

Quality of Providers

Data source: DOH

Performance Compared to the New York HMO Average

- ★ Significantly *better* than the NY HMO average
- *Not significantly different* than the NY HMO average
- Significantly *worse* than the NY HMO average
- NV: Plan submitted invalid data.

HMO	Members Rating their Doctor or Nurse an 8, 9 or 10 on a scale from 0 (worst) to 10 (best)	Members Responding that their Doctors Usually or Always Communicate Well	Doctors who are Certified by a Medical Board			Physician Turnover (Primary Care)
			Primary Care	OB/GYN	Pediatric	
NY HMO Avg.	78%	92%	86%	79%	76%	4.5%
Aetna	●	●	○	★	○	3.1
Blue Choice <sup>1</sup>	●	★	●	○	●	NV
BSNENY-HMO <sup>2</sup>	●	●	★	★	○	5.1
CDPHP	●	●	●	★	●	1.8
CIGNA	●	○	○	○	○	3.0
Community Blue <sup>3</sup>	●	★	●	★	○	4.0
Empire	●	●	★	★	★	6.8
GHI HMO	●	●	●	●	●	2.6
Health Net	★	●	○	●	★	4.8
HIP	●	○	●	●	●	8.4
Independent Health Association (IHA)	●	★	○	●	●	4.9
MDNY	●	○	●	★	★	4.0
MVP	●	●	○	●	●	4.4
Oxford <sup>4</sup>	●	●	★	●	★	4.4
Preferred Care	●	★	★	★	★	4.3
UnitedHealthCare of New York <sup>4</sup>	●	●	●	●	○	3.6
Univera HealthCare <sup>1</sup>	●	●	○	○	●	NV
Upstate HMO <sup>1</sup>	●	●	★	○	●	NV
Vytra <sup>5</sup>	●	●	★	★	★	3.3

NOTE: Symbols show statistically significant differences between each plan's score and the New York average. Statistically significant means scores varied by more than could be accounted for by chance.

<sup>1</sup>These are Excellus companies.

<sup>2</sup>Albany Division of Community Blue.

<sup>3</sup>Community Blue includes Blue Cross Blue Shield of Western NY (Buffalo Division) only.

<sup>4</sup>The holding companies for Oxford Health Plan NY and UnitedHealthCare of NY merged in 2004, however, the two individual companies remain independent and report data separately.

<sup>5</sup>Vytra merged with HIP effective March 29, 2006, however their data are reported separately in this Guide.