

**EXHIBIT V  
2008/2009 PROVIDER SURVEY COMPARISON RESULTS**

2009
2008

Survey Question	Total Responses Received	A		B		Total Positive (A+B)	Total % Positive (A+B)	C		D		Total Negative (C+D)	Total % Negative (C+D)
		Strongly Agree	%	Agree	%			Disagree	%	Strongly Disagree	%		
The PHS contracting process is efficient.	73	23	32%	50	68%	73	100%	0	0%	0	0%	0	0%
	35	11	31%	21	60%	32	91%	3	9%		0%	3	9%
PHS Provider Service Representatives are responsive to your needs.	57	13	23%	42	74%	55	96%	2	4%	0	0%	2	4%
	36	14	39%	20	56%	34	94%	2	6%	0	0%	2	6%
The content of PHS' Provider Newsletter is informative and useful.	60	12	20%	46	77%	58	97%	2	3%	0	0%	2	3%
	21	5	24%	16	76%	21	100%	0	0%	0	0%	0	0%
The PHS specialty network offers appropriate options to meet member needs.	56	13	23%	40	71%	53	95%	2	4%	1	2%	3	5%
	18	3	17%	14	78%	17	94%	0	0%	1	6%	1	6%
The PHS prior authorization process for medical and/or dental services is efficient and easy to use.	62	12	19%	41	66%	53	85%	8	13%	1	2%	9	15%
	23	1	4%	13	57%	14	61%	4	17%	5	22%	9	39%
reach our Member Services Department and obtain the information promptly.	69	23	33%	42	61%	65	94%	3	4%	1	1%	4	6%
	29	11	38%	12	41%	23	79%	5	17%	1	3%	6	21%
The PHS claims payment process is timely.	79	13	16%	46	58%	59	75%	14	18%	6	8%	20	25%
	34	6	18%	16	47%	22	65%	6	18%	6	18%	12	35%
The PHS Claims Customer Services line is efficient and easy to use.	66	18	27%	40	61%	58	88%	5	8%	3	5%	8	12%
	30	4	13%	22	73%	26	87%	1	3%	3	10%	4	13%
PHS case managers are responsive and helpful when you contact them regarding a member concern.	57	19	33%	35	61%	54	95%	2	4%	1	2%	3	5%
	36	16	44%	15	42%	31	86%	4	11%	1	3%	5	14%
The level of information and support provided by PHS on Cultural Competency is helpful.	40	11	28%	29	73%	40	100%	0	0%	0	0%	0	0%
	19	3	16%	16	84%	19	100%	0	0%	0	0%	0	0%
The information and features available on the PHS website are helpful.	53	15	28%	34	64%	49	92%	3	6%	1	2%	4	8%
	22	6	27%	15	68%	21	95%	1	5%	0	0%	1	5%

	<b>2009</b>	<b>2008</b>
<b>TOTAL NUMBER OF SURVEYS SENT:</b>	345	67
<b>TOTAL NUMBER OF SURVEYS RECEIVED:</b>	84	37
<b>SURVEY RETURN RATE:</b>	24%	55%