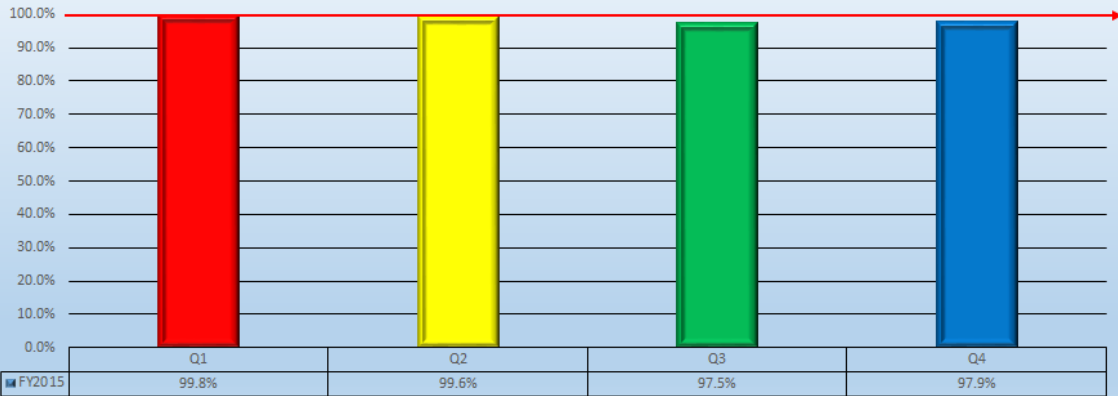
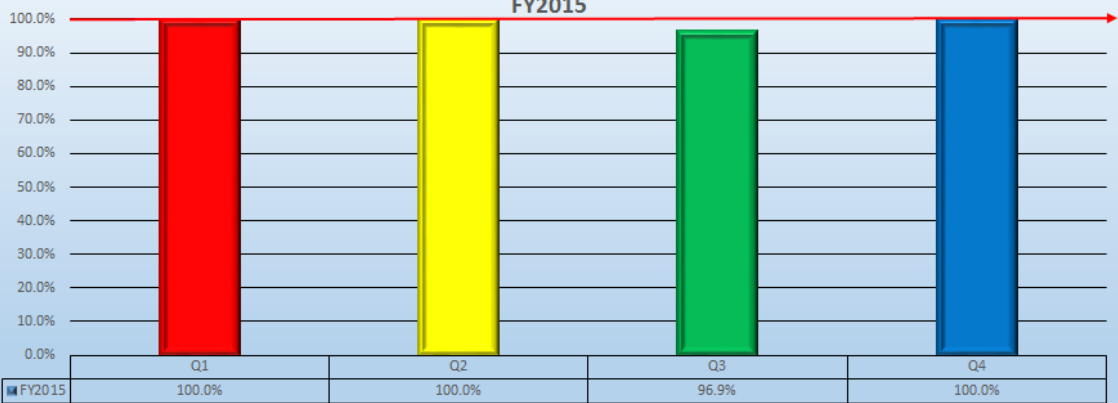


**CHP
Initial Request for Routine Services
within 7 Business Days
FY2015**



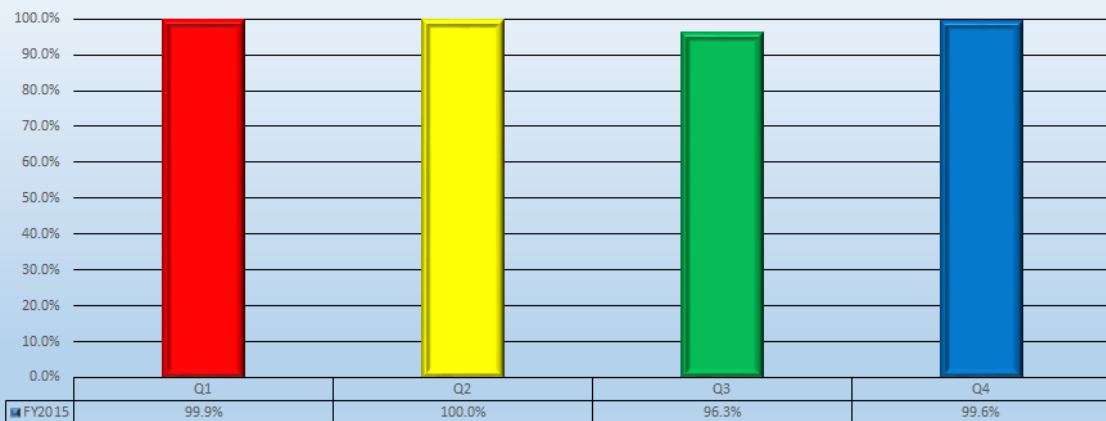
It is the goal of CHP that all members are offered an appointment for routine services within 7 business days of initial contact for 100% of its members. CHP nearly reached this goal for FY2015.

**CHP
Response to the Need for Urgent Services
within 24 Hours
FY2015**



It is CHPs goal that providers respond to a member's need for Urgent Services within 24 hours 100% of the time. CHP met this goal for all but one quarter in FY2015.

**CHP
After Hours Emergency Call Response
FY2015**



It is the goal of CHP that providers contact members who leave emergency messages after business hours within 15 minutes of the member calling 100% of the time. CHP nearly met this goal in all quarters for FY2015.

