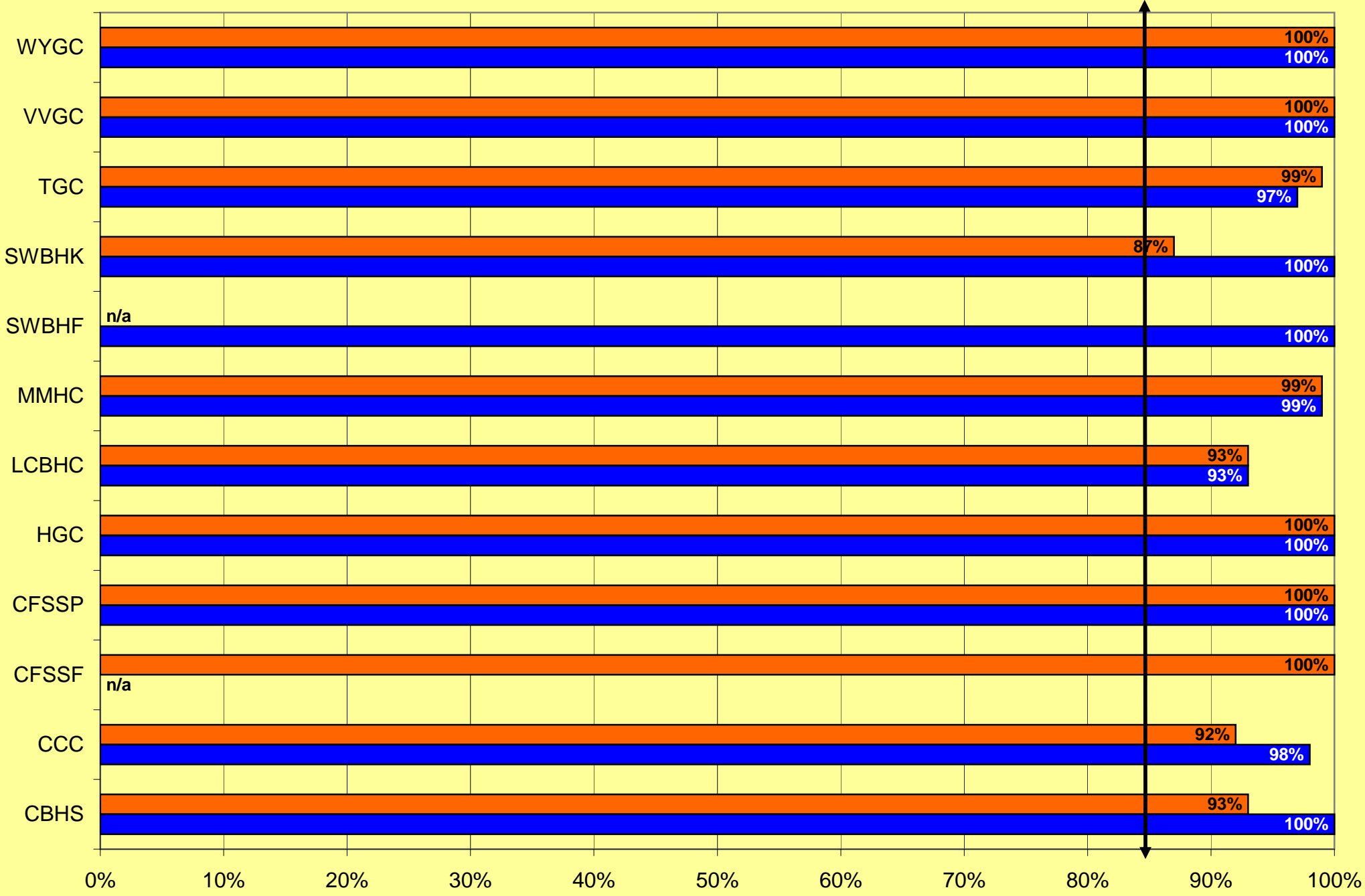


Availability of first appointment within 7 days  
April - June 2009



Member is able to schedule their first appointment within 7 days of request

■ Adult ■ Child

Minimum Performance Standard = 85%