



Member Satisfaction Survey 2013

At Better Health (BET) we want to know what you think about your doctors and our services. Your answers tell us what you think we are doing right. They also tell us what you think we need to do better. We ask our adult members and our children how happy they are with our services.

Better Health sent out a satisfaction survey to a group of members. Maybe you were one of them!

Below is what our members told us.

What we are doing right ...

- Our members get the medicines that they need.
- Our members are happy with their doctor and their care.
- Our members said that it was easy to get appointments with their doctor.
- Our members would recommend Better Health to other people.

What we need to do better...

- Make it easier to see a specialist.
- Make it easier to talk with the call center and help line.
- Give the members more educational materials.

We will work together with your doctors to better serve you but we need your help!

How you can help ...

- Fill out a survey if you get one.
- Write down your questions before you go to the doctor.
- Tell your doctor if you saw another doctor.
- Ask your doctor about tests that are right for you.
- Ask questions so you understand what your doctor is telling you.
- Tell your doctor about all the medicines you take.