Member Satisfaction Survey 2014

Each year, HealthSun conducts a member satisfaction survey using an outside contractor to see how you feel. We thank you if you took the time to complete one of these surveys.

The most recent survey shows we made some good improvements & we want to share the results with you from the 2014 survey.

We want to continue to meet your needs & will continue to work hard to be the best plan in South Florida. We are going to try hard to help get our rating for Flu Vaccine to a 5-Star Rating with your help in 2015. For questions about this survey, call Member Services @ (877) 336-2069 or (305) 447-4458.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Score</th>
<th>Star Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Rating Health Plan</td>
<td>90%</td>
<td>*****</td>
</tr>
<tr>
<td>Overall Rating of Health Care Quality</td>
<td>93%</td>
<td>*****</td>
</tr>
<tr>
<td>Customer Service</td>
<td>91%</td>
<td>*****</td>
</tr>
<tr>
<td>Getting Needed Care</td>
<td>90%</td>
<td>*****</td>
</tr>
<tr>
<td>Care Coordination</td>
<td>88%</td>
<td>*****</td>
</tr>
<tr>
<td>Getting Appointments Quickly</td>
<td>78%</td>
<td>****</td>
</tr>
<tr>
<td>Flu Vaccine</td>
<td>56%</td>
<td>*</td>
</tr>
</tbody>
</table>

Take Control of Your Cholesterol Today

Know the Facts...

- Your LDL or “bad fat” blood rate should be below 100 mg/dL
- LDL is plaque deposited in your blood vessels that narrows arteries & restricts blood flow & can cause a clot
- High LDL rates can lead to heart attacks &/or strokes
- More than 30 million people in the USA take statins to keep their cholesterol in check.
- High LDL – bad fat - may also affect your memory & cognitive function

What Can You Do?

- Limiting saturated fats & trans fats in your diet!
- Exercise!
- Talk to your doctor about the need for statin prescription
- Eating healthy foods such as fatty fish (salmon, tuna), olive oil, walnuts, & almonds
- Increase soluble fiber (oats, bran)
- Exercise again!

How Will This Help You?

- You will reduce your LDL (bad fat)
- Heart attack & stroke risk is lowered
- You will have a healthier brain
- Your memory will be better
- Your will feel better physically & mentally

Call HealthSun at any time for questions or if you need help in getting a referral for care. Customer Service can be reached at (877) 336-2069.