

BY JEAN M. APPLEBY

# Top 25 HMOs with high satisfaction ratings

Ranked by consumer response to NRC study, 2001

		Satisfaction score (%)*	2001 Enrollment	Primary-Care Physicians	Specialty-Care Physicians	Type of Plan	Year Founded
<b>1</b>	<b>United HealthCare of Ohio Inc.</b> Columbus, Ohio (614) 410-7000	<b>72.6</b>	281,906	1,494	2,837	IPA	1980
<b>2</b>	<b>Capital District Physicians' Health Plan Inc.</b> Albany, N.Y. (518) 862-3700	<b>68.5</b>	319,432	1,901	4,319	IPA	1984
<b>3</b>	<b>Independent Health</b> Buffalo, N.Y. (716) 631-3001	<b>65.8</b>	365,614	1,179	1,620	IPA	1980
<b>4</b>	<b>Keystone Health Plan Central Inc.</b> Camp Hill, Pa. (717) 975-8304	<b>65.4</b>	156,394	1,901	5,610	IPA	1983
<b>5</b>	<b>MVP Health Plan Inc.</b> Schenectady, N.Y. (518) 370-4793	<b>65.2</b>	351,407	2,870	5,540	IPA	1984
<b>6</b>	<b>HMO Blue</b> Boston, Mass. (617) 246-4866	<b>65</b>	992,088	6,681	11,535	Mixed	1992
<b>7</b>	<b>Harvard Pilgrim Health Care</b> Wellesley, Mass. (617) 509-2804	<b>64.1</b>	617,898	6,567	17,362	Mixed	1981
<b>8</b>	<b>John Deere Health Plan Inc.</b> Moline, Ill. (309) 765-1200	<b>62.6</b>	311,240	3,821	6,761	IPA	1986
<b>9</b>	<b>Community Blue HMO</b> Buffalo, N.Y. (716) 887-6900	<b>61.8</b>	320,162	927	2,059	IPA	1986
<b>10</b>	<b>Group Health Cooperative</b> Seattle, Wash. (206) 448-4140	<b>61.5</b>	574,373	NA	NA	Mixed	1947
<b>11</b>	<b>Health Alliance Plan of Michigan (HAP)</b> Detroit, Mich. (248) 443-1063	<b>60.7</b>	433,647	2,463	5,117	Mixed	1961
<b>11</b>	<b>Kaiser Foundation Health Plan, No. Calif. region</b> Oakland, Calif. (510) 987-1000	<b>60.7</b>	3,051,936	2,261	3,441	Group	1946
<b>13</b>	<b>Kaiser Foundation Health Plan of Colorado</b> Denver, Colo. (303) 344-7200	<b>60.4</b>	376,095	476	1,835	Mixed	1970
<b>13</b>	<b>Kaiser Foundation Health Plan of the Northwest</b> Portland, Ore. (503) 813-2800	<b>60.4</b>	451,987	384	562	Group	1945
<b>15</b>	<b>Health Alliance Medical Plans Inc.</b> Urbana, Ill. (217) 337-8000	<b>60.3</b>	147,187	1,482	3,608	Mixed	1980
<b>16</b>	<b>Tufts Health Plan</b> Waltham, Mass. (781) 466-9400	<b>59.9</b>	626,048	5,300	11,700	IPA	1982
<b>17</b>	<b>Health Net-Ct</b> Shelton, Conn. (203) 381-6400	<b>59.8</b>	465,506	4,273	9,049	Mixed	1977
<b>18</b>	<b>Blue Plus</b> St. Paul, Minn. (651) 662-7080	<b>59.4</b>	231,670	6,656	9,096	IPA	1975
<b>19</b>	<b>HMO HealthOhio</b> Cleveland, Ohio (216) 687-7000	<b>57.6</b>	88,094	6,451	8,961	IPA	1979
<b>20</b>	<b>BlueChoice</b> Rochester, N.Y. (716) 454-1700	<b>57.5</b>	555,195	1,040	1,327	IPA	1985
<b>21</b>	<b>PARTNERS National Health Plan-N.C.</b> Winston-Salem, N.C. (336) 760-4822	<b>57</b>	282,886	3,977	5,495	Mixed	1987
<b>22</b>	<b>HealthPartners</b> Minneapolis, Minn. (952) 883-6000	<b>56.7</b>	459,664	4,030	4,677	Mixed	1957
<b>23</b>	<b>Optimum Choice Inc.</b> Rockville, Md. (301) 545-5249	<b>55.9</b>	380,533	5,963	20,583	IPA	1988
<b>24</b>	<b>Kaiser Foundation Health Plan of Georgia</b> Atlanta, Ga. (404) 364-7000	<b>55.4</b>	257,395	439	961	Mixed	1986
<b>25</b>	<b>ConnectiCare</b> Farmington, Conn. (860) 674-5700	<b>55.3</b>	222,939	2,084	3,864	IPA	1982

NA=not available \*Percentage is based on combined "Completely Satisfied" and "Very Satisfied" responses during the past 12 months.  
Note: Sample is based on total plan membership (commercial) on national level. Data was not adjusted to reflect characteristics of plan members.  
List includes only health plans with sufficient sample in the 2001 NRC survey of 160,000 households.

MHE Source: The NRC Healthcare Market Guide, 2001; National Research Corp. (Lincoln, Neb.), The InterStudy Competitive Edge (Minneapolis, Minn.), 2001.