



CHRISTUS[®]
Health Plan

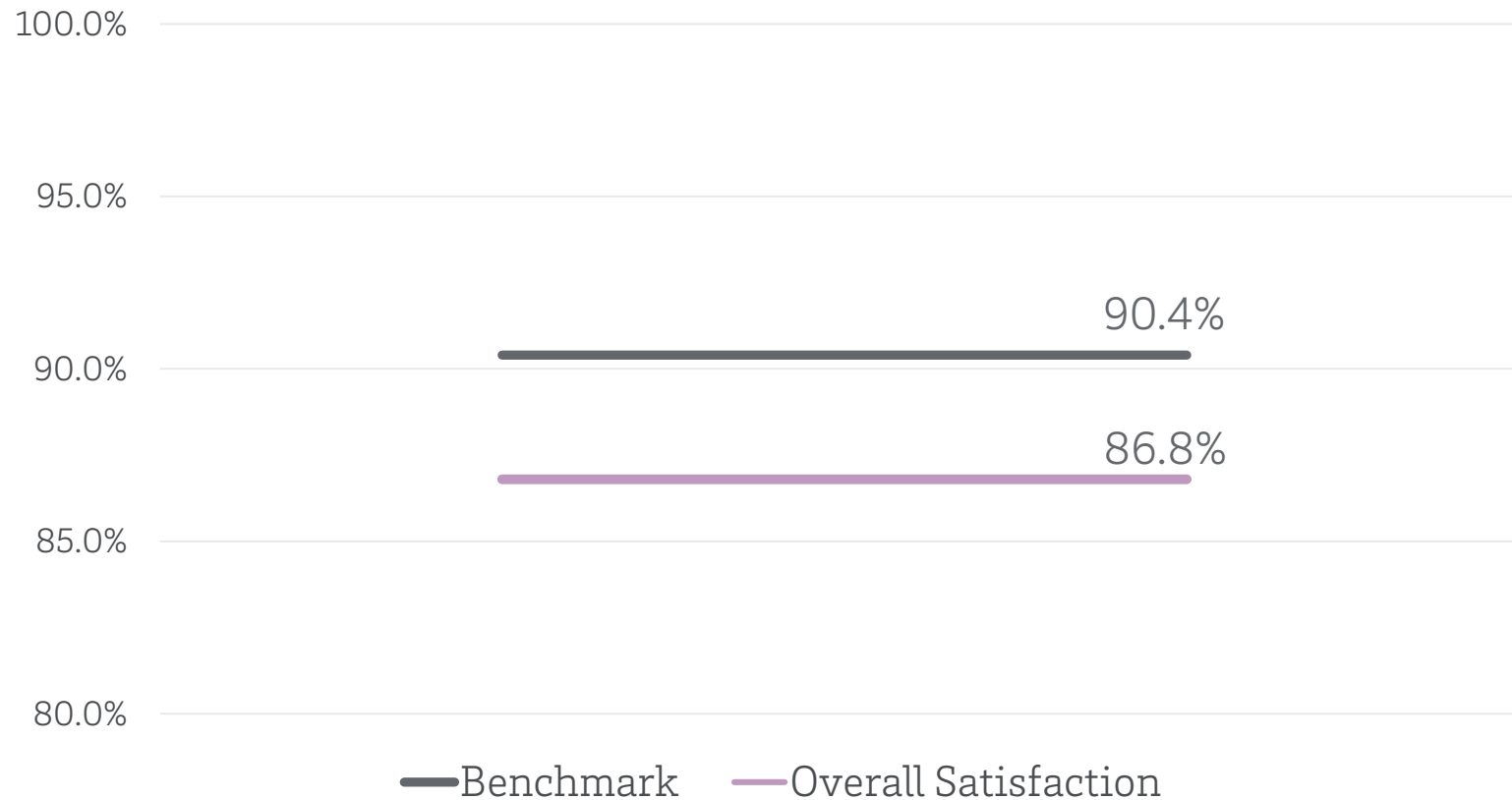


Member Experience Results



Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS)

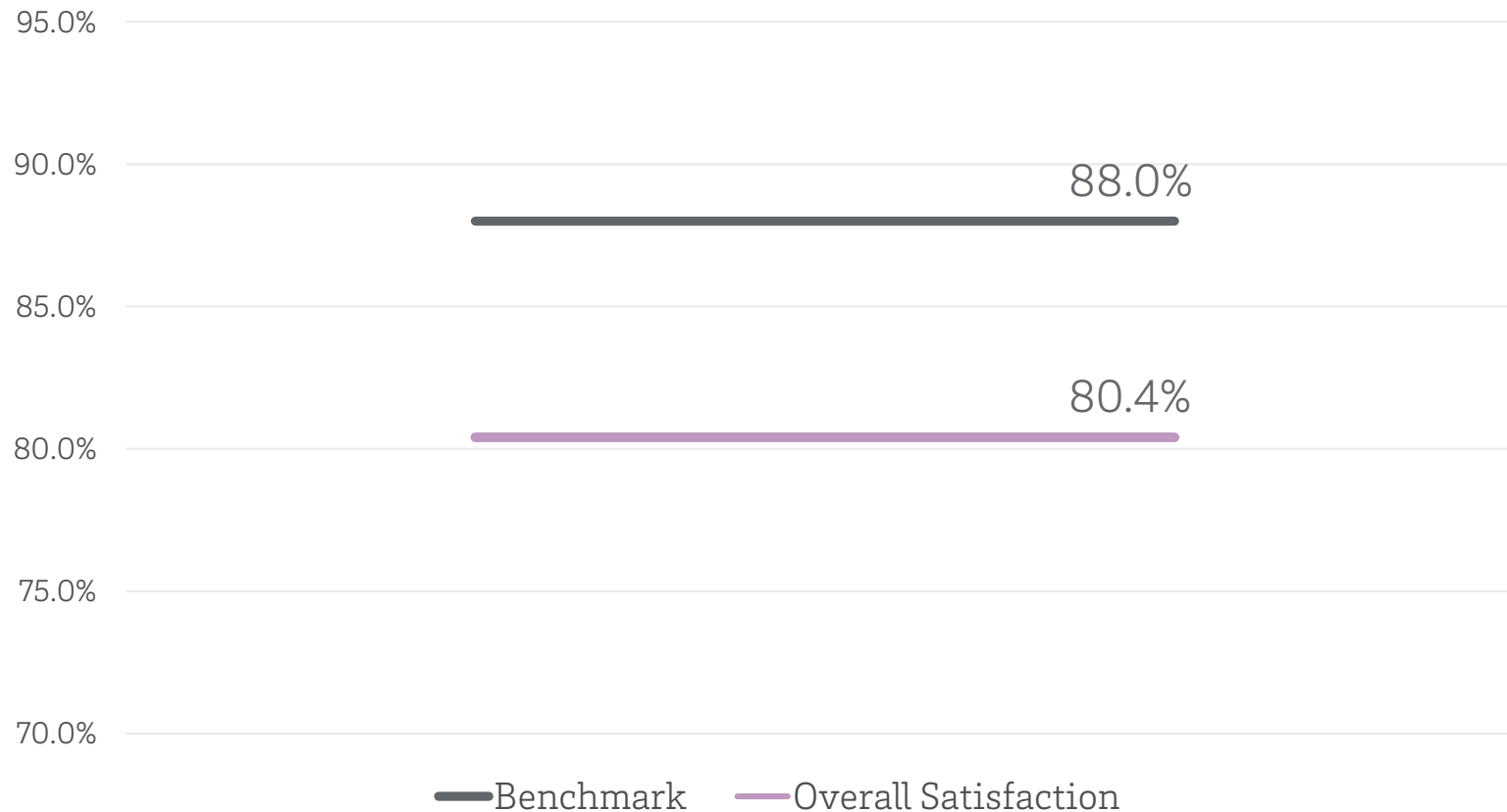
2020 USFHP Member Satisfaction



The graph (left) presents the 2020 Member Satisfaction Survey summary rates for CHRISTUS Health Plan's Member Rating of Health Plan response. This rating reflects our member's overall satisfaction with CHRISTUS Health compared to other Health Plans providing similar services.

Medicare Consumer Assessment of Healthcare Providers and Systems Survey (MCAHPS)

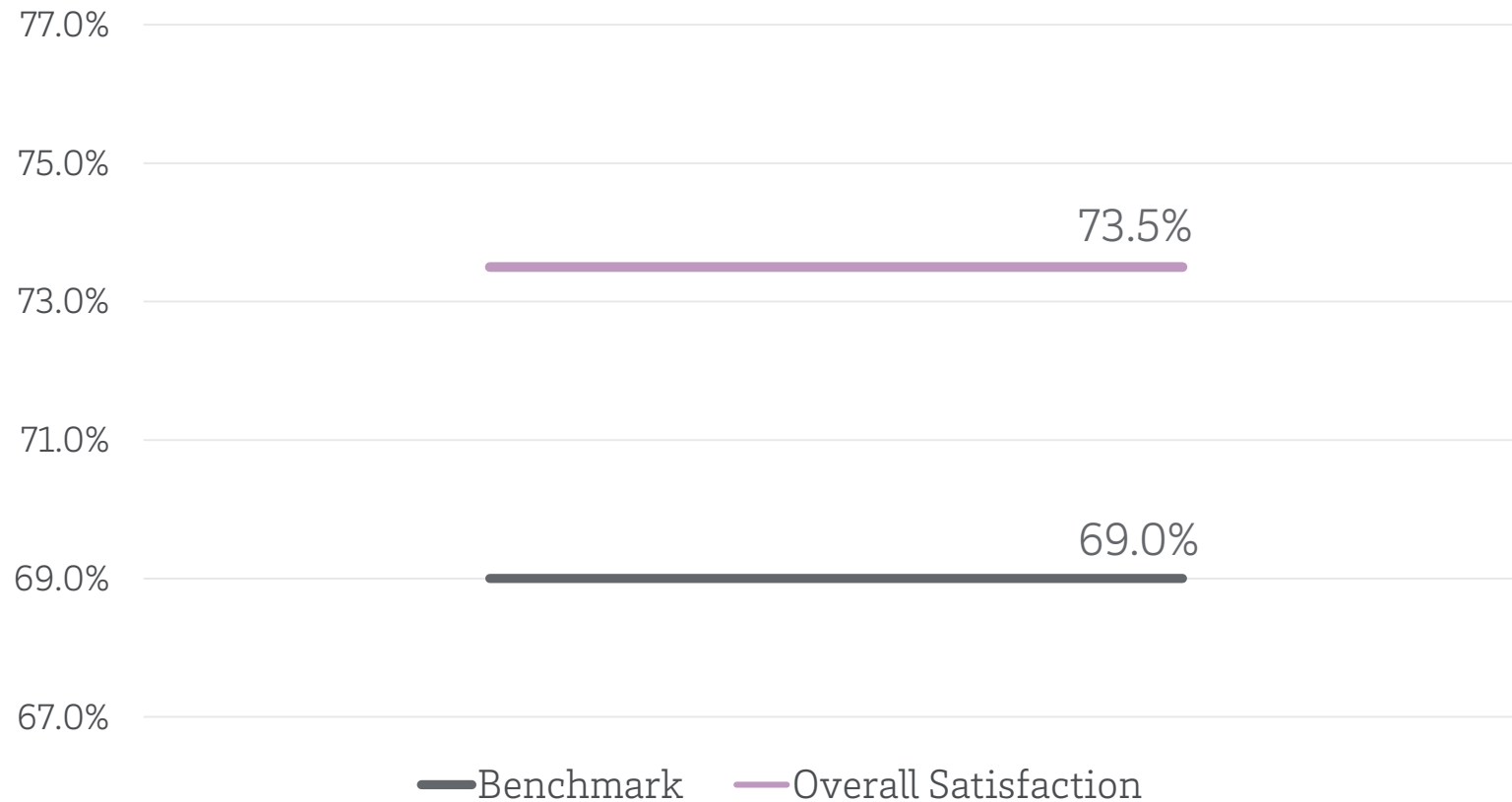
2019 Medicare Advantage Member Satisfaction



The graph (left) presents the 2020 Member Satisfaction Survey summary rates for CHRISTUS Health Plan's Member Rating of Health Plan response. This rating reflects our member's overall satisfaction with CHRISTUS Health compared to other Health Plans providing similar services.

Qualified Health Plan Enrollee Experience Survey (QHP)

2019 Texas HIX Member Satisfaction



The graph (left) presents the 2020 Member Satisfaction Survey summary rates for CHRISTUS Health Plan's Member Rating of Health Plan response. This rating reflects our member's overall satisfaction with CHRISTUS Health compared to other Health Plans providing similar services.



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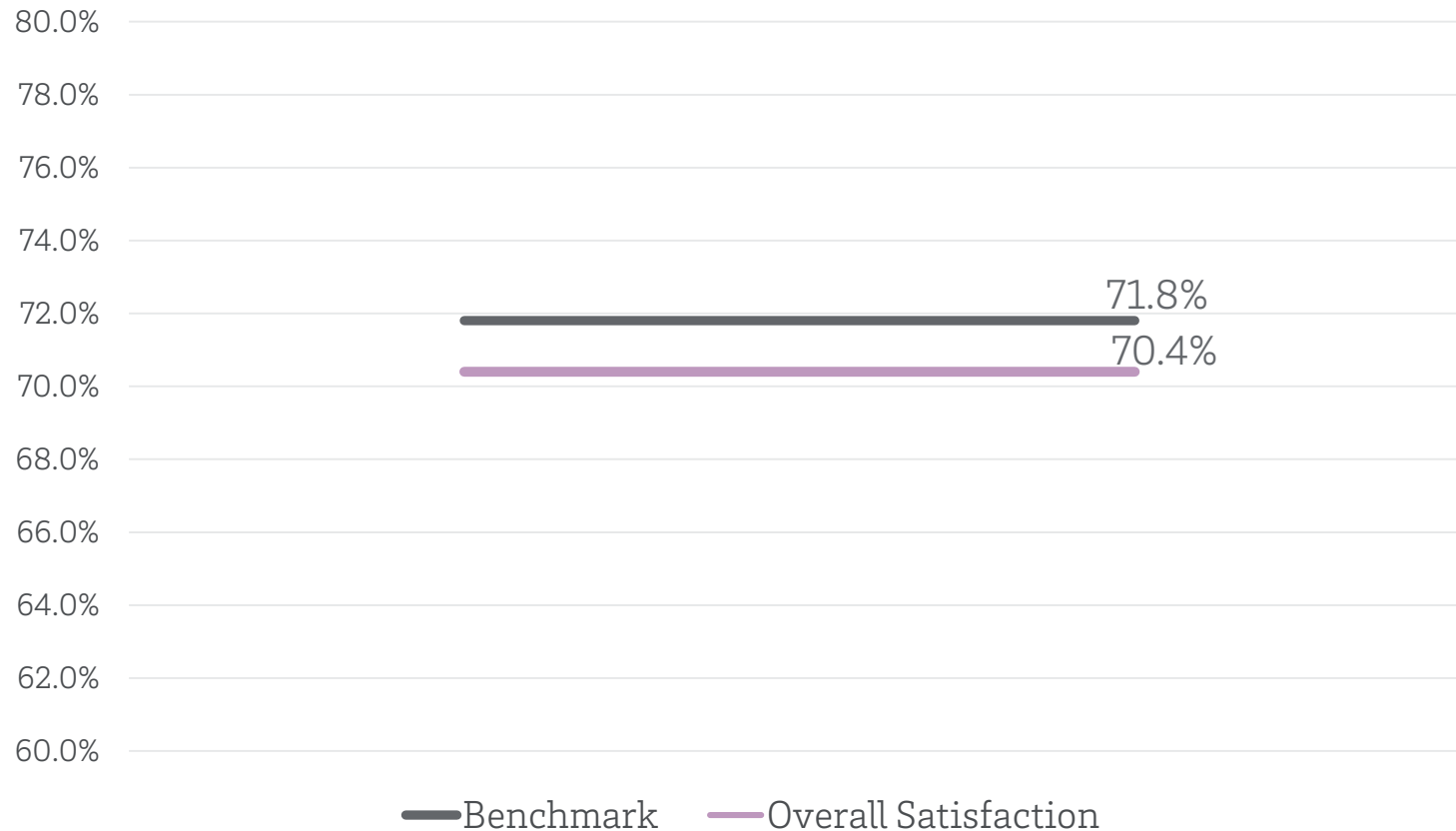
2019 Provider Satisfaction Results



2019 Provider Satisfaction Survey



2019 Provider Satisfaction – All Lines of Business



The graph (left) presents the 2019 Provider Satisfaction Survey summary rates for CHRISTUS Health Plan's Overall Satisfaction with CHRISTUS Health compared to other Health Plans providing similar services. The respondents included Providers from Primary Care, Specialty, and Behavioral Health areas of medicine.