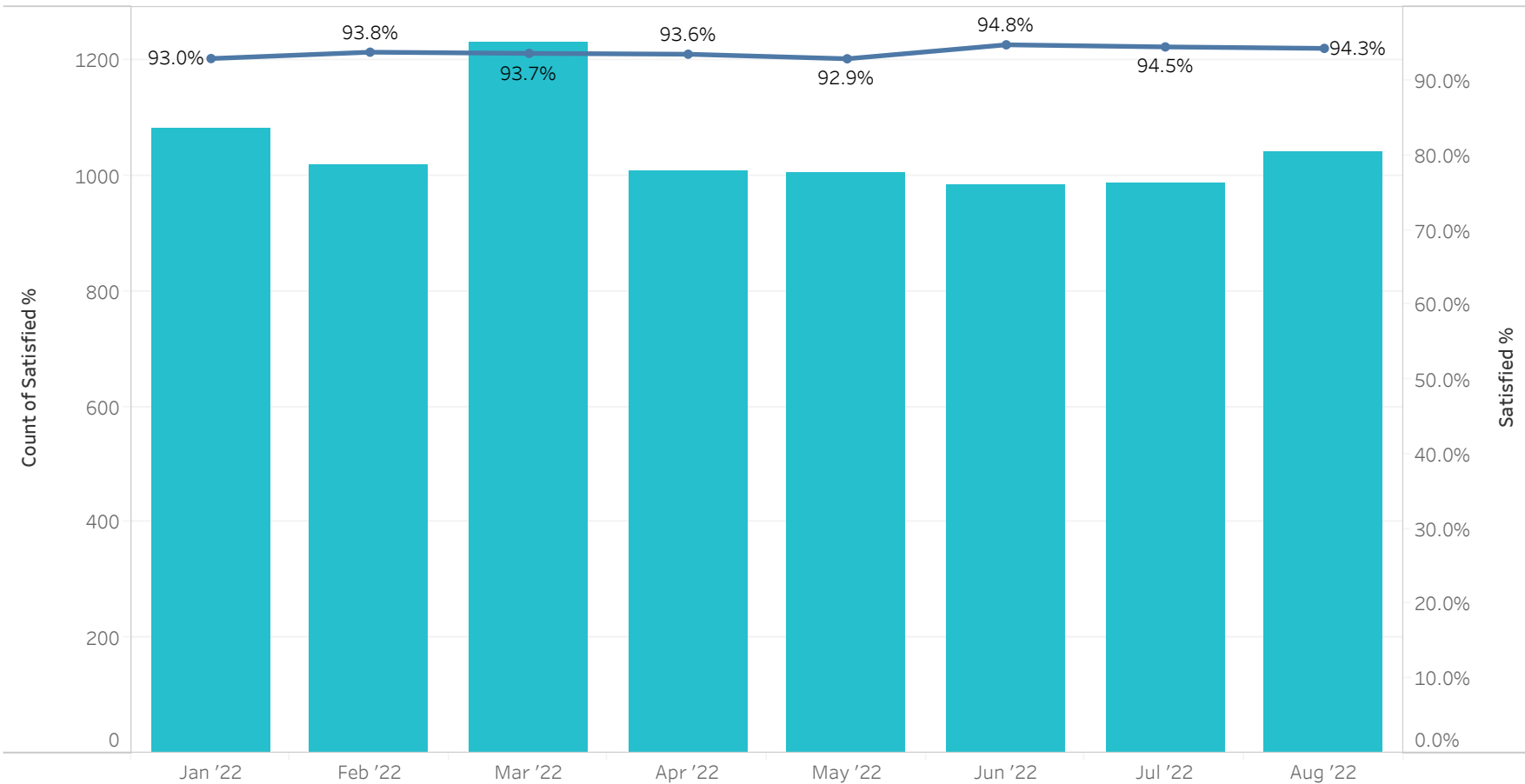


Monthly Satisfaction

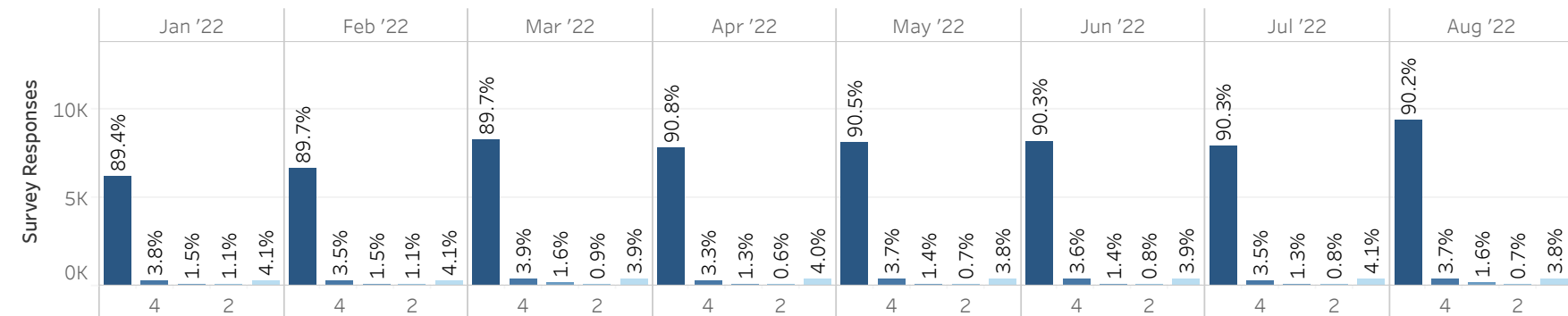
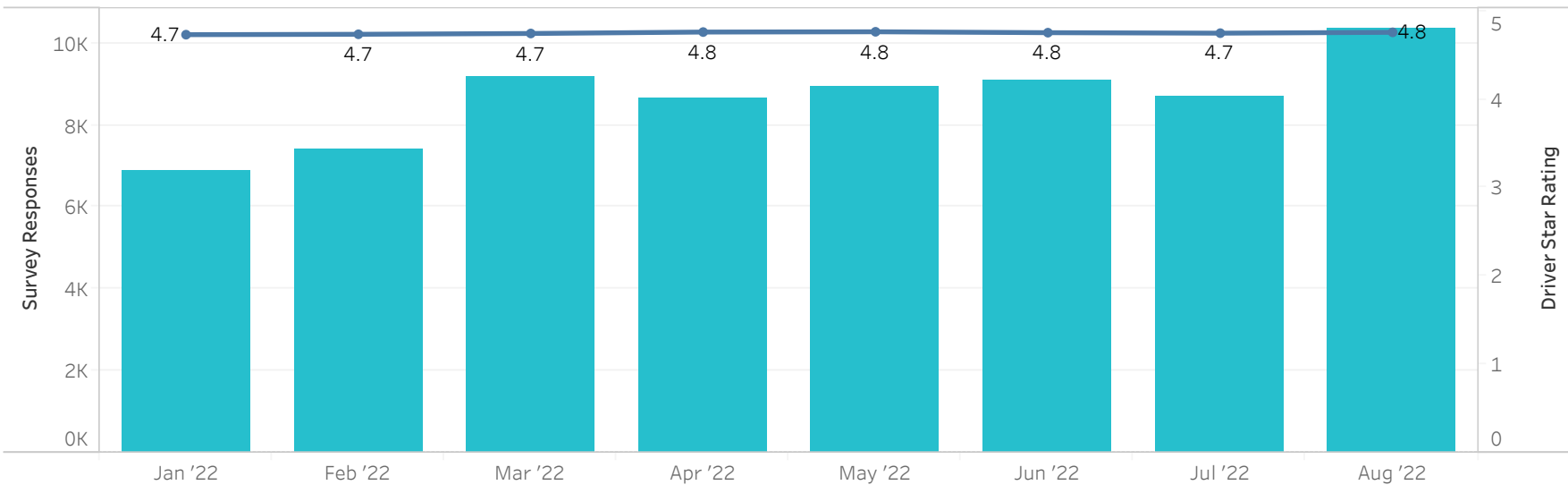
9/28/2022



	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22
Satisfied %	93.0%	93.8%	93.7%	93.6%	92.9%	94.8%	94.5%	94.3%
Survey Responses	1,081	1,020	1,231	1,008	1,006	983	987	1,041

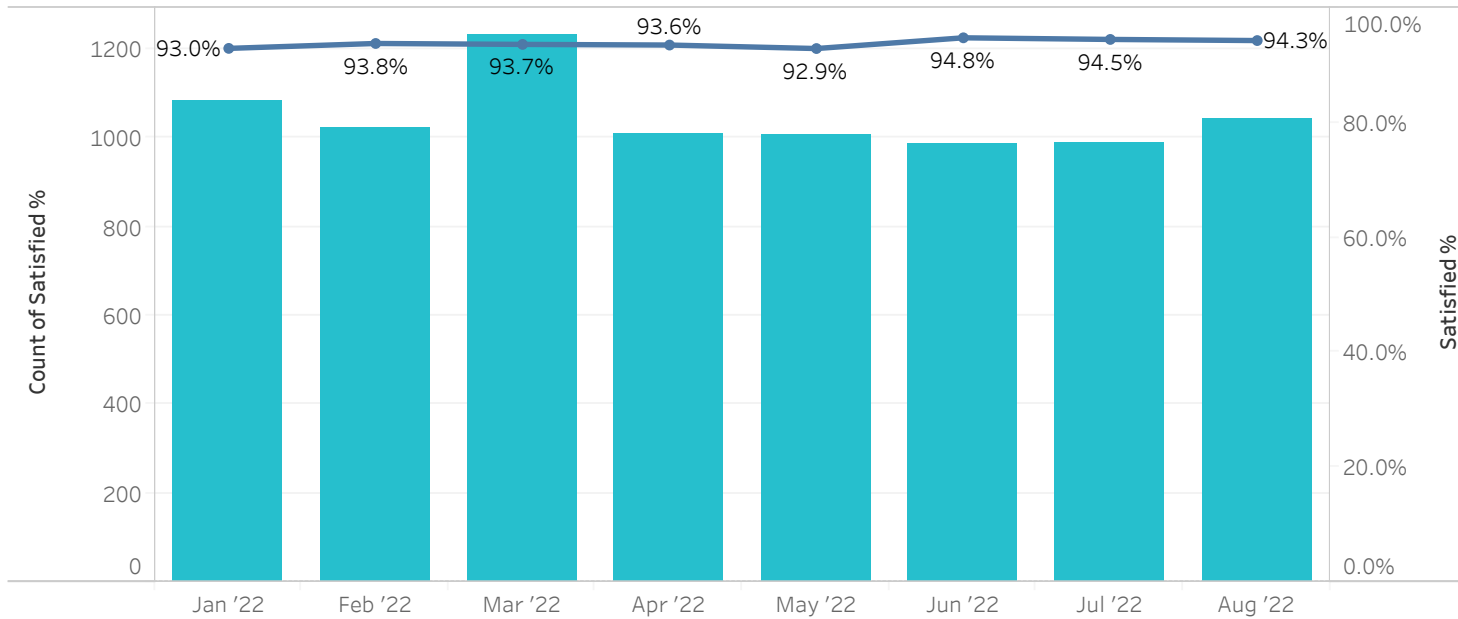
Driver Star Rating

9/28/2022



	Jan '22		Feb '22		Mar '22		Apr '22		May '22		Jun '22		Jul '22		Aug '22	
	Rating ..	Ratings	Rating ..	Ratings	Rating ..	Ratings	Rating ..	Ratings	Rating ..	Ratings	Rating ..	Ratings	Rating ..	Ratings	Rating ..	Ratings
5	89.4%	6,153	89.7%	6,632	89.7%	8,234	90.8%	7,842	90.5%	8,095	90.3%	8,181	90.3%	7,846	90.2%	9,326
4	3.8%	265	3.5%	260	3.9%	359	3.3%	284	3.7%	330	3.6%	329	3.5%	300	3.7%	381
3	1.5%	105	1.5%	112	1.6%	143	1.3%	112	1.4%	121	1.4%	127	1.3%	117	1.6%	162
2	1.1%	77	1.1%	83	0.9%	84	0.6%	52	0.7%	59	0.8%	70	0.8%	72	0.7%	74
1	4.1%	284	4.1%	303	3.9%	359	4.0%	348	3.8%	338	3.9%	357	4.1%	357	3.8%	391

Monthly Agent Satisfaction Chart



Survey Campaign

CT

Account Name

CONNECTICUT MEDICAID

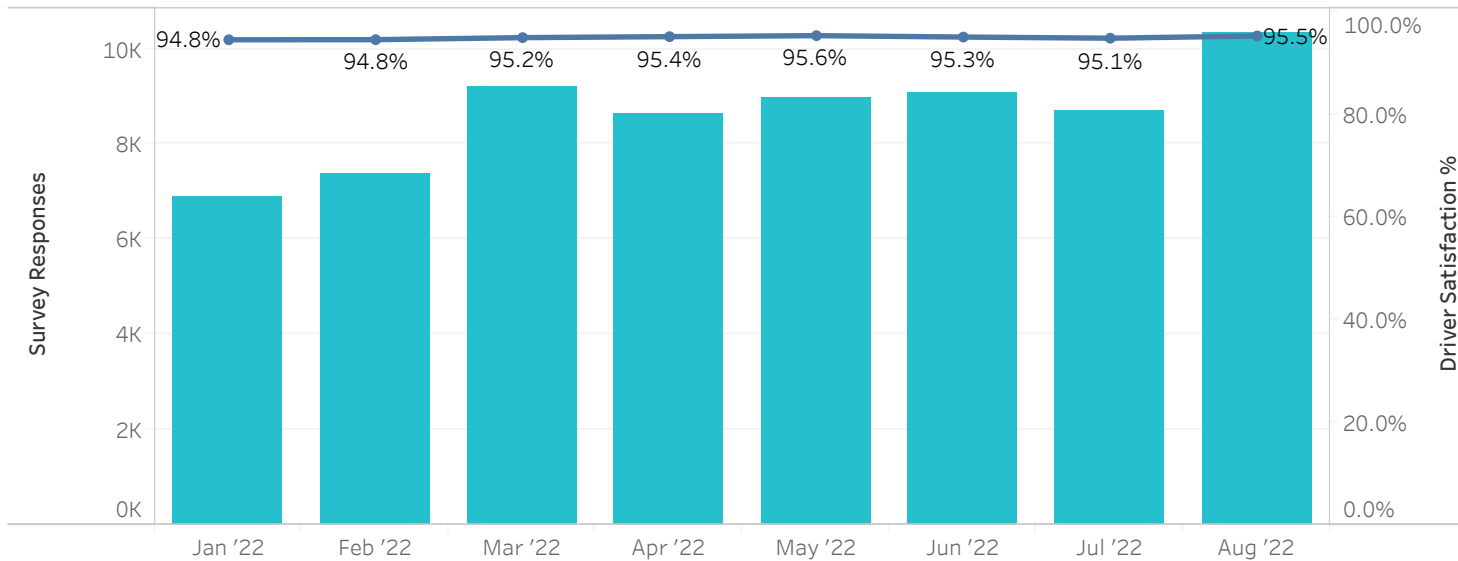
Start Date

1/1/2022

End Date

8/31/2022

Driver Satisfaction Rating



Ratings

Driver Satisfaction %