

Satisfaction Insight Report for December 22, 2004 - February 14, 2005

includes:

1. Satisfaction Summary
2. Priority for Impact on Satisfaction
3. Benchmark Scores
4. Satisfaction Scores, Weekly Trend
5. Future Behaviour Predictions, Weekly Trend
6. Visit Frequency
7. Score by Visit Frequency
8. Role of Visitor
9. Score by Role of Visitor
10. Reason for Visit
11. Score by Reason for Visit
12. Response by Question Detail
13. Search Method
14. Enrollment Status of Visitor
15. Source of Care
16. Method Used to Access Our Site

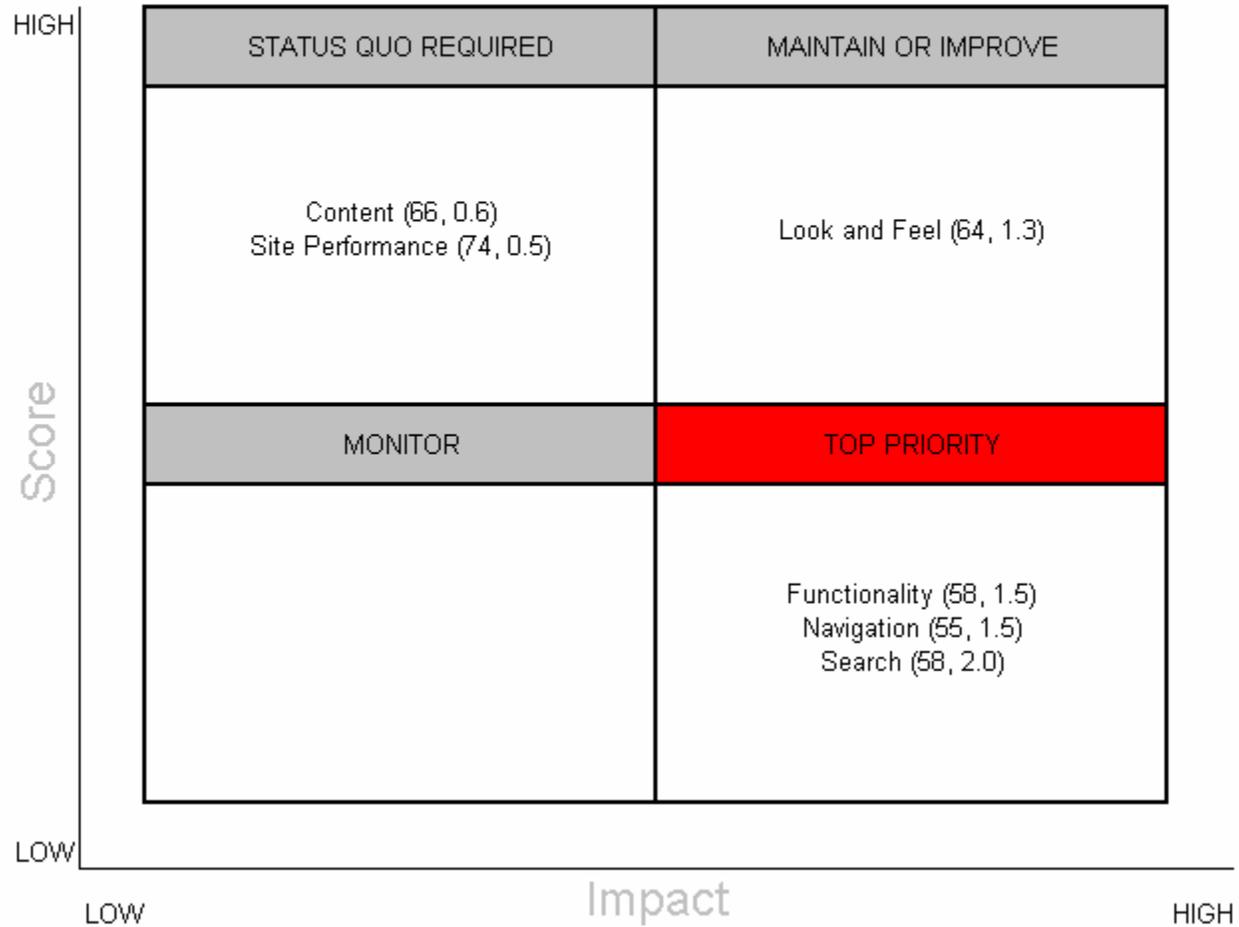
Satisfaction Summary
December 22, 2004 - February 14, 2005
Number of respondents = 3014

Elements	Score	Impact on C.S.
Content	66	0.6
Functionality	58	1.5
Look and Feel	64	1.3
Navigation	55	1.5
Search	58	2.0
Site Performance	74	0.5

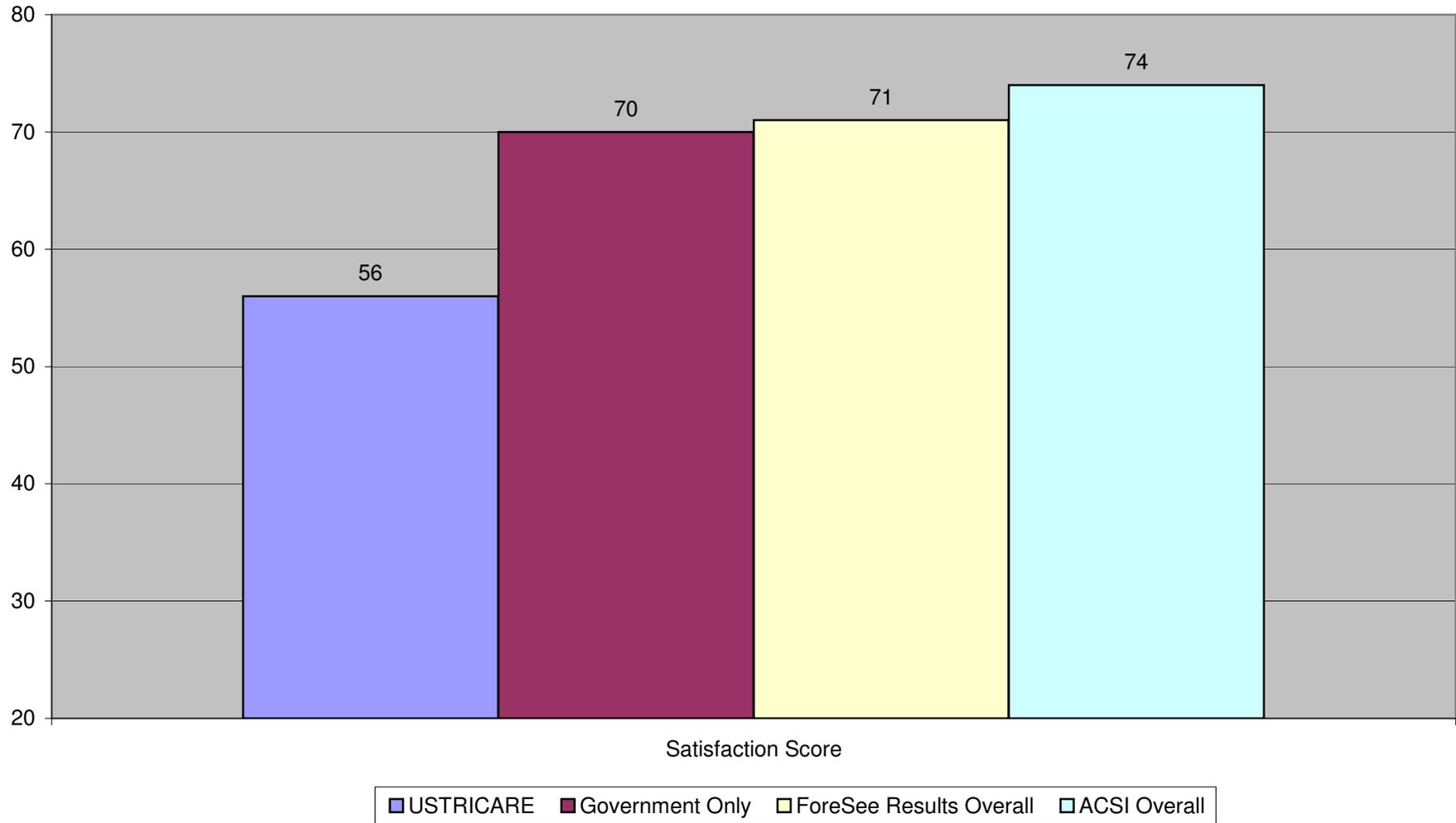
Customer Sat
56

Impact on F.B.	Future Behaviors	Score
3.9	Likelihood to Return	72
4.6	Primary Resource	62
4.9	Recommend	62

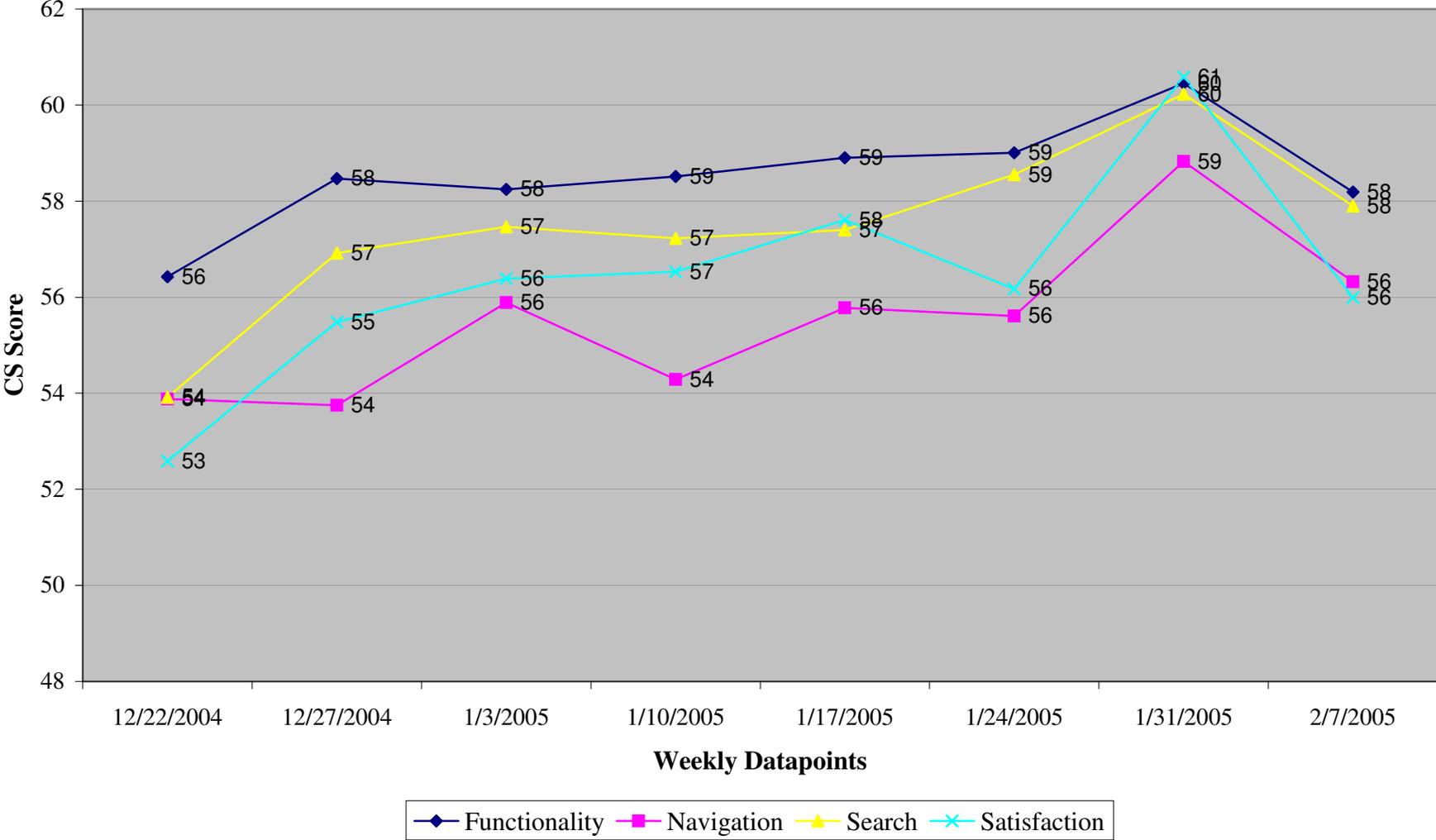
Aggregate Priority Map
December 22, 2004 - February 14, 2005



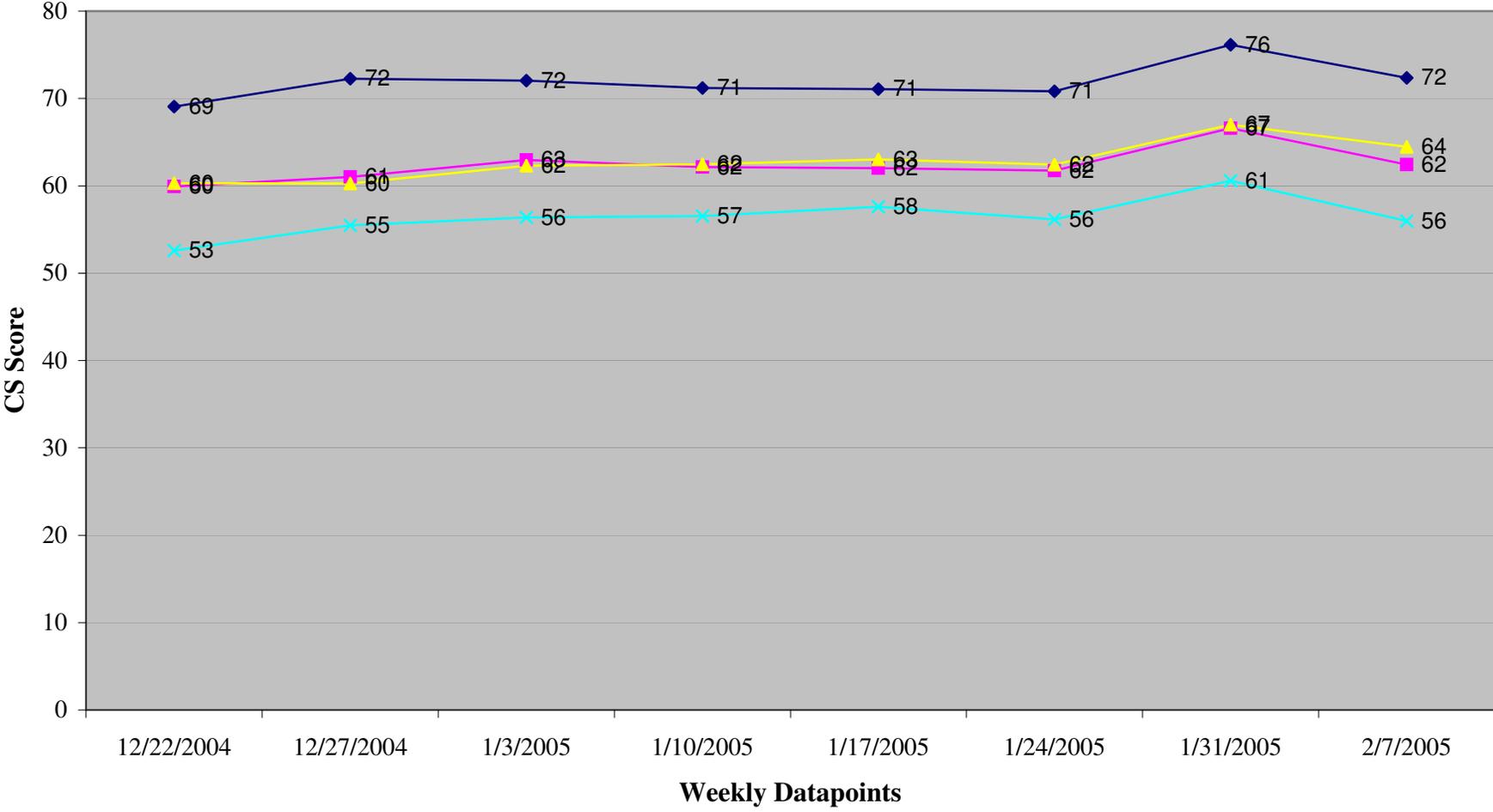
**Satisfaction Score
US TRICARE vs. ForeSee Benchmarks & ACSI
as of January, 2005**



High-priority Elements with Satisfaction Trendlines
December 22, 2004 - February 14, 2005

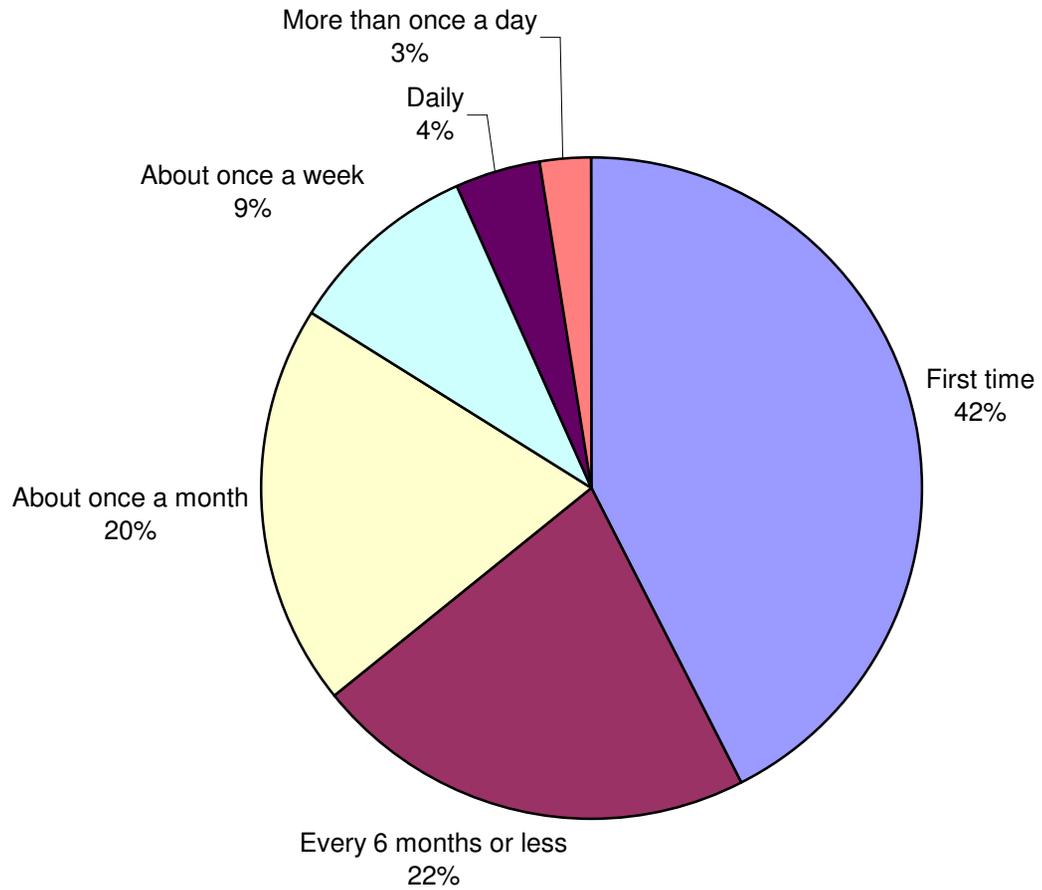


Future Behaviors with Satisfaction Trendlines
 December 22, 2004 - February 14, 2005



◆ Likelihood to Return ■ Primary Resource ▲ Recommend × Satisfaction

How frequently do you visit our site?
December 22, 2004 - February 14, 2005
Number of respondents = 3014



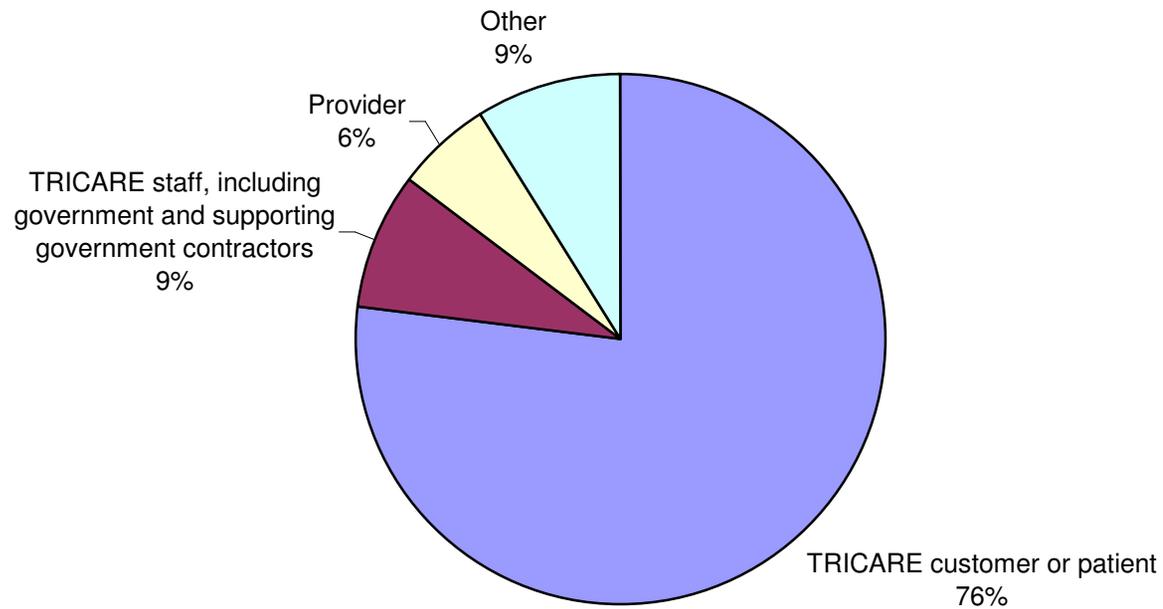
Average C.S. Scores by HOW FREQUENTLY DO YOU VISIT OUR SITE?
December 22, 2004 - February 14, 2005

	Overall	First time	Every 6 months or less	About once a month	About once a week	Daily	More than once a day
Number of Respondents	3014	1279	659	591	283	126	76
Content	66	66	63	67	66	70	73
Functionality	58	58	56	60	59	64	70
Look and Feel	64	65	63	63	65	66	68
Navigation	55	55	52	55	57	62	65
Search	58	57	55	58	59	63	61
Site Performance	74	74	72	73	72	74	78
Satisfaction	56	56	53	57	57	64	68
Likelihood to Return	72	68	69	75	80	83	85
Primary Resource	62	60	58	65	67	71	80
Recommend	62	61	58	64	68	74	79

Which of the following best describes your role in visiting our site today?

December 22, 2004 - February 14, 2005

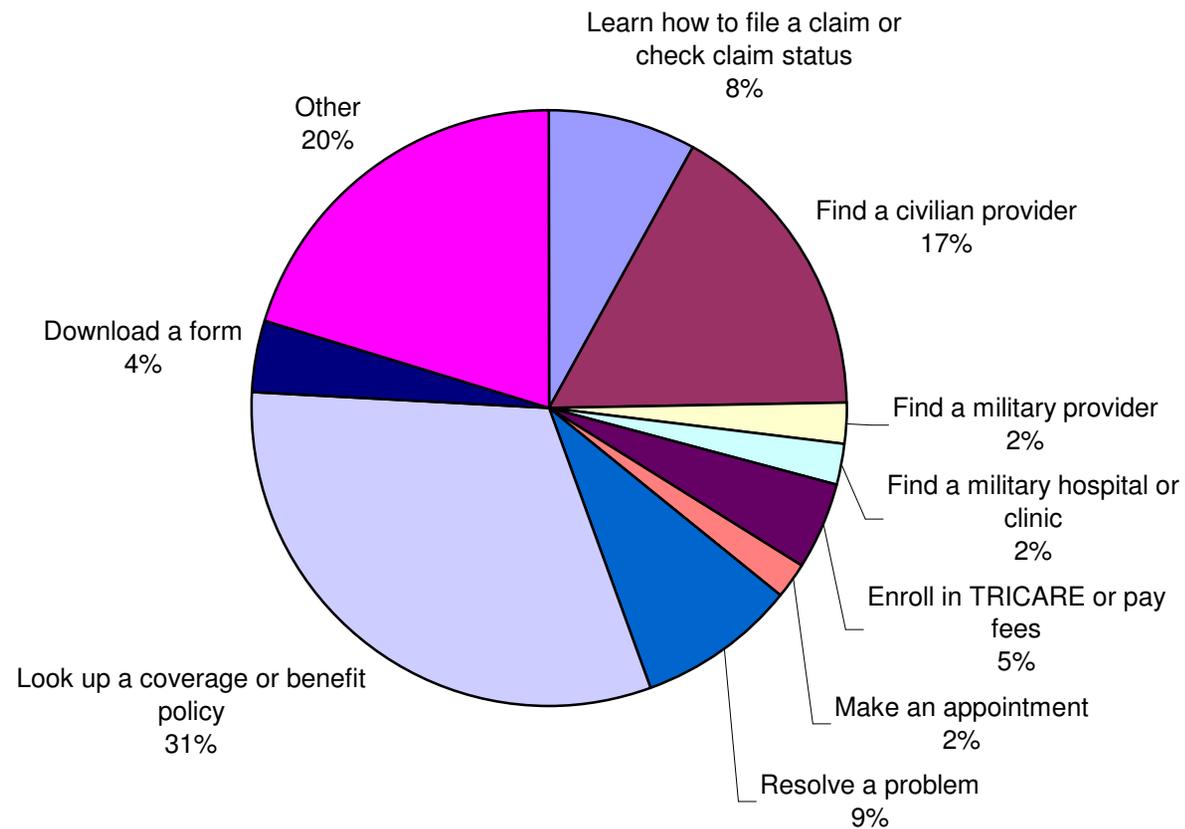
Number of respondents = 3014



Average C.S. Scores by WHICH OF THE FOLLOWING BEST DESCRIBES
YOUR ROLE IN VISITING OUR SITE TODAY?
December 22, 2004 - February 14, 2005

	Overall	TRICARE customer or patient	TRICARE staff, including government and supporting government contractors	Provider	Other
Number of Respondents	3014	2317	257	169	271
Content	66	65	74	63	69
Functionality	58	57	70	56	64
Look and Feel	64	63	70	59	70
Navigation	55	53	67	52	65
Search	58	56	64	56	63
Site Performance	74	73	79	70	79
Satisfaction	56	54	69	51	66
Likelihood to Return	72	70	87	66	79
Primary Resource	62	61	74	55	71
Recommend	62	60	79	56	73

Which of the following best describes your reason for visiting our Web site today:
December 22, 2004 - February 14, 2005
Number of respondents = 3014



Average C.S. Scores by WHICH OF THE FOLLOWING BEST DESCRIBES
YOUR REASON FOR VISITING OUR WEB SITE TODAY:
December 22, 2004 - February 14, 2005

	Overall	Learn how to file a claim or check claim status	Find a civilian provider	Find a military provider	Find a military hospital or clinic	Enroll in TRICARE or pay fees	Make an appointment	Resolve a problem	Look up a coverage or benefit policy	Download a form	Other
Number of Respondents	3014	241	508	62	64	145	56	261	950	113	613
Content	66	68	60	65	68	74	58	60	68	67	68
Functionality	58	60	52	58	62	64	50	51	62	61	60
Look and Feel	64	65	60	65	68	69	53	58	67	65	65
Navigation	55	56	48	56	60	60	40	47	59	58	57
Search	58	60	52	57	59	64	52	51	60	59	58
Site Performance	74	76	64	71	75	81	65	67	78	77	75
Satisfaction	56	58	46	57	62	66	42	47	61	61	59
Likelihood to Return	72	76	63	71	74	82	59	60	77	77	72
Primary Resource	62	65	53	63	67	73	49	51	67	68	63
Recommend	62	65	51	60	65	75	47	52	68	67	64

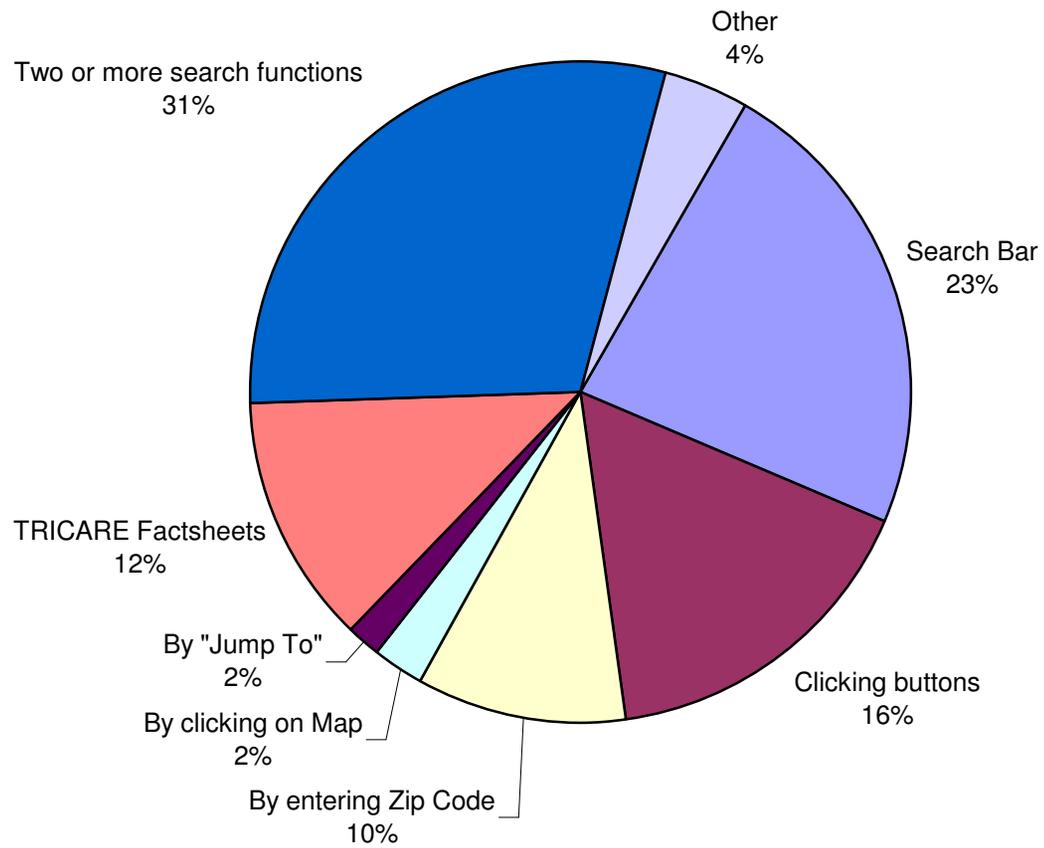
TRICARE customer or patient
Which of the following best describes your role in visiting our site today?
Average Question Responses
December 22, 2004 - February 14, 2005

	Overall	TRICARE customer or patient	Patients+Find Civilian Provider
CONTENT	66	65	59
Please rate the accuracy of information on this site.	7.0	6.9	5.6
Please rate the quality of information on this site.	6.8	6.6	5.9
Please rate the freshness of content on this site.	7.0	6.9	6.1
FUNCTIONALITY	58	57	50
Please rate the usefulness of the services provided on this site.	6.7	6.5	5.3
Please rate the convenience of the services on this site.	6.5	6.3	5.4
Please rate the ability to accomplish what you wanted to on this site.	5.7	5.5	4.8
LOOK AND FEEL	64	63	59
Please rate the ease of reading this site.	6.8	6.8	6.2
Please rate the clarity of site organization.	6.5	6.3	5.7
Please rate the clean layout of this site.	7.1	7.0	6.5
NAVIGATION	55	53	47
Please rate the degree to which the number of steps it took to get where you want is acceptable.	5.6	5.4	4.8
Please rate the ability to find the information you want on this site.	5.5	5.2	4.5
Please rate the clarity of site map/directory.	6.4	6.3	5.8
Please rate the ease of navigation on this site.	6.4	6.2	5.5
SEARCH	58	56	52
Please rate the usefulness of search results on this site.	6.2	6.0	5.1
Please rate how this site provides comprehensive search results.	6.3	6.0	5.4
Please rate the organization of search results for this site.	6.3	6.1	5.7
Please rate how the search feature helps you to narrow the results to find the information you want.	6.0	5.8	5.2
SITE PERFORMANCE	74	73	64
Please rate the speed of loading the page on this site.	7.9	7.8	7.1
Please rate the consistency of speed on this site.	7.7	7.7	7.0
Please rate the reliability of site performance on this site.	7.4	7.3	6.4
SATISFACTION	56	54	45
What is your overall satisfaction with this site?	6.2	6.0	5.2
How well does this site meet your expectations?	6.1	5.9	5.0
How does this site compare to your idea of an ideal website?	6.0	5.8	5.0
LIKELIHOOD TO RETURN	72	70	62
How likely are you to return to this site?	7.5	7.3	6.6
PRIMARY RESOURCE	62	61	53
How likely are you to use this site as your primary resource for obtaining information from this organiza	6.6	6.4	5.7
RECOMMEND	62	60	51
How likely are you to recommend this site to someone else?	6.6	6.4	5.6

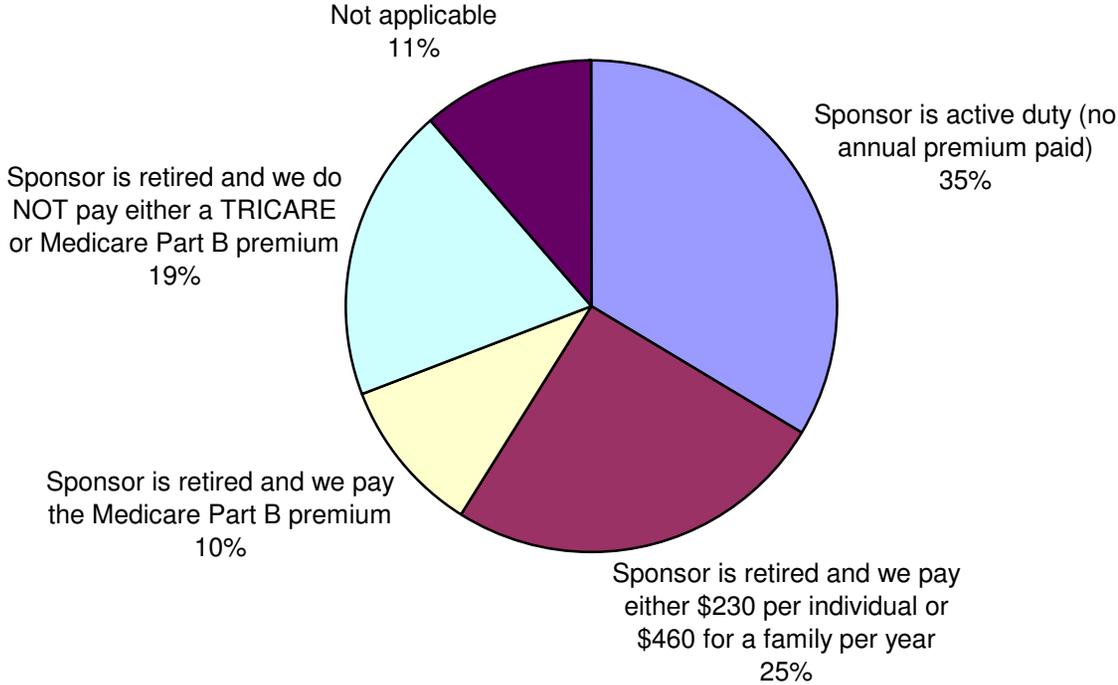
What method are you using to locate the information you are looking for?

February 4, 2004 - February 14, 2005

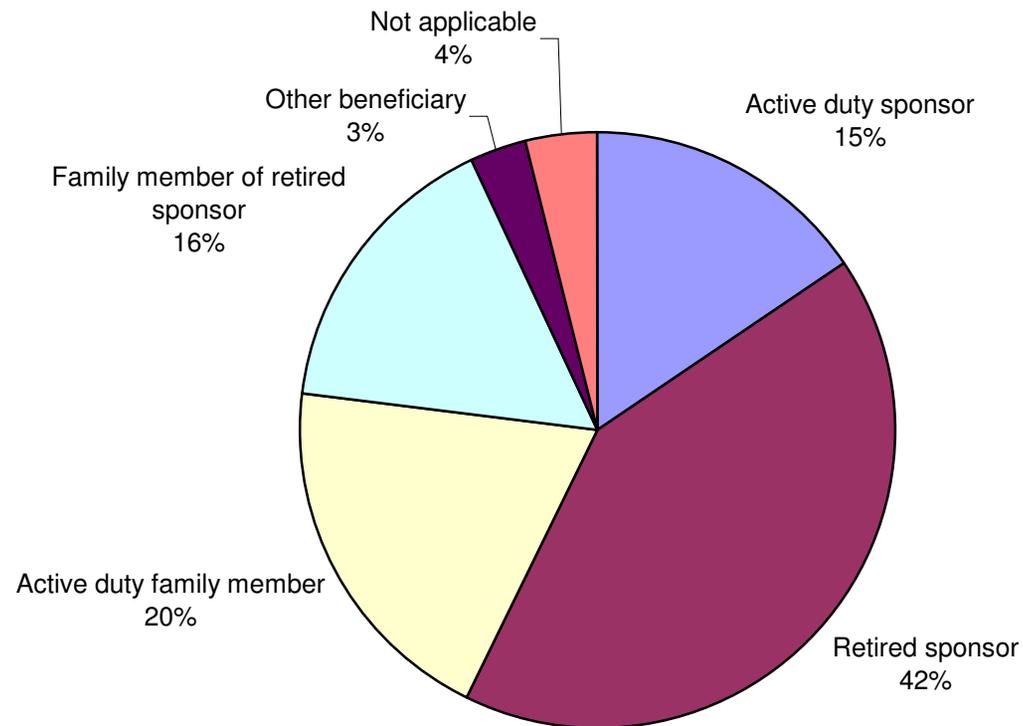
Number of respondents = 165



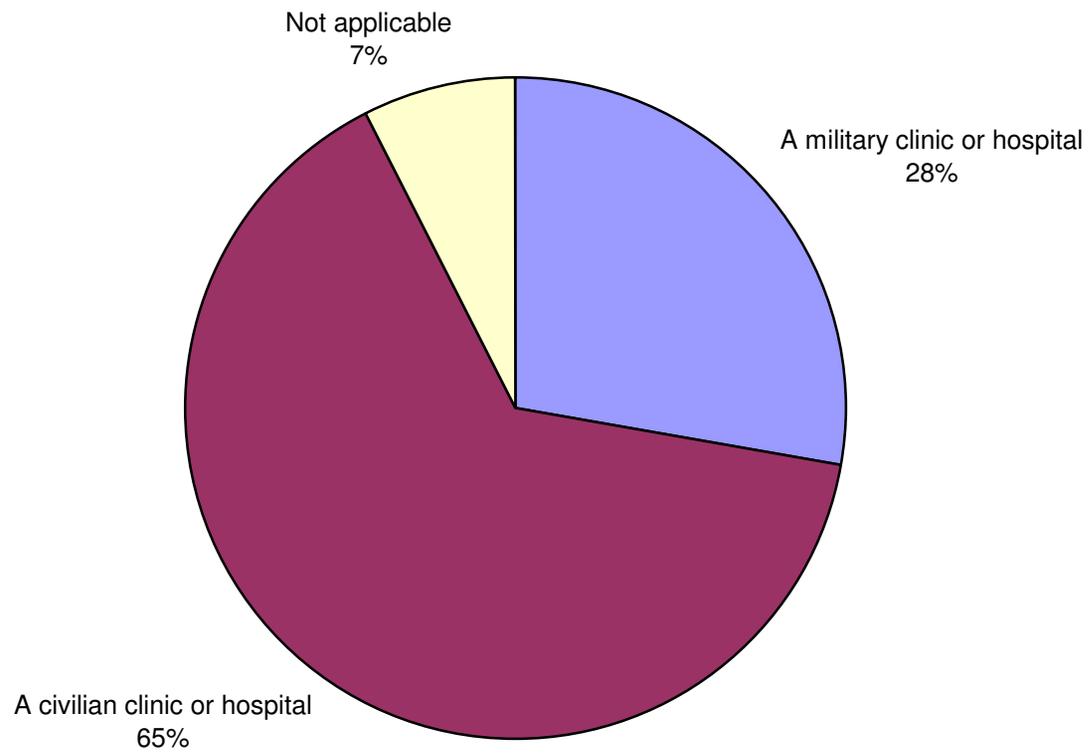
For TRICARE customers and patients only: which of the following best describes your TRICARE enrollment option?
December 22, 2004 - February 14, 2005
Number of respondents = 3014



For TRICARE customers and patients only which best describes your status:
December 22, 2004 - February 14, 2005
Number of respondents = 3014



For TRICARE customers and patients only- do you receive most of your care from:
December 22, 2004 - February 14, 2005
Number of respondents = 3014



How did you get to our Web site today?

February 4, 2004 - February 14, 2005

Number of respondents = 163

