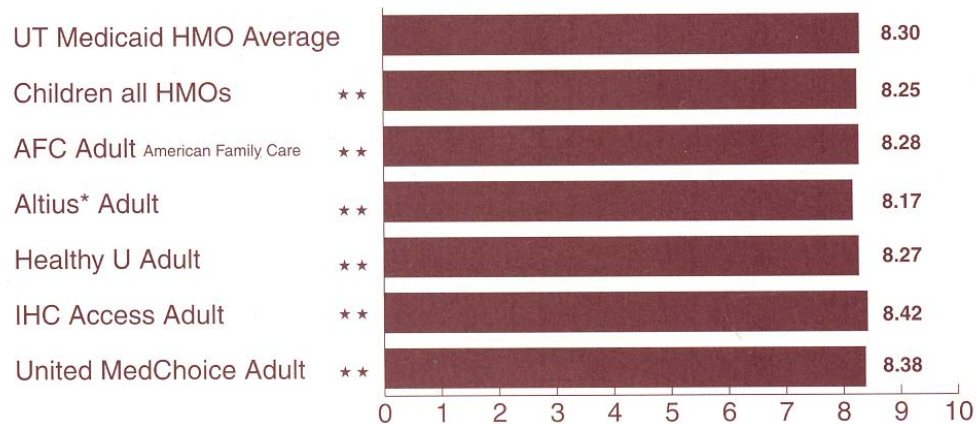


## How people rated their HMO

The graph below shows answers to a question asking HMO clients with *special health care needs* how they would rate their HMO, using any number on a scale from:

0 = "worst HMO possible"  
to  
10 = "best HMO possible"

Overall, the average score of all Utah Medicaid HMOs was 8.3 on a scale from 0 to 10 (Top bar).

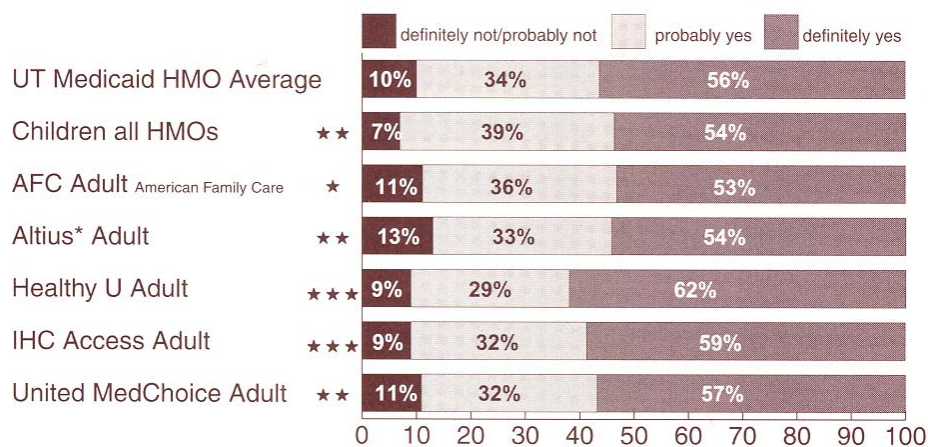


The Medicaid HMO members with *special health care needs* rated their HMO from 8.17 to 8.42.

## Recommending HMO to family or friends

The graph below shows answers to a question asking HMO clients with *special health care needs* whether they would recommend their HMO to family or friends.

On average, 56% said they would definitely recommend their HMO to family or friends (Top bar).



From 53% to 62% of members with *special health care needs* said they would definitely recommend their HMO to family or friends.

- \*\*\* Higher. HMO score is above the average for Utah Medicaid HMOs.
- \*\* Average. HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- \* Lower. HMO score is below the average for Utah Medicaid HMOs.

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