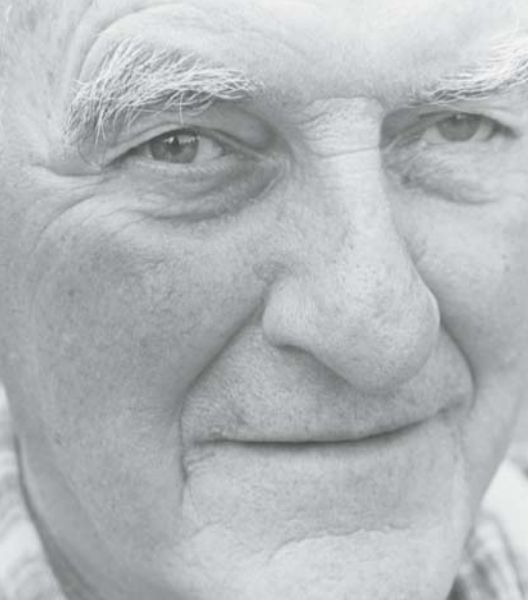


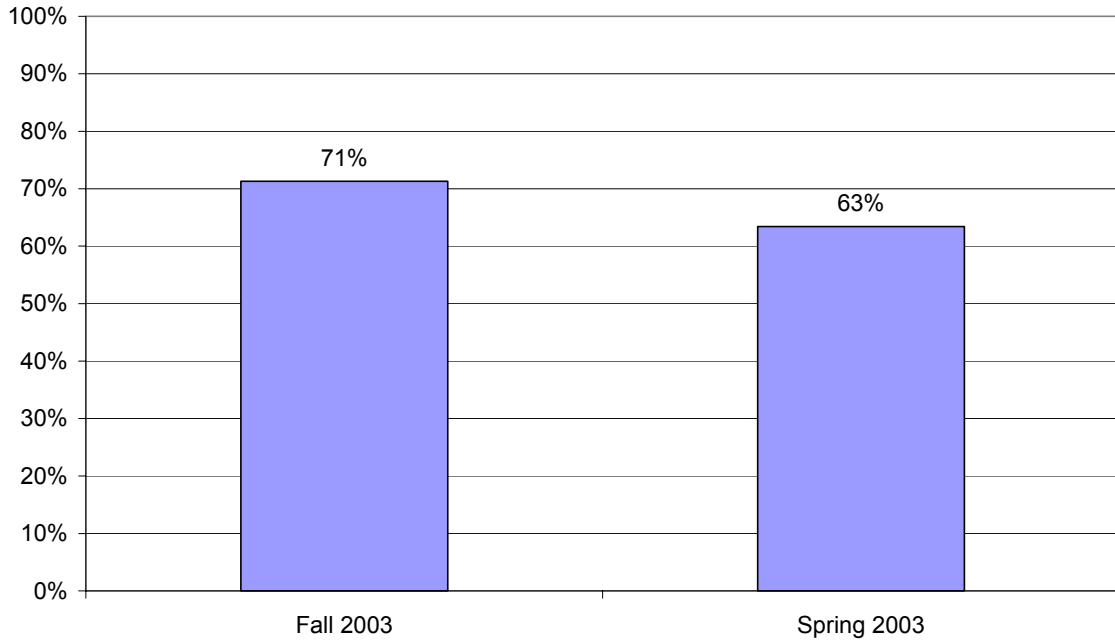
ScholarWorks@GSU

Medicaid Member Satisfaction Results Charts Fall 2003

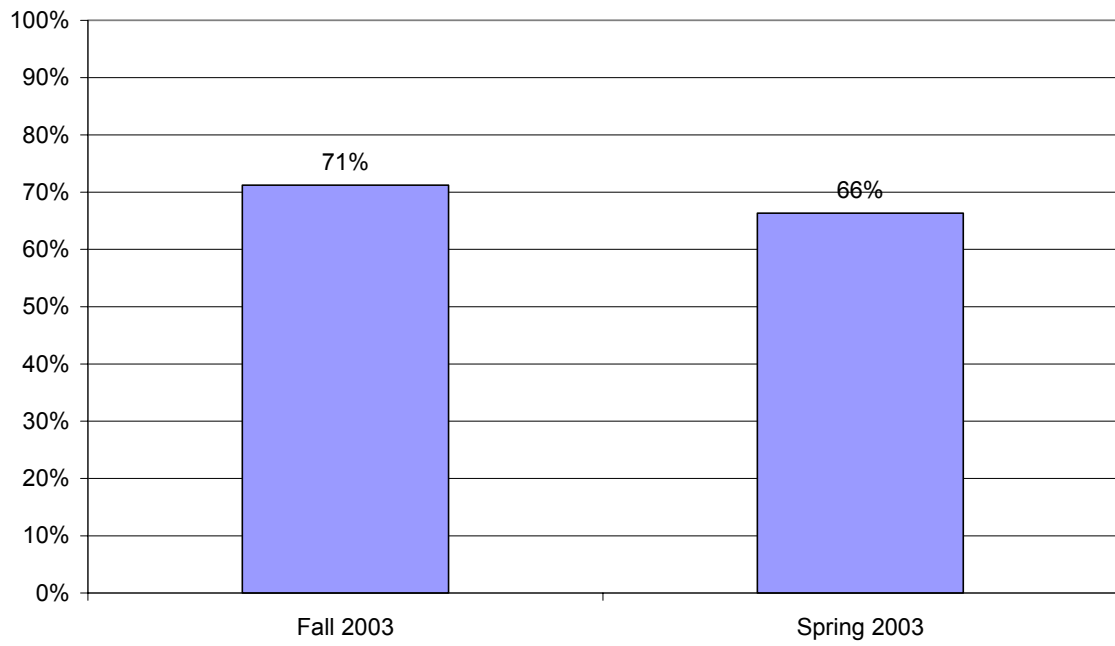
Citation	Georgia Health Policy Center. "Medicaid Member Satisfaction Results Charts Fall 2003". Georgia Health Policy Center, 2003. https://hdl.handle.net/20.500.14694/7144
Download date	2026-06-09 17:58:36
Link to Item	https://hdl.handle.net/20.500.14694/7144



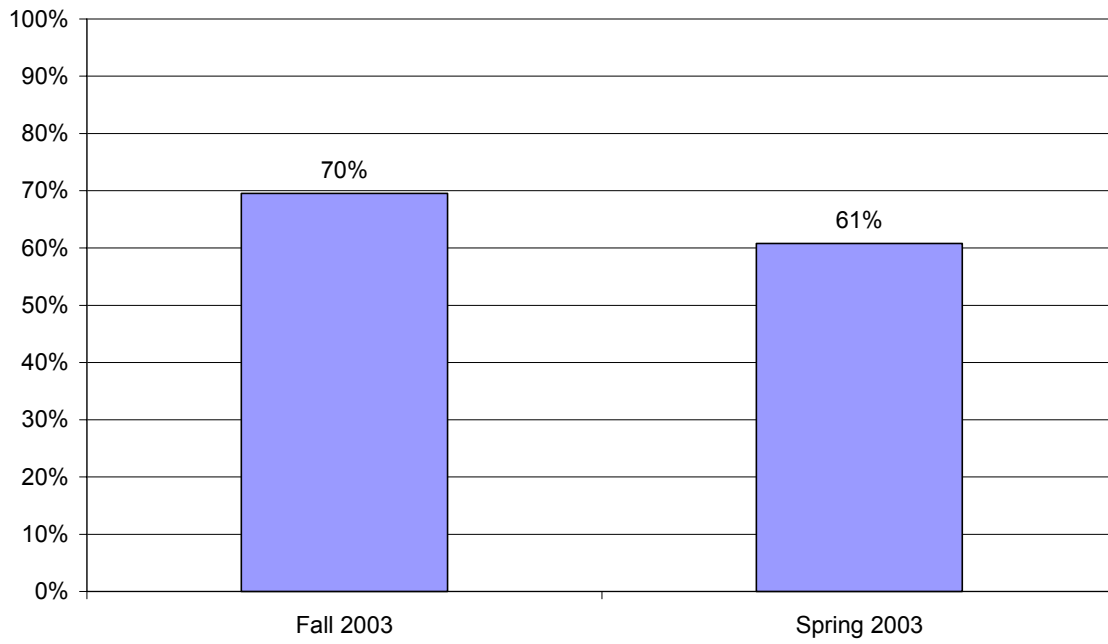
Percent Reporting That The Automated Phone System Was "Easy" or "Very Easy" to Use



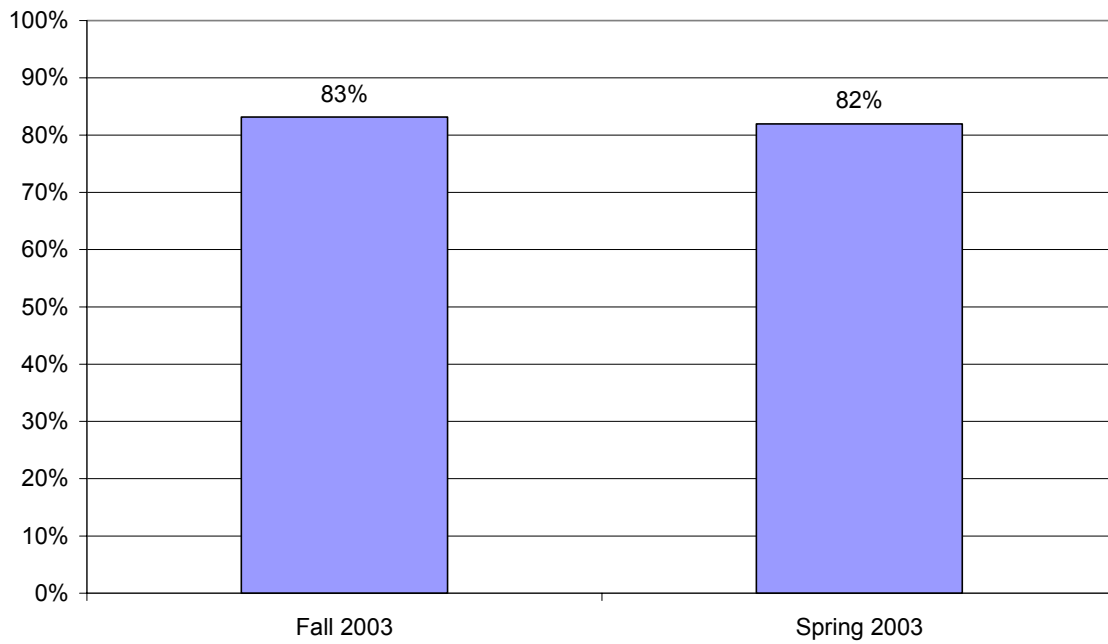
Percent Reporting That The Automated Phone System "Always" Or "Often" Provider The Information Needed



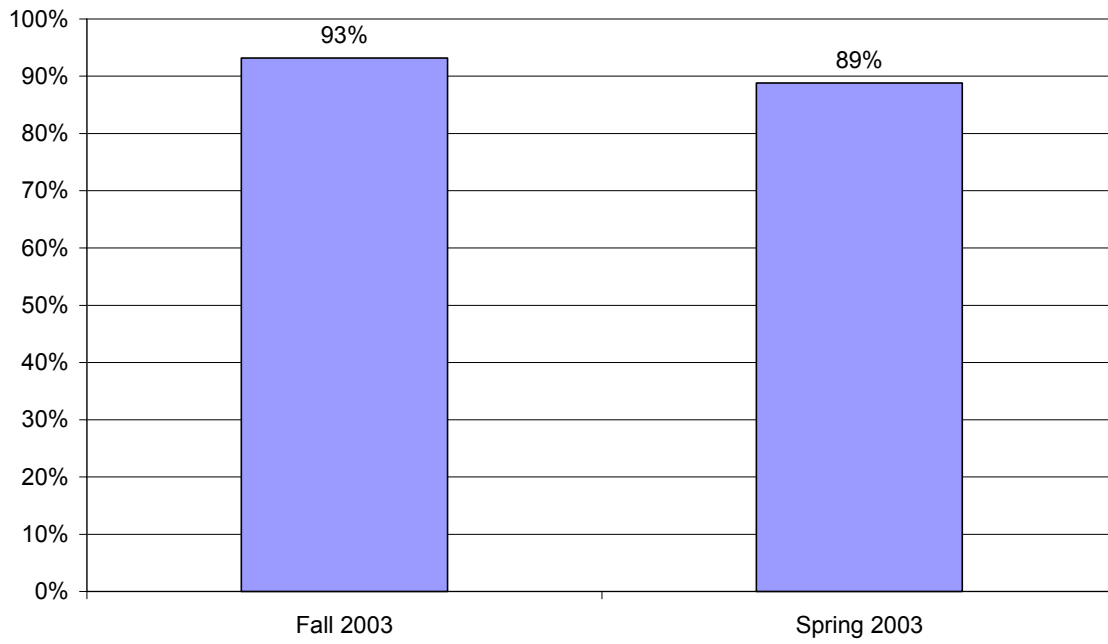
Percent Reporting That A Customer Service Representative "Always" Or "Often" Came On The Line Quickly



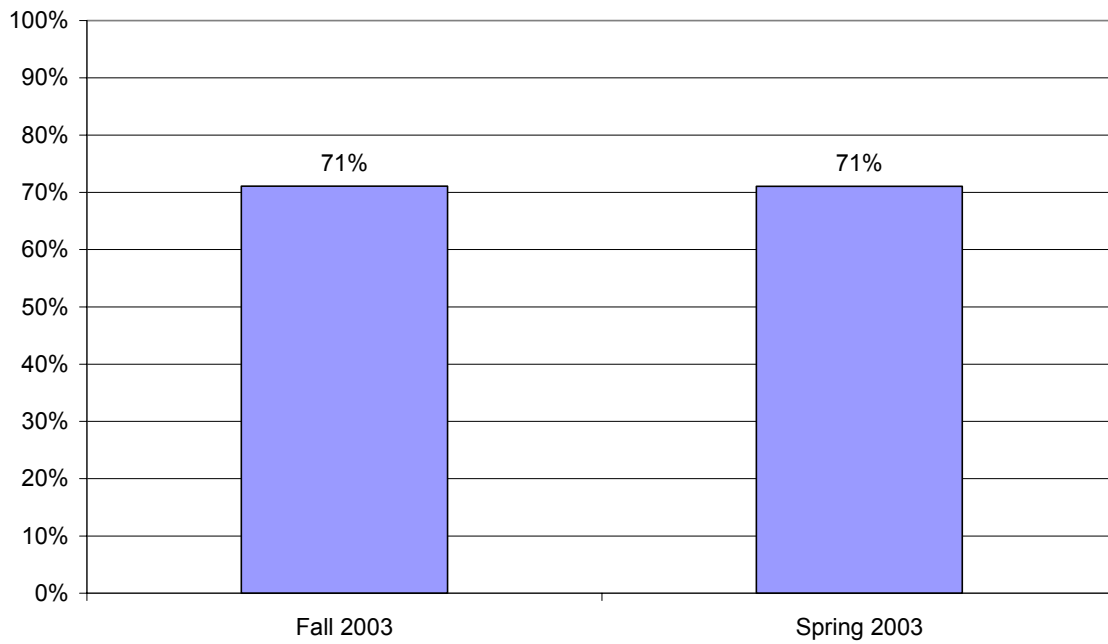
Percent Reporting That The Customer Service Representative "Always" Or "Often" Provided The Information Needed



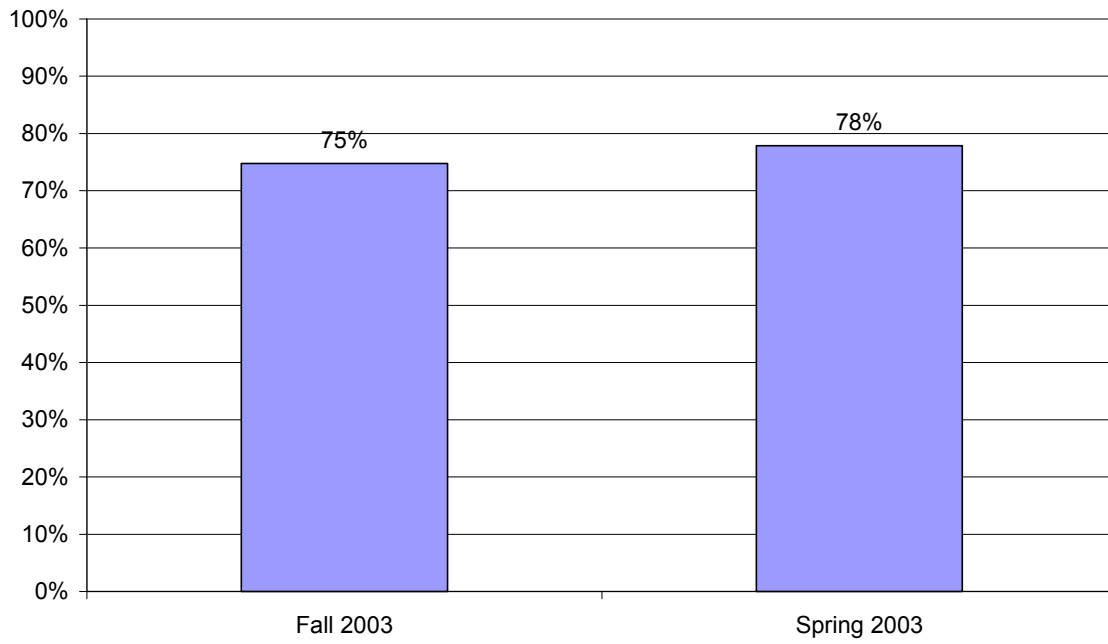
Percent Reporting That The Customer Service Representative Was "Always" Or "Often" Courteous



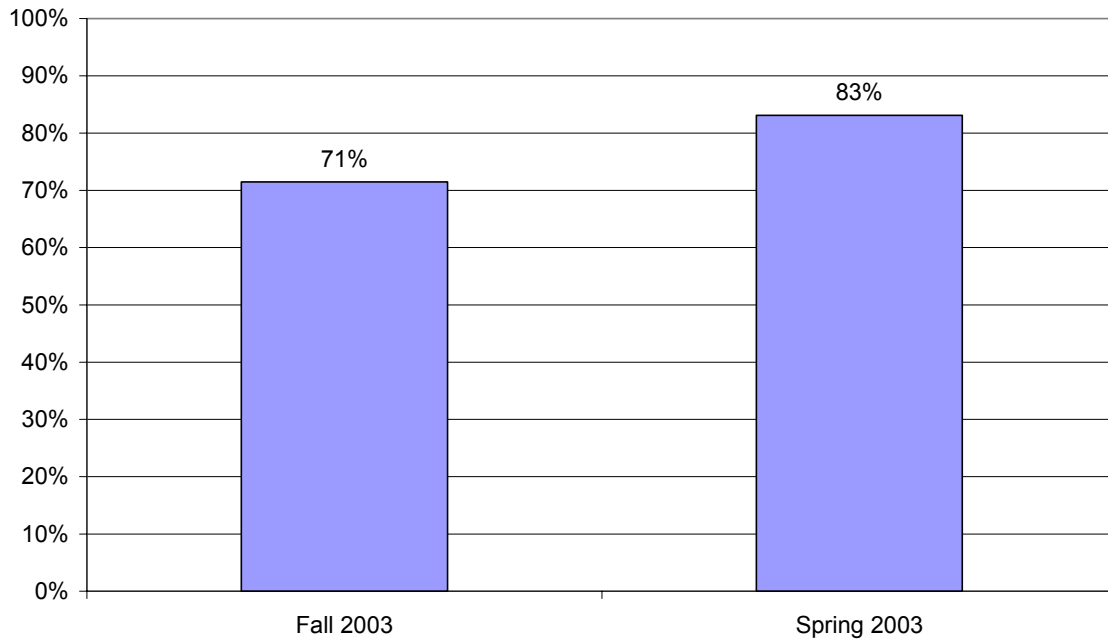
Percent Reporting That Their Request For A New ID Card Was Processed "Quickly" Or "Very Quickly"



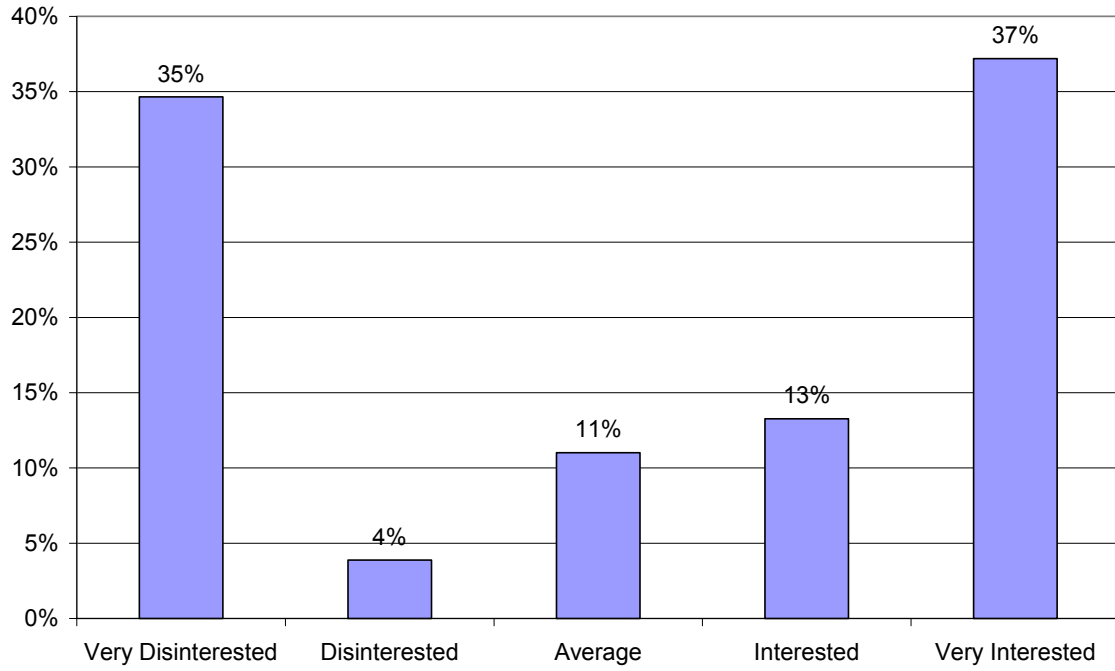
Percent Reporting That It Was "Easy" Or "Very Easy" To Get Information About Doctors In Their Area



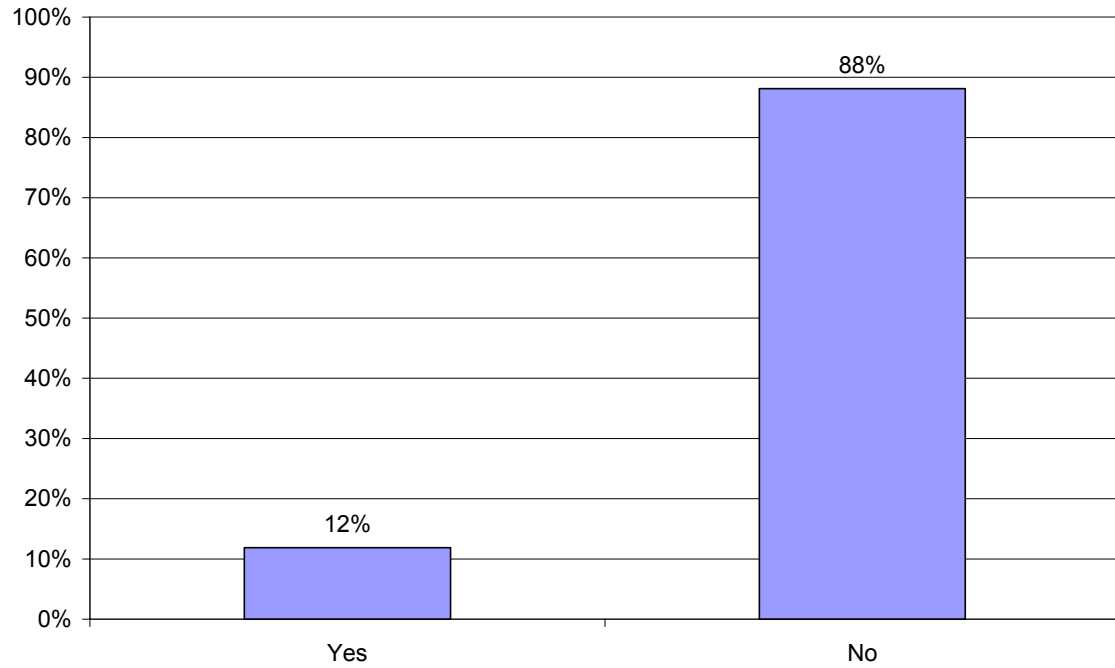
Percent Reporting That The Overall Quality Of Customer Service They Received Was "Excellent" Or "Above Average"



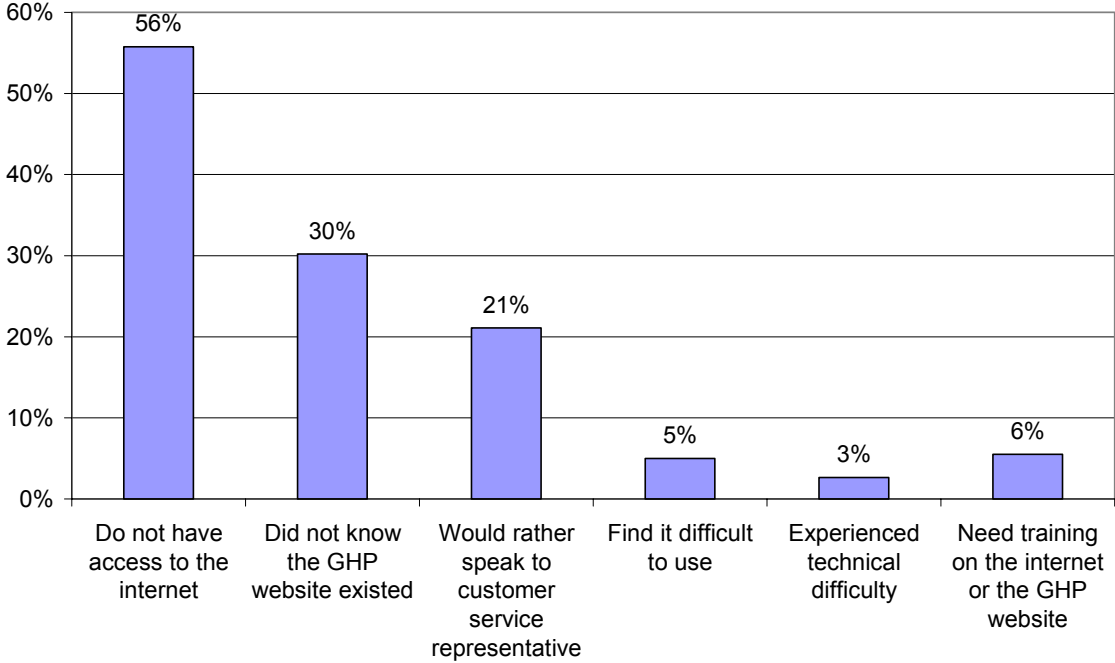
Level Of Interest In Using The GHP Website In The Future, Fall 2003



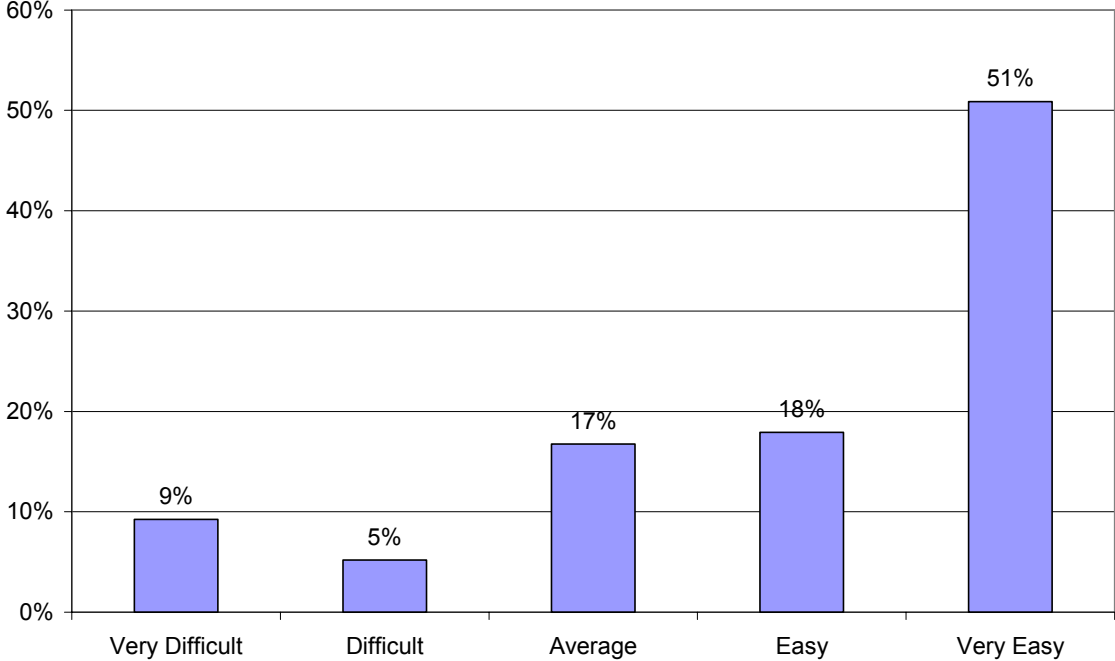
Percent Reporting They Had Tried To Use The GHP Website, Fall 2003



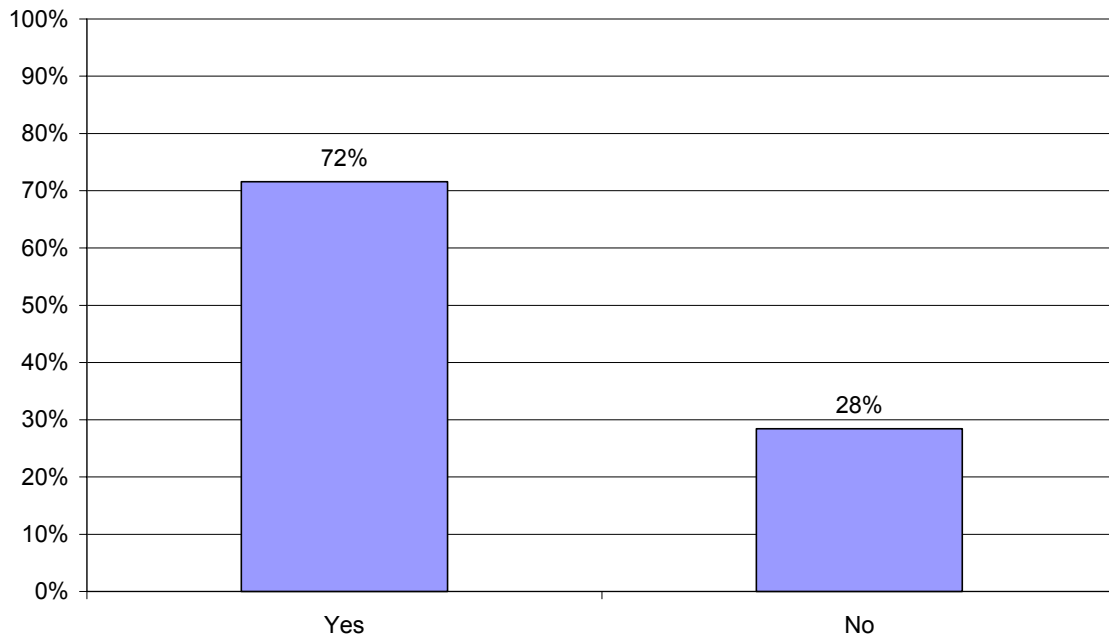
Reported Reasons Why Members Did Not Use The GHP Website, Fall 2003



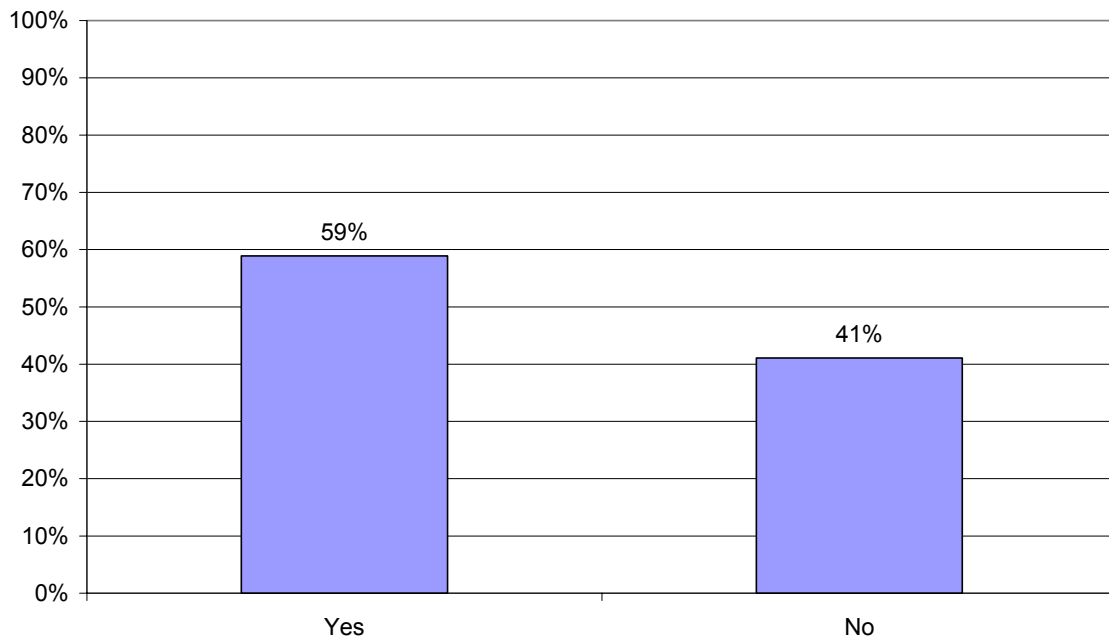
GHP Website's Reported Ease Of Use By Website Users, Fall 2003



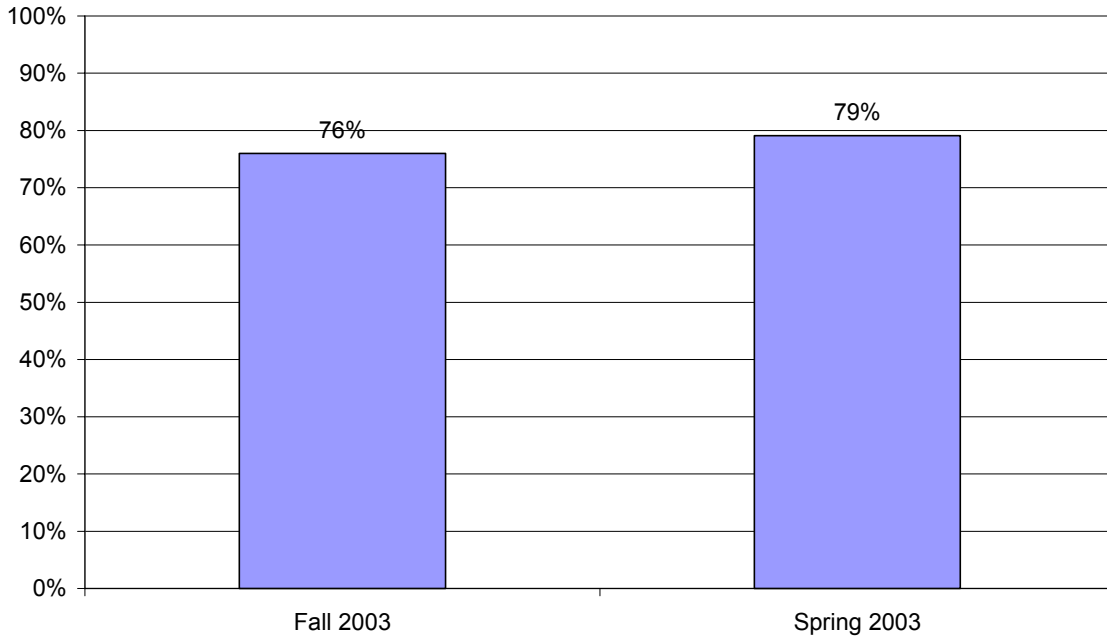
Percent Of GHP Website Users Reporting That Website Provided The Information Needed, Fall 2003



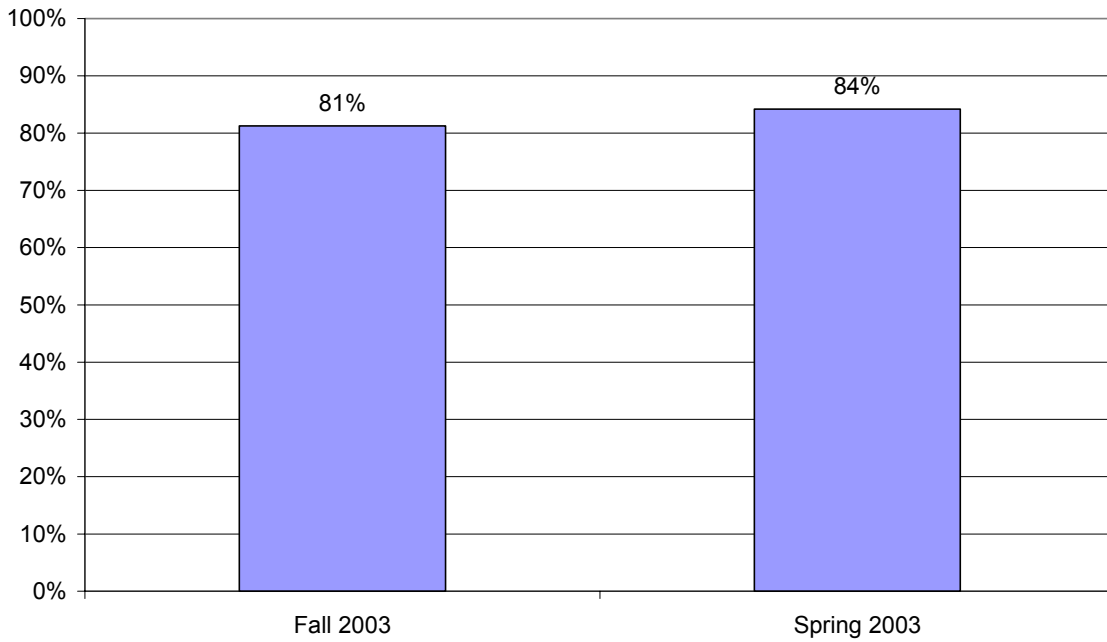
Percent Of GHP Website Users Reporting They Used It To Search For Doctors In Their Area



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**

