

**EXHIBIT II  
PIMA HEALTH SYSTEM 2009 PROVIDER SURVEY  
RESULTS  
RATED QUESTIONS**

Question #	Survey Question	Total Responses Received*	A Strongly Agree	%	B Agree	%	Total Positive (A+B)	Total % Positive (A+B)	C Disagree	%	D Strongly Disagree	%	Total Negative (C+D)	Total % Negative (C+D)
1	The PHS contracting process is efficient.	73	23	32%	50	68%	73	100%	0	0%	0	0%	0	0%
2	PHS Provider Service Representatives are responsive to your needs.	57	13	23%	42	74%	55	96%	2	4%	0	0%	2	4%
4	The content of PHS' Provider Newsletter is informative and useful.	60	12	20%	46	77%	58	97%	2	3%	0	0%	2	3%
7	The PHS specialty network offers appropriate options to meet member needs.	56	13	23%	40	71%	53	95%	2	4%	1	2%	3	5%
8	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%
9	When you need information about member's eligibility, you can easily reach our Member Services Department and obtain the information promptly.	69	23	33%	42	61%	65	94%	3	4%	1	1%	4	6%
10	The PHS claims payment process is timely.	79	13	16%	46	58%	59	75%	14	18%	6	8%	20	25%
12	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%
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%
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%
15	The information and features available on the PHS website are helpful.	53	15	28%	34	64%	49	92%	3	6%	1	2%	4	8%

\*Indicates total number of rated responses received. Some providers did not respond to or rate all questions.

**TOTAL NUMBER OF SURVEYS SENT: 345**  
**TOTAL NUMBER OF SURVEYS RECEIVED: 84**  
**SURVEY RETURN RATE: 24%**