ConsumerReports



NCQA's Medicare health insurance rankings

These rankings of Medicare health insurance plans are based on data and calculations from the National Committee for Quality Assurance, a nonprofit quality measurement and accreditation organization. The rankings include all Medicare Advantage health insurance plans that are ranked by NCQA. (Note: These do not include Medigap (Medicare supplemental) plans.)

National rank shows where each ranked plan stands among all scored Medicare plans nationwide. A lower number signifies a better ranking and performance.

Overall score ranges from 1 to 100, mainly based on three performance categories—consumer satisfaction, prevention, and treatment—which are scored from 1 to 5 (higher is better). Prevention and treatment account for 60 percent of the score for all plans, consumer satisfaction, 25 percent, and NCQA accreditation, 15 percent. The overall score also determines a plan's national rank.

Consumer satisfaction indicates how well a plan performed in a survey of members about such factors as getting timely doctors' appointments, getting the care they need, and their overall assessment of their doctors and specialists.

Prevention measures the proportion of eligible members who received preventive services, such as cancer screenings and immunizations.

Treatment measures the proportion of eligible members who received the recommended care for people with conditions such as diabetes, heart disease, osteoporosis, alcohol and drug dependence, and mental illness.

Accreditation is an independent review of how well a plan does at working with doctors and patients to provide high–quality health care and at providing important consumer protections. Plans pay fees to any organization that evaluates them, including NCQA. Most plans in the rankings are accredited by the NCQA, unless noted by a footnote.

Special Needs Plans are private Medicare Advantage plans (HMOs or PPOs) designed to meet the needs of people in specific medical situations. The three main categories of Special Needs Plans are 1) plans for people with specific chronic conditions such as heart failure, diabetes, or dementia, 2) plans for people living in nursing homes or who require home nursing care, and 3) plans for people with low incomes who are eligible for both Medicare and Medicaid. Learn more about Special Needs Plans at http://www.cms.gov/Medicare/Health-Plans/SpecialNeedsPlans/.

For more information go to ConsumerReports.org/healthinsurance.











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
ALABAMA			,		
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
205	UnitedHealthcare Insurance (HMO)	81	3	3	0
236	HealthSpring (HMO)¹	71	3	4	4
306	Humana Insurance (PPO) ¹	68	4	3	2
319	Humana Insurance (Georgia) (PPO) ¹	68	3	3	3
325	Blue Cross and Blue Shield of Alabama $(\mbox{\sc PPO})^{\!\scriptscriptstyle 1}$	68	3	3	8
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
371	Humana Insurance (Alabama) (PPO)¹	65	8	0	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	8	0	8
390	Windsor Health Plan (TN) (HMO) ¹	65	•	3	0
ARIZONA					
65	Aetna Life Insurance (PPO)	86	4	4	4
128	Humana Health Plan - Arizona (HMO)	85	3	3	3











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
ARIZONA (continued)				
129	Humana Health Plan - Kansas City (HMO)	85	3	3	3
130	Aetna Health (Pennsylvania) (HMO)	85	3	3	4
169	PacifiCare of Arizona (HMO)	83	•	3	3
170	Humana Insurance (Arizona) (PPO)	83	•	3	3
187	UnitedHealthcare of Arizona (HMO/POS)	82	3	3	2
238	Blue Cross Blue Shield of Arizona Advantage (HMO) ¹	71	3	0	4
243	Cigna HealthCare of Arizona $(HMO)^1$	71	3	4	4
283	$\textbf{CareMore HealthPlan (H0544)} \; (\text{HMO})^{1}$	69	2	4	4
297	CareMore HealthPlan (H2593) (HMO)¹	69	2	3	4
306	Humana Insurance (PPO) ¹	68	4	3	②
308	Health Net of Arizona (HMO)¹	68	2	3	3
309	CareMore HealthPlan (H4346) (HMO)¹	68	2	3	3
317	SCAN Health Plan (Arizona Classic/Connections) (HMO) ¹	68	3	3	3
343	Mercy Care Plan (HMO) ^{1,5}	67	2	3	3
402	WellCare of Arizona (HMO)¹	64	0	0	2
ARKANSAS	5				
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
173	Humana Insurance (Tennessee) (PPO)	83	3	•	3
254	Coventry Health Care of Kansas $(HMO)^1$	70	3	3	4
255	Coventry Health and Life Insurance $(PPO)^1$	70	3	4	3
306	Humana Insurance (PPO) ¹	68	4	3	8
359	Care Improvement Plus South Central Insurance (H6528) (PPO) ¹	66	3	3	0
364	Care Improvement Plus South Central Insurance (PPO)¹	66	8	3	0
390	Windsor Health Plan (TN) (HMO)¹	65	2	3	0
392	Humana Insurance (Arkansas) (PPO) ¹	65	2	3	0
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
397	Care Improvement Plus South Central Insurance (R3444) (PPO) ¹	64	•	3	0











VORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT				
CALIFORNIA									
1	Kaiser Foundation Health Plan of Southern California (HMO)	92	6	6	5				
2	Kaiser Foundation Health Plan of Northern California (H0524) (HMO)	92	•	5	5				
65	Aetna Life Insurance (PPO)	86	4	4	4				
139	Health Net of California (HMO)	84	3	4	3				
151	Blue Shield of California (HMO)	84	3	3	3				
154	Aetna Health of California (HMO)	84	3	3	3				
155	UnitedHealthcare of California (HMO)	83	3	3	3				
176	Anthem Blue Cross Life and Health Insurance (PPO)	83	3	3	3				
183	Care1st Health Plan (HMO)	82	3	3	3				
193	Anthem Blue Cross (HMO)	82	3	3	3				
263	SCAN Health Plan (Classic/Connections/ Options/Signature) (HMO)¹	70	0	3	3				
282	Inter Valley Health Plan (HMO)¹	69	4	4	3				
283	CareMore HealthPlan (H0544) (HMO) ¹	69	2	4	4				
297	$\textbf{CareMore HealthPlan (H2593)} \; (\text{HMO})^i$	69	3	3	4				
305	SCAN Health Plan (Gold/Gold Select/Silver) (HMO) ¹	68	3	3	3				
309	CareMore HealthPlan (H4346) (HMO)¹	68	2	3	3				
321	GEMCare Health Plan (HMO)¹	68	3	3	2				
326	Health Net Life Insurance $(PPO)^1$	68	3	3	3				
338	Citizens Choice Healthplan (HMO)¹	67	3	4	2				
342	SCAN Health Plan (Legacy/ Connections) (HMO) ^{1.5}	67	3	3	3				
354	Community Health Group (HMO) ^{1.5}	66	0	3	2				
356	Humana Health Plan of California $(HMO)^1$	66	2	3	2				
360	Partnership HealthPlan of California (HMO) ^{1.5}	66	0	3	2				
363	$ \label{eq:Chinese Community Health Plan $(HMO)^1$} $	66	0	4	3				
370	SCAN Health Plan (HMO) ^{1.5}	65	3	0	_				
391	Brand New Day (HMO)¹	65	0	3	3				











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
CALIFORNI	A (continued)				
395	Central Health Plan of California (HMO) ¹	65	0	3	6
400	L.A. Care Health Plan (HMO) ^{1.5}	64	0	3	0
403	Easy Choice Health Plan (HMO) ¹	64	0	3	0
405	Inland Empire Health Plan (HMO) ^{1,5}	64	0	3	0
407	Molina Healthcare of California Partner Plan (HMO) ^{1.5}	63	0	0	•
408	Alameda Alliance for Health (HMO) ^{1.5}	63	0	3	0
COLORADO)				
6	Kaiser Foundation Health Plan of Colorado (HMO)	90	5	5	5
65	Aetna Life Insurance (PPO)	86	4	4	4
135	Rocky Mountain Health Plans (HMO)	84	4	3	3
136	PacifiCare of Colorado (HMO)	84	3	3	3
140	Aetna Health (Pennsylvania) (HMO)	84	3	3	3
179	Humana Health Plan (HMO)	82	3	3	3
213	UnitedHealthcare Insurance (HMO)¹	74	5	5	4
279	Humana Insurance (PPO)¹	69	3	3	3
339	Denver Health Medical Plan (HMO)¹	67	0	3	3
358	$\textbf{Colorado Access Health Plan} \ (HMO)^{1}$	66	0	3	3
378	UnitedHealthcare of Colorado (HMO) ^{1,5}	65	8	0	2
CONNECTI	СИТ				
52	Aetna Health (HMO)	86	3	4	5
65	Aetna Life Insurance (PPO)	86	4	4	4
104	Oxford Health Plans (HMO/POS)	85	4	3	4
144	UnitedHealthcare Insurance (Regional) (PPO)	84	3	3	3
228	ConnectiCare (HMO/POS) ¹	72	3	4	5
260	Anthem Blue Cross and Blue Shield in Connecticut (PPO)¹	70	•	0	0
284	Anthem Blue Cross and Blue Shield in Connecticut (HMO)¹	69	•	3	3
322	WellCare of Connecticut (HMO/POS) ¹	68	•	3	3











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
DELAWARE	<u> </u>				
121	Aetna Health (Pennsylvania) (HMO)	85	3	4	3
123	Aetna Life Insurance (PPO)	85	3	4	3
200	Bravo Health Mid-Atlantic (HMO)	81	0	3	2
383	UnitedHealthcare Insurance (PPO) ^{1.5}	65	3	0	8
DISTRICT (OF COLUMBIA				
9	Kaiser Foundation Health Plan of the Mid-Atlantic States (HMO)	90	3	5	5
65	Aetna Life Insurance (PPO)	86	4	4	4
200	Bravo Health Mid-Atlantic (HMO)	81	0	3	2
383	UnitedHealthcare Insurance (PPO) ^{1.5}	65	3	0	8
FLORIDA					
4	Capital Health Plan (HMO)	90	5	5	5
46	Health First Health Plans (HMO)	86	4	4	4
60	AvMed Health Plans (HMO)	86	4	3	4
65	Aetna Life Insurance (PPO)	86	4	4	4
99	Aetna Health (HMO)	86	3	4	4
100	Humana Medical Plan - Florida (HMO)	86	3	5	4
112	Freedom Health (HMO)	85	3	3	4
115	Optimum Healthcare (HMO)	85	•	3	6
116	Blue Cross and Blue Shield of Florida (PPO) (PPO)	85	3	4	3
138	Blue Cross and Blue Shield of Florida (RPPO) (PPO)	84	0	3	3
141	Health Options (HMO)	84	3	3	3
150	UnitedHealthcare Insurance (PPO)	84	3	3	3
153	UnitedHealthcare of Florida (H1080) (HMO/POS)	84	3	3	3
174	UnitedHealthcare Insurance (Regional) (PPO)	83	3	3	3
175	WellCare of Florida (HMO)	83	3	4	3
202	UnitedHealthcare of Florida (H9011) (HMO/POS)	81	•	0	8











NORSE THAN AVERAGI

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
FLORIDA (c	ontinued)				
210	Leon Medical Centers Health Plans (HMO) ¹	74	5	3	5
215	Florida Health Care Plans (HMO/POS) ³	73	4	5	5
230	CarePlus Health Plans (HMO)¹	71	3	4	4
250	Humana Health Insurance of Florida (PPO)¹	70	3	3	4
251	HealthSun Health Plans (HMO)¹	70	5	3	3
292	$ \begin{tabular}{ll} \textbf{Preferred Care Partners Health Plan} & (HMO)^1 \\ \end{tabular}$	69	4	3	3
306	Humana Insurance (PPO) ¹	68	4	3	2
316	Medica Healthcare Plans (HMO) ¹	68	5	3	2
GEORGIA					
8	Kaiser Foundation Health Plan of Georgia (HMO)	90	4	5	5
62	Aetna Health (HMO)	86	3	3	5
118	Aetna Life Insurance (PPO)	85	4	4	3
173	Humana Insurance (Tennessee) (PPO)	83	3	3	3
184	Humana Employers Health Plan of Georgia (HMO)	82	3	3	3
206	UnitedHealthcare Insurance (HMO/POS)	80	3	3	0
306	Humana Insurance (PPO) ¹	68	4	3	2
312	Blue Cross Blue Shield of Georgia (PPO) ¹	68	3	3	3
319	Humana Insurance (Georgia) (PPO)¹	68	3	3	3
333	Blue Cross Blue Shield of Georgia $(HMO)^{1}$	67	4	8	2
359	Care Improvement Plus South Central Insurance (H6528) (PPO) ¹	66	3	3	0
364	Care Improvement Plus South Central Insurance (PPO) ¹	66	•	3	0
377	UnitedHealthcare Insurance (PPO) ^{1,5}	65	•	3	0
386	WellCare of Georgia (HMO/POS) ²	65	0	3	9
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
397	Care Improvement Plus South Central Insurance (R3444) (PPO) ¹	64	6	8	0











VORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
HAWAII					
5	Kaiser Foundation Health Plan - Hawaii (HMO)	90	5	5	5
65	Aetna Life Insurance (PPO)	86	4	4	4
114	Hawaii Medical Service Association (H3832) (PPO)	85	3	3	3
126	Hawaii Medical Service Association (R7439) (PPO)	85	3	3	3
167	UnitedHealthcare Insurance (PPO)	83	3	3	3
188	WellCare Health Insurance of Arizona (HMO/POS)	82	8	3	3
195	UnitedHealthcare Insurance (Regional) (PPO)	81	8	3	3
303	Humana Insurance (PPO) ¹	69	3	3	3
388	AlohaCare (HMO)¹	65	9	0	3
IDAHO					
14	Group Health Cooperative (HMO)	89	5	5	5
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
165	UnitedHealthcare Insurance (PPO)	83	3	3	3
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
258	PacificSource (HMO/POS) ¹	70	3	4	3
285	Blue Cross of Idaho Health Services $(\mbox{HMO})^{\!\scriptscriptstyle 1}$	69	4	3	3
304	PacificSource (PPO) ¹	69	4	3	3
320	Regence BlueShield of Idaho (PPO)¹	68	3	3	3
365	Blue Cross of Idaho Health Services $(\mbox{PPO})^{i}$	66	3	0	0
390	Windsor Health Plan (TN) (HMO) ¹	65	3	3	0
ILLINOIS					
26	Health Alliance Medical Plans (HMO)	88	5	5	4
48	Medical Associates Health Plan (HMO)	86	5	5	3
53	Health Alliance Medical Plans (PPO)	86	5	4	3
55	Humana Benefit Plan of Illinois (HMO)	86	4	4	4
65	Aetna Life Insurance (PPO)	86	4	4	4
109	United Healthcare Insurance (PPO)	85	4	3	3











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
ILLINOIS (c	ontinued)				
113	Humana Insurance (KS, MO) (PPO)	85	3	4	3
143	UnitedHealthcare of the Midwest (HMO/POS)	84	3	3	3
146	Humana Insurance (Illinois) (PPO)	84	3	3	3
152	Humana Health Plan – Chicago Market (HMO)	84	3	3	3
189	Harmony Health Plan of Illinois (HMO/POS)	82	3	3	2
207	UnitedHealthcare Insurance (HMO/POS)	80	3	0	8
224	Coventry Health Care of Missouri (H2667) (HMO/POS)¹	72	0	5	4
226	Coventry Health Care of Missouri (H2663) (HMO/POS)¹	72	3	5	4
232	Essence Healthcare (HMO)¹	71	4	4	4
242	Coventry Health Care of Illinois (PPO) ¹	71	4	3	4
271	Humana Benefit Plan of Illinois (PPO) ¹	69	4	3	3
306	Humana Insurance (PPO) ¹	68	4	3	2
352	HealthSpring of Illinois (HMO)¹	66	3	3	2
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	8	0	8
INDIANA					
65	Aetna Life Insurance (PPO)	86	4	4	4
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
142	UnitedHealthcare Insurance (PPO)	84	3	3	3
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
217	Indiana University Health Plans (HMO/POS)¹	73	5	4	5
266	$\textbf{ADVANTAGE Health Solutions} \; (\text{HMO})^{1}$	70	3	3	3
290	Humana Insurance (Indiana) (PPO) ¹	69	3	3	3
295	Anthem Blue Cross and Blue Shield in Indiana (PPO)¹	69	3	3	3
306	Humana Insurance (PPO) ¹	68	4	3	8
345	Anthem Blue Cross and Blue Shield in Kentucky (Regional) (PPO) ¹	67	3	0	0











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
INDIANA (c	ontinued)				
350	$ \textbf{ADVANTAGE Health Solutions} \; (\text{PPO})^1 $	66	4	3	0
353	SelectCare Health Plans (HMO)¹	66	8	8	2
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	8	0	3
394	Pyramid Life Insurance (PPO)¹	65	3	0	0
IOWA					
13	Gundersen Health Plan (HMO)	89	5	5	5
25	Health Alliance Midwest (HMO)	88	5	5	4
48	Medical Associates Health Plan (HMO)	86	5	5	3
50	Health Alliance Midwest (PPO)	86	5	4	3
120	$\textbf{UnitedHealthcare of the Midlands} \ (\text{HMO/POS})$	85	4	3	3
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
146	Humana Insurance (Illinois) (PPO)	84	3	3	3
233	Coventry Health Care of Iowa (PPO)¹	71	4	4	4
239	Coventry Health Care of Iowa $(HMO)^{\!\scriptscriptstyle 1}$	71	4	3	4
279	Humana Insurance (PPO) ¹	69	3	3	3
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	•	0	3
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
KANSAS					
42	Aetna Health (Pennsylvania) (HMO)	87	4	5	4
65	Aetna Life Insurance (PPO)	86	4	4	4
113	Humana Insurance (KS, MO) (PPO)	85	3	4	3
129	Humana Health Plan - Kansas City (HMO)	85	3	3	3
160	UnitedHealthcare Insurance (HMO/POS)	83	3	3	3
213	UnitedHealthcare Insurance (HMO)¹	74	5	5	4
254	Coventry Health Care of Kansas $(HMO)^{\!\scriptscriptstyle 1}$	70	3	3	4











WORSE THAN AVERAGI

BETTER THAN AVERAGE

	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
KANSAS (c	ontinued)				
255	Coventry Health and Life Insurance $(\mbox{PPO})^{\!\scriptscriptstyle 1}$	70	3	4	3
306	Humana Insurance (PPO) ¹	68	•	3	3
392	Humana Insurance (Arkansas) (PPO)¹	65	3	3	0
KENTUCKY	•				
65	Aetna Life Insurance (PPO)	86	4	4	4
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
133	Humana Insurance Company (Kentucky) (PPO)	84	3	0	3
159	Humana Healthplan of Ohio (HMO)	83	3	3	3
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
177	UnitedHealthcare of Ohio (HMO/POS)	83	3	3	3
290	Humana Insurance (Indiana) (PPO) ¹	69	3	3	3
306	Humana Insurance (PPO) ¹	68	4	3	3
310	Anthem Blue Cross and Blue Shield in Kentucky (PPO) ¹	68	3	3	8
335	Anthem Blue Cross and Blue Shield in Kentucky (HMO)¹	67	3	3	8
336	Humana Insurance (West Virginia) $(PPO)^1$	67	3	3	3
345	Anthem Blue Cross and Blue Shield in Kentucky (Regional) (PPO) ¹	67	3	8	8
LOUISIANA	A				
125	Humana Health Benefit Plan of Louisiana (HMO/POS)	85	0	3	3
220	Vantage Health Plan (H5576) (HMO/POS) ⁴	72	4	3	0
306	Humana Insurance (PPO) ¹	68	0	3	3
337	Humana Health Benefit Plan of Louisiana (PPO)¹	67	0	3	3
398	WellCare of Louisiana (HMO/POS) ¹	64	3	0	0
MAINE					
21	Martin's Point Generations (HMO/POS)	88	5	5	5
29	Aetna Health (HMO)	87	5	5	4
45	Martin's Point Generations (PPO)	86	4	4	4











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
MAINE (con	tinued)				
65	Aetna Life Insurance (PPO)	86	4	4	4
98	UnitedHealthcare Insurance (PPO)	86	4	4	4
256	Northeast Community Care $(HMO)^1$	70	3	3	4
289	American Progressive Life & Health Insurance of New York (PPO)¹	69	3	3	3
340	Arcadian Health Plan (HMO)¹	67	3	0	3
MARYLANI)				
9	Kaiser Foundation Health Plan of the Mid-Atlantic States (HMO)	90	3	5	5
65	Aetna Life Insurance (PPO)	86	0	4	4
131	Aetna Health (Pennsylvania) (HMO)	85	3	3	3
200	Bravo Health Mid-Atlantic (HMO)	81	0	3	8
213	$\textbf{UnitedHealthcare Insurance} \; (\text{HMO})^i$	74	5	5	4
383	UnitedHealthcare Insurance (PPO) ^{1.5}	65	•	0	8
MASSACHU	JSETTS				
15	Blue Cross and Blue Shield of Massachusetts (PPO)	89	4	5	6
16	Health New England (HMO/POS)	89	4	5	5
19	Blue Cross and Blue Shield of Massachusetts HMO Blue (HMO)	88	0	5	5
22	Fallon Health (HMO)	88	4	5	5
38	Aetna Health (Pennsylvania) (HMO)	87	4	5	4
65	Aetna Life Insurance (PPO)	86	4	4	4
107	UnitedHealthcare Insurance (HMO/POS)	85	3	4	4
144	UnitedHealthcare Insurance (Regional) (PPO)	84	3	3	3
213	$\textbf{UnitedHealthcare\ Insurance}\ (HMO)^i$	74	5	5	4
296	Senior Whole Health (H2224) (HMO) ^{1.5}	69	3	3	3
313	UnitedHealthcare Insurance of Massachusetts (HMO) ^{1.5}	68	②	3	3











NORSE THAN AVERAGI

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
MICHIGAN		,			,
20	Priority Health (HMO/POS)	88	4	6	5
24	Priority Health (PPO)	88	4	6	5
33	HealthPlus of Michigan (HMO/POS)	87	4	4	5
51	Paramount Health Care (HMO)	86	5	4	3
56	Blue Care Network of Michigan (HMO)	86	4	4	4
65	Aetna Life Insurance (PPO)	86	4	4	4
96	Humana Insurance (Wisconsin) (PPO)	86	3	4	4
101	Health Alliance Plan of Michigan (HMO)	86	4	4	4
137	Alliance Health and Life (PPO)	84	4	3	3
213	UnitedHealthcare Insurance (HMO)¹	74	5	5	4
223	HealthPlus of Michigan (PPO)¹	72	5	4	4
269	Blue Cross Blue Shield of Michigan (PPO) ¹	70	3	4	3
306	Humana Insurance (PPO) ¹	68	4	3	3
341	Molina Healthcare of Michigan (HMO) ^{1.5}	67	3	3	3
MINNESOT	A				
11	Group Health Plan (Cost) (HMO)	89	5	5	5
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
216	Medica (Cost) (HMO) ¹	73	•	5	5
219	UCare Minnesota (HMO/POS)²	73	4	5	5
246	Metropolitan Health Plan (HMO) ^{1,5}	71	3	3	4
267	Blue Plus (HMO)¹	70	3	3	4
302	HealthPartners (MSHO) (HMO) ^{1,5}	69	3	3	3
MISSISSIP	PI				
65	Aetna Life Insurance (PPO)	86	4	4	4
100	Humana Medical Plan - Florida (HMO)	86	3	5	4
173	Humana Insurance (Tennessee) (PPO)	83	3	3	3
237	HealthSpring of Tennessee (H4454) $(HMO)^1$	71	3	5	4
249	HealthSpring of Tennessee (H4407) (HMO)¹	70	3	4	•
306	Humana Insurance (PPO) ¹	68	•	3	3











VORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
MISSISSIPI	PI (continued)				
366	Humana Insurance (Mississippi) $(PPO)^1$	66	3	3	0
390	Windsor Health Plan (TN) (HMO) ¹	65	3	3	0
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
MISSOURI					
42	Aetna Health (Pennsylvania) (HMO)	87	4	5	4
65	Aetna Life Insurance (PPO)	86	4	4	4
109	United Healthcare Insurance (PPO)	85	4	3	3
113	Humana Insurance (KS, MO) (PPO)	85	3	4	3
129	Humana Health Plan - Kansas City (HMO)	85	3	3	3
143	UnitedHealthcare of the Midwest (HMO/POS)	84	3	3	3
160	UnitedHealthcare Insurance (HMO/POS)	83	3	3	3
224	Coventry Health Care of Missouri (H2667) (HMO/POS) ¹	72	0	6	4
226	Coventry Health Care of Missouri (H2663) (HMO/POS) ¹	72	3	5	4
232	Essence Healthcare (HMO)¹	71	4	4	4
254	Coventry Health Care of Kansas $(HMO)^{\!\scriptscriptstyle 1}$	70	3	3	4
255	Coventry Health and Life Insurance $(\mbox{PPO})^{\!\scriptscriptstyle 1}$	70	3	4	3
259	Anthem Blue Cross and Blue Shield in Missouri (PPO) ¹	70	3	3	4
268	Coventry Health and Life Insurance (Missouri) (PPO) ¹	70	0	0	3
306	Humana Insurance (PPO) ¹	68	4	3	8
359	Care Improvement Plus South Central Insurance (H6528) (PPO) ¹	66	3	3	0
364	Care Improvement Plus South Central Insurance (PPO) ¹	66	•	3	0
392	Humana Insurance (Arkansas) (PPO) ¹	65	8	3	0
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
397	Care Improvement Plus South Central Insurance (R3444) (PPO) ¹	64	6	3	0
401	Harmony Health Plan of Missouri (HMO/POS) ²	64	0	0	9











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BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
MONTANA					
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
390	Windsor Health Plan (TN) (HMO) ¹	65	6	a	0
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
NEBRASKA	A				
25	Health Alliance Midwest (HMO)	88	5	5	4
50	Health Alliance Midwest (PPO)	86	5	4	3
120	UnitedHealthcare of the Midlands (HMO/POS)	85	4	3	3
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
248	Coventry Health Care of Nebraska (HMO)¹	70	3	4	3
270	Coventry Health Care of Nebraska (PPO)¹	69	3	3	3
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	6	0	•
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
NEVADA					
65	Aetna Life Insurance (PPO)	86	4	4	4
117	Health Plan of Nevada (HMO)	85	②	3	5
277	Humana Health Plan of Nevada $(HMO)^1$	69	2	4	4
283	$\textbf{CareMore HealthPlan (H0544)} \; (\text{HMO})^{1}$	69	2	4	4
297	CareMore HealthPlan (H2593) (HMO) ¹	69	2	3	4
309	CareMore HealthPlan (H4346) (HMO)¹	68	8	3	3
331	Humana Insurance (PPO) ¹	67	8	3	3
351	PacifiCare of Nevada (HMO) ¹	66	0	0	3
NEW HAM	PSHIRE				
21	Martin's Point Generations (HMO/POS)	88	5	5	5
45	Martin's Point Generations (PPO)	86	4	4	4
NEW JERS	EY				
10	Geisinger Health Plan (HMO)	90	5	5	5











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
NEW JERS	EY (continued)				
65	Aetna Life Insurance (PPO)	86	4	4	4
122	Aetna Health (HMO)	85	3	3	4
147	Horizon Healthcare of New Jersey (HMO/POS)	84	3	3	3
197	Oxford Health Plans (HMO/POS)	81	•	0	3
213	UnitedHealthcare Insurance (HMO)¹	74	5	5	4
393	Healthfirst Health Plan of New Jersey (HMO) ^{1,5}	65	0	8	0
406	WellCare of New Jersey (HMO)¹	64	0	0	2
NEW MEXI	co				
65	Aetna Life Insurance (PPO)	86	4	4	4
129	Humana Health Plan - Kansas City (HMO)	85	3	3	3
132	Presbyterian Health Plan (HMO)	84	4	3	3
149	Presbyterian Insurance (PPO)	84	3	4	3
198	UnitedHealthcare Insurance (PPO)	81	2	3	3
332	$\textbf{Molina Healthcare of New Mexico} \; (\text{HMO})^{1}$	67	2	3	3
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	•	0	3
375	Humana Insurance (New Mexico) (PPO) ¹	65	2	0	8
376	UnitedHealthcare Insurance (New Mexico) (PPO) ^{1.5}	65	•	9	3
NEW YORK					
12	Capital District Physicians' Health Plan (HMO)	89	5	5	5
18	MVP Health Care (Rochester/ Buffalo) (HMO/POS)	88	0	5	5
23	MVP Health Care (East/ Central NY) (HMO/POS)	88	5	5	5
31	HealthNow New York (PPO)	87	4	5	4
32	Independent Health Association (HMO)	87	4	4	5
35	Excellus BlueCross BlueShield (HMO)	87	4	5	5











VORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
NEW YORK	(continued)				
35	Univera Healthcare (HMO)	87	4	5	5
41	Aetna Health (HMO)	87	3	5	5
54	Excellus BlueCross BlueShield (PPO)	86	4	4	4
59	HealthNow New York (HMO)	86	4	3	4
65	Aetna Life Insurance (PPO)	86	4	4	4
97	HIP Health Plan of New York (H3330) (HMO)	86	3	4	5
111	Empire BlueCross BlueShield (PPO)	85	3	3	4
119	Empire BlueCross BlueShield (HMO)	85	3	3	4
161	UnitedHealthcare Insurance (PPO)	83	3	3	4
181	Oxford Health Plans (HMO/POS)	82	0	3	3
190	UnitedHealthcare of New York (HMO)	82	-	3	3
194	WellCare of New York (HMO/POS)	81	0	3	3
211	CDPHP Universal Benefits (PPO) ¹	74	5	5	5
218	MVP Health Care (PPO)¹	73	5	5	4
234	Independent Health Association (PPO) ¹	71	4	4	4
274	Humana New York (PPO) ¹	69	3	3	3
286	Managed Health (HMO) ¹	69	0	4	4
287	Group Health Incorporated (PPO)¹	69	3	3	4
289	American Progressive Life & Health Insurance of New York (PPO) ¹	69	3	3	3
328	MetroPlus Health Plan (HMO)¹	68	0	3	3
346	VNSNY CHOICE (HMO) ¹	67	0	3	3
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
361	Touchstone Health (HMO)¹	66	3	0	•
368	Elderplan (HMO)¹	66	0	0	3
369	Access Medicare New York (HMO) ¹	66	0	0	3
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	8	0	8
379	Liberty Health Advantage (HMO) ¹	65	0	3	2











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BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
NORTH CA	ROLINA				
38	Aetna Health (Pennsylvania) (HMO)	87	4	5	4
65	Aetna Life Insurance (PPO)	86	4	4	4
100	Humana Medical Plan - Florida (HMO)	86	3	5	4
145	UnitedHealthcare of North Carolina (PPO)	84	4	3	3
178	UnitedHealthcare of North Carolina (HMO/POS)	83	3	3	0
261	Blue Cross Blue Shield of North Carolina (PPO) ¹	70	0	3	3
291	Blue Cross Blue Shield of North Carolina (HMO)¹	69	0	3	•
306	Humana Insurance (PPO) ¹	68	4	3	•
330	Humana Insurance (North Carolina) (PPO) ¹	68	3	3	3
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	•	0	3
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
NORTH DA	КОТА				
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
216	Medica (Cost) (HMO) ¹	73	4	5	5
ОНІО					
7	HealthSpan Integrated Care (HMO)	90	4	5	5
34	PrimeTime Health Plan (HMO)	87	5	4	4
37	Health Plan of the Upper Ohio Valley (Hometown Region) (HMO)	87	5	4	4
51	Paramount Health Care (HMO)	86	5	4	3
57	SummaCare (HMO/POS)	86	5	3	4
65	Aetna Life Insurance (PPO)	86	•	4	4
105	Health Plan of the Upper Ohio Valley (SecureCare) (HMO)	85	0	3	0
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
148	Aetna Health (Pennsylvania) (HMO)	84	3	3	3
159	Humana Healthplan of Ohio (HMO)	83	3	3	3











WORSE THAN AVERAGE

BETTER THAN AVERAGE

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NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
OHIO (contin	nued)				
177	UnitedHealthcare of Ohio (HMO/POS)	83	3	3	3
221	HealthAmerica Advantra (H5522) (PPO)¹	72	5	4	5
231	PrimeTime Health Plan (PPO)¹	71	5	5	3
244	HealthAmerica Advantra (H8980) (PPO)¹	71	4	3	4
252	Anthem Blue Cross and Blue Shield in Ohio (PPO)¹	70	3	3	•
264	Health Plan of the Upper Ohio Valley $(\mbox{PPO})^{\rm l}$	70	4	3	3
265	Mt. Carmel Health Plan (HMO) ¹	70	5	3	3
272	Anthem Blue Cross and Blue Shield in Ohio (HMO)¹	69	4	3	3
294	Mt. Carmel Health Plan (PPO)¹	69	4	3	3
306	Humana Insurance (PPO) ¹	68	4	3	3
345	Anthem Blue Cross and Blue Shield in Kentucky (Regional) $(PPO)^1$	67	3	3	3
385	WellCare of Ohio (HMO)¹	65	0	3	3
387	Buckeye Community Health Plan (HMO) ^{1.5}	65	3	3	0
OKLAHOM	Δ.				
65	Aetna Life Insurance (PPO)	86	4	4	4
196	UnitedHealthcare of Oklahoma (HMO)	81	3	•	0
254	Coventry Health Care of Kansas (HMO)¹	70	3	3	4
255	Coventry Health and Life Insurance (PPO) ¹	70	3	4	3
306	Humana Insurance (PPO) ¹	68	4	3	•
324	CommunityCare Managed Healthcare Plans of Oklahoma (HMO)¹	68	4	3	3
367	Today's Options of Oklahoma $(HMO)^1$	66	3	3	0
382	Humana Insurance (Oklahoma) (PPO) ¹	65	3	0	0
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
OREGON					
3	Kaiser Foundation Health Plan of the Northwest (HMO)	91	6	5	•
100	Humana Medical Plan - Florida (HMO)	86	3	5	4
124	UnitedHealthcare of Oregon (HMO)	85	3	3	3











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
OREGON (d	ontinued)				
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
156	UnitedHealthcare Insurance (PPO)	83	3	9	3
168	UnitedHealthcare Insurance (HMO/POS)	83	3	3	3
209	Providence Health Plans (HMO/POS)¹	74	4	5	5
235	Moda Health (Formerly ODS) (PPO) ¹	71	4	4	4
241	Trillium Community Health Plan (HMO) ⁴	71	3	3	2
247	ATRIO Health Plans (H7006) (PPO) ¹	70	4	4	3
257	Samaritan Advantage Health Plans (HMO) ¹	70	4	4	3
258	PacificSource (HMO/POS) ¹	70	3	4	3
273	Regence BlueCross BlueShield of Oregon (PPO) ¹	69	4	3	3
280	Health Net Life Insurance (PPO)¹	69	3	4	3
304	PacificSource (PPO) ¹	69	4	3	3
318	ATRIO Health Plans (H6743) (PPO) ¹	68	4	3	2
362	ATRIO Health Plans (H5995) (HMO) ^{1,5}	66	3	3	8
372	FamilyCare Health Plans (HMO)¹	65	3	2	3
404	ATRIO Health Plans (H3814) (HMO) ^{1,5}	64	0	0	0
PENNSYLV	ANIA				
10	Geisinger Health Plan (HMO)	90	5	5	5
28	Geisinger Indemnity Insurance (PPO)	87	4	3	5
30	UPMC Health Network (PPO)	87	4	4	5
38	Aetna Health (HMO)	87	4	5	4
47	Keystone Health Plan Central (HMO)	86	4	4	4
58	Keystone Health Plan West (HMO)	86	4	4	4
63	UPMC Health Plan (HMO)	86	4	3	4
64	HealthAmerica Advantra (HMO)	86	4	3	4
65	Aetna Life Insurance (PPO)	86	4	4	4
103	QCC Insurance (Personal Choice) (PPO)	85	4	4	3
106	Keystone Health Plan East (HMO)	85	4	4	4











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BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
PENNSYLV	ANIA (continued)				
108	Highmark (PPO)	85	3	4	3
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
162	Cigna-HealthSpring Pennsylvania (HMO)	83	3	3	3
191	UnitedHealthcare Insurance (Pennsylvania) (PPO)	82	3	8	8
213	UnitedHealthcare Insurance (HMO)¹	74	5	5	4
221	HealthAmerica Advantra (H5522) (PPO)¹	72	5	4	5
244	HealthAmerica Advantra (H8980) (PPO)¹	71	4	3	4
245	$ \begin{tabular}{ll} \textbf{Keystone Health Plan Central} & (PPO)^1 \\ \end{tabular} $	71	3	3	4
271	Humana Benefit Plan of Illinois (PPO)¹	69	•	3	3
289	American Progressive Life & Health Insurance of New York (PPO) ¹	69	3	3	3
306	Humana Insurance (PPO) ¹	68	4	3	2
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	3	0	3
PUERTO RI	со				
199	PMC Medicare Choice (HMO)	81	5	3	0
201	MMM Healthcare (HMO)	81	4	2	0
344	Triple-S Salud (H5732) (HMO) ¹	67	3	8	8
347	Humana Insurance Puerto Rico $(PPO)^1$	67	3	0	3
349	Medical Card System (H5577) (HMO) ¹	67	5	3	0
374	Humana Health Plans of Puerto Rico $(\mbox{HMO})^{\!\scriptscriptstyle 1}$	65	3	0	0
381	Medical Card System (H4006) (HMO) ¹	65	4	0	0
384	Triple-S Salud (H4012) (HMO) ¹	65	4	0	0
389	Triple-S Salud (PPO) ¹	65	3	0	0
399	American Health (HMO/POS) ¹	64	4	3	0
RHODE ISL	AND				
61	UnitedHealthcare of New England (HMO/POS)	86	3	5	4











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BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
RHODE ISL	AND (continued)				
65	Aetna Life Insurance (PPO)	86	4	4	4
144	UnitedHealthcare Insurance (Regional) (PPO)	84	3	3	3
SOUTH CA	ROLINA				
65	Aetna Life Insurance (PPO)	86	4	4	4
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
186	UnitedHealthcare Insurance (HMO/POS)	82	3	3	8
301	Humana Insurance (South Carolina) $(PPO)^1$	69	3	3	3
306	Humana Insurance (PPO) ¹	68	4	3	8
319	Humana Insurance (Georgia) (PPO) ¹	68	3	3	3
334	BlueChoice HealthPlan of South Carolina (PPO) ¹	67	3	3	3
359	Care Improvement Plus South Central Insurance (H6528) (PPO) ¹	66	3	3	0
364	Care Improvement Plus South Central Insurance (PPO)¹	66	3	3	0
390	Windsor Health Plan (TN) (HMO)¹	65	3	3	0
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
397	Care Improvement Plus South Central Insurance (R3444) (PPO) ¹	64	3	3	0
SOUTH DA	КОТА				
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
216	Medica (Cost) (HMO) ¹	73	4	5	5
233	Coventry Health Care of Iowa $(PPO)^{i}$	71	4	4	4
TENNESSE	E				
65	Aetna Life Insurance (PPO)	86	4	4	4
127	Cariten Health Plan (HMO)	85	3	4	3
171	UnitedHealthcare Plan of the River Valley (H4456) (HMO/POS)	83	3	3	3
173	Humana Insurance (Tennessee) (PPO)	83	3	3	3
208	UnitedHealthcare Plan of the River Valley (H4406) (HMO/POS)	79	3	0	0











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BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
TENNESSE	E (continued)				
237	HealthSpring of Tennessee (H4454) $(HMO)^1$	71	3	5	4
249	HealthSpring of Tennessee (H4407) $(HMO)^1$	70	3	4	4
306	Humana Insurance (PPO) ¹	68	4	3	3
390	Windsor Health Plan (TN) (HMO)¹	65	3	2	0
TEXAS					
43	Scott and White Health Plan (HMO)	87	5	5	3
110	Aetna Life Insurance (PPO)	85	3	4	4
158	UnitedHealthcare Benefits of Texas (HMO)	83	3	3	3
172	Aetna Health (HMO)	83	3	3	3
180	Humana Insurance (Texas) (PPO)	82	3	3	8
185	Humana Health Plan of Texas (HMO)	82	3	3	3
198	UnitedHealthcare Insurance (PPO)	81	3	3	3
203	United Healthcare Community Plan of Texas (HMO/POS)	81	3	3	3
212	KelseyCare Advantage (HMO)¹	74	5	5	5
213	UnitedHealthcare Insurance (HMO)¹	74	5	5	4
225	FIRSTCARE (HMO) ⁴	72	3	0	3
240	HealthSpring (HMO)¹	71	3	4	5
253	Care N' Care Insurance (PPO)¹	70	5	4	3
262	Physicians Health Choice of Texas LLC (HMO) ³	70	3	4	3
276	SelectCare of Texas (HMO)¹	69	3	4	3
306	Humana Insurance (PPO)¹	68	4	3	3
323	First Health Life and Health Insurance (PPO)¹	68	3	3	3
353	SelectCare Health Plans (HMO)¹	66	3	3	3
357	Care Improvement Plus of Texas (R6801) (PPO) ¹	66	3	3	0
373	Care Improvement Plus of Texas (H0084) (PPO) ¹	65	•	0	3
375	Humana Insurance (New Mexico) (PPO) ¹	65	•	0	6
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
396	WellCare of Texas (HMO/POS) ¹	65	0	0	8











WORSE THAN AVERAGE

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
UTAH					
157	UnitedHealthcare of Utah (HMO/POS)	83	3	3	3
192	Humana Insurance (PPO)	82	3	3	3
275	Altius Health Plans (HMO/POS) ¹	69	3	3	3
298	Regence BlueCross BlueShield of Utah $(PPO)^1$	69	4	4	3
314	Humana Medical Plan of Utah $(HMO)^{1}$	68	3	3	3
327	Molina Healthcare of Utah (HMO) ^{1,5}	68	3	3	3
355	Sierra Health & Life (PPO)¹	66	3	0	3
VERMONT					
18	MVP Health Care (Rochester/ Buffalo) (HMO/POS)	88	0	5	5
23	MVP Health Care (East/ Central NY) (HMO/POS)	88	5	5	5
144	UnitedHealthcare Insurance (Regional) (PPO)	84	3	3	3
218	MVP Health Care (PPO) ¹	73	5	5	4
VIRGINIA					
9	Kaiser Foundation Health Plan of the Mid-Atlantic States (HMO)	90	3	5	5
65	Aetna Life Insurance (PPO)	86	4	4	4
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
173	Humana Insurance (Tennessee) (PPO)	83	3	8	3
182	UnitedHealthcare Insurance (HMO/POS)	82	4	3	0
213	$\textbf{UnitedHealthcare\ Insurance}\ (HMO)^{\scriptscriptstyle 1}$	74	5	5	4
229	Anthem Blue Cross Blue Shield in Virginia (PPO) ¹	71	5	5	3
283	CareMore HealthPlan (H0544) (HMO) ¹	69	3	4	4
289	American Progressive Life & Health Insurance of New York (PPO) ¹	69	3	3	3
297	CareMore HealthPlan (H2593) (HMO) ¹	69	3	3	4
299	Humana Insurance (Virginia) (PPO) ¹	69	3	3	3
300	Piedmont Community Healthcare (PPO) ¹	69	3	3	3
306	Humana Insurance (PPO) ¹	68	4	3	•
309	CareMore HealthPlan (H4346) (HMO) ¹	68	3	3	3











NORSE THAN AVERAGI

BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
VIRGINIA (continued)				
336	Humana Insurance (West Virginia) (PPO) ¹	67	3	3	3
383	UnitedHealthcare Insurance (PPO) ^{1.5}	65	•	0	3
WASHINGT	ON				
3	Kaiser Foundation Health Plan of the Northwest (HMO)	91	5	•	•
14	Group Health Cooperative (HMO)	89	5	5	5
65	Aetna Life Insurance (PPO)	86	4	4	4
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
163	UnitedHealthcare of Washington (HMO)	83	3	3	3
166	Humana Health Plan - Kentucky (HMO)	83	3	3	3
168	UnitedHealthcare Insurance (HMO/POS)	83	3	3	3
204	Community Health Plan of Washington (HMO)	81	2	3	3
209	Providence Health Plans $(HMO/POS)^1$	74	4	5	5
273	Regence BlueCross BlueShield of Oregon (PPO) ¹	69	4	3	3
280	Health Net Life Insurance $(PPO)^1$	69	3	4	3
281	Regence BlueShield (PPO) ¹	69	3	3	3
293	Soundpath Health (HMO)¹	69	4	3	3
307	Group Health Options (PPO) ¹	68	3	3	3
320	Regence BlueShield of Idaho (PPO) ¹	68	3	3	8
329	Asuris Northwest Health (PPO) ¹	68	3	3	8
348	UnitedHealthcare Insurance (HMO) ^{1,5}	67	3	3	8
380	Molina Healthcare of Washington (HMO) ^{1.5}	65	0	3	0
WEST VIRG	GINIA				
37	Health Plan of the Upper Ohio Valley (Hometown Region) (HMO)	87	6	•	•
65	Aetna Life Insurance (PPO)	86	4	4	4
105	Health Plan of the Upper Ohio Valley (SecureCare) (HMO)	85	4	3	4
133	Humana Insurance (Ohio) (PPO)	84	3	4	3
164	Highmark Health Insurance Company (HHIC) (PPO)	83	3	3	3











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BETTER THAN AVERAGE

NATIONAL RANK	PLAN	OVERALL SCORE	CONSUMER SATISFACTION	PREVENTION	TREATMENT
WEST VIRGINIA (continued)					
264	Health Plan of the Upper Ohio Valley $(\mbox{\sc PPO})^{1}$	70	4	3	3
278	UPMC Health Benefits (PPO) ¹	69	4	3	3
306	Humana Insurance (PPO) ¹	68	4	3	3
336	Humana Insurance (West Virginia) (PPO) ¹	67	3	3	3
WISCONSIN					
11	Group Health Plan (Cost) (HMO)	89	5	5	5
13	Gundersen Health Plan (HMO)	89	5	5	5
17	Security Health Plan of Wisconsin (HMO/POS)	89	5	5	5
27	Network Health Insurance (NHIC) (PPO)	87	5	5	4
44	UnitedHealthcare of Wisconsin (HMO/POS)	87	4	4	4
48	Medical Associates Health Plans (HMO)	86	5	5	3
65	Aetna Life Insurance (PPO)	86	4	4	4
96	Humana Insurance (Wisconsin) (PPO)	86	3	4	4
102	Humana Wisconsin Health Organization Insurance (HMO/POS)	86	3	0	0
214	Dean Health Plan (HMO) ¹	73	5	4	5
216	Medica (Cost) (HMO) ¹	73	4	5	5
222	UCare Wisconsin (HMO/POS)²	72	5	4	4
227	Anthem Blue Cross and Blue Shield in Wisconsin (PPO) ¹	72	0	3	0
288	Care Wisconsin Health Plan (H5209) (HMO) ^{1,5}	69	3	3	3
306	Humana Insurance (PPO) ¹	68	4	3	3
311	Independent Care Health Plan (HMO) ^{1.5}	68	2	3	4
315	UnitedHealthcare Community Plan (HMO) ^{1.5}	68	3	3	3
394	Pyramid Life Insurance (PPO) ¹	65	3	0	0
WYOMING					
275	Altius Health Plans (HMO/POS) ¹	69	3	3	3