

**Member Survey Results -
Health Maintenance Organization (HMO) and Point-of-Service (POS) Plans**

Plan Name	Plan Code	State	Overall Plan Satisfaction	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Claims Processing	Plan Information on Costs
National Average - HMO Plans			66.21	87.00	84.92	94.86	87.36	88.66	64.69
United Healthcare Insurance Company Choice Plan	KK	AL	New Plan						
QualChoice	DH	AR	57.78	90.30	88.24	96.64	80.93	87.06	NA
QualChoice	DH	AR	57.78	90.30	88.24	96.64	80.93	87.06	NA
United Healthcare Insurance Company Choice Plan	KK	AR	New Plan						
Aetna Open Access	WQ	AZ	67.63	86.16	88.34	94.88	NA	NA	NA
Health Net of Arizona, Inc.	A7	AZ	61.76	84.99	82.33	93.19	80.76	90.42	60.26
Health Net of Arizona, Inc.	A7	AZ	61.76	84.99	82.33	93.19	80.76	90.42	60.26
Humana Health Plan, Inc.	C7	AZ	53.28	82.72	78.23	92.08	NA	81.93	60.01
Humana Health Plan, Inc.	BF	AZ	53.28	82.72	78.23	92.08	NA	81.93	60.01
United Healthcare Insurance Company Choice Plan	KT	AL	New Plan						
Aetna Open Access	2X	CA	66.67	79.50	NA	89.37	NA	NA	NA
Anthem Blue Cross Select HMO	B3	CA	68.53	75.80	80.18	91.62	NA	NA	NA
Blue Shield of CA Access+HMO	SI	CA	76.62	85.85	88.59	94.44	NA	NA	NA
Health Net of California -Northern- High Option	LB	CA	65.74	81.50	82.27	93.70	76.48	82.85	52.81
Health Net of California- Northern- Standard Option	LB	CA	65.74	81.50	82.27	93.70	76.48	82.85	52.81
Health Net of California -Southern- High Option	LP	CA	65.74	81.50	82.27	93.70	76.48	82.85	52.81
Health Net of California- Southern- Standard Option	LP	CA	65.74	81.50	82.27	93.70	76.48	82.85	52.81
Health Net of California- Basic Option	P6	CA	New Plan						
Kaiser Foundation Health Plan- Northern California	NZ	CA	78.10	88.22	87.07	94.23	88.14	82.59	63.50
Kaiser Foundation Health Plan- Northern California	NZ	CA	78.10	88.22	87.07	94.23	88.14	82.59	63.50
Kaiser Foundation Health Plan of California	59	CA	78.10	88.22	87.07	94.23	88.14	82.59	63.50
Kaiser Foundation Health Plan of California	59	CA	78.10	88.22	87.07	94.23	88.14	82.59	63.50
Kaiser Foundation Health Plan of California	62	CA	78.10	81.88	78.41	92.69	87.07	85.00	68.66
Kaiser Foundation Health Plan of California	62	CA	78.10	81.88	78.41	92.69	87.07	85.00	68.66
Kaiser Foundation Health Plan of California	KC	CA	78.10	88.22	87.07	94.23	88.14	82.59	63.50
UnitedHealthcare of California	CY	CA	68.35	79.78	80.80	92.90	NA	NA	66.17
UnitedHealthcare of California	CY	CA	68.35	79.78	80.80	92.90	NA	NA	66.17
Aetna HealthFund CDHP and Value Plan	G5	CO	59.76	90.04	87.61	95.35	NA	88.27	62.78
Kaiser Foundation Health Plan of Colorado	65	CO	63.98	80.68	79.33	90.01	85.38	NA	63.54
Kaiser Foundation Health Plan of Colorado	65	CO	63.98	80.68	79.33	90.01	85.38	NA	63.54
Kaiser Foundation Health Plan of Colorado	N4	CO	63.98	80.68	79.33	90.01	85.38	NA	63.54
United Healthcare Insurance Company Choice Plan	KT	CO	New Plan						
Aetna HealthFund CDHP and Value Plan	F5	DC	60.08	88.29	85.51	93.30	NA	84.36	67.65
Aetna Open Access	JN	DC	69.74	92.63	88.17	95.67	89.52	85.47	60.04
Aetna Open Access	JN	DC	69.74	92.63	88.17	95.67	89.52	85.47	60.04
CareFirst BlueChoice	2G	DC	74.85	87.40	86.44	94.42	85.53	89.96	59.22
CareFirst BlueChoice	2G	DC	74.85	87.40	86.44	94.42	85.53	89.96	59.22
Kaiser Foundation Health Plan Mid-Atlantic States	E3	DC	81.18	84.98	83.24	92.75	85.93	NA	65.78
Kaiser Foundation Health Plan Mid-Atlantic States	E3	DC	81.18	84.98	83.24	92.75	85.93	NA	65.78
M.D. IPA	JP	DC	70.44	91.61	90.88	96.54	89.84	89.03	66.67
United Healthcare Insurance Company Choice Plan	KR	DC	New Plan						
Aetna Open Access	P3	DE	59.63	90.46	86.63	94.76	81.13	82.32	NA
Aetna Open Access	P3	DE	59.63	90.46	86.63	94.76	81.13	82.32	NA
Av-Med Health Plan	ML	FL	79.22	89.99	85.90	95.34	93.65	91.01	65.95
AvMed Health Plans	ML	FL	79.22	89.99	85.90	95.34	93.65	91.01	65.95
Capital Health Plan	EA	FL	87.85	90.26	90.18	95.85	91.18	91.36	75.53
Humana Medical Plan, Inc.	E2	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Medical Plan, Inc.	E2	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Medical Plan, Inc.	EE	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Medical Plan, Inc.	EE	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Medical Plan, Inc.	EX	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Medical Plan, Inc.	LL	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Medical Plan, Inc.	LL	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Value Plan	MJ	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Humana Value Plan	QP	FL	55.51	84.00	79.27	93.39	NA	87.96	56.65
Aetna Open Access	2U	GA	61.75	93.09	84.76	93.98	NA	NA	NA
Humana Employers Health of Georgia, Inc.	CB	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Employers Health of Georgia, Inc.	CB	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Employers Health of Georgia, Inc.	DG	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Employers Health of Georgia, Inc.	DG	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Employers Health of Georgia, Inc.	DN	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Employers Health of Georgia, Inc.	DN	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Value Plan	AD	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Humana Value Plan	LM	GA	60.87	85.10	78.94	98.20	NA	82.56	57.93
Kaiser Foundation Health Plan of Georgia	F8	GA	75.25	83.89	83.52	93.85	84.60	NA	58.41
Kaiser Foundation Health Plan of Georgia, Inc.	F8	GA	75.25	83.89	83.52	93.85	84.60	NA	58.41
Calvos Selectcare	B4	Guam	56.13	75.34	75.59	92.30	NA	NA	NA
TakeCare	JK	Guam	66.06	69.86	66.23	91.99	NA	NA	62.00
TakeCare	JK	Guam	66.06	69.86	66.23	91.99	NA	NA	62.00

Plan Name	Plan Code	State	Overall Plan Satisfaction	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Claims Processing	Plan Information on Costs		
HMSA	87	HI	82.14	92.13	91.88	97.35	NA	93.83	63.80		
Kaiser Foundation Health Plan of Hawaii	63	HI	73.89	82.10	81.82	94.90	84.46	84.56	59.83		
Kaiser Foundation Health Plan of Hawaii	63	HI	73.89	82.10	81.82	94.90	84.46	84.56	59.83		
Health Alliance HMO	FX	IA	68.32	88.13	80.57	93.84	87.95	88.03	74.81		
Health Alliance HMO	K8	IA	68.32	88.13	80.57	93.84	87.95	88.03	74.81		
HealthPartners High and Standard Option	V3	IA	65.27	89.99	88.09	96.89	90.06	91.46	59.81		
HealthPartners High and Standard Option	V3	IA	65.27	89.99	88.09	96.89	90.06	91.46	59.81		
Sanford Health Plan	AU	IA	53.72	92.90	83.16	97.96	NA	88.91	NA		
Sanford Health Plan	AU	IA	53.72	92.90	83.16	97.96	NA	88.91	NA		
United Healthcare Insurance Company Choice Plan	LJ	IA	New Plan								
UnitedHealthcare Plan of the River Valley Inc.	YH	IA	55.11	89.86	86.49	97.39	NA	87.31	61.03		
Altius Health Plans	9K	ID	60.33	88.92	87.06	95.53	83.20	89.61	58.39		
Altius Health Plans	DK	ID	60.33	88.92	87.06	95.53	83.20	89.61	58.39		
Group Health Cooperative	54	ID	61.68	84.37	87.22	94.74	90.97	NA	66.30		
Group Health Cooperative	54	ID	61.68	84.37	87.22	94.74	90.97	NA	66.30		
SelectHealth	SF	ID	54.11	90.36	86.25	97.35	84.91	88.20	NA		
SelectHealth	SF	ID	54.11	90.36	86.25	97.35	84.91	88.20	NA		
Aetna HealthFund CDHP and Value Plan	H4	IL	56.18	89.25	89.17	98.92	NA	83.76	60.32		
Blue Cross and Blue Shield of Illinois	A2	IL	67.09	85.19	83.27	92.94	NA	NA	NA		
Blue Preferred Plus POS	9G	IL	73.88	89.45	83.96	95.88	89.91	88.75	67.06		
Health Alliance HMO	FX	IL	68.32	88.13	80.57	93.84	87.95	88.03	74.81		
Health Alliance HMO	K8	IL	68.32	88.13	80.57	93.84	87.95	88.03	74.81		
Humana Health Plan Inc.	75	IL	68.77	85.93	79.49	93.95	87.21	NA	53.91		
Humana Health Plan Inc.	75	IL	68.77	85.93	79.49	93.95	87.21	NA	53.91		
Humana Health Plan, Inc.	9F	IL	74.30	86.50	88.48	95.86	NA	NA	NA		
Humana Health Plan, Inc.	AB	IL	74.30	86.50	88.48	95.86	NA	NA	NA		
Humana Value Plan	GB	IL	59.70	92.48	86.67	95.78	NA	90.83	NA		
Humana Value Plan	MW	IL	59.70	92.48	86.67	95.78	NA	90.83	NA		
Union Health Service	76	IL	67.33	71.88	70.52	89.76	NA	NA	NA		
UnitedHealthcare Plan of the River Valley Inc.	YH	IL	55.11	89.86	86.49	97.39	NA	87.31	61.03		
Health Alliance HMO	FX	IN	68.32	88.13	80.57	93.84	87.95	88.03	74.81		
Health Alliance HMO	K8	IN	68.32	88.13	80.57	93.84	87.95	88.03	74.81		
Humana Health Plan Inc.	75	IN	68.77	85.93	79.49	93.95	87.21	NA	53.91		
Humana Health Plan of Ohio	A6	IN	54.29	89.76	82.79	93.64	NA	NA	NA		
Humana Health Plan of Ohio	A6	IN	54.29	89.76	82.79	93.64	NA	NA	NA		
Humana Health Plan, Inc.	75	IN	68.77	85.93	79.49	93.95	87.21	NA	53.91		
Humana Health Plan, Inc.	MH	IN	54.46	89.49	89.71	97.29	NA	90.26	NA		
Humana Health Plan, Inc.	MH	IN	54.46	89.49	89.71	97.29	NA	90.26	NA		
Humana Value Plan	MW	IN	59.70	92.48	86.67	95.78	NA	90.83	NA		
Aetna Open Access	HA	KS	65.52	90.09	88.90	93.95	84.29	90.70	56.52		
Aetna Open Access	HA	KS	65.52	90.09	88.90	93.95	84.29	90.70	56.52		
Humana Health Plan, Inc.	MS	KS	75.56	93.47	90.85	95.29	93.75	90.19	69.98		
Humana Health Plan, Inc.	MS	KS	75.56	93.47	90.85	95.29	93.75	90.19	69.98		
Humana Value Plan	PH	KS	75.56	93.47	90.85	95.29	93.75	90.19	69.98		
Humana Health Plan of Ohio	A6	KY	54.29	89.76	82.79	93.64	NA	NA	NA		
Humana Health Plan of Ohio	A6	KY	54.29	89.76	82.79	93.64	NA	NA	NA		
Humana Health Plan, Inc.	MH	KY	54.46	89.49	89.71	97.29	NA	90.26	NA		
Humana Health Plan, Inc.	MH	KY	54.46	89.49	89.71	97.29	NA	90.26	NA		
Humana Health Plan, Inc.	MI	KY	54.46	89.49	89.71	97.29	NA	90.26	NA		
Humana Health Plan, Inc.	MI	KY	54.46	89.49	89.71	97.29	NA	90.26	NA		
United Healthcare Insurance Company Choice Plan	LJ	KY	New Plan								
Humana Benefit Plan of Louisiana, Inc.	AE	LA	68.17	85.95	83.92	95.04	NA	89.29	63.46		
Humana Benefit Plan of Louisiana, Inc.	AE	LA	68.17	85.95	83.92	95.04	NA	89.29	63.46		
Humana Benefit Plan of Louisiana, Inc.	BC	LA	68.17	85.95	83.92	95.04	NA	89.29	63.46		
Humana Benefit Plan of Louisiana, Inc.	BC	LA	68.17	85.95	83.92	95.04	NA	89.29	63.46		
United Healthcare Insurance Company Choice Plan	LS	LA	New Plan								
Aetna HealthFund CDHP and Value Plan	F5	MD	60.08	88.29	85.51	93.30	NA	84.36	67.65		
Aetna Open Access	JN	MD	69.74	92.63	88.17	95.67	89.52	85.47	60.04		
Aetna Open Access	JN	MD	69.74	92.63	88.17	95.67	89.52	85.47	60.04		
CareFirst BlueChoice	2G	MD	74.85	87.40	86.44	94.42	85.53	89.96	59.22		
CareFirst BlueChoice	2G	MD	74.85	87.40	86.44	94.42	85.53	89.96	59.22		
Kaiser Foundation Health Plan Mid-Atlantic States	E3	MD	81.18	84.98	83.24	92.75	85.93	NA	65.78		
Kaiser Foundation Health Plan Mid-Atlantic States	E3	MD	81.18	84.98	83.24	92.75	85.93	NA	65.78		
M.D. IPA	JP	MD	70.44	91.61	90.88	96.54	89.84	89.03	66.67		
United Healthcare Insurance Company Choice Plan	LR	MD	New Plan								
Bluecare Network of MI	K5	MI	64.36	88.07	85.55	95.74	86.00	91.05	64.62		
Bluecare Network of MI	LX	MI	64.36	88.07	85.55	95.74	86.00	91.05	64.62		
Grand Valley Health Plan	RL	MI	78.18	88.58	88.97	95.13	91.54	NA	79.83		
Grand Valley Health Plan	RL	MI	78.18	88.58	88.97	95.13	91.54	NA	79.83		
Health Alliance Plan	52	MI	70.84	89.57	87.05	95.37	88.55	89.38	69.58		
Health Alliance Plan	GY	MI	70.84	89.57	87.05	95.37	88.55	89.38	69.58		
HealthPlus of MI	X5	MI	79.10	93.27	92.04	94.58	91.16	90.76	70.04		
HealthPartners High and Standard Option	V3	MN	65.27	89.99	88.09	96.89	90.06	91.46	59.81		
HealthPartners High and Standard Option	V3	MN	65.27	89.99	88.09	96.89	90.06	91.46	59.81		

Plan Name	Plan Code	State	Overall Plan Satisfaction	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Claims Processing	Plan Information on Costs
Blue Preferred Plus POS	9G	MO	73.88	89.45	83.96	95.88	89.91	88.75	67.06
Aetna Open Access	HA	MO	65.52	90.09	88.90	93.95	84.29	90.70	56.52
Aetna Open Access	HA	MO	65.52	90.09	88.90	93.95	84.29	90.70	56.52
Humana Health Plan, Inc.	MS	MO	75.56	93.47	90.85	95.29	93.75	90.19	69.98
Humana Health Plan, Inc.	MS	MO	75.56	93.47	90.85	95.29	93.75	90.19	69.98
Humana Value Plan	PH	MO	75.56	93.47	90.85	95.29	93.75	90.19	69.98
United Healthcare Insurance Company Choice Plan	KK	MS				New Plan			
HealthPartners High and Standard Option	V3	ND	65.27	89.99	88.09	96.89	90.06	91.46	59.81
HealthPartners High and Standard Option	V3	ND	65.27	89.99	88.09	96.89	90.06	91.46	59.81
Sanford Health Plan	C9	ND	53.72	92.90	83.16	97.96	NA	88.91	NA
Sanford Health Plan	C9	ND	53.72	92.90	83.16	97.96	NA	88.91	NA
Aetna HealthFund CDHP and Value Plan	EP	NJ	63.51	88.79	83.57	94.67	NA	NA	NA
Aetna Open Access	JR	NJ	70.69	94.47	90.86	96.28	NA	NA	NA
Aetna Open Access	JR	NJ	70.69	94.47	90.86	96.28	NA	NA	NA
Aetna Open Access	P3	NJ	70.69	94.47	90.86	96.28	NA	NA	NA
Aetna Open Access	P3	NJ	70.69	94.47	90.86	96.28	NA	NA	NA
GHI Health Plan	80	NJ	69.26	90.25	85.20	94.86	NA	87.66	62.87
GHI Health Plan	80	NJ	69.26	90.25	85.20	94.86	NA	87.66	62.87
New Mexico Blue HMO Preferred (formerly Lovelace)	Q1	NM	65.29	84.02	81.46	94.96	88.19	88.54	57.70
Presbyterian Health Plan- High Option	P2	NM	61.62	79.12	80.90	93.53	84.61	85.14	NA
Presbyterian Health Plan- Standard Option	PS	NM				New Plan			
Health Plan of Nevada	NM	NV	64.84	73.49	70.90	90.06	86.59	NA	63.70
Aetna HealthFund CDHP and Value Plan	EP	NY	58.00	86.35	87.12	93.86	NA	NA	NA
Aetna Open Access	JC	NY	63.58	90.98	NA	96.97	NA	NA	NA
Aetna Open Access	JC	NY	63.58	90.98	NA	96.97	NA	NA	NA
CDPHP Universal Benefits, Inc.	SG	NY	71.51	92.47	91.21	94.55	88.82	91.65	67.04
CDPHP Universal Benefits, Inc.	SG	NY	71.51	92.47	91.21	94.55	88.82	91.65	67.04
GHI Health Plan	80	NY	69.26	90.25	85.20	94.86	NA	87.66	62.87
GHI Health Plan	80	NY	69.26	90.25	85.20	94.86	NA	87.66	62.87
HIP Health of Greater New York	51	NY	67.23	75.77	77.90	92.28	80.77	NA	58.88
Independent Health Association	C5	NY	73.62	90.18	90.09	96.20	89.64	93.56	73.21
Independent Health Association	QA	NY	73.62	90.18	90.09	96.20	89.64	93.56	73.21
MVP Health Care	GA	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	GA	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	GV	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	GV	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	M9	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	M9	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	MF	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	MF	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	MX	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
MVP Health Care	MX	NY	72.36	93.13	90.61	94.71	86.45	91.51	71.14
AultCare HMO	3A	OH	83.17	90.18	92.81	96.22	91.51	93.57	78.69
HealthSpan Integrated Care	64	OH	63.24	82.74	86.36	94.67	83.84	NA	68.64
HealthSpan Integrated Care	64	OH	63.24	82.74	86.36	94.67	83.84	NA	68.64
Humana Health Plan of Ohio	A6	OH	54.29	89.76	82.79	93.64	NA	NA	NA
Humana Health Plan of Ohio	A6	OH	54.29	89.76	82.79	93.64	NA	NA	NA
United Healthcare Insurance Company Choice Plan	N8	OH				New Plan			
Globalhealth, Inc.	IM	OK	63.02	84.78	83.84	94.19	88.10	84.31	75.27
Kaiser Foundation Health Plan of Northwest	57	OR	73.35	84.36	82.75	94.16	87.75	NA	66.75
Kaiser Foundation Health Plan of Northwest	57	OR	73.35	84.36	82.75	94.16	87.75	NA	66.75
Aetna HealthFund CDHP and Value Plan	H4	PA	54.44	89.29	86.36	93.98	NA	88.99	61.92
Aetna Open Access	P3	PA	55.45	89.75	86.87	95.79	NA	NA	NA
Aetna Open Access	P3	PA	55.45	89.75	86.87	95.79	NA	NA	NA
Aetna Open Access	YE	PA	55.45	89.75	86.87	95.79	NA	NA	NA
Geisinger Health Plan	GG	PA	64.44	86.67	84.79	93.66	88.48	90.97	70.38
UPMC Health Plan	8W	PA	72.60	91.92	91.04	97.53	91.01	91.42	63.98
UPMC Health Plan	UW	PA	72.60	91.92	91.04	97.53	91.01	91.42	63.98
Humana Health Plans of Puerto Rico, Inc.	ZJ	Puerto Rico	81.13	83.87	80.95	95.16	83.18	NA	NA
Triple-S Salud, Inc.	89	Puerto Rico	68.87	84.13	83.72	96.50	NA	NA	57.51
HealthPartners High and Standard Option	V3	SD	65.27	89.99	88.09	96.89	90.06	91.46	59.81
HealthPartners High and Standard Option	V3	SD	65.27	89.99	88.09	96.89	90.06	91.46	59.81
Sanford Health Plan	AU	SD	53.72	92.90	83.16	97.96	NA	88.91	NA
Sanford Health Plan	AU	SD	53.72	92.90	83.16	97.96	NA	88.91	NA
Aetna Open Access	UB	TN	72.26	91.54	87.97	94.94	91.08	88.93	NA
Humana Health Plan, Inc	GJ	TN	68.75	92.58	85.07	95.88	NA	NA	NA
Humana Health Plan, Inc.	GJ	TN	68.75	92.58	85.07	95.88	NA	NA	NA
United Healthcare Insurance Company Choice Plan	KK	TN				New Plan			
Aetna Whole Health	ES	TX	65.00	87.50	83.15	95.24	NA	92.52	67.01
Firstcare	CK	TX	67.42	88.89	83.04	95.20	NA	93.33	65.46
Humana Health Plan of Texas	EW	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Health Plan of Texas	EW	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Health Plan of Texas	UC	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Health Plan of Texas	UC	TX	66.09	76.69	73.26	93.59	NA	NA	NA

Plan Name	Plan Code	State	Overall Plan Satisfaction	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Claims Processing	Plan Information on Costs
Humana Health Plan of Texas	UR	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Health Plan of Texas	UR	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Health Plan of Texas	UU	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Health Plan of Texas	UU	TX	66.09	76.69	73.26	93.59	NA	NA	NA
Humana Value Plan	TP	TX	65.20	86.15	80.42	93.06	NA	86.28	NA
Humana Value Plan	TU	TX	65.20	86.15	80.42	93.06	NA	86.28	NA
Humana Value Plan	TV	TX	65.20	86.15	80.42	93.06	NA	86.28	NA
Scott & White Health Plan	A8	TX	62.63	89.07	79.87	96.67	NA	NA	NA
UnitedHealthcare Benefits of Texas, Inc.	GF	TX	73.70	86.50	85.97	90.02	NA	NA	NA
Aetna Health of Utah, Inc. dba Altius Health Plans	9K	UT	60.33	88.92	87.06	95.53	83.20	89.61	58.39
Aetna Health of Utah, Inc. dba Altius Health Plans	DK	UT	60.33	88.92	87.06	95.53	83.20	89.61	58.39
SelectHealth	SF	UT	70.91	89.17	87.31	97.49	91.23	89.79	66.77
SelectHealth	SF	UT	70.91	89.17	87.31	97.49	91.23	89.79	66.77
Aetna HealthFund CDHP and Value Plan	F5	VA	63.71	90.36	90.36	95.14	NA	81.56	60.73
Aetna Open Access	JN	VA	69.74	92.63	88.17	95.67	89.52	85.47	60.04
Aetna Open Access	JN	VA	69.74	92.63	88.17	95.67	89.52	85.47	60.04
Aetna Whole Health	D9	VA	63.71	90.36	90.36	95.14	NA	81.56	60.73
Aetna Whole Health	J9	VA	63.71	90.36	90.36	95.14	NA	81.56	60.73
CareFirst BlueChoice	2G	VA	74.85	87.40	86.44	94.42	85.53	89.96	59.22
CareFirst BlueChoice	2G	VA	74.85	87.40	86.44	94.42	85.53	89.96	59.22
Kaiser Foundation Health Plan Mid-Atlantic States	E3	VA	81.18	84.98	83.24	92.75	85.93	NA	65.78
Kaiser Foundation Health Plan Mid-Atlantic States	E3	VA	81.18	84.98	83.24	92.75	85.93	NA	65.78
M.D. IPA	JP	VA	70.44	91.61	90.88	96.54	89.84	89.03	66.67
Optima Health Plan	PG	VA							
United Healthcare Insurance Company Choice Plan	LR	VA							
Triple-S Salud, Inc.	85	Virgin Islands	68.87	84.13	83.72	96.50	NA	NA	57.51
Aetna HealthFund CDHP and Value Plan	G5	WA	58.75	83.39	87.39	93.71	NA	83.11	NA
Aetna Open Access	C3	WA	58.75	83.39	87.39	93.71	NA	83.11	NA
Group Health Cooperative	54	WA	61.68	84.37	87.22	94.74	90.97	NA	66.30
Group Health Cooperative	54	WA	61.68	84.37	87.22	94.74	90.97	NA	66.30
Kaiser Foundation Health Plan of Northwest	57	WA	73.35	84.36	82.75	94.16	87.75	NA	66.75
Kaiser Foundation Health Plan of Northwest	57	WA	73.35	84.36	82.75	94.16	87.75	NA	66.75
KPS Health Plans	L1	WA	70.06	93.23	90.06	95.01	94.70	92.19	63.80
KPS Health Plans	VT	WA	70.06	93.23	90.06	95.01	94.70	92.19	63.80
Aetna Whole Health	F7	WI	52.90	89.53	88.50	97.39	NA	87.13	NA
Dean Health Plan	WD	WI	65.54	87.50	89.42	96.31	84.99	93.66	56.81
Dean Health Plan	WD	WI	65.54	87.50	89.42	96.31	84.99	93.66	56.81
Group Health Cooperative	WJ	WI	75.59	86.70	90.65	97.28	92.91	NA	67.93
HealthPartners High and Standard Option	V3	WI	65.27	89.99	88.09	96.89	90.06	91.46	59.81
HealthPartners High and Standard Option	V3	WI	65.27	89.99	88.09	96.89	90.06	91.46	59.81
MercyCare HMO	EY	WI	56.90	90.96	86.18	97.40	89.37	82.59	NA
Physicians Plus- High Option	LW	WI	71.90	86.34	85.87	96.26	87.28	92.63	63.60
Physicians Plus- Standard Option	LW	WI							
Altius Health Plans	9K	WY	60.33	88.92	87.06	95.53	83.20	89.61	58.39
Altius Health Plans	DK	WY	60.33	88.92	87.06	95.53	83.20	89.61	58.39