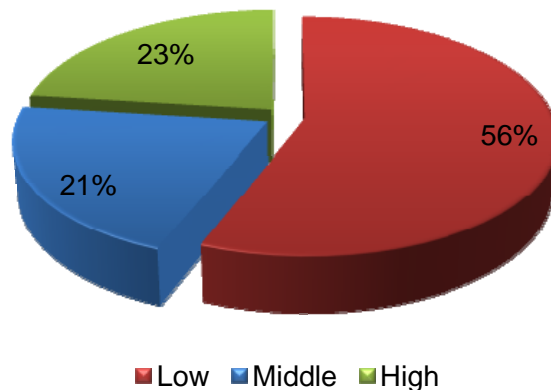




Cost and Quality Information

When Members make a decision about where to go for a health care test or procedure, our findings show that:

- 56% choose the low-cost provider
- 21% choose the middle-cost provider
- 23% choose the high-cost provider



Average Employer Savings per Service Request:
\$589

Average Employee Savings per Service Request:
\$291

2010 Annual Data