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## Medicaid Member Satisfaction Results Charts Fall 2003

Georgia Health Policy Center

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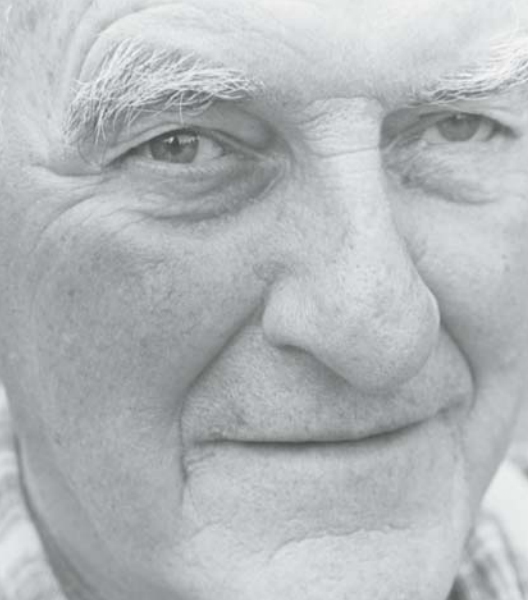
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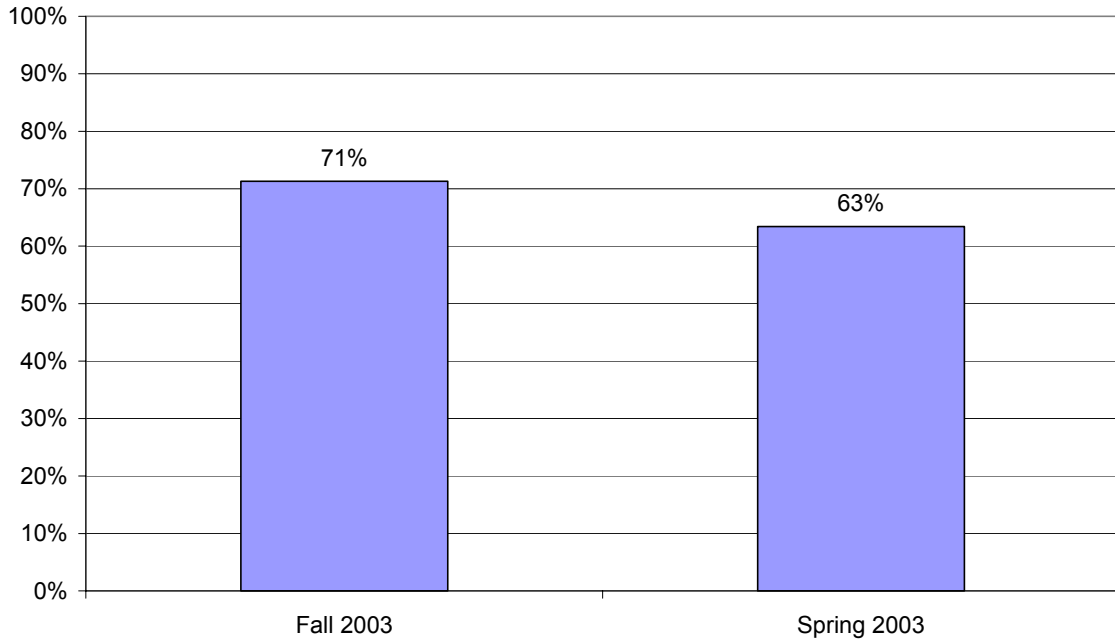
Georgia Health Policy Center, "Medicaid Member Satisfaction Results Charts Fall 2003" (2003). *GHPC Reports*. 15.

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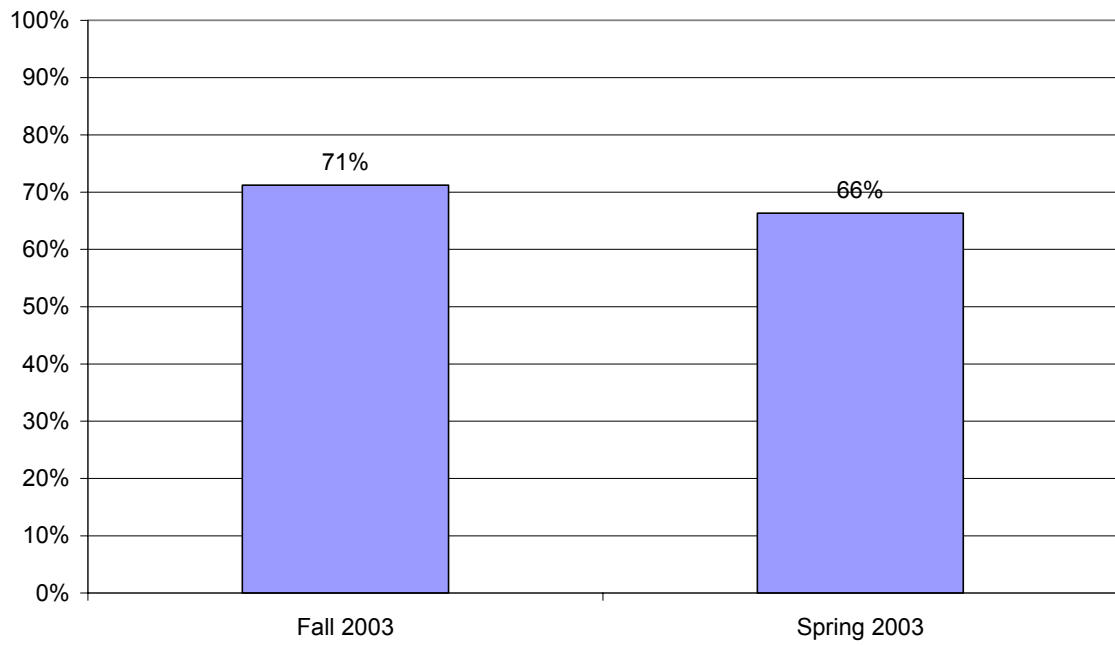
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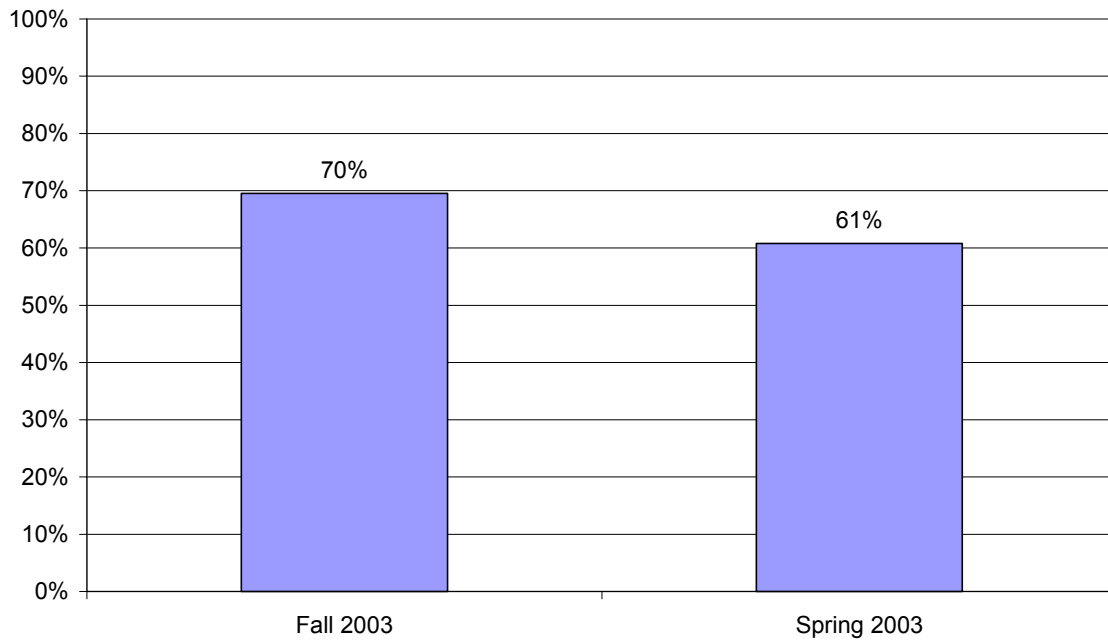
**Percent Reporting That The Automated Phone System Was "Easy" or "Very Easy" to Use**



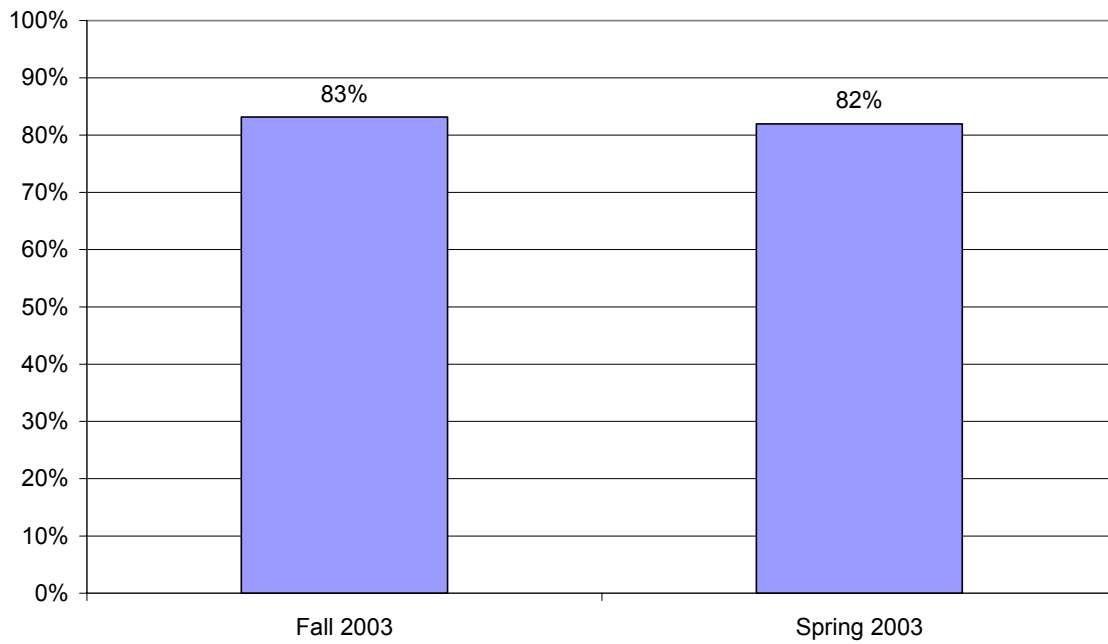
**Percent Reporting That The Automated Phone System "Always" Or "Often" Provider The Information Needed**



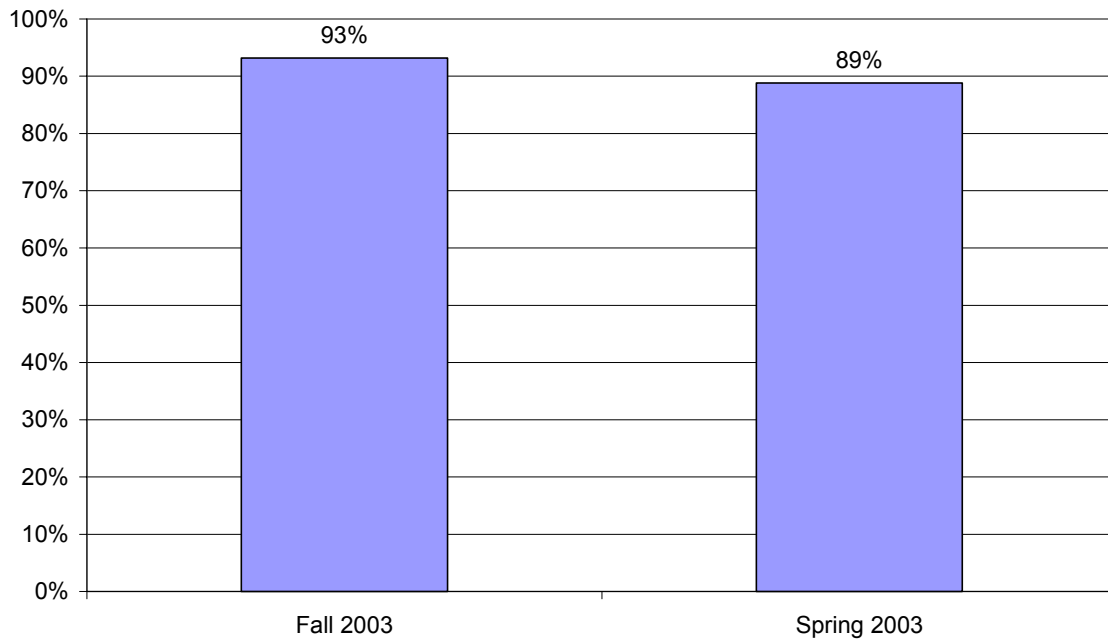
**Percent Reporting That A Customer Service Representative "Always" Or "Often" Came On The Line Quickly**



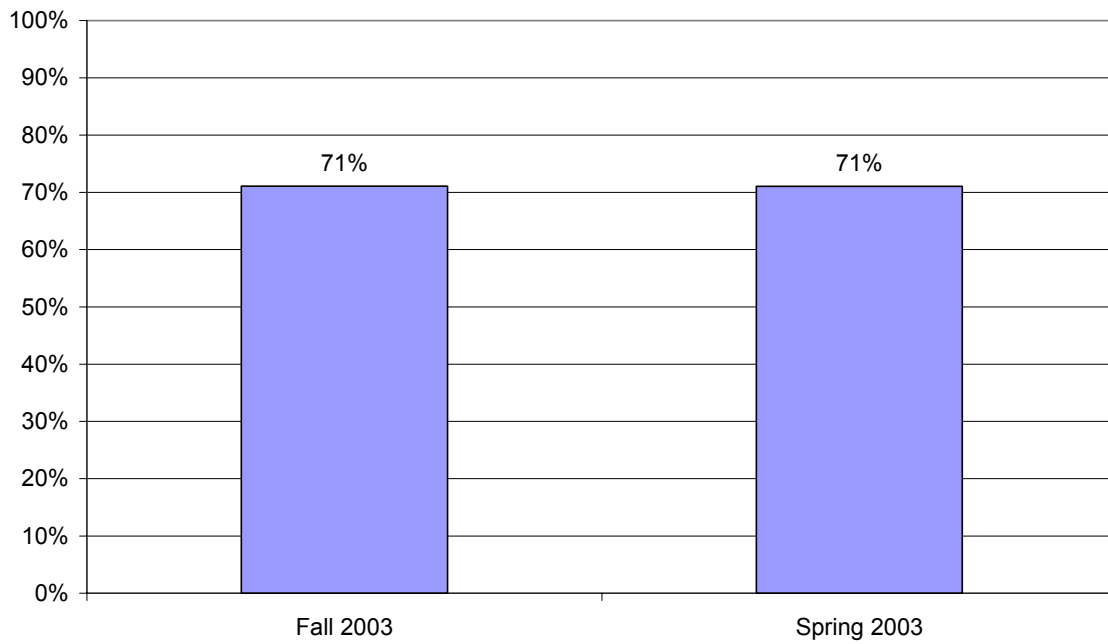
**Percent Reporting That The Customer Service Representative "Always" Or "Often" Provided The Information Needed**



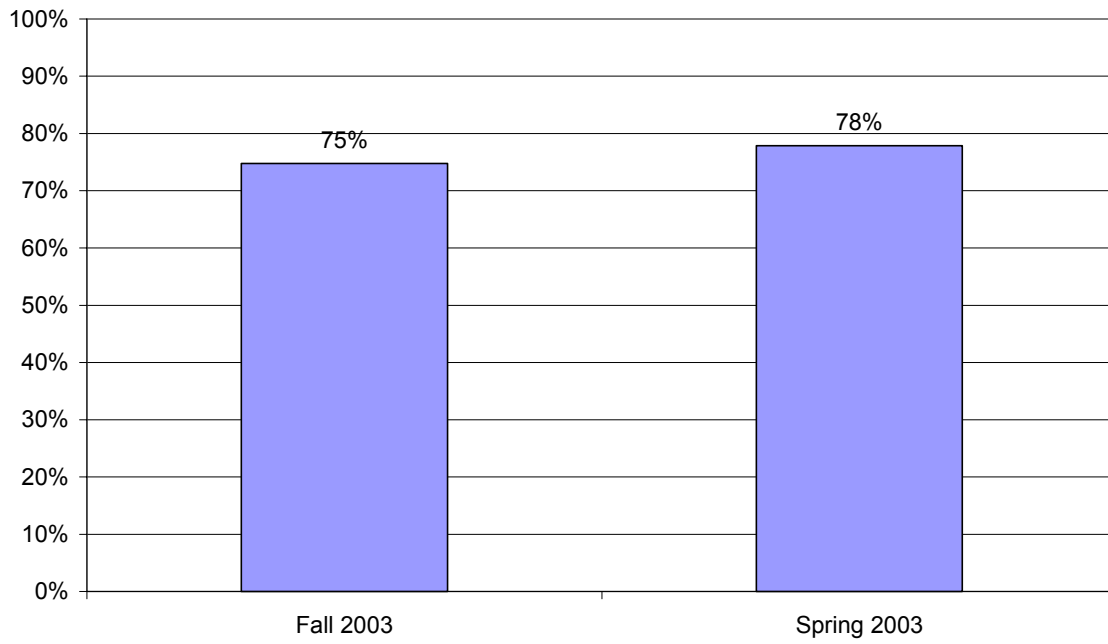
**Percent Reporting That The Customer Service Representative Was "Always" Or "Often" Courteous**



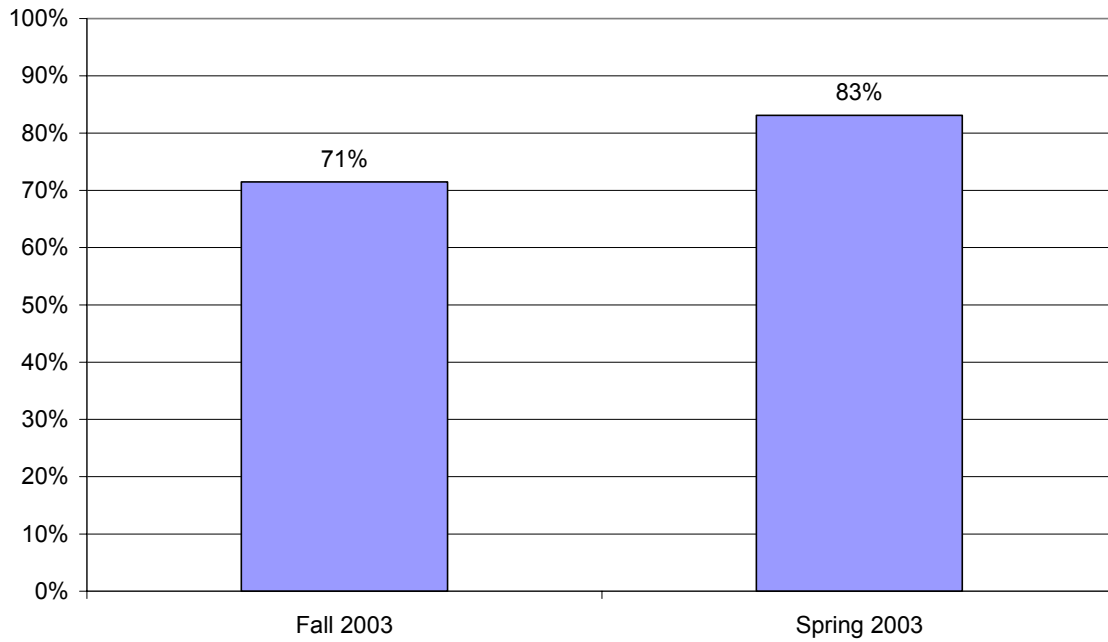
**Percent Reporting That Their Request For A New ID Card Was Processed "Quickly" Or "Very Quickly"**



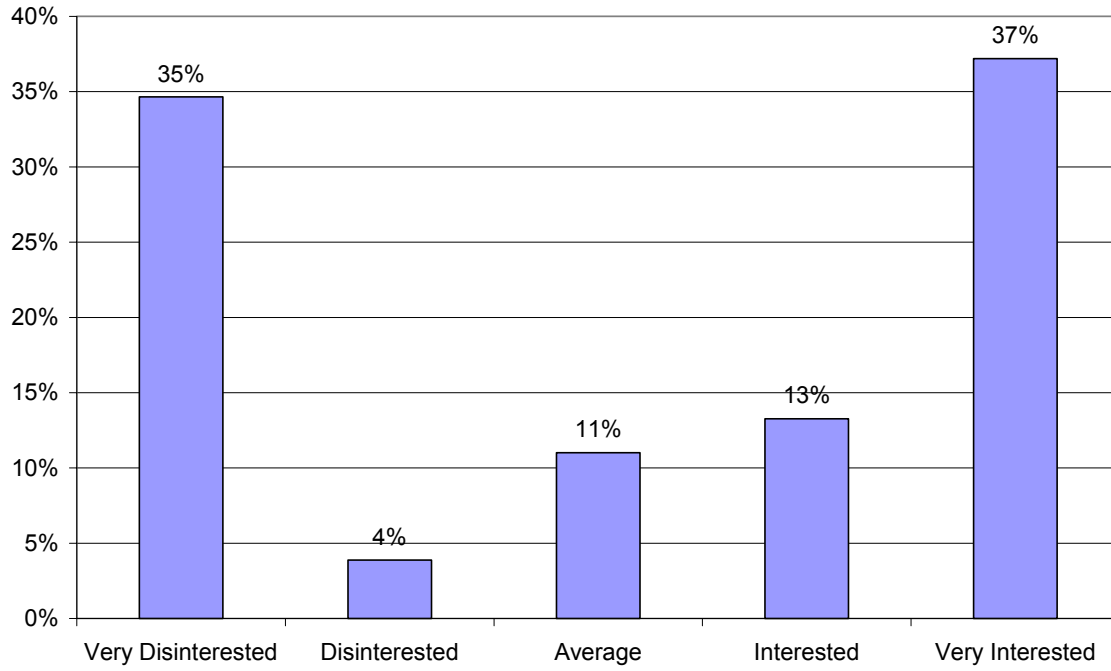
**Percent Reporting That It Was "Easy" Or "Very Easy" To Get Information About Doctors In Their Area**



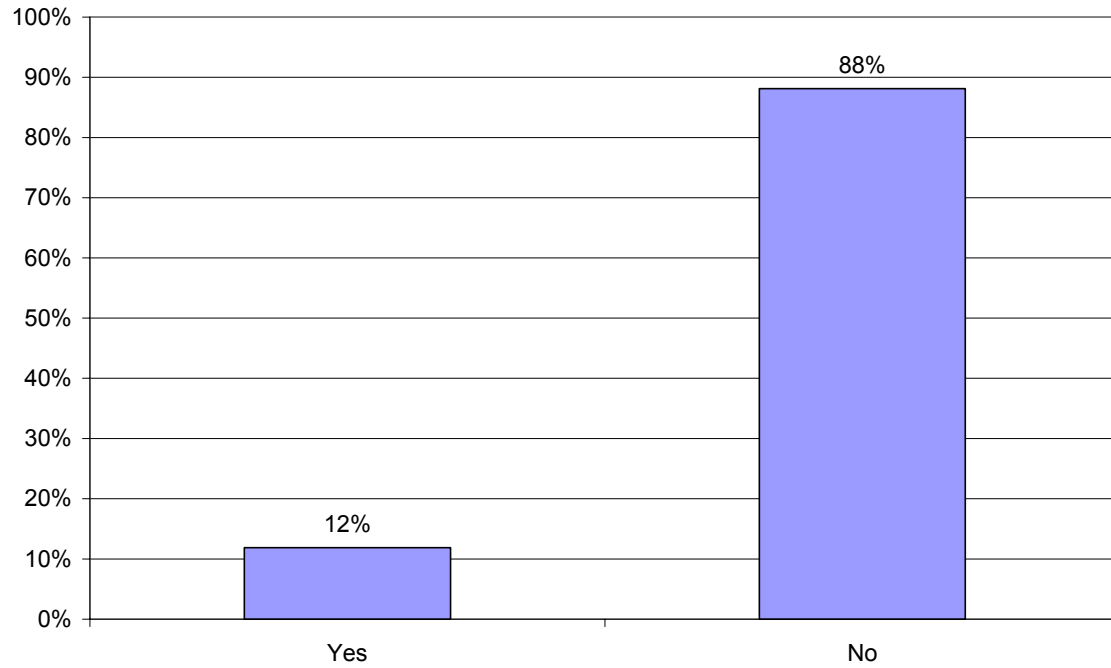
**Percent Reporting That The Overall Quality Of Customer Service They Received Was "Excellent" Or "Above Average"**



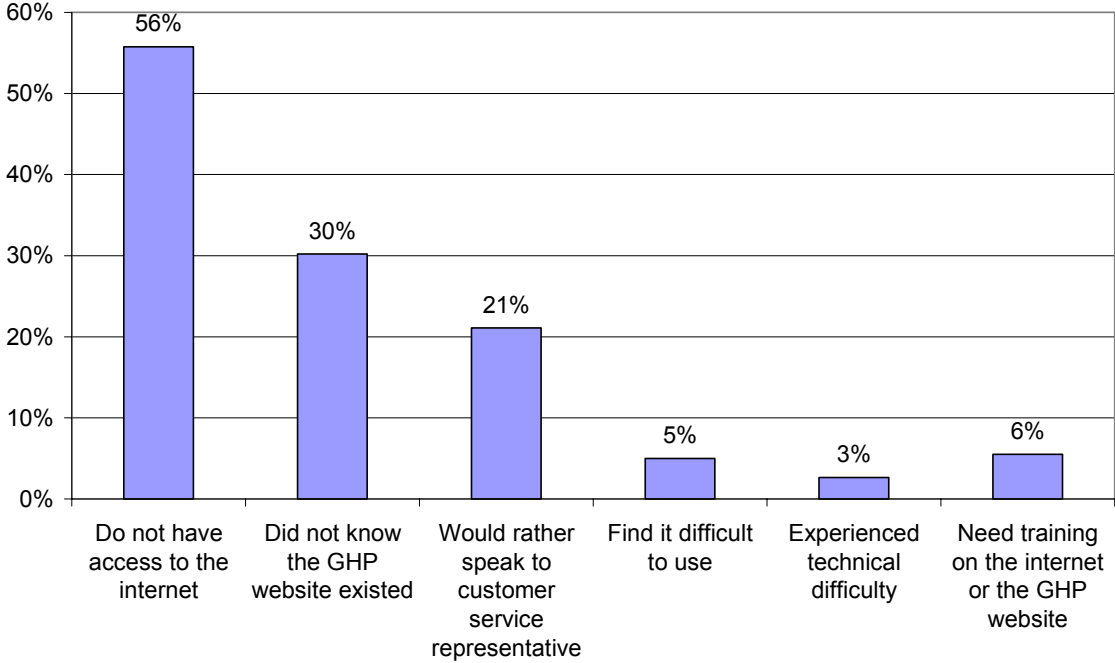
**Level Of Interest In Using The GHP Website In The Future, Fall 2003**



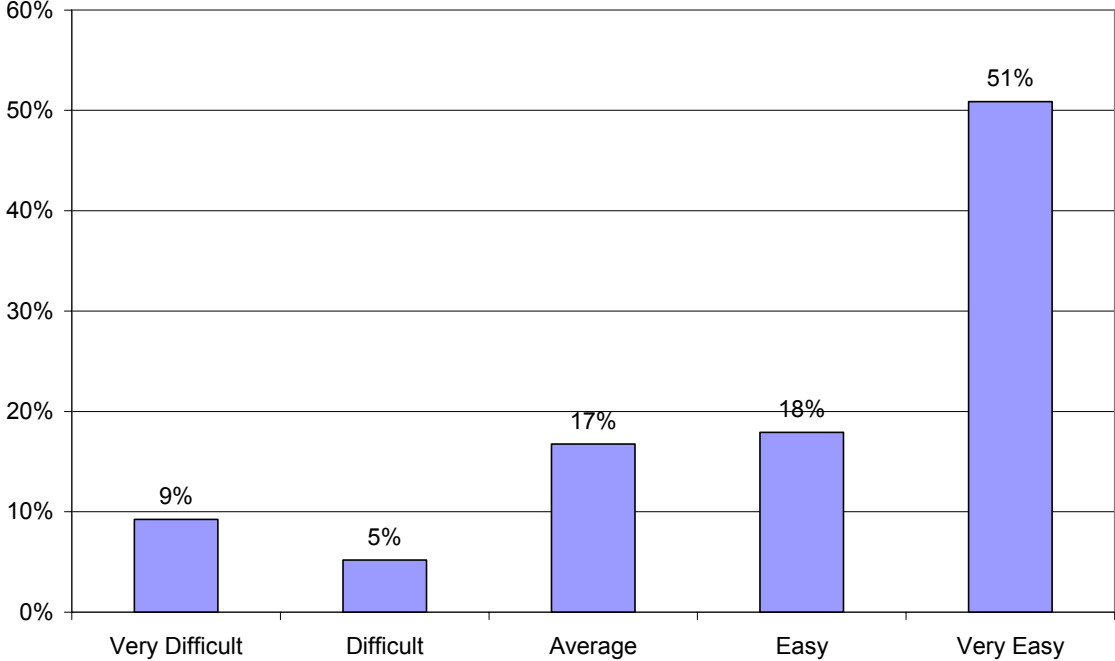
**Percent Reporting They Had Tried To Use The GHP Website, Fall 2003**



**Reported Reasons Why Members Did Not Use The GHP Website, Fall 2003**

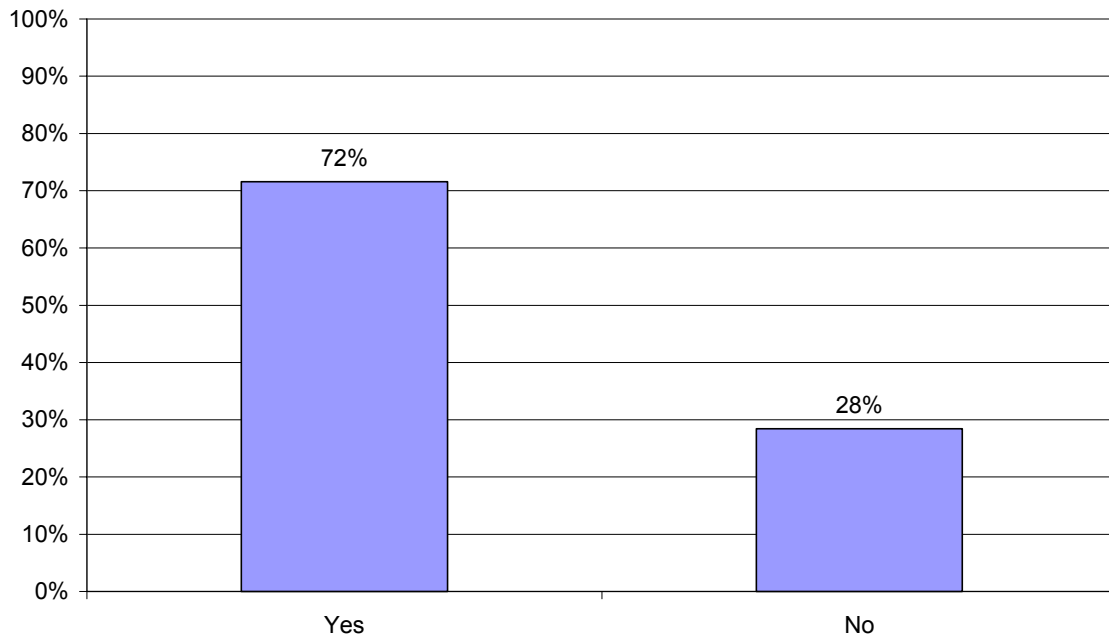


**GHP Website's Reported Ease Of Use By Website Users, Fall 2003**

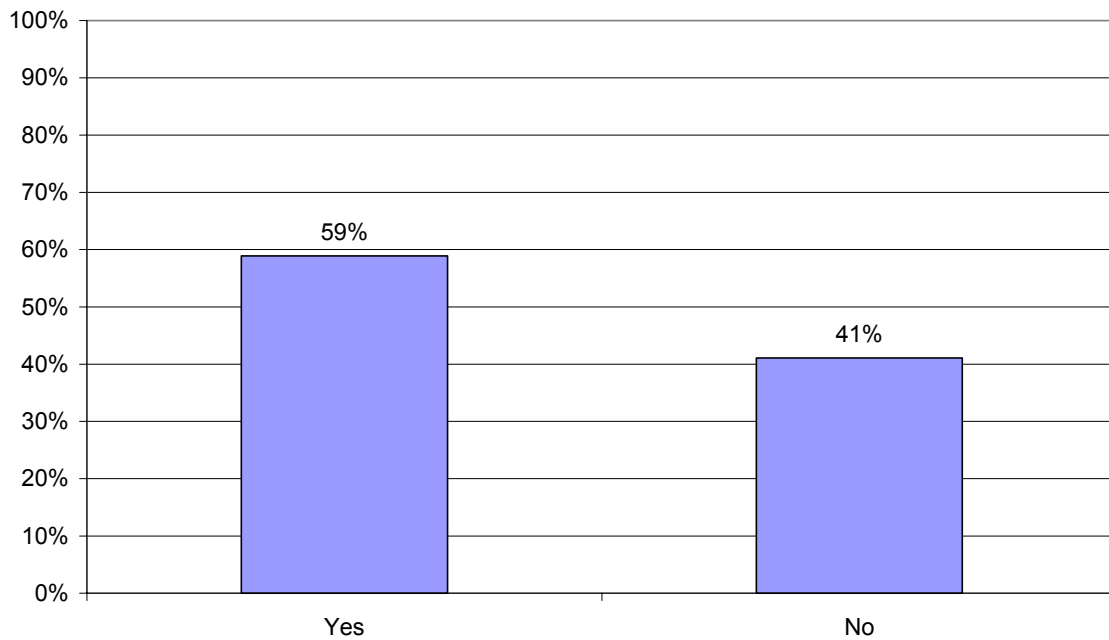




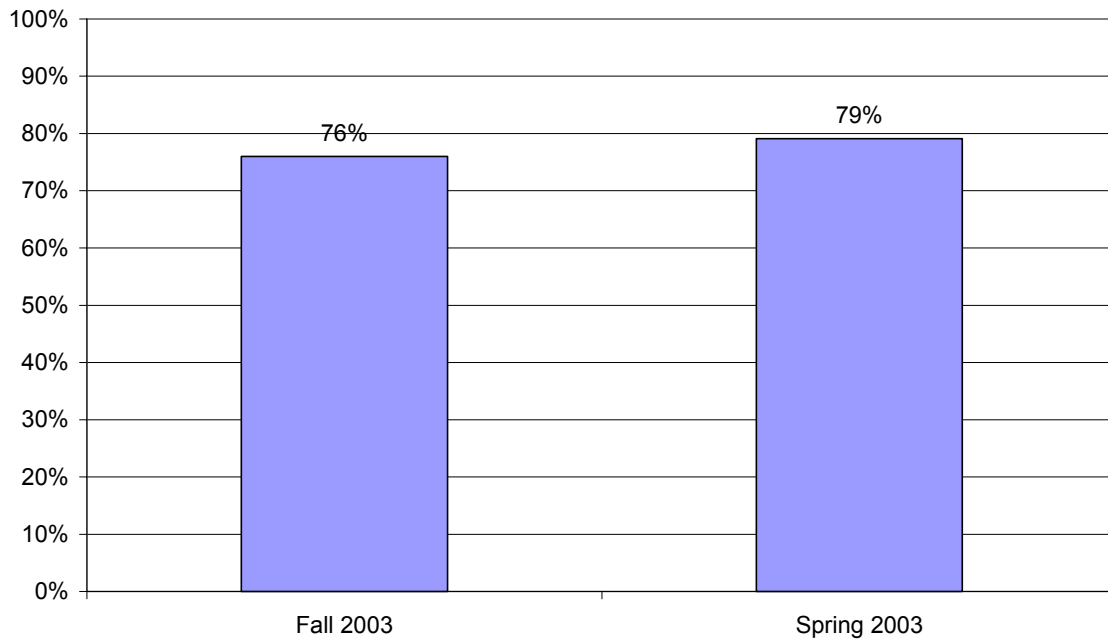
**Percent Of GHP Website Users Reporting That Website Provided The Information Needed, Fall 2003**



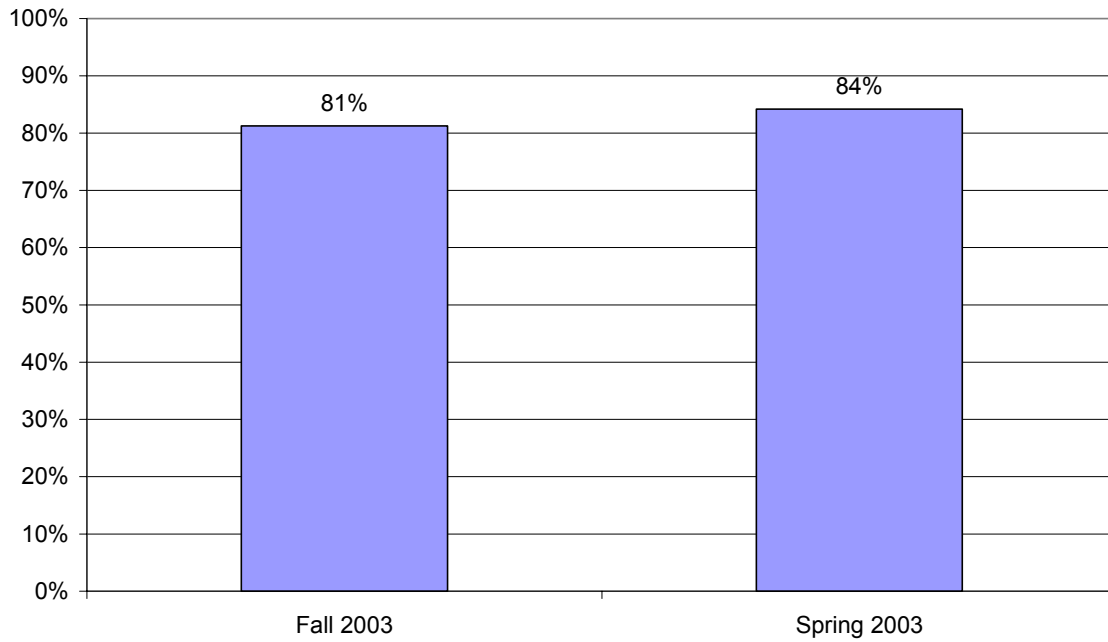
**Percent Of GHP Website Users Reporting They Used It To Search For Doctors In Their Area**



**Percent Reporting They "Always" Or "Often" Read Medicaid And PeachCare Informational And Reminder Brochures**



**Percent Reporting That Informational And Reminder Brochures Are "Helpful" Or "Very Helpful"**



**Percent Reporting That They Scheduled An Appointment Because Of  
Informational And Reminder Brochures**

