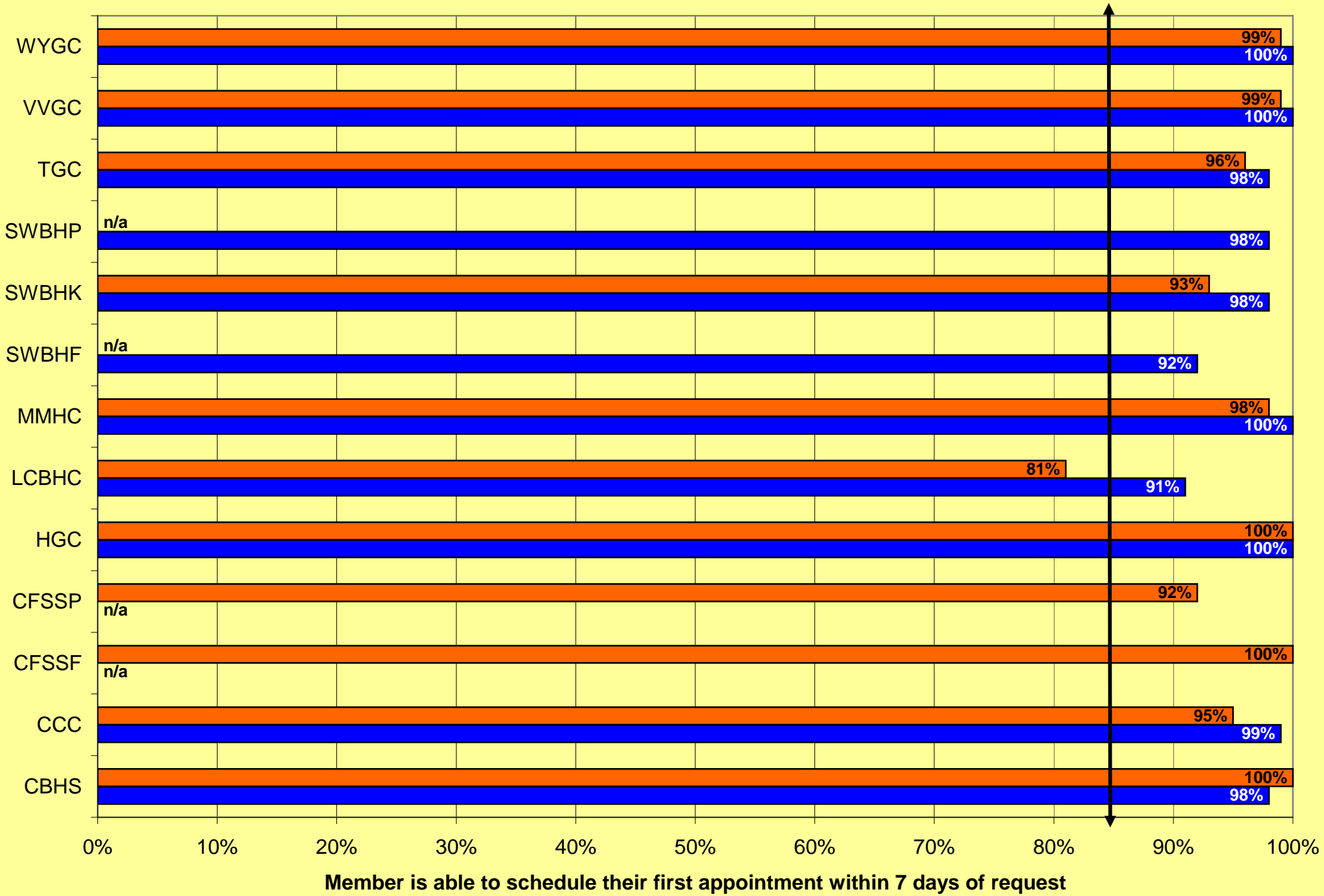


**Availability of first appointment within 7 days  
Januray - March 2009**



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

■ Adult ■ Child

Minimum Performance Standard = 85%