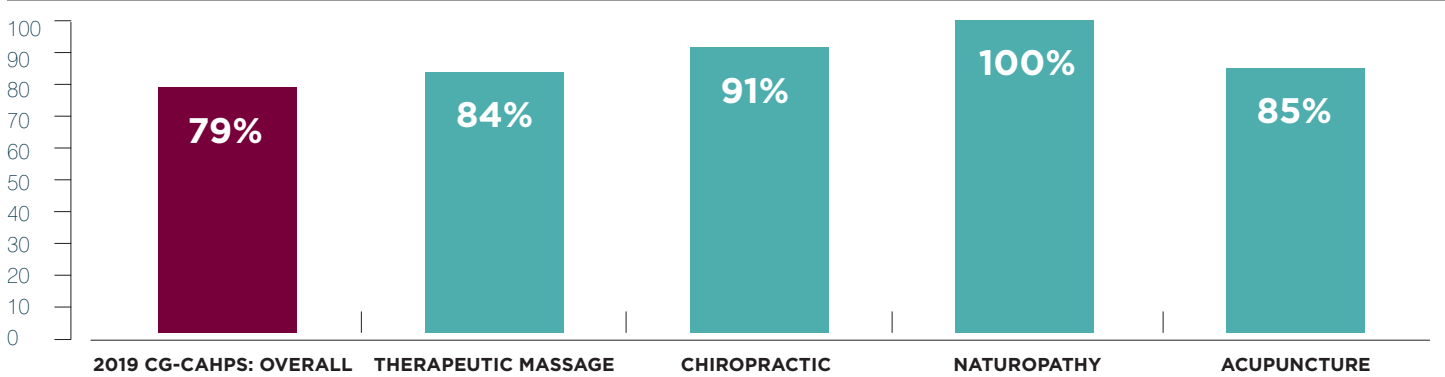


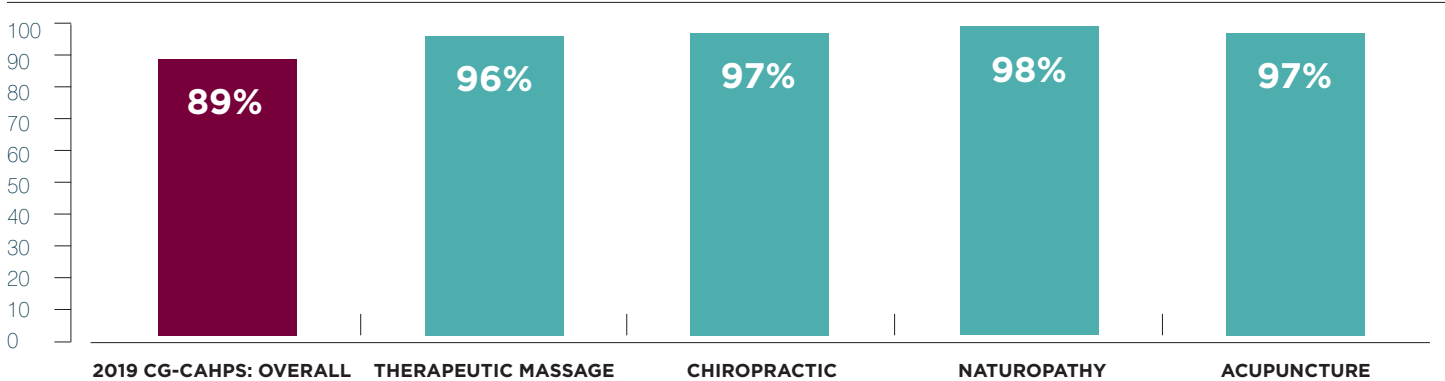
ASH 2020 PATIENT SATISFACTION SURVEY

American Specialty Health (ASH) and its subsidiaries strive to maintain high satisfaction through operational and service excellence. On an annual basis, patient surveys are conducted to measure performance and identify opportunities for quality improvement. Surveys are conducted by an independent research company, and include patients who accessed specialty health care services through American Specialty Health Plans of California, Inc. (ASH Plans) and American Specialty Health Group, Inc. (ASH Group). ASH utilizes the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group Survey, including key ASH proprietary questions. In total, 21,758 surveys were sent to ASH patients in 2020, and 2,888 patients participated, with a response rate of 13%. The results of the 2020 Patient Satisfaction Survey found:

OVERALL PROVIDER RATING (Percent of 9 and 10 ratings, with 10 = best provider possible)



ACCESS COMPOSITE RATING (Percent of Always or Usually, for questions covering access to routine/urgent care and phone calls)



ASH Proprietary Questions	Chiropractic	Acupuncture	Therapeutic Massage	Naturopathy
Rated overall quality of care and service as “excellent, very good, or good”	99%	97%	99%	100%
Would recommend provider to family and friends	98%	96%	97%	100%
Satisfied with most recent visit to provider’s office	99%	97%	99%	100%
Would recommend health plan to family and friends	91%	94%	97%	88%
Satisfied with specialty care benefits received through insurance company	93%	96%	97%	100%

The ASH Patient Satisfaction Surveys also include questions related to access and availability of practitioners, communication, office staff, and quality of care. Results of the surveys are analyzed for opportunities for improvement, and interventions are taken to improve the quality of our programs. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program is a program of the U.S. Agency for Healthcare Research and Quality. To learn more about the CAHPS database, go to <http://www.cahpsdatabase.ahrq.gov>.