

Complaints—HMOs, 2005

Data source: NYSID and DOH

HMOs are listed alphabetically. HMOs with a lower ratio receive a better rank (1=Best, 16=Worst)

HMO ¹	Rank ²	Total Complaints to NYSID	Upheld Complaints to NYSID	Total Complaints to DOH ³	Upheld Complaints to DOH	Premium (Millions \$)	Membership (as of 12/31/05)	Complaint Ratio
Aetna Health	12	764	398	6	0	878.7	217,923	0.4529
CDPHP	5	86	6	0	0	598.2	206,914	0.0100
CIGNA	10	89	38	1	0	131.3	34,901	0.2894
Community Blue (HealthNow) ⁴	6	161	55	0	0	1217.5	252,451	0.0452
Empire HealthChoice	7	948	111	10	0	1599.9	499,167	0.0694
Excellus ⁵	4	98	16	10	3	1898.8	490,283	0.0084
GHI-HMO Select	11	251	49	28	1	131.4	45,753	0.3729
Health Net of NY	15	1,501	874	24	2	458.6	181,792	1.9058
HIP ⁶	8	716	378	49	0	3453.9	580,201	0.1094
Independent Health Association (IHA)	1	36	2	0	0	556.2	210,976	0.0036
MDNY	14	229	187	9	0	116.2	32,455	1.6088
MVP Health Plan	3	119	8	1	0	1013.8	275,618	0.0079
Oxford ⁷	9	1,883	338	19	0	2087.2	530,794	0.1619
Rochester Area HMO (Preferred Care)	2	12	1	27	2	270.2	112,761	0.0037
UnitedHealthCare of NY ⁷	13	74	33	7	0	49.3	18,861	0.6694
Vytra ⁸	16	1007	694	14	0	236.2	68,117	2.9382
TOTAL		7,974	3,188	205	8	14,697.4	3,758,967	Avg = 0.5418

NOTE: The complaint ratio does not include Department of Health (DOH) complaints.

¹ Excludes HMOs with less than \$25 million in premium or fewer than 5,000 members.

² The table ranks HMOs by complaint ratio.

³ These complaints were received and closed in 2004 by the NY State DOH. They are not included in the complaint ratios.

⁴ Community Blue includes Blue Cross Blue Shield of Western NY and Blue Shield of Northeastern NY.

⁵ Excellus Health Plan includes Finger Lakes HMO, Upstate HMO and Univera Healthcare HMO.

⁶ Complaint ratios, Insurance Department complaints and premiums include data from Health Insurance Plan's (HIP's) HMO and non-HMO business. In 2005, roughly 5% of HIP's business was attributable to its non-HMO operation.

⁷ The holding companies for Oxford Health Plans of NY and UnitedHealthCare of NY merged in 2004; however, the two individual companies remain independent and report data separately.

⁸ Vytra merged with HIP effective March 29, 2006, however their data are reported separately in this Guide.

 Denotes length of bar graph shortened due to spatial constraints.