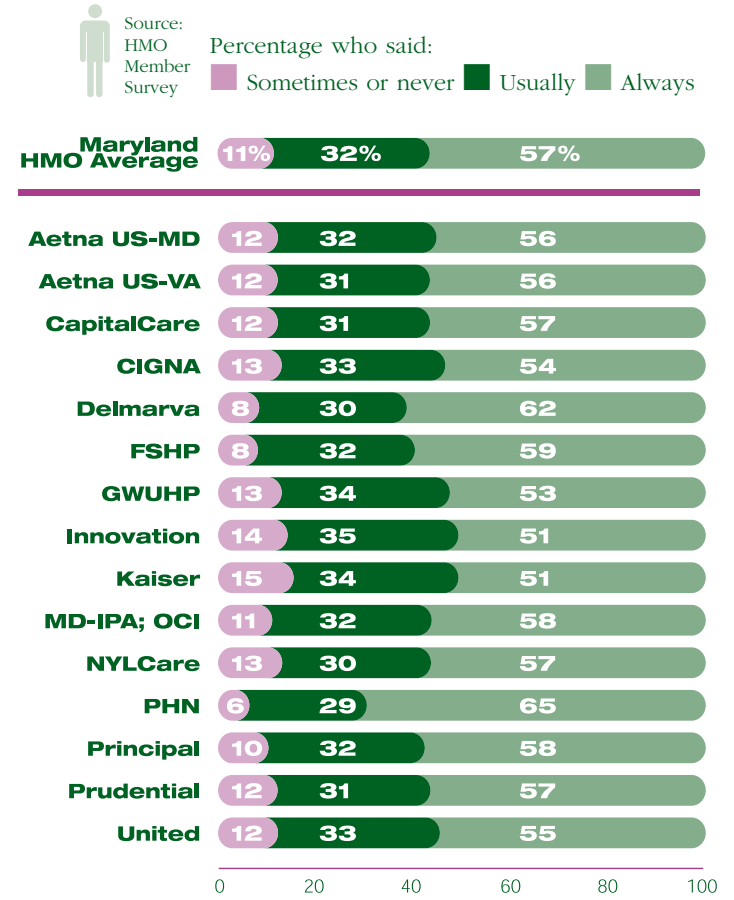
Even healthy members need to see a provider periodically to ensure medical problems are prevented or treated as early as possible. This graph shows the percentage of adult HMO members who had an ambulatory or preventive care visit in the past three years.



How Often Doctors Communicated Well

Members were surveyed and asked how often their doctor or other health provider:

- ▼ Listened to them carefully
- ▼ Explained things in a way they could understand
- ▼ Showed respect for what they had to say
- ▼ Spent enough time with them



The "Comparing the Quality of Maryland HMOs" 1999 consumer guide displays icons with each measure that indicate the source of data: HMO Member Survey or HMO Records. Provided by Maryland Health Care Commission

^a Not available. The HMO could not report this number because an insufficient number of members were included in the rate to allow for plan comparisons.

Note: Numbers may not add up to 100% due to rounding.