

Plan Report Cards

Health Maintenance Organization Plans

(Pages 28 through 55)

Important: Some plans have been redesignated as POS products. If you do not find your plan in this section, check the POS section.

**Health Maintenance
Organization (HMO)
Plans by State**

(Also check POS Section)

Plan name – location




























	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Alabama							
Health Partners of Alabama - Birmingham/Other areas	800/888-7647	DF1	DF2	42.47	126.56	48.85	152.71
PrimeHealth of Alabama, Inc. - Central/Southern Alabama	800/236-9421	AA1	AA2	87.91	141.27	49.01	136.35
VIVA Health Plan - Northern/Central and Southern Cos	205/558-7474	4B1	4B2	43.74	129.11	53.50	145.10
Arizona							
Aetna U.S. Healthcare - Phoenix/Tucson areas	800/537-9384	WQ1	WQ2	38.18	120.84	41.38	117.50
CIGNA HC of AZ-Phoenix - Phoenix area	800/572-9990	161	162	40.57	101.42	48.28	135.31
HealthPartners Health Plans - Central Arizona	602/664-2612	2S1	2S2	36.72	110.46	35.64	107.19
HealthPartners Health Plans - Tucson/Southern Arizona	602/664-2612	TD1	TD2	32.76	91.74	38.58	108.02
Humana Health Plan of AZ - Phoenix/Tucson/Southern Arizona	888/393-6765	DY1	DY2	33.70	91.67	41.38	112.54
Intergruop of Arizona, Inc. - Maricopa/Pima/Other AZ counties	800/289-2818	A71	A72	36.78	118.37	39.86	107.58
PacifiCare of Arizona - Counties surrounding Phoenix/Tucson	800/346-8600	7R1	7R2	0.00	0.00	45.11	157.80
PacifiCare of Arizona - Maricopa/Pima/Pinal Counties	800/347-8600	A31	A32	34.31	96.19	34.79	97.42
Premier HealthCare of Arizona - Graham/Greenlee/Maricopa/Pima/Pinal	800/914-4474	9A1	9A2	31.25	85.59	32.85	90.40
Premier HealthCare of Arizona - Yavapai/Mohave/Coconino/Yuma/Gila	800/914-4474	9B1	9B2	38.63	127.86	41.11	114.81
Arkansas							
Prudential HealthCare HMO - Central and Northwest Arkansas	800/821-8787	VY1	VY2	43.73	97.49	61.34	137.30
California							
Aetna U.S. Healthcare - Southern California	800/537-9384	2X1	2X2	43.40	101.57	45.45	106.36
Aetna U.S. Healthcare - Northern California area	800/537-9384	BU1	BU2	59.83	146.69	61.36	140.51
Blue Shield of CA Access+HMO - Most of California	800/334-5847	SJ1	SJ2	39.92	99.04	39.92	99.04
Blue Cross CaliforniaCare - Most of California	800/235-8631	M51	M52	36.01	91.87	40.15	102.44
CIGNA HealthCare of California - Northern/Southern California	800/832-3211	9T1	9T2	0.00	0.00	49.65	106.43
Health Net - Most of California	800/522-0088	LB1	LB2	40.82	95.90	43.52	103.00
Kaiser Permanente - Northern California	800/464-4000	591	592	38.78	92.56	43.49	103.83
Kaiser Permanente - Southern California	800/464-4000	621	622	44.22	103.81	48.04	111.05
Maxicare Southern California - Southern California	800/234-6294	CM1	CM2	32.04	81.09	36.07	91.29
National HMO Health Plan - Northern/Central/Southern California	800/468-8600	MN1	MN2	37.38	99.35	38.58	102.05
Omni Healthcare - Central Valley and Sacramento areas	800/342-8462	HN1	HN2	43.79	132.36	48.27	138.17
PacifiCare of California - Most of California	800/624-8822	CY1	CY2	41.00	116.35	40.49	104.95
United Health Plan - LA/Orange/San Bernardino Counties	800/544-0088	C41	C42	31.49	68.17	35.30	76.43
Western Health Advantage - Northern California	888-563-2250	5Z1	5Z2	0.00	0.00	41.76	100.22
Colorado							
Aetna U.S. Healthcare - The Front Range	800/537-9384	6F1	6F2	38.07	101.36	39.97	106.42
Antero HealthPlans - Central Colorado	800/456-9292	9X1	9X2	34.65	94.04	34.65	94.04

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (8%)	Explanation of care (80%)	Results of care (74%)				
	20	48	22														
Plan name	11	36	28														
Alabama																	
Health Partners of Alabama	20	48	22	●	●	●	●	●	●	●	●	●	●	✓			
PrimeHealth of Alabama, Inc.	11	36	28	○	●	●	●	○	●	●	●	●	●				🖥️
VIVA Health Plan																	
Arizona																	
Aetna U.S. Healthcare	13	35	21	●	●	●	●	○	●	●	●	●	●				🖥️
CIGNA HC of AZ-Phoenix	21	43	21	●	●	●	●	○	○	●	●	●	●		★		🖥️
HealthPartners Health Plans	12	38	25	○	○	●	●	●	●	●	●	●	●		★		🖥️
HealthPartners Health Plans	16	42	23	●	●	●	●	○	●	○	○	○	○		★		🖥️
Humana Health Plan of AZ	17	30	23	●	○	●	●	○	●	○	○	○	○				🖥️
Intergroup of Arizona, Inc.	13	39	28	●	○	○	○	○	○	○	○	○	○		★		
PacifiCare of Arizona															★		🖥️
PacifiCare of Arizona	14	30	26	○	○	○	○	○	○	○	○	○	○		★		🖥️
Premier HealthCare of Arizona																	
Premier HealthCare of Arizona																	
Arkansas																	
Prudential HealthCare HMO															★		🖥️
California																	
Aetna U.S. Healthcare	10	31	29	●	○	●	●	○	○	○	●	○	○				🖥️
Aetna U.S. Healthcare	11	38	28	●	●	●	●	●	●	●	●	●	●		★		🖥️
Blue Shield of CA Access+HMO	14	33	33	●	○	○	○	●	●	○	○	○	○		●		🖥️
Blue Cross CaliforniaCare	16	39	27	●	●	●	○	●	●	○	○	●	○		★		🖥️
CIGNA HealthCare of California	11	37	26	○	○	○	○	●	●	○	○	○	○		★		🖥️
Health Net	14	40	32	●	●	●	●	●	●	●	●	●	●		●		🖥️
Kaiser Permanente	15	44	27	●	○	○	●	○	○	●	○	○	●		●		🖥️
Kaiser Permanente	19	47	20	●	●	●	●	○	○	●	●	○	●		★		🖥️
Maxicare Southern California	14	29	30	○	○	○	○	○	○	○	○	○	○				
National HMO Health Plan*	11	48	20	○	●	○	●	●	●	●	●	●	●				🖥️
Omni Healthcare	21	32	31	●	●	●	●	●	●	●	●	●	●				🖥️
PacifiCare of California*	18	35	27	●	○	●	●	○	●	○	○	○	○		★		🖥️
United Health Plan															⊗	●	
Western Health Advantage																	🖥️
Colorado																	
Aetna U.S. Healthcare																	🖥️
Antero HealthPlans																	🖥️

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Colorado (continued)							
CIGNA HealthCare of CO - Front Range area	800/832-3211	1C1	1C2	43.14	105.95	45.63	109.51
Kaiser Permanente - Denver/Colorado Springs areas	303/338-3800	651	652	39.26	100.26	43.19	110.26
PacifiCare of Colorado-High - Denver/Pueblo/Col.Springs/Fort Collins	800/877-9777	D61	D62	38.84	100.49	42.33	109.53
PacifiCare of Colorado-Std - Denver/Pueblo/Col.Springs/Fort Collins	800/877-9777	D64	D65	34.45	89.28	33.70	87.32
QualMed of Colorado - Denver/Boulder/Colorado Springs/Pueblo	800/847-3990	2D1	2D2	37.15	94.42	44.86	113.84
Rocky Mountain HMO - Most of Colorado	800/346-4643	881	882	54.65	153.75	79.60	203.82
Connecticut							
Aetna U.S. Healthcare - All of Connecticut	800/537-9384	H11	H12	86.28	307.52	80.99	290.10
ConnectiCare - All of Connecticut	800/251-7722	TE1	TE2	111.02	255.63	49.84	110.75
Harvard Community Hlth Plan - Northwest Connecticut	888/333-4742	681	682	78.70	279.00	70.55	253.22
Health New England - Northern Connecticut	413/787-4004	DJ1	DJ2	61.97	144.52	64.37	139.80
Kaiser Permanente - Most of Connecticut	800/597-3872	DM1	DM2	50.70	156.41	61.77	175.91
Prudential HealthCare HMO - Fairfield/Litchfield/New Haven Cos.	800/422-7399	8C1	8C2	51.03	305.09	109.11	309.19
Delaware							
Aetna U.S. Healthcare - All of Delaware	800/537-9384	NK1	NK2	107.88	389.20	103.18	372.11
AmeriHealth HMO, Inc. - All of Delaware	800/444-6282	SP1	SP2	48.93	196.93	53.78	203.54
District of Columbia							
Aetna U.S. Healthcare - Washington, DC area	800/537-9384	V81	V82	64.03	197.49	74.21	215.50
CapitalCare - Washington, DC area	800/680-9495	2G1	2G2	39.80	129.57	56.83	238.16
George Washington Univ HP-High - Washington, DC area	301/941-2000	E51	E52	83.49	187.48	73.75	155.33
George Washington Univ HP-Std - Washington, DC area	301/941-2000	E54	E55	36.97	80.60	42.27	92.05
Kaiser Permanente - Washington, DC area	301/468-6000	E31	E32	42.82	114.73	47.30	119.75
MD-IPA - Washington, DC area	800/331-2102	JP1	JP2	42.84	103.03	50.46	136.91
NYLCare/Mid-Atlantic-High - Washington, DC area	800/635-3121	JN1	JN2	52.22	150.33	50.47	126.97
NYLCare/Mid-Atlantic-Std - Washington, DC area	800/635-3121	JN4	JN5	33.24	78.10	35.67	83.82
Florida							
Aetna U.S. Healthcare - Central and South Florida areas	800/537-9384	8A1	8A2	50.08	226.98	57.83	245.94
Av-Med Health Plan - Broward/Dade/Palm Beach Counties	800/882-8633	EM1	EM2	38.56	115.83	43.00	125.47
Av-Med Health Plan - Orlando area	800/882-8633	GP1	GP2	38.91	119.80	41.95	115.35
Av-Med Health Plan - Tampa Bay area	800/882-8633	H51	H52	45.03	186.99	41.92	115.27
Av-Med Health Plan - Jacksonville area	800/882-8633	HW1	HW2	40.11	132.97	42.94	124.78
Av-Med Health Plan - Gainesville area	800/882-8633	JF1	JF2	40.32	135.31	46.17	160.44
Beacon Health Plan - Dade/Broward/Palm Beach Counties	800/850-0979	4K1	4K2	32.02	89.68	36.84	103.20
Capital Health Plan - Tallahassee area	850/383-3311	EA1	EA2	39.91	118.13	40.74	108.78

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	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	%																
	Extremely satisfied	Very satisfied	Somewhat satisfied														
Plan name																	
Colorado (continued)																	
CIGNA HealthCare of CO																★	
Kaiser Permanente	25	46	19	●	●	●	●	●	○	●	●	●	●	✓	★		
PacifiCare of Colorado-High	14	43	25	●	●	●	●	●	●	●	●	●	●		★		
PacifiCare of Colorado-Std	10	35	31	○	●	●	○	●	●	○	○	○	●		★		
QualMed of Colorado															●		
Rocky Mountain HMO	14	54	20	●	●	●	●	●	●	●	●	●	●	✓	●		
Connecticut																	
Aetna U.S. Healthcare	11	37	28	●	●	●	●	●	●	●	●	●	●		●		
ConnectiCare	25	46	21	●	●	●	●	●	●	●	●	●	●	✓	●		
Harvard Community Hlth Plan	27	43	19	●	●	●	●	●	●	●	●	●	●	✓	★		
Health New England	13	53	24	●	●	●	●	●	●	●	●	●	●	✓	●		
Kaiser Permanente	18	41	29	●	●	●	●	●	●	●	●	●	●	✓	★		
Prudential HealthCare HMO															★		
Delaware																	
Aetna U.S. Healthcare	15	33	31	●	●	●	●	●	●	●	●	●	●				
AmeriHealth HMO, Inc.	15	31	29	●	●	●	●	●	●	●	●	●	●		●		
District of Columbia																	
Aetna U.S. Healthcare	11	36	31	●	●	●	●	●	●	●	●	●	●		★		
CapitalCare	20	36	29	●	●	●	●	●	●	●	●	●	●				
George Washington Univ HP-High	18	40	25	●	●	●	●	●	○	●	●	●	●		●		
George Washington Univ HP-Std	13	31	33	●	●	○	●	●	○	●	●	●	●		●		
Kaiser Permanente*	23	39	24	●	●	○	●	●	○	○	●	○	●		★		
MD-IPA	15	45	30	●	●	●	●	●	●	●	●	●	●	✓	★		
NYLCare/Mid-Atlantic-High	17	42	23	●	●	●	●	●	●	●	●	●	●		★		
NYLCare/Mid-Atlantic-Std	11	41	31	●	●	●	●	●	●	●	●	●	●		★		
Florida																	
Aetna U.S. Healthcare															★		
Av-Med Health Plan	25	42	21	●	●	●	●	●	●	●	●	●	●	✓	★		
Av-Med Health Plan	24	35	23	●	●	●	●	●	●	●	●	●	●		★		
Av-Med Health Plan	19	37	27	●	●	●	○	●	●	○	○	●	●		★		
Av-Med Health Plan	27	43	16	●	●	●	●	●	●	●	●	●	●		★		
Av-Med Health Plan	26	45	17	●	●	●	●	●	●	●	●	●	●	✓	★		
Beacon Health Plan																	
Capital Health Plan	39	37	13	●	●	●	●	●	●	●	●	●	●		●		

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Florida (continued)							
Foundation Health - Northern Florida	800/441-5501	5C1	5C2	27.52	77.78	39.67	111.99
Foundation Health - Central Florida	800/441-5501	5D1	5D2	30.02	84.82	43.40	141.49
Foundation Health - Southern Florida	800/441-5501	5E1	5E2	23.22	65.59	37.47	103.02
Health Options - Tampa Bay area	800/583-9072	D71	D72	40.98	131.37	47.69	158.73
Health Options - Palm Beach/Martin Counties	800/964-6595	FN1	FN2	39.65	116.31	42.33	113.31
Health Options - Broward/Dade Counties	800/964-6595	FR1	FR2	37.05	100.01	37.48	101.18
HIP Health Plan of FL - South Florida/Tampa Bay areas	800/385-4447	K71	K72	44.35	188.44	42.58	128.36
Humana Medical Plan - Orlando/Gainesville areas	888/393-6765	7F1	7F2	34.96	97.93	39.61	110.91
Humana Medical Plan - Southeast/Southcentral/Southwest Florida	888/393-6765	EE1	EE2	40.95	102.38	45.30	113.26
Humana Medical Plan - Tampa Bay area	888/393-6765	JH1	JH2	40.41	101.03	45.93	114.83
Humana Medical Plan - Jacksonville area	888/393-6765	P51	P52	39.03	128.98	50.40	156.41
Humana Medical Plan - Daytona area	888/393-6765	P71	P72	39.61	135.40	50.34	155.94
PCA Family Health Plan of FL - Most of Florida	888/393-6765	FQ1	FQ2	31.82	95.48	33.53	100.61
PCA Health Plans of Florida - Most of Florida	888/393-6765	PJ1	PJ2	31.82	95.48	33.53	100.61
Prudential HealthCare HMO - Jacksonville area	904/351-8386	EC1	EC2	33.28	91.54	35.81	98.48
Prudential HealthCare HMO - Central Florida area	800/628-3801	EH1	EH2	33.42	93.59	40.00	111.97
Prudential HealthCare HMO - Broward/Dade/Palm Beach Counties	800/457-3885	HE1	HE2	35.88	100.48	46.44	172.49
United HealthCare of Florida - South Florida/Tampa areas	800/543-3145	QK1	QK2	61.84	234.35	48.88	170.67
Georgia							
Aetna U.S. Healthcare - Atlanta/Augusta/Athens/Macon areas	800/537-9384	2U1	2U2	41.32	117.89	45.25	119.13
Athens Area Health Plan Select - Athens metro area	706-549-0549	8Y1	8Y2	0.00	0.00	42.26	108.44
Kaiser Permanente - Atlanta area	800/255-0568	F81	F82	42.37	122.05	45.61	115.78
Prudential HealthCare HMO - Atlanta/Macon areas	800/738-1728	EZ1	EZ2	34.08	93.24	37.66	103.04
Guam							
Guam Memorial Health Plan-High - Guam/Palau/N. Mariana Islands	671/646-4647	ZA1	ZA2	54.58	186.34	63.90	210.23
Guam Memorial Health Plan-Std - Guam/Palau/N. Mariana Islands	671/646-4647	ZA4	ZA5	36.22	101.62	40.35	114.89
Health Maintenance Life - Guam	671/646-7826	281	282	36.37	127.38	33.30	99.45
PacifiCare Asia Pacific - Guam	671/647-3471	JK1	JK2	55.02	214.94	46.45	142.27
Hawaii							
Kaiser Permanente-High - Islands of Hawaii/Maui/Oahu/Kauai	808/597-5955	631	632	87.99	188.18	85.58	172.19
Kaiser Permanente-Std - Islands of Hawaii/Maui/Oahu/Kauai	808/597-5955	634	635	46.63	100.25	51.01	109.68
Idaho							
Group Health Cooperative - Benewah/Bonner/Kootenai/Latah/Shoshone	800/497-2210	VR1	VR2	63.31	217.32	63.38	217.60
HealthPlus - Washington border counties	800/527-6675	8F1	8F2	0.00	0.00	48.29	134.55

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)			
																
Plan name																
Florida (continued)																
Foundation Health															★	
Foundation Health															★	
Foundation Health															★	
Health Options	13	34	33	●	●	●	●	●	●	●	●	●	●		★	
Health Options															★	
Health Options	10	35	34	●	●	●	●	○	●	○	○	○	○		★	
HIP Health Plan of FL	14	34	25	●	●	●	●	○	○	○	○	○	○		★	
Humana Medical Plan	10	34	33	●	○	○	○	○	○	○	○	○	○		★	
Humana Medical Plan	14	30	33	○	○	○	○	○	○	○	○	○	○		★	
Humana Medical Plan	14	37	26	●	○	●	○	○	○	○	○	○	○		★	
Humana Medical Plan	13	37	30	●	●	●	○	○	●	●	●	●	●		★	
Humana Medical Plan	12	31	30	●	●	●	○	○	●	○	○	○	○		★	
PCA Family Health Plan of FL															●	
PCA Health Plans of Florida	10	25	27	○	○	●	○	○	●	○	○	○	○		●	
Prudential HealthCare HMO	30	35	21	●	●	●	●	●	●	●	●	●	●		★	
Prudential HealthCare HMO	19	42	23	●	●	●	●	○	●	●	●	●	●		★	
Prudential HealthCare HMO	16	28	34	●	○	●	●	○	●	○	○	○	○		★	
United HealthCare of Florida																
Georgia																
Aetna U.S. Healthcare	15	35	27	●	●	●	●	●	●	●	●	●	●			
Athens Area Health Plan Select																
Kaiser Permanente	22	40	25	●	●	●	●	●	○	●	●	●	●	✓	★	
Prudential HealthCare HMO	11	34	32	●	○	○	○	○	○	○	●	●	●		●	
Guam																
Guam Memorial Health Plan-High	7	32	43	○	○	○	●	○	○	○	○	○	○			
Guam Memorial Health Plan-Std																
Health Maintenance Life*	15	47	25	○	○	○	●	●	○	●	○	●	●			
PacifiCare Asia Pacific*	12	33	35	○	○	○	○	○	○	○	○	○	○			
Hawaii																
Kaiser Permanente-High	26	40	22	●	●	●	●	●	●	●	●	●	●	✓	★	
Kaiser Permanente-Std	16	36	35	●	●	●	●	●	●	●	●	●	●		★	
Idaho																
Group Health Cooperative	15	33	31	●	●	●	●	●	●	●	●	●	●		★	
HealthPlus																

**Health Maintenance
Organization (HMO)
Plans by State**

(Also check POS Section)

Plan name – location

	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Illinois							
Aetna U.S. Healthcare - Chicago area	800/537-9384	XC1	XC2	37.49	165.08	38.73	141.53
BCI HMO, Inc. - Chicago/Rockford/Springfld/Downstate Cos	800/772-6897	3B1	3B2	68.10	224.01	71.76	227.33
Group Health Plan - Southern/Metro East/Central	800/743-3901	MM1	MM2	72.96	231.38	57.11	185.51
Health Alliance HMO - Central/E.Central/N.West/South/West IL	800/851-3379	FX1	FX2	50.16	142.42	63.98	166.25
Health Partners of the Midwest - St. Louis area	800/338-4123	RN1	RN2	45.21	98.22	71.91	147.29
Heritage National Healthplan - Bloomingt/Joliet/Moline/Peoria/RockIsld	800/247-9110	3J1	3J2	46.66	106.78	49.26	184.49
Humana Health Plan Inc. - Chicago area	888/393-6765	751	752	44.07	129.68	52.24	152.58
John Deere Family Healthplan - Quad Cities	800/247-9110	1J1	1J2	39.12	92.40	43.93	126.93
Mercy Health Plans/Premier - Southwest Illinois	800/327-0763	7M1	7M2	47.80	135.31	47.76	111.09
OSF HealthPlans - Central/Northern Illinois	800/673-5222	9F1	9F2	37.61	99.65	44.12	116.63
PersonalCare's HMO - East Central Illinois	800/431-1211	GE1	GE2	40.78	111.13	41.79	107.46
Principal St.Louis - St. Louis area	800/966-3938	121	122	46.73	101.87	80.36	168.01
Prudential HealthCare HMO - Southern Illinois	800/298-7625	VZ1	VZ2	37.22	94.04	37.95	95.85
Rush Prudential HMO - Chicago area	312/234-7747	171	172	38.83	93.42	46.46	111.77
Union Health Service - Chicago area	312/829-4224	761	762	41.48	103.20	43.39	107.61
United HealthCare Select - St. Louis and Metro East	800/627-0607	H81	H82	48.45	132.04	51.32	124.82
Indiana							
Aetna U.S. Healthcare - Southern Indiana	800/537-9384	RD1	RD2	47.80	153.60	52.00	161.64
Aetna U.S. Healthcare - Lake/Porter Counties	800/537-9384	XC1	XC2	37.49	165.08	38.73	141.53
Arnett HMO - Lafayette area	765/448-7440	G21	G22	65.50	233.59	63.55	223.67
BCI HMO, Inc. - Lake County	800/772-6897	3B1	3B2	68.10	224.01	71.76	227.33
Health Alliance HMO - Fountain/Vermillion/Warren Counties	800/851-3379	FX1	FX2	50.16	142.42	63.98	166.25
Humana Care Plan - Southern Indiana	888/393-6765	181	182	46.33	171.93	54.10	178.10
Humana Health Plan Inc. - Lake and Porter Counties	888/393-6765	751	752	44.07	129.68	52.24	152.58
Humana Health Plan - Southern Indiana	888/393-6765	D21	D22	47.00	178.95	55.01	180.33
Maxicare Indiana - Most of Indiana	800/441-3355	GK1	GK2	42.39	99.80	46.73	110.02
PARTNERS Nat'l HPs of IN - Northern Indiana	800/967-5439	MC1	MC2	43.46	145.47	43.61	113.80
Physicians HP of N. Indiana - Northern Indiana	219/432-6690	DQ1	DQ2	51.59	130.72	63.38	147.62
Prudential HealthCare Midwest - Dearborn County	800/932-7478	S31	S32	39.05	101.43	41.70	108.29
Rush Prudential HMO - Lake/Porter Counties	888/234-7747	171	172	38.83	93.42	46.46	111.77
The M*Plan - Central/Northeast/Southwest Indiana	800/816-7526	IN1	IN2	41.20	100.21	49.86	107.55
United HealthCare of Kentucky - Clark/Floyd/Harrison Counties	800/495-5283	DU1	DU2	56.90	186.90	50.09	149.03
Welborn HMO - Evansville area	812/426-6600	H31	H32	44.66	153.51	45.41	122.05

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	% Extremely satisfied	% Very satisfied	% Somewhat satisfied														
Plan name																	
Illinois																	
Aetna U.S. Healthcare	5	30	32	●	●	○	○	●	●	●	●	○	○		★		
BCI HMO, Inc.	13	36	31	●	●	●	●	●	●	●	●	●	●				
Group Health Plan*	15	48	25	●	●	●	●	●	●	●	●	●	●		●		
Health Alliance HMO	25	46	15	●	●	●	●	●	●	●	●	●	●				
Health Partners of the Midwest	18	43	23	●	●	●	●	●	●	●	●	●	●				
Heritage National Healthplan																	
Humana Health Plan Inc.	13	29	37	○	○	○	○	○	○	○	○	○	○		★		
John Deere Family Healthplan																	
Mercy Health Plans/Premier																	
OSF HealthPlans																	
PersonalCare's HMO	17	40	34	●	●	●	●	●	●	●	●	●	●	✓			
Principal St.Louis	20	45	25	●	●	●	●	●	●	●	●	●	●	✓	●		
Prudential HealthCare HMO															★		
Rush Prudential HMO	17	37	26	●	●	○	●	○	●	●	●	●	●		★		
Union Health Service																	
United HealthCare Select	17	41	27	●	●	●	●	●	●	●	●	●	●				
Indiana																	
Aetna U.S. Healthcare	11	29	30	●	●	●	●	●	●	●	●	●	●				
Aetna U.S. Healthcare	5	30	32	●	●	○	○	●	●	●	○	○					
Arnett HMO																	
BCI HMO, Inc.	13	36	31	●	●	●	●	●	●	●	●	●	●				
Health Alliance HMO	25	46	15	●	●	●	●	●	●	●	●	●	●				
Humana Care Plan	15	37	28	●	●	●	○	●	●	●	●	●	●				
Humana Health Plan Inc.	13	29	37	○	○	○	○	○	○	○	○	○	○		★		
Humana Health Plan	15	42	28	●	●	●	●	●	●	●	●	●	●				
Maxicare Indiana	16	41	23	●	●	●	●	●	●	●	●	●	●		⊗		
PARTNERS Nat'l HPs of IN															●		
Physicians HP of N. Indiana																	
Prudential HealthCare Midwest	12	46	27	●	●	●	●	●	●	●	●	●	●		★		
Rush Prudential HMO	17	37	26	●	●	○	●	○	●	●	●	●	●		★		
The M*Plan	22	47	19	●	●	●	●	●	●	●	●	●	●	✓	★		
United HealthCare of Kentucky																	
Welborn HMO	34	39	20	●	●	●	●	●	●	●	●	●	●	✓	●		

1997 Survey data

**Health Maintenance
Organization (HMO)
Plans by State**

(Also check POS Section)

Plan name – location

	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Iowa							
Care Choices - Northwest Iowa	800/535-6252	FA1	FA2	41.19	134.99	48.48	174.14
Exclusive Healthcare - Council Bluffs/Sioux City areas	800/456-9292	9Y1	9Y2	38.59	108.68	48.08	175.00
Health Alliance HMO - Central Iowa	888/536-5300	7X1	7X2	42.50	101.25	44.62	108.22
Heritage National Healthplan - Central/Eastern Iowa	800/247-9110	3J1	3J2	46.66	106.78	49.26	184.49
John Deere Family Healthplan - Des Moines/Waterloo/Quad Cities areas	800/247-9110	1J1	1J2	39.12	92.40	43.93	126.93
Principal Health Care of Iowa - Des Moines/Central Iowa/Waterloo	800/257-4692	SV1	SV2	42.06	146.06	43.74	124.98
SecureCare of Iowa - Central and Eastern Iowa areas	888/881-8820	3Q1	3Q2	34.22	89.63	37.29	97.69
United HealthCare/Midlands - Western Iowa	402/445-5700	NF1	NF2	43.82	117.96	48.04	108.71
Kansas							
Humana Kansas City, Inc.-High - Kansas City area	888/393-6765	MS1	MS2	45.60	129.57	49.99	132.47
Humana Kansas City, Inc.-Std - Kansas City area	888/393-6765	MS4	MS5	42.35	101.63	46.57	111.76
Kaiser Permanente - Kansas City area	913/642-2662	HA1	HA2	33.87	87.39	37.97	97.95
Preferred Plus of Kansas - S. Central & Jefferson/Shawnee Counties	800/660-8114	VA1	VA2	47.51	201.35	50.30	187.68
Principal Health Care of KC - Wichita/Salinas areas	800/969-3343	7W1	7W2	54.60	185.49	49.38	156.18
Prudential HealthCare HMO - Kansas City/Topeka areas	800/441-5588	1K1	1K2	42.33	128.23	48.82	120.30
United HealthCare MidWest - Kansas City/Topeka areas	800/357-0975	4M1	4M2	51.55	180.94	62.62	202.85
Kentucky							
Advantage Care, Inc. - Central/Eastern Kentucky	800/850-8585	XW1	XW2	44.72	156.44	63.64	223.39
Aetna U.S. Healthcare - Lexington/Louisville areas	800/537-9384	RD1	RD2	47.80	153.60	52.00	161.64
Bluegrass Family Health - Central/Eastern Kentucky	606/269-4475	2B1	2B2	45.37	121.73	46.63	110.79
Humana Care Plan - Louisville area	888/393-6765	181	182	46.33	171.93	54.10	178.10
Humana Care Plan - Lexington area	888/393-6765	HR1	HR2	39.16	136.61	48.17	134.16
Humana Health Plan - Lexington/Louisville	888/393-6765	D21	D22	47.00	178.95	55.01	180.33
PacifiCare of Ohio, Inc. - Northern Kentucky	800/824-0428	R81	R82	45.53	121.75	48.13	113.10
Prudential HealthCare Midwest - Northern Kentucky	800/932-7478	S31	S32	39.05	101.43	41.70	108.29
United Health Care of Ohio - Northern Kentucky	800/231-2918	3U1	3U2	53.33	132.47	64.52	159.92
United HealthCare of Kentucky - Most of Kentucky	800/495-5283	DU1	DU2	56.90	186.90	50.09	149.03
Louisiana							
Aetna U.S. Healthcare - New Orleans area	800/537-9384	NG1	NG2	40.58	113.75	43.77	113.79
Aetna U.S. Healthcare - Baton Rouge/Lafayette areas	800/537-9384	TK1	TK2	33.52	127.53	36.16	122.51
Gulf South Health Plan, Inc. - Baton Rouge/New Orleans/Lafayette area	504/237-1700	LY1	LY2	39.16	98.87	47.90	136.26
Smartplan - All of Louisiana	800/259-7370	8D1	8D2	0.00	0.00	43.36	113.30
Vantage Health Plan - Monroe/North Louisiana	318/323-9779	7V1	7V2	44.76	144.87	48.72	145.73

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)			
	% Extremely satisfied	% Very satisfied	% Somewhat satisfied													
Plan name																
Iowa																
Care Choices																
Exclusive Healthcare	15	40	29	●	●	●	●	●	●	●	●	●	●			
Health Alliance HMO																
Heritage National Healthplan																
John Deere Family Healthplan																
Principal Health Care of Iowa*	17	36	30	●	●	●	●	●	●	●	●	●	●		●	
SecureCare of Iowa																
United HealthCare/Midlands	20	33	28	●	●	●	●	●	●	●	●	●	●		★	
Kansas																
Humana Kansas City, Inc.-High	22	37	24	●	●	●	●	●	●	●	●	●	●		★	
Humana Kansas City, Inc.-Std															★	
Kaiser Permanente	18	35	25	●	●	○	○	●	○	○	○	○	○		★	
Preferred Plus of Kansas																
Principal Health Care of KC															●	
Prudential HealthCare HMO	11	42	24	●	●	●	●	●	●	●	●	●	●		★	
United HealthCare MidWest*	13	46	24	●	●	●	●	●	●	●	●	●	●			
Kentucky																
Advantage Care, Inc.															★	
Aetna U.S. Healthcare	11	29	30	●	●	●	●	●	●	●	●	●	●			
Bluegrass Family Health	21	39	26	●	●	●	●	●	●	●	●	●	●			
Humana Care Plan	15	37	28	●	●	●	○	●	●	●	●	●	●			
Humana Care Plan	20	36	26	●	●	●	●	●	○	●	●	●	●			
Humana Health Plan	15	42	28	●	●	●	●	●	●	●	●	●	●			
PacifiCare of Ohio, Inc.	9	37	28	○	●	●	●	●	●	●	●	●	●			
Prudential HealthCare Midwest	12	46	27	●	●	●	●	●	●	●	●	●	●		★	
United Health Care of Ohio	12	40	30	●	●	●	●	●	●	●	●	●	●		★	
United HealthCare of Kentucky																
Louisiana																
Aetna U.S. Healthcare	14	42	27	●	●	●	●	○	●	●	●	●	●			
Aetna U.S. Healthcare																
Gulf South Health Plan, Inc.															★	
Smartplan																
Vantage Health Plan																

1997 Survey data

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Maine							
Harvard Community Hlth Plan - Southeastern Maine	888/333-4742	681	682	78.70	279.00	70.55	253.22
NYLCare Health Plans of Maine - All of Maine	800/895-6667	9M1	9M2	56.97	163.43	62.03	138.99
Maryland							
Aetna U.S. Healthcare - North/Central MD & Washington, DC area	800/537-9384	V81	V82	64.03	197.49	74.21	215.50
CapitalCare - South/Central Maryland	800/680-9495	2G1	2G2	39.80	129.57	56.83	238.16
George Washington Univ HP-High - Central/Southern Maryland	301/941-2000	E51	E52	83.49	187.48	73.75	155.33
George Washington Univ HP-Std - Central/Southern Maryland	301/941-2000	E54	E55	36.97	80.60	42.27	92.05
Kaiser Permanente - Baltimore/Washington, DC areas	301/468-6000	E31	E32	42.82	114.73	47.30	119.75
MD-IPA - All of Maryland	800/331-2102	JP1	JP2	42.84	103.03	50.46	136.91
NYLCare/Mid-Atlantic-High - North/Central/Southern Maryland	800/635-3121	JN1	JN2	52.22	150.33	50.47	126.97
NYLCare/Mid-Atlantic-Std - North/Central/Southern Maryland	800/635-3121	JN4	JN5	33.24	78.10	35.67	83.82
Massachusetts							
Aetna U.S. Healthcare - Central/Eastern MA/Hampden	800/537-9384	NE1	NE2	68.49	262.04	73.65	273.18
Fallon Community Health Plan - Central/Eastern Massachusetts	800/868-5200	JV1	JV2	41.25	118.63	43.35	111.84
Harvard Community Hlth Plan - Eastern/Western Massachusetts	888/333-4742	681	682	78.70	279.00	70.55	253.22
Harvard Pilgrim Hlth Care-NE - Southeastern Massachusetts	888/333-4742	701	702	37.10	89.03	47.01	112.82
Health New England - Western Massachusetts	413/787-4004	DJ1	DJ2	61.97	144.52	64.37	139.80
Kaiser Permanente - Western Massachusetts	800/597-3872	K11	K12	43.29	142.01	45.32	123.85
Michigan							
Aetna U.S. Healthcare - Greater Detroit Metro area	800/537-9384	8Z1	8Z2	0.00	0.00	44.79	119.95
Blue Care Network - East MI - East Michigan Region	800/890-0871	K51	K52	43.81	129.96	47.42	127.86
Blue Care Network - East MI - East Michigan Region	800/890-0871	KN1	KN2	39.26	162.87	44.01	179.23
Blue Care Network Mid MI Reg - Mid Michigan	888/227-2345	LN1	LN2	58.83	175.39	49.65	130.78
Blue Care Network SE Michigan - Southeast MI	800/662-6667	LX1	LX2	31.46	110.89	33.37	110.40
Blue Care Network West MI - Western Michigan	800/775-2583	G71	G72	47.14	169.67	89.35	273.48
Blue Care Network West MI - Western Michigan	800/775-2583	KF1	KF2	37.27	103.87	43.32	130.24
Blue Care Network West Region - Western Michigan	800/775-2583	KR1	KR2	37.21	123.98	42.51	144.50
Grand Valley Health Plan - Grand Rapids area	616/949-2410	RL1	RL2	45.03	149.39	46.82	126.02
Health Alliance - Southeastern Michigan/Flint area	313/872-8100	521	522	42.90	146.53	43.51	115.28
HealthPlus MI - Flint/Saginaw areas	800/332-9161	X51	X52	61.28	192.32	70.53	208.13
M-Care - Mid/Southeastern Michigan	800/658-8878	EG1	EG2	45.20	143.78	41.37	109.73
Medical Value Plan - Lenawee/Monroe Counties	419/245-5135	EV1	EV2	41.92	134.40	55.06	210.02
OmniCare - Southeastern Michigan	313/259-4000	KA1	KA2	42.87	120.47	39.93	99.82
Physicians Health Plan - Lansing/Mid-Michigan	517/349-1976	U51	U52	47.74	149.33	50.03	132.82

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site			
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)						
	27	43	19																
Plan name	27	43	19	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Maine																			
Harvard Community Hlth Plan	27	43	19	●	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐
NYLCare Health Plans of Maine																			🌐
Maryland																			
Aetna U.S. Healthcare	11	36	31	●	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐
CapitalCare	20	36	29	●	●	●	●	●	●	●	●	●	●	●	●	●			🌐
George Washington Univ HP-High	18	40	25	●	●	●	●	●	○	●	●	●	●	●	●		●		
George Washington Univ HP-Std	13	31	33	●	●	○	●	●	○	●	●	●	●	●	●		●		
Kaiser Permanente*	23	39	24	●	●	○	●	●	○	○	●	○	●	●	●		★	🌐	
MD-IPA	15	45	30	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐	
NYLCare/Mid-Atlantic-High	17	42	23	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐	
NYLCare/Mid-Atlantic-Std	11	41	31	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐	
Massachusetts																			
Aetna U.S. Healthcare	12	36	27	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐	
Fallon Community Health Plan	29	49	13	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐	
Harvard Community Hlth Plan	27	43	19	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐	
Harvard Pilgrim Hlth Care-NE	25	40	20	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐	
Health New England	13	53	24	●	●	●	●	●	●	●	●	●	●	●	●	✓	●		
Kaiser Permanente	15	40	30	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐	
Michigan																			
Aetna U.S. Healthcare																			🌐
Blue Care Network - East MI	13	39	26	●	●	●	○	●	●	●	○	●	○				★	🌐	
Blue Care Network - East MI																	★	🌐	
Blue Care Network Mid MI Reg	15	41	22	●	●	●	●	●	●	●	●	●	●	●	●		★	🌐	
Blue Care Network SE Michigan	15	38	29	○	●	●	●	●	●	○	●	○	●				★	🌐	
Blue Care Network West MI																	★	🌐	
Blue Care Network West MI	20	43	26	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐	
Blue Care Network West Region	15	49	27	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐	
Grand Valley Health Plan																			
Health Alliance	18	48	22	●	●	●	●	●	●	●	●	●	●	●	●	✓	★	🌐	
HealthPlus MI																	★	🌐	
M-Care	32	40	17	●	●	●	●	●	●	●	●	●	●	●	●	✓	●	🌐	
Medical Value Plan																	★		
OmniCare	15	32	29	○	○	○	○	○	○	○	○	○	○	○	○		●	🌐	
Physicians Health Plan	20	45	26	●	●	●	●	●	●	●	●	●	●	●	●	✓			

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Michigan (continued)							
Physicians Health Plan - Jackson/South Michigan	517/787-6865	U61	U62	93.04	258.01	51.45	146.47
Physicians Health Plan - Kalamazoo/Southwest Michigan	616/341-7250	U71	U72	76.27	217.80	44.61	107.06
Physicians Health Plan - Muskegon/Western Michigan	616/728-6333	U81	U82	51.42	158.10	47.23	113.38
Priority Health - West Michigan	616/942-1221	BQ1	BQ2	39.95	143.20	44.37	153.99
SelectCare - Southeast Michigan	800/332-2365	K61	K62	34.52	91.51	39.90	111.73
The Wellness Plan - Southeastern Michigan	800/875-9355	K31	K32	37.42	102.17	40.36	110.18
Total Health Care - Greater Detroit/Flint areas	800/826-2862	N21	N22	38.91	95.51	42.25	106.39
Minnesota							
Altru Health Plan - Northwest Minnesota	701/780-1600	2R1	2R2	34.75	100.04	35.56	102.37
HealthPartners Classic-High - Minneapolis/St. Paul areas	612/883-5000	531	532	41.07	127.90	56.83	163.56
HealthPartners Classic-Std - Minneapolis/St. Paul areas	612/883-5000	534	535	32.99	87.58	45.05	108.11
HealthPartners Health Plan - Minneapolis/St. Paul/St. Cloud areas	612/883-5000	HQ1	HQ2	45.87	150.48	68.14	190.78
Mississippi							
PrimeHealth of Alabama, Inc. - Southern Mississippi	800/236-9421	AA1	AA2	87.91	141.27	49.01	136.35
Prudential HealthCare HMO - Desoto/Marshall/Tate/Tunica Cos.	901/541-9400	UB1	UB2	32.42	98.86	37.08	113.02
Missouri							
BlueCHOICE - StLouis/Central/SW/Poplar Bluff area	800/634-4395	9G1	9G2	54.47	119.15	66.89	135.29
Group Health Plan - St. Louis area	800/743-3901	MM1	MM2	72.96	231.38	57.11	185.51
Health Partners of the Midwest - St. Louis/Columbia/Jefferson City areas	800/338-4123	RN1	RN2	45.21	98.22	71.91	147.29
Humana Kansas City, Inc.-High - Central Missouri/Springfield area	888/393-6765	7S1	7S2	37.03	99.53	51.09	143.02
Humana Kansas City, Inc.-Std - Central Missouri/Springfield area	888/393-6765	7S4	7S5	34.24	92.04	47.01	112.84
Humana Kansas City, Inc.-High - Kansas City area	888/393-6765	MS1	MS2	45.60	129.57	49.99	132.47
Humana Kansas City, Inc.-Std - Kansas City area	888/393-6765	MS4	MS5	42.35	101.63	46.57	111.76
Kaiser Permanente - Kansas City area	913/642-2662	HA1	HA2	33.87	87.39	37.97	97.95
Mercy Health Plans/Premier - East/Central/Southwest Missouri	800/327-0763	7M1	7M2	47.80	135.31	47.76	111.09
Principal St.Louis - St. Louis area	800/966-3938	121	122	46.73	101.87	80.36	168.01
Prudential HealthCare HMO - Kansas City area	800/441-5588	1K1	1K2	42.33	128.23	48.82	120.30
Prudential HealthCare HMO - St. Louis area	800/298-7625	VZ1	VZ2	37.22	94.04	37.95	95.85
United HealthCare MidWest - Kansas City area	800/357-0975	4M1	4M2	51.55	180.94	62.62	202.85
United HealthCare Select - St. Louis/Central/Northeast/Southeast	800/627-0607	H81	H82	48.45	132.04	51.32	124.82
Montana							
Yellowstone Community Health - Billings area	406/238-6868	2Y1	2Y2	36.89	95.68	43.04	111.59
Nebraska							
Care Choices - Northeastern Nebraska	800/535-6252	FA1	FA2	41.19	134.99	48.48	174.14

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site		
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)					
	22	54	16															
Plan name	7	39	29															
Michigan (continued)																		
Physicians Health Plan																		
Physicians Health Plan																		
Physicians Health Plan																		
Priority Health	22	54	16	●	●	●	●	●	●	●	●	●	●	✓	★			
SelectCare	7	39	29	●	○	○	○	●	○	○	○	○	○		●			
The Wellness Plan																		
Total Health Care																		
Minnesota																		
Altru Health Plan																		
HealthPartners Classic-High	11	44	23	●	●	●	●	●	○	●	●	●	●		★			
HealthPartners Classic-Std*	25	45	16	●	●	●	●	●	●	●	●	●	●		★			
HealthPartners Health Plan	14	39	27	●	●	●	●	●	○	●	●	●	●		★			
Mississippi																		
PrimeHealth of Alabama, Inc.	11	36	28	○	●	●	●	○	●	●	●	●	●					
Prudential HealthCare HMO	10	37	34	○	○	○	○	○	○	○	●	●	○		●			
Missouri																		
BlueCHOICE	13	31	38	●	●	●	●	●	●	●	●	●	●					
Group Health Plan*	15	48	25	●	●	●	●	●	●	●	●	●	●		●			
Health Partners of the Midwest	18	43	23	●	●	●	●	●	●	●	●	●	●					
Humana Kansas City, Inc.-High	16	39	29	●	●	●	●	●	●	●	●	●	●		★			
Humana Kansas City, Inc.-Std															★			
Humana Kansas City, Inc.-High	22	37	24	●	●	●	●	●	●	●	●	●	●		★			
Humana Kansas City, Inc.-Std															★			
Kaiser Permanente	18	35	25	●	●	○	○	●	○	○	○	○	○		★			
Mercy Health Plans/Premier																		
Principal St.Louis	20	45	25	●	●	●	●	●	●	●	●	●	●	✓	●			
Prudential HealthCare HMO	11	42	24	●	●	●	●	●	●	●	●	●	●		★			
Prudential HealthCare HMO															★			
United HealthCare MidWest*	13	46	24	●	●	●	●	●	●	●	●	●	●					
United HealthCare Select	17	41	27	●	●	●	●	●	●	●	●	●	●					
Montana																		
Yellowstone Community Health																		
Nebraska																		
Care Choices																		

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Nebraska (continued)							
Exclusive Healthcare - Omaha/Lincoln areas	800/456-9292	9Y1	9Y2	38.59	108.68	48.08	175.00
United HealthCare/Midlands - Lincoln/Omaha/Northeast areas	402/445-5700	NF1	NF2	43.82	117.96	48.04	108.71
Nevada							
Aetna U.S. Healthcare - Southern Nevada/Las Vegas area	800/537-9384	8L1	8L2	0.00	0.00	40.87	107.04
Hometown Health Plan - Northern Nevada	702/325-3000	4H1	4H2	40.09	95.59	44.83	106.91
Humana Health Plan, Inc. - Las Vegas areas	888/393-6765	TL1	TL2	34.30	98.71	34.09	98.11
PacifiCare of Nevada - LasVegas/Carson City/Reno	800/811-7305	K91	K92	33.97	86.02	39.29	99.48
New Hampshire							
Aetna U.S. Healthcare - Chshre/Hllsbrgh/Rckngnm/Stafford Cos.	800/537-9384	UJ1	UJ2	46.74	191.49	50.86	195.98
Harvard Community Hlth Plan - Southern New Hampshire	888/333-4742	681	682	78.70	279.00	70.55	253.22
Kaiser Permanente - Southwestern New Hampshire	800/597-3872	K11	K12	43.29	142.01	45.32	123.85
New Jersey							
Aetna U.S. Healthcare-High - All of New Jersey	800/537-9384	P31	P32	124.15	355.60	130.24	364.13
Aetna U.S. Healthcare-Std - All of New Jersey	800/537-9384	P34	P35	43.96	152.06	47.23	146.92
AmeriHealth HMO, Inc. - All of New Jersey	800/454-7651	FK1	FK2	71.83	240.87	75.51	246.96
CIGNA CoMED HealthCare - All of New Jersey	800/462-6633	P41	P42	79.22	158.34	107.90	206.94
First Option Hlth Plan of NJ - All of New Jersey	800/555-2605	2F1	2F2	86.06	277.62	93.84	257.36
HIP Health Plan of NJ - Most of New Jersey	732/937-7600	P91	P92	46.44	154.38	53.45	174.40
Prudential HealthCare HMO - All of New Jersey	800/422-7399	8P1	8P2	68.51	241.48	50.03	157.28
QualMed Plans for Health - Burlington/Camden/Gloucester Counties	800/998-2840	271	272	44.59	103.98	73.52	186.44
New Mexico							
HMO New Mexico - Most of New Mexico	800/423-1630	5H1	5H2	36.73	94.77	37.88	97.73
Lovelace Health Plan - All of New Mexico	505/262-7363	Q11	Q12	33.35	86.73	45.14	121.94
Presbyterian Health Plan - All NM counties except Otero & S. Eddy	505/923-5678	P21	P22	26.78	69.90	36.86	96.13
QualMed Plans for Health - Albuquerque/Santa Fe areas	800/365-0009	PX1	PX2	35.33	93.28	37.58	99.13
New York							
Aetna U.S. Healthcare - NYC area and Dutchess/Sullivan/Ulster	800/537-9384	JC1	JC2	46.65	164.15	50.02	159.12
Blue Choice - Rochester area	716/238-4300	MK1	MK2	36.21	91.56	42.58	106.38
BlueChoice HMO - MidHudson area	800/453-0113	5K1	5K2	46.32	178.38	39.07	102.15
BlueChoice HMO - Albany area	800/453-0113	5L1	5L2	38.77	101.91	44.42	116.81
BlueChoice HMO - Downstate area	800/453-0113	S71	S72	50.21	198.90	50.27	177.93
C.D.P.H.P. - Capital District area	518/862-3750	SG1	SG2	38.61	102.98	40.78	104.42
CIGNA HealthCare of NY - New York City area	800/345-9458	HU1	HU2	43.05	151.52	49.47	180.88
Harvard Community Hlth Plan - New York adjacent to Massachusetts	888/333-4742	681	682	78.70	279.00	70.55	253.22

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average, ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	% Extremely satisfied	% Very satisfied	% Somewhat satisfied														
Plan name																	
Nebraska (continued)																	
Exclusive Healthcare	15	40	29	●	●	●	●	●	●	●	●	●	●				
United HealthCare/Midlands	20	33	28	●	●	●	●	●	●	●	●	●	●		★		
Nevada																	
Aetna U.S. Healthcare																	
Hometown Health Plan	16	39	21	●	○	●	○	○	●	○	○	●	●				
Humana Health Plan, Inc.																	
PacifiCare of Nevada	8	24	31	○	○	○	○	○	○	○	○	○	○		★		
New Hampshire																	
Aetna U.S. Healthcare																	
Harvard Community Hlth Plan	27	43	19	●	●	●	●	●	●	●	●	●	●	✓	★		
Kaiser Permanente	15	40	30	●	●	●	●	●	●	●	●	●	●		★		
New Jersey																	
Aetna U.S. Healthcare-High	14	38	28	●	●	●	●	●	●	●	●	●	●		★		
Aetna U.S. Healthcare-Std	9	42	34	●	●	●	●	●	●	●	●	●	●		★		
AmeriHealth HMO, Inc.	10	37	30	●	●	●	●	●	●	●	●	●	●		●		
CIGNA CoMED HealthCare	10	34	34	●	●	●	●	●	●	●	●	●	●		★		
First Option Hlth Plan of NJ	14	30	32	●	●	●	●	●	●	●	●	●	●				
HIP Health Plan of NJ	13	30	35	●	○	●	○	○	●	○	○	●	●		●		
Prudential HealthCare HMO															★		
QualMed Plans for Health*	12	33	32	●	○	○	○	○	●	○	○	○	○		●		
New Mexico																	
HMO New Mexico																	
Lovelace Health Plan*	24	38	29	●	●	●	●	●	○	●	●	●	●	✓	★ ★		
Presbyterian Health Plan	8	29	32	○	○	○	○	○	○	○	○	○	○				
QualMed Plans for Health	20	46	22	●	●	●	●	○	●	●	●	●	●	✓			
New York																	
Aetna U.S. Healthcare	17	35	32	●	●	●	●	●	●	●	●	●	●		★		
Blue Choice	22	45	21	●	●	●	●	●	●	●	●	●	●	✓	★		
BlueChoice HMO															●		
BlueChoice HMO															●		
BlueChoice HMO*	17	33	25	●	●	●	●	●	●	●	●	●	●		●		
C.D.P.H.P.	25	47	21	●	●	●	●	●	●	●	●	●	●	✓	★		
CIGNA HealthCare of NY																	
Harvard Community Hlth Plan	27	43	19	●	●	●	●	●	●	●	●	●	●	✓	★		

**Health Maintenance
Organization (HMO)
Plans by State**

(Also check POS Section)

Plan name – location

	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
New York (continued)							
HealthCarePlan - Western New York	716/847-0881	Q81	Q82	35.98	102.98	35.27	100.01
Healthsource HMO of NY - Syracuse/Central NY area	315/449-1100	XL1	XL2	48.23	205.14	49.53	184.49
HIP of Greater New York - New York City area	800/HIP-TALK	511	512	40.69	99.34	45.54	111.45
HMO Blue - Utica/Rome/Central New York areas	315/731-2547	AH1	AH2	36.59	92.96	46.18	122.53
HMO-CNY - Syracuse/Binghamton/Elmira areas	800/447-6269	EB1	EB2	38.94	99.02	47.63	157.13
Independent Health Assoc - Metro Hudson	800/486-5840	C11	C12	71.46	260.96	59.87	226.94
Independent Health Assoc - Western New York	800/453-1910	QA1	QA2	30.74	86.31	30.85	86.72
Kaiser Permanente - Albany/Cooperstown areas	800/597-3872	PW1	PW2	39.25	99.39	44.94	114.44
Kaiser Permanente - Hudson Valley area	800/597-3872	QB1	QB2	46.17	164.45	47.52	146.75
Kaiser Permanente - Westchester County	800/597-3872	QH1	QH2	43.54	116.57	45.61	111.33
MDNY Healthcare, Inc. - Nassau/Suffolk Counties	516-454-1900	5Y1	5Y2	0.00	0.00	62.62	203.02
MVP Health Plan - Eastern Region	888/687-6277	GA1	GA2	40.48	103.37	43.62	111.11
MVP Health Plan - Central Region	888/687-6277	M91	M92	38.99	99.11	39.49	100.61
MVP Health Plan - Mid-Hudson Region	888/687-6277	MX1	MX2	45.99	159.25	47.41	135.38
Partners Health Plans - Northern/Capital/Mid-Hudson areas	800-447-8610	7Y1	7Y2	0.00	0.00	47.92	149.46
PHP/Mohawk Valley Region - Utica area	315/797-7019	SH1	SH2	44.21	160.29	47.41	155.74
Preferred Care - Rochester area	716/325-3113	GV1	GV2	38.70	98.19	40.91	103.79
Prepaid Health Plan - Syracuse/Southern Tier areas	315/638-2133	QE1	QE2	45.10	168.18	50.08	183.71
Prudential HealthCare HMO - NYC/Long Island/Hudson Valley Cos.	800/422-7399	9P1	9P2	59.35	177.02	44.24	106.08
Vytra Health Plans - Queens/Nassau/Suffolk Counties	516/694-4000	J61	J62	50.44	197.45	58.67	214.11
WellCare of New York - Bronx/Brklyn/Manhattan/Queens/Westchster	800/438-9269	6V1	6V2	47.23	166.73	56.81	109.88
WellCare of New York - Capital/Hudson Valley Regions	800/438-9269	X41	X42	42.09	115.49	42.56	106.89
North Carolina							
Aetna U.S. Healthcare - Charlotte/Metrolina area	800/537-9384	3G1	3G2	40.47	115.01	46.45	138.08
Doctors Health Plan, Inc. - Greater Tri/Char/Up-Low Cape Fear areas	800/476-2303	6D1	6D2	44.35	170.76	44.72	135.68
Generations Family Health Plan - Tri. area:Raleigh/Durham/Chapel Hill	888/256-5563	8B1	8B2	0.00	0.00	45.65	114.13
Kaiser Permanente - Charlotte/Triangle areas	800/755-1925	QT1	QT2	32.23	96.70	39.04	121.01
PARTNERS NHP of NC - Most of North Carolina	800/942-5695	EQ1	EQ2	45.40	102.15	51.12	115.02
Personal Care Plan of NC - Charlotte/Durham/Greensboro/Raleigh	800/755-0817	4X1	4X2	45.81	121.03	67.45	176.22
Prudential HealthCare HMO - Charlotte/Raleigh areas	800/643-3609	Q41	Q42	33.40	93.51	37.59	105.20
UHC of North Carolina - Central/Eastern/Western	800/999-1147	XM1	XM2	66.04	163.41	55.25	129.59
WellPath Select - Charlotte/Triangle/surr. area	800/935-7284	2E1	2E2	38.03	98.88	46.06	131.15
North Dakota							
Altru Health Plan - Northeast North Dakota	701/780-1600	2R1	2R2	34.75	100.04	35.56	102.37

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)			
	23	47	17													
Plan name	23	47	17	●	●	●	●	●	○	●	●	●	●	✓	★	🖥️
New York (continued)																
HealthCarePlan	23	47	17	●	●	●	●	●	○	●	●	●	●	✓	★	🖥️
Healthsource HMO of NY															★	
HIP of Greater New York	10	32	37	●	○	○	○	○	○	○	○	○	○		★	🖥️
HMO Blue																
HMO-CNY*	23	46	27	●	●	●	●	●	●	●	●	●	●	✓	●	🖥️
Independent Health Assoc	14	43	27	●	●	●	●	●	●	●	●	●	●		⊗	🖥️
Independent Health Assoc	11	47	32	●	●	●	●	●	●	●	●	●	●	✓	★	🖥️
Kaiser Permanente	16	44	23	●	●	●	●	●	●	●	●	●	●		★	🖥️
Kaiser Permanente	22	40	21	●	●	●	●	●	●	●	●	●	●		★	🖥️
Kaiser Permanente																🖥️
MDNY Healthcare, Inc.																
MVP Health Plan	17	46	23	●	●	●	●	●	●	●	●	●	●		★	🖥️
MVP Health Plan	11	44	29	○	●	●	●	●	●	●	●	●	●		★	🖥️
MVP Health Plan	22	43	21	●	●	●	●	●	●	●	●	●	●		★	🖥️
Partners Health Plans																
PHP/Mohawk Valley Region*	24	43	20	●	●	●	●	●	●	●	●	●	●			🖥️
Preferred Care	20	50	20	●	●	●	●	●	●	●	●	●	●	✓	★	
Prepaid Health Plan	15	45	25	●	●	●	●	●	●	●	●	●	●			🖥️
Prudential HealthCare HMO															★	🖥️
Vytra Health Plans	23	43	19	●	●	●	●	●	●	●	●	●	●			🖥️
WellCare of New York															●	🖥️
WellCare of New York															●	🖥️
North Carolina																
Aetna U.S. Healthcare	13	29	31	●	●	●	●	●	●	●	●	●	●			🖥️
Doctors Health Plan, Inc.	9	36	31	○	●	●	●	●	●	●	●	●	●			🖥️
Generations Family Health Plan																
Kaiser Permanente	21	37	26	●	●	●	●	●	●	●	●	●	●		★	🖥️
PARTNERS NHP of NC	15	43	26	●	●	●	●	●	●	●	●	●	●		●	🖥️
Personal Care Plan of NC	18	42	23	●	●	●	●	●	●	●	●	●	●		★	
Prudential HealthCare HMO	13	36	28	●	●	●	●	●	○	●	●	●	●		●	🖥️
UHC of North Carolina	19	40	26	●	●	●	●	●	●	●	●	●	●			🖥️
WellPath Select																🖥️
North Dakota																
Altru Health Plan																🖥️

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
North Dakota (continued)							
HealthPartners Health Plan - Eastern North Dakota	612/883-5000	HQ1	HQ2	45.87	150.48	68.14	190.78
Heart of America HMO - Northcentral North Dakota	701/776-5848	RU1	RU2	43.59	136.31	45.27	114.49
Ohio							
Aetna U.S. Healthcare - Most of Ohio	800/537-9384	RD1	RD2	47.80	153.60	52.00	161.64
AultCare HMO - Stark/Carroll/Holmes/Tuscarawas/Wayne Co	330/438-6360	3A1	3A2	42.89	139.51	48.15	125.28
CHP of Ohio - Northeastern/Central/Southern Ohio	740/348-1449	MG1	MG2	39.47	74.64	42.92	172.43
DayMed Hlth Maintenance Plan - Dyton/Cincinnati/Columbs/Cleve/Akrn	937/847-5646	Q31	Q32	46.20	141.70	49.60	135.53
Health Maintenance Plan(HMP) - Most of Ohio	800/228-4375	R51	R52	44.78	103.72	51.50	118.02
Health Plan Upper OH Valley - Eastern Ohio	800/624-6961	U41	U42	65.46	212.66	41.32	103.29
Health Power HMO - Columbus/Cincinnati/Dayton areas	800/338-6207	XR1	XR2	45.73	149.09	48.01	132.69
HealthAssurance HMO - Eastern Ohio	800/735-2202	5X1	5X2	46.99	129.01	45.88	106.75
HMO Health Ohio - Northeast Ohio	800/258-3466	L41	L42	47.44	177.11	47.45	138.00
Kaiser Permanente - Akron/Cleveland areas	216/621-7100	641	642	43.90	100.97	48.18	110.82
Medical Value Plan - Toledo area	419/245-5135	EV1	EV2	41.92	134.40	55.06	210.02
PacifiCare of Ohio, Inc. - Cincinnati/Dayton areas	800/824-0428	R81	R82	45.53	121.75	48.13	113.10
Paramount Health Care - Northwest/North Central Ohio	800/462-3589	U21	U22	43.75	155.48	48.12	162.46
Prudential HealthCare Midwest - Central Ohio	800/452-3094	AY1	AY2	49.88	115.03	47.61	104.54
Prudential HealthCare Midwest - Cleveland/Akron/Youngstown areas	800/458-3941	Q91	Q92	41.91	98.26	39.64	92.94
Prudential HealthCare Midwest - Cincinnati/Southwest areas	800/932-7478	S31	S32	39.05	101.43	41.70	108.29
QualMed Plans for Health OH/WV - Eastern Ohio	800/333-3930	QJ1	QJ2	40.16	98.39	46.38	132.69
SummaCare Health Plan - Northern Ohio	330/996-8700	5W1	5W2	38.68	96.71	39.82	109.49
Super Med HMO - Northeast Ohio	800/574-2583	5M1	5M2	52.16	190.80	43.66	111.68
United Health Care of Ohio - Cincinnati/Dayton/Springfield/Toledo	800/231-2918	3U1	3U2	53.33	132.47	64.52	159.92
United Health Care of Ohio - Central/South Central Ohio	800/225-7951	VC1	VC2	73.17	188.72	58.83	146.90
Oklahoma							
Aetna U.S. Healthcare - Northeast Oklahoma	800/537-9384	8V1	8V2	0.00	0.00	41.23	107.65
BlueLines HMO - OK City/Tulsa/Lawton/SW Oklahoma areas	800/722-5675	N51	N52	41.18	99.81	46.33	108.47
CommunityCare HMO - Oklahoma City/Tulsa areas	800/777-4890	7C1	7C2	34.24	88.26	41.51	107.01
Healthcare Oklahoma - Oklahoma City/Lawton/Tulsa/Enid areas	800/535-2244	6W1	6W2	38.69	100.78	42.51	110.44
PacifiCare OK - Okla Cty/Southwestern OK and Tulsa area	800/735-5052	2N1	2N2	36.85	100.68	39.64	109.32
Prudential HealthCare HMO - Central/Western/Southern Oklahoma	800/416-3206	RR1	RR2	36.31	96.63	38.60	102.75
Prudential HealthCare HMO - Tulsa area	800/345-8310	RS1	RS2	38.05	94.47	45.07	99.74
Oregon							
Kaiser Permanente-High - Portland/Salem areas	503/813-2000	571	572	58.16	151.84	61.40	151.76

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)			
	% Extremely satisfied	% Very satisfied	% Somewhat satisfied													
Plan name																
North Dakota (continued)																
HealthPartners Health Plan	14	39	27	●	●	●	●	●	○	●	●	●	●		★	
Heart of America HMO																
Ohio																
Aetna U.S. Healthcare	11	29	30	●	●	●	●	●	●	●	●	●	●		★	📄
AultCare HMO	19	39	24	●	●	●	●	●	●	●	●	●	●			
CHP of Ohio	24	45	21	●	●	●	●	●	●	●	●	●	●	✓		
DayMed Hlth Maintenance Plan*	15	34	27	●	●	●	●	●	●	●	●	●	●			
Health Maintenance Plan(HMP)	11	41	26	●	●	●	●	●	●	●	●	●	●		★	
Health Plan Upper OH Valley	15	37	25	○	●	●	●	●	●	●	●	●	●		★	📄
Health Power HMO															★	
HealthAssurance HMO																
HMO Health Ohio																
Kaiser Permanente	16	43	21	●	●	●	●	○	○	●	○	●	●		★	📄
Medical Value Plan															★	
PacifiCare of Ohio, Inc.	9	37	28	○	●	●	●	●	●	●	●	●	●			📄
Paramount Health Care															★	
Prudential HealthCare Midwest	11	38	30	●	●	●	●	●	●	●	●	●	●		●	📄
Prudential HealthCare Midwest	10	32	29	●	●	●	●	●	●	●	●	●	●		★	📄
Prudential HealthCare Midwest	12	46	27	●	●	●	●	●	●	●	●	●	●		★	📄
QualMed Plans for Health OH/WV																📄
SummaCare Health Plan																📄
Super Med HMO																
United Health Care of Ohio	12	40	30	●	●	●	●	●	●	●	●	●	●		★	📄
United Health Care of Ohio	17	37	27	●	●	●	●	●	●	●	●	●	●		★	📄
Oklahoma																
Aetna U.S. Healthcare																📄
BlueLines HMO	12	37	35	●	●	○	○	●	●	○	●	○	●		★	📄
CommunityCare HMO															★	📄
Healthcare Oklahoma	15	43	23	●	●	●	●	○	●	●	●	●	●			📄
PacifiCare OK*	17	27	31	●	○	○	○	○	○	○	○	○	○		★	📄
Prudential HealthCare HMO	24	37	21	●	●	●	●	●	●	●	●	●	●		★	📄
Prudential HealthCare HMO	23	40	21	●	●	●	●	●	●	●	●	●	●		★	📄
Oregon																
Kaiser Permanente-High	20	44	22	●	●	●	●	●	○	●	●	●	●		★	📄

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Oregon (continued)							
Kaiser Permanente-Std - Portland/Salem areas	503/813-2000	574	575	43.71	100.52	45.45	104.31
PacifiCare of Oregon - Counties along I-5 Corridor	800/932-3004	SS1	SS2	44.27	98.34	48.36	107.13
Providence Health Plan - Western Oregon/I-5(Rosebrg-Salem) Coast	800/421-0544	SD1	SD2	43.32	111.82	49.35	131.11
Regence Hlth Maintenance of OR - Portland area	800/278-5331	6B1	6B2	45.03	99.70	57.11	124.61
Regence HMO Oregon - Portland area/I-5 Corridor/Western OR	800/278-5331	7A1	7A2	45.03	99.70	57.11	124.61
Pennsylvania							
Aetna U.S. Healthcare-High - Southwestern and Central PA	800/537-9384	KL1	KL2	45.62	177.93	46.58	149.18
Aetna U.S. Healthcare-Std - Southwestern and Central PA	800/537-9384	KL4	KL5	39.44	112.95	42.72	114.04
Aetna U.S. Healthcare-High - Southeastern PA	800/537-9384	SU1	SU2	64.03	241.74	67.95	247.46
Aetna U.S. Healthcare-Std - Southeastern PA	800/537-9384	SU4	SU5	42.99	144.17	46.61	142.85
First Priority Hlth - Northeastern Pennsylvania	800/822-8753	C81	C82	40.60	110.39	46.12	128.03
HealthAmerica Pennsylvania - Pittsburgh/Northeast/Central/S. Central	800/788-8445	261	262	41.72	184.67	45.02	120.73
HealthGuard - Berks/Cmbrlnd/Dauphine/Lanc/Lebanon/York	800/822-0350	NQ1	NQ2	40.22	119.73	44.92	123.31
HIP Health Plan of Penn. - Bucks/Chester/Delaware/Montgomery/Phila	215/633-2265	5J1	5J2	46.32	184.78	46.54	147.66
Keystone Health Plan Central - Harrisburg/Norther Region/Lehigh Valley	800/622-2843	S41	S42	44.60	126.88	54.54	164.19
Keystone Health Plan East - Philadelphia area	800/227-3115	ED1	ED2	44.91	167.55	48.95	168.94
KeystoneBlue - Pittsburgh/Altoona/Erie areas	800/KHP-WEST	EF1	EF2	46.53	245.88	37.68	111.79
Prudential HealthCare HMO - Philadelphia/Lehigh Valley areas	800/648-4478	VV1	VV2	38.16	111.59	41.10	113.03
QualMed Plans for Health -Pa. - Pittsburgh area	800/333-3930	241	242	42.05	129.05	47.69	148.48
QualMed Plans for Health - Southern Pennsylvania	800/998-2840	271	272	44.59	103.98	73.52	186.44
QualMed Plans for Health - Scranton/Wilkes Barre	800/998-2840	2K1	2K2	41.83	96.68	45.93	111.53
Rhode Island							
Aetna U.S. Healthcare - All of Rhode Island	800/537-9384	5U1	5U2	39.05	115.18	40.56	109.96
Harvard Pilgrim Hlth Care-NE - All of Rhode Island	888/333-4742	701	702	37.10	89.03	47.01	112.82
South Carolina							
Aetna U.S. Healthcare - Portions of South Carolina	800/537-9384	3G1	3G2	40.47	115.01	46.45	138.08
Doctors Health Plan, Inc. - York County	800/476-2303	6D1	6D2	44.35	170.76	44.72	135.68
Kaiser Permanente - Rock Hill area	800/755-1925	QT1	QT2	32.23	96.70	39.04	121.01
PARTNERS NHP of NC - Upstate South Carolina	800/942-5695	EQ1	EQ2	45.40	102.15	51.12	115.02
Prudential HealthCare HMO - York County	800/643-3609	Q41	Q42	33.40	93.51	37.59	105.20
WellPath Select - Chest/Grnvill/Lancst/Pickns/Sprtnbrg/Yrk	800/935-7284	2E1	2E2	38.03	98.88	46.06	131.15
South Dakota							
Care Choices - Clay/Union Counties	800/535-6252	FA1	FA2	41.19	134.99	48.48	174.14

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	16	41	28														
Plan name	16	41	28	○	●	●	●	●	○	●	●	○	○				
Oregon (continued)																	
Kaiser Permanente-Std	16	41	28	○	●	●	●	●	○	●	●	●	●		★		
PacifiCare of Oregon*	12	48	24	○	●	●	●	●	●	●	●	●	●		●		
Providence Health Plan	16	35	27	○	●	●	○	○	●	○	●	○	○				
Regence Hlth Maintenance of OR																	
Regence HMO Oregon	12	42	25	○	●	●	●	●	●	●	●	●	●				
Pennsylvania																	
Aetna U.S. Healthcare-High	13	38	32	●	●	●	●	●	●	●	●	●	●		★		
Aetna U.S. Healthcare-Std	10	33	30	●	●	●	●	●	●	●	●	●	●		★		
Aetna U.S. Healthcare-High	23	30	32	●	●	●	●	●	●	●	●	●	●		★		
Aetna U.S. Healthcare-Std	13	42	32	●	●	●	●	●	●	●	●	●	●	✓	★		
First Priority Hlth	13	43	29	●	●	●	●	●	●	●	●	●	●		●		
HealthAmerica Pennsylvania	10	32	31	○	○	○	●	●	○	●	●	●	●		★		
HealthGuard	17	47	27	●	●	●	●	●	●	●	●	●	●	✓	★		
HIP Health Plan of Penn.																	
Keystone Health Plan Central	19	37	30	●	●	●	●	●	●	●	●	●	●		★		
Keystone Health Plan East	12	44	30	●	●	●	●	●	●	●	●	●	●		★		
KeystoneBlue	13	41	28	●	●	●	●	●	●	●	●	●	●		●		
Prudential HealthCare HMO	11	34	25	○	●	●	●	●	●	●	●	●	●		★		
QualMed Plans for Health -Pa.																	
QualMed Plans for Health*	12	33	32	●	○	○	○	○	●	○	○	○	○		●		
QualMed Plans for Health															●		
Rhode Island																	
Aetna U.S. Healthcare																	
Harvard Pilgrim Hlth Care-NE	25	40	20	●	●	●	●	●	●	●	●	●	●		★		
South Carolina																	
Aetna U.S. Healthcare	13	29	31	●	●	●	●	●	●	●	●	●	●				
Doctors Health Plan, Inc.	9	36	31	○	●	●	●	●	●	●	●	●	●				
Kaiser Permanente	21	37	26	●	●	●	●	●	●	●	●	●	●		★		
PARTNERS NHP of NC	15	43	26	●	●	●	●	●	●	●	●	●	●		●		
Prudential HealthCare HMO	13	36	28	●	●	●	●	●	○	●	●	●	●		●		
WellPath Select																	
South Dakota																	
Care Choices																	

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Tennessee							
Aetna U.S. Healthcare - Nashville/Middle Tennessee areas	800/537-9384	6J1	6J2	32.63	90.51	35.08	97.62
American Healthcare Trust, Inc - Knoxville/Memphis/Nashville areas	888/523-9527	4U1	4U2	34.75	98.74	34.87	96.71
Heritage National Healthplan - Chattanooga/Kingsprt/Knoxville/Grnville	800/247-9110	4T1	4T2	46.76	103.40	48.67	178.08
Prudential HealthCare HMO - Nashville area	800/770-4778	UA1	UA2	33.05	93.19	39.35	110.92
Prudential HealthCare HMO - Memphis area	901/541-9400	UB1	UB2	32.42	98.86	37.08	113.02
Texas							
Aetna U.S. Healthcare - Houston area	800/537-9384	5B1	5B2	58.20	237.19	53.41	238.34
Aetna U.S. Healthcare - San Antonio area	800/537-9384	8X1	8X2	0.00	0.00	50.48	217.32
Aetna U.S. Healthcare - Dallas/Ft. Worth areas	800/537-9384	TS1	TS2	38.73	241.63	40.99	234.48
Certus HealthCare - Cameron/Hidalgo/Nueces area	888/423-7887	3Y1	3Y2	35.97	83.91	45.16	105.58
FIRSTCARE - Waco area	800/884-4901	6U1	6U2	38.69	83.08	42.87	92.10
FIRSTCARE - West Texas	800/884-4901	CK1	CK2	90.92	193.92	103.31	209.78
HealthFirst HMO - East Texas	800/365-2892	8E1	8E2	0.00	0.00	49.11	105.93
HMO Blue/Rio Grande - Austin/Beaumont/Houston/San Antonio/S.TX	800/336-5696	4Y1	4Y2	36.57	96.99	43.92	118.45
HMO Blue/Rio Grande - Dallas/Fort Worth/Tyler areas	800/554-6321	4Z1	4Z2	34.93	93.32	42.06	112.35
HMO Blue - West Texas	806/798-6362	5Q1	5Q2	35.81	95.52	45.63	139.38
HMO Blue - Southwest Texas	800/468-2602	5R1	5R2	37.91	101.13	42.84	114.27
HMO Texas, L.C. - Dallas/Ft. Worth areas	972/458-5000	UK1	UK2	47.58	161.90	43.88	108.39
Humana Health Plan of Texas - Austin/Dallas/Hstn/S.Ant/C.Christi	888/393-6765	TW1	TW2	36.53	100.12	44.31	113.89
Humana Health Plan of Texas - Houston area	888/393-6765	UE1	UE2	36.74	103.87	38.25	107.23
Humana Health Plan of Texas - San Antonio area	888/393-6765	UR1	UR2	38.97	100.17	41.40	106.42
Humana of Corpus Christi - Corpus Christi area	888/393-6765	TX1	TX2	44.05	114.64	50.82	140.45
NYLCare Health Plans SW - Dallas/Ft. Worth/East & West Texas	972/791-3910	V21	V22	43.40	107.17	50.22	110.27
NYLCare HP of the Gulf Coast - Houston area	800/833-5318	UM1	UM2	46.25	172.82	49.20	164.30
NYLCare HP of the Gulf Coast - Austin/C.Christi/S.Antonio/Victoria	800/833-5318	ZE1	ZE2	35.14	91.45	36.56	95.14
NYLCare HP of the Gulf Coast - Beaumont/Lufkin areas	800/833-5318	ZF1	ZF2	45.29	101.27	45.74	102.29
PacifiCare of Texas - S Ant/Hstn/Glvston/Da/Ft Wor/Glf Coast	800/825-9355	GF1	GF2	37.14	98.61	38.87	104.62
Prudential HealthCare HMO - El Paso County	800/778-1148	6P1	6P2	40.35	88.79	44.66	98.31
Prudential HealthCare HMO - Austin area	800/261-2645	UN1	UN2	30.67	82.67	36.32	97.99
Prudential HealthCare HMO - Houston area	800/876-7778	UP1	UP2	35.74	107.40	38.25	111.15
Prudential HealthCare HMO - San Antonio area	800/657-5959	VX1	VX2	37.83	98.31	40.68	105.68
Scott and White - Austin/Bryan/ColSta./Killeen/Temple/Waco	254/298-3000	UF1	UF2	73.56	253.35	74.66	251.94
WellChoice - San Antonio area	800/559-9355	3Z1	3Z2	33.80	87.88	35.15	91.39

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average, ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	%																
	Extremely satisfied	Very satisfied	Somewhat satisfied														
Plan name																	
Tennessee																	
Aetna U.S. Healthcare																	
American Healthcare Trust, Inc																	
Heritage National Healthplan																	
Prudential HealthCare HMO	18	37	25	●	●	●	●	●	●	●	●	●	●		★		
Prudential HealthCare HMO	10	37	34	○	○	○	○	○	○	○	●	●	○		●		
Texas																	
Aetna U.S. Healthcare																	
Aetna U.S. Healthcare																	
Aetna U.S. Healthcare	14	32	26	●	●	●	●	●	●	○	●	●	○		★		
Certus HealthCare																	
FIRSTCARE																	
FIRSTCARE	23	46	15	●	●	●	●	●	●	●	●	●	●				
HealthFirst HMO																	
HMO Blue/Rio Grande	18	27	33	●	○	●	●	●	●	●	○	○	●				
HMO Blue/Rio Grande																	
HMO Blue																	
HMO Blue																	
HMO Texas, L.C.	19	37	27	●	●	○	○	●	○	○	○	○	○		★		
Humana Health Plan of Texas	14	40	23	●	●	●	○	●	●	●	●	●	●		★		
Humana Health Plan of Texas	12	29	31	●	○	●	○	○	●	●	○	●	●		★		
Humana Health Plan of Texas	14	35	32	●	○	○	○	○	○	○	○	○	○		★		
Humana of Corpus Christi	16	33	30	○	○	○	○	○	○	○	○	●	○				
NYLCare Health Plans SW	18	38	27	●	○	●	●	○	●	○	●	●	○		★		
NYLCare HP of the Gulf Coast*	19	37	25	●	●	●	●	○	●	●	●	●	●		★		
NYLCare HP of the Gulf Coast*	3	39	28	●	●	●	●	○	●	●	●	●	●		★		
NYLCare HP of the Gulf Coast															★		
PacifiCare of Texas*	20	35	26	●	○	○	○	○	○	○	○	○	○				
Prudential HealthCare HMO															★		
Prudential HealthCare HMO	19	38	23	●	●	●	●	●	○	●	●	○	●		★		
Prudential HealthCare HMO	16	35	33	●	○	●	●	○	○	○	●	●	○		★		
Prudential HealthCare HMO	24	39	25	●	●	●	●	●	●	●	●	●	●		★		
Scott and White	26	41	19	●	●	●	●	○	●	●	●	●	●		●		
WellChoice																	

1997 Survey data

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Utah							
PacifiCare of Utah - Wasatch Front	800/377-4161	9K1	9K2	0.00	0.00	46.80	110.62
Vermont							
Harvard Community Hlth Plan - Southern Vermont	888/333-4742	681	682	78.70	279.00	70.55	253.22
Kaiser Permanente - All of Vermont	800/597-3872	8M1	8M2	39.56	103.16	45.48	125.47
MVP Health Plan - Bennington/Chittenden/Rutland/Wash. Cos.	888/687-6277	VW1	VW2	43.31	124.98	51.94	171.75
Virginia							
Aetna U.S. Healthcare - Northern Virginia area	800/537-9384	V81	V82	64.03	197.49	74.21	215.50
Aetna U.S. Healthcare - Richmond/Central/Tri-City areas	800/537-9384	Z11	Z12	44.55	138.56	50.98	164.52
CapitalCare - Northern Virginia	800/680-9495	2G1	2G2	39.80	129.57	56.83	238.16
CIGNA HealthCare of VA - Southeastern Virginia	800/533-1708	W21	W22	42.01	93.66	48.91	107.39
CIGNA HealthCare of VA - Central Virginia	800/533-1708	W31	W32	44.04	99.15	47.92	108.31
George Washington Univ HP-High - N. Virginia/Fredericksburg/Winchester	301/941-2000	E51	E52	83.49	187.48	73.75	155.33
George Washington Univ HP-Std - N. Virginia/Fredericksburg/Winchester	301/941-2000	E54	E55	36.97	80.60	42.27	92.05
Healthkeepers - Peninsula/Richmond/Frdburg/Roanoke areas	800/421-1880	X81	X82	38.98	101.90	70.09	226.98
Heritage National Healthplan - Bristol/Roanoke areas	800/247-9110	4T1	4T2	46.76	103.40	48.67	178.08
Kaiser Permanente - Washington, DC area	301/468-6000	E31	E32	42.82	114.73	47.30	119.75
MD-IPA - N.VA/Cntrl VA/Richmond/Tidewater/Roanoke	800/331-2102	JP1	JP2	42.84	103.03	50.46	136.91
NYLCare/Mid-Atlantic-High - N.VA/Fredericksburg/Richmond/Tri-Cities	800/635-3121	JN1	JN2	52.22	150.33	50.47	126.97
NYLCare/Mid-Atlantic-Std - N.VA/Fredericksburg/Richmond/Tri-Cities	800/635-3121	JN4	JN5	33.24	78.10	35.67	83.82
OPTIMA Health Plan - Peninsula/Southside Hampton Roads	757/552-7500	9R1	9R2	0.00	0.00	50.67	132.10
PARTNERS NHP of NC - Southwest Virginia	800/942-5695	EQ1	EQ2	45.40	102.15	51.12	115.02
Priority Health Care, Inc. - Southside Hampton Rds.(excl. Peninsula)	800-640-0007	W71	W72	40.29	131.09	47.84	175.65
Prudential HealthCare HMO - Richmond/Tri-City areas	800/323-0467	V61	V62	33.09	89.34	38.79	104.69
Washington							
Aetna U.S. Healthcare - Western/Southeast Washington	800/537-9384	8J1	8J2	0.00	0.00	41.86	109.62
First Choice Health Plan - Greater Seattle area	800/783-7312	5G1	5G2	40.42	111.54	44.56	115.70
Group Health Cooperative - Most of Western Washington	206/448-4140	541	542	47.05	136.26	54.90	128.66
Group Health Cooperative - Central WA/Spokane/Colville/Pullman	800/497-2210	VR1	VR2	63.31	217.32	63.38	217.60
HealthPlus - Most of Washington state	800/527-6675	8F1	8F2	0.00	0.00	48.29	134.55
Kaiser Permanente-High - Vancouver/Longview	503/813-2000	571	572	58.16	151.84	61.40	151.76
Kaiser Permanente-Std - Vancouver/Longview	503/813-2000	574	575	43.71	100.52	45.45	104.31
Kitsap Physicians Service-High - Kitsap/Mason/Jefferson Counties	800/552-7114	VT1	VT2	199.47	424.04	186.25	384.78
Kitsap Physicians Service-Std - Kitsap/Mason/Jefferson Counties	800/552-7114	VT4	VT5	53.65	121.25	50.94	111.32
NYLCare Northwest - Puget Sound/Much of Westn/Centr/Eastn WA	800/654-6506	8N1	8N2	42.72	103.98	44.43	107.18

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average; ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	9	35	29														
Plan name																	
Utah																	
PacifiCare of Utah	9	35	29	●	●	○	●	●	○	●	●	●	●		●		
Vermont																	
Harvard Community Hlth Plan	27	43	19	●	●	●	●	●	●	●	●	●	●	✓	★		
Kaiser Permanente	13	45	29	●	●	●	●	●	●	●	●	●	●	✓	★		
MVP Health Plan*	14	45	25	●	●	●	●	●	●	●	●	●	●		●		
Virginia																	
Aetna U.S. Healthcare	11	36	31	●	●	●	●	●	●	●	●	●	●		★		
Aetna U.S. Healthcare	11	32	27	●	●	●	●	●	●	●	●	●	●		●		
CapitalCare	20	36	29	●	●	●	●	●	●	●	●	●	●				
CIGNA HealthCare of VA	16	42	25	●	●	●	●	●	●	●	●	●	●		★		
CIGNA HealthCare of VA	26	42	23	●	●	●	●	●	●	●	●	●	●	✓	★		
George Washington Univ HP-High	18	40	25	●	●	●	●	●	○	●	●	●	●		●		
George Washington Univ HP-Std	13	31	33	●	●	○	●	●	○	●	●	●	●		●		
Healthkeepers	13	36	35	●	●	●	●	●	●	●	●	●	●		●		
Heritage National Healthplan																	
Kaiser Permanente*	23	39	24	●	●	○	●	●	○	○	●	○	●		★		
MD-IPA	15	45	30	●	●	●	●	●	●	●	●	●	●	✓	★		
NYLCare/Mid-Atlantic-High	17	42	23	●	●	●	●	●	●	●	●	●	●		★		
NYLCare/Mid-Atlantic-Std	11	41	31	●	●	●	●	●	●	●	●	●	●		★		
OPTIMA Health Plan	21	36	27	●	●	●	●	●	●	●	●	●	●		●		
PARTNERS NHP of NC	15	43	26	●	●	●	●	●	●	●	●	●	●		●		
Priority Health Care, Inc.	14	38	28	●	●	●	●	●	●	●	●	●	●				
Prudential HealthCare HMO	15	38	31	●	●	●	●	●	●	●	●	●	●		★		
Washington																	
Aetna U.S. Healthcare																	
First Choice Health Plan																	
Group Health Cooperative	19	36	32	●	●	●	●	●	○	●	●	●	○	✓	★		
Group Health Cooperative	15	33	31	●	●	●	●	●	●	●	●	●	●		★		
HealthPlus																	
Kaiser Permanente-High	20	44	22	●	●	●	●	●	○	●	●	●	●		★		
Kaiser Permanente-Std	16	41	28	●	●	●	●	●	○	●	●	●	●		★		
Kitsap Physicians Service-High	24	45	19	●	●	●	●	●	●	●	●	●	●	✓			
Kitsap Physicians Service-Std	24	43	21	●	●	●	●	●	●	●	●	●	●	✓			
NYLCare Northwest																	

Health Maintenance Organization (HMO) Plans by State (Also check POS Section)	Telephone number	Enrollment code		Premium You Paid in 1998		Premium You Will Pay in 1999	
		Self only	Self & family	Self only	Self & family	Self only	Self & family
Plan name – location							
Washington (continued)							
PacifiCare of Oregon - Clark County	800/932-3004	SS1	SS2	44.27	98.34	48.36	107.13
PacifiCare of Washington - Puget Sound/Most West WA/Parts East WA	800/932-3004	WB1	WB2	34.94	90.41	42.94	111.10
Providence Health Plan - Lower Columbia Basin	800/421-0644	SD1	SD2	43.32	111.82	49.35	131.11
QualMed WA Health Plan - Most of Washington	800/869-7165	TM1	TM2	45.57	133.97	50.24	140.51
Regence Hlth Maintenance of OR - Clark County	800/278-5331	6B1	6B2	45.03	99.70	57.11	124.61
West Virginia							
Carelink Health Plans - Northern/Central/Southern West Virginia	800/348-2922	4C1	4C2	64.72	158.84	43.07	160.10
Health Plan Upper OH Valley - Northern/Central West Virginia	800/624-6961	U41	U42	65.46	212.66	41.32	103.29
HealthAssurance HMO - North Central/Panhandle	800/735-2202	6L1	6L2	47.03	166.66	43.08	108.75
PrimeONE - All of West Virginia	800/607-7461	9W1	9W2	46.34	161.20	44.81	114.38
QualMed Plans for Health OH/WV - Panhandle/N. Central/Charleston area	800/333-3930	QJ1	QJ2	40.16	98.39	46.38	132.69
SuperBlue HMO - Chas/Pkg/Mgmt/Beck/Clkb/Whlg/Lew/Fmt/Blu	800/391-4441	8T1	8T2	46.27	157.41	50.69	162.46
Wisconsin							
Compcare Health Services - Southeastern Wisconsin	414/226-6744	691	692	46.67	175.33	51.78	188.52
Compcare Health Services - Northcentral/Northwest Wisconsin	800/242-9635	6X1	6X2	44.52	153.08	51.10	181.70
DEAN HEALTH PLAN - South Central Wisconsin	800/279-1301	WD1	WD2	42.87	154.77	49.43	186.34
Family Health Plan - Milwaukee area	414/256-0040	WH1	WH2	54.32	203.28	74.73	250.88
Group Health Coop - Greater Dane and Jefferson Counties	608/251-3356	WJ1	WJ2	42.50	145.15	45.05	132.67
Group Hlth Coop/Eau Claire - West Central Wisconsin	715/836-8552	WT1	WT2	46.35	170.15	66.73	227.44
HealthPartners Classic-High - Pierce/St. Croix Counties	612/883-5000	531	532	41.07	127.90	56.83	163.56
HealthPartners Classic-Std - Pierce/St. Croix Counties	612/883-5000	534	535	32.99	87.58	45.05	108.11
HealthPartners Health Plan - West Central Wisconsin	612/883-5000	HQ1	HQ2	45.87	150.48	68.14	190.78
Humana Wisconsin Hlth Org. - Southeastern Wisconsin	888/393-6765	X11	X12	58.68	194.68	66.39	207.72
Physicians Plus HMO - South Central/Southeastern Wisconsin	608/282-8920	7P1	7P2	59.28	213.33	49.30	161.25
Unity Health Plans - Southern/Central Wisconsin	800/362-3310	W41	W42	45.71	158.49	51.20	175.24
Valley Health Plan - Western Wisconsin	715/832-3235	VH1	VH2	68.28	232.42	77.50	250.58

Health Maintenance Organization (HMO) Plans by State	Quality Indicators - Plan performance based on enrollee ratings: ● above average; ● average, ○ below average (Numeric average for all HMO plans in heading)													Top rated plans	Accreditation status NCQA JCAHO	Web site	
	% satisfied with plan			Coverage (77%)	Access to care (81%)	Access to care in an emergency (86%)	Choice of doctor (73%)	When sick, can get appointment (79%)	Seeing same doctor on most visits (84%)	Quality of care (76%)	Provider thorough and competent (82%)	Explanation of care (80%)	Results of care (74%)				
	12	48	24														% Extremely satisfied
Plan name	12	48	24														
Washington (continued)																	
PacifiCare of Oregon*	12	48	24	○	●	●	●	●	●	●	●	●	●		●		
PacifiCare of Washington*	17	37	32	●	●	●	●	●	●	●	●	●	○				
Providence Health Plan	16	35	27	○	●	●	○	○	●	○	●	○	○				
QualMed WA Health Plan	16	35	30	●	●	●	●	●	●	●	●	●	●		●		
Regence Hlth Maintenance of OR																	
West Virginia																	
Carelink Health Plans																	
Health Plan Upper OH Valley	15	37	25	○	●	●	●	●	●	●	●	●	●		★		
HealthAssurance HMO																	
PrimeONE																	
QualMed Plans for Health OH/WV																	
SuperBlue HMO																	
Wisconsin																	
Compcare Health Services*	11	37	32	●	●	●	●	●	●	●	●	●	●				
Compcare Health Services																	
DEAN HEALTH PLAN	22	45	22	●	●	●	●	●	●	●	●	●	●	✓	●		
Family Health Plan	12	35	27	●	●	●	○	●	○	○	○	●	○		●		
Group Health Coop	37	44	16	●	●	●	●	●	●	●	●	●	●	✓	★		
Group Hlth Coop/Eau Claire																	
HealthPartners Classic-High	11	44	23	●	●	●	●	●	○	●	●	●	●		★		
HealthPartners Classic-Std*	25	45	16	●	●	●	●	●	●	●	●	●	●		★		
HealthPartners Health Plan	14	39	27	●	●	●	●	●	○	●	●	●	●		★		
Humana Wisconsin Hlth Org.	14	41	26	●	●	●	●	●	●	●	●	●	●				
Physicians Plus HMO																	
Unity Health Plans	19	36	25	●	●	●	●	●	○	●	●	●	●				
Valley Health Plan																	

1997 Survey data