

Human Affairs International of CA*
Magellan Health Services of CA, Inc. – Employer Services*
Employee Assistance Program (EAP)
2008 Annual Client Satisfaction Survey

Overall Magellan Care Management Center Satisfaction

Survey Question	Percent Satisfied
How would rate the overall service you received (800 line and counselor) through this program?	98%
Timeliness of the 800-line representative in answering your call	98%
How would you rate the overall service you received through the 800-line?	98%

Provider Access and Treatment Satisfaction

Survey Question	Percent Satisfied
Ease of contacting the counselor on the phone	96%
Convenience of your counselor's location from your home or work	98%
Convenience of your counselor's office hours	98%
How would you rate the overall service you received from your counselor(s)	98%
Satisfaction with the amount of time you had to wait for your first visit	96%
If you were given a choice of counselors, were you satisfied with the choice(s) you were given?	98%
Overall, did the services you receive help you deal more effectively with your concerns?	98%
If you were to seek help again, would you contact this service/program?	98%

*Magellan subsidiaries in California are Human Affairs International of California; Magellan Health Services of California Inc. - Employer Services