

BY JEAN M. APPLEBY

Top 25 HMOs with high satisfaction ratings

Ranked by consumer response to NRC study, 2002

		Satisfaction Score (%)*	Enrollment, 2002	Primary care physicians	Specialty care physicians	Type of plan	Year founded
1	Capital District Physicians' Health Plan Inc. Albany, N.Y. (518) 641-5051	67.2	308,379	1,911	4,422	IPA	1984
2	John Deere Health Plan Inc. Moline, Ill. (309) 765-1200	58.6	343,226	3,878	4,928	IPA	1986
3	Harvard Pilgrim Health Care Wellesley, Mass. (617) 509-2804	57.3	554,284	6,641	17,443	Mixed	1981
4	Kaiser Foundation Health Plan Inc., No. Calif. region Oakland, Calif. (510) 987-1000	56.7	3,178,028	2,261	3,441	Group	1946
5	Tufts Health Plan Waltham, Mass. (781) 466-9400	55.5	643,520	6,098	11,680	IPA	1982
6	AV-MED Health Plan Gainesville, Fla. (352) 372-8400	55.0	274,186	2,607	7,054	IPA	1978
7	HMO Blue Boston, Mass. (617) 246-5000	54.7	941,963	5,765	12,993	Mixed	1992
8	Keystone Health Plan Central Inc. Camp Hill, Pa. (717) 975-8304	54.6	162,475	1,938	6,040	IPA	1983
9	Aetna US Healthcare Inc. Richfield, Ohio (330) 659-8000	53.8	245,898	6,916	12,982	IPA	1993
10	HealthPartners Minneapolis, Minn. (952) 883-6000	53.0	435,389	4,030	4,677	Mixed	1957
11	MVP Health Plan Inc. Schenectady, N.Y. (518) 388-2445	51.8	315,638	3,335	4,932	IPA	1984
12	Health Alliance Plan of Michigan (HAP) Detroit, Mich. (248) 443-1063	51.6	496,291	2,511	3,629	Mixed	1961
13	Blue Plus St. Paul, Minn. (651) 662-2425	50.9	186,967	6,523	5,599	IPA	1975
14	Medica Choice Minnetonka, Minn. (952) 992-2200	50.6	557,340	5,113	5,180	IPA	1975
14	Kaiser Foundation Health Plan of the Mid-Atlantic States Inc. Rockville, Md. (301) 816-2424	50.6	513,776	1,239	2,276	Mixed	1973
16	BlueChoice Rochester, N.Y. (585) 238-4585	49.1	550,664	1,073	1,457	IPA	1985
17	Optimum Choice Inc. Rockville, Md. (301) 545-5249	48.4	504,474	6,163	21,159	IPA	1988
18	Kaiser Foundation Health Plan of Georgia Inc. Atlanta, Ga. (404) 364-7000	48.3	272,308	439	961	Mixed	1986
18	Kaiser Foundation Health Plan of the Northwest Portland, Ore. (503) 813-2800	48.3	456,010	384	562	Group	1945
20	United Healthcare of Ohio Inc. (Cincinnati) Cincinnati, Ohio (513) 554-1310	47.4	151,887	1,488	1,796	IPA	1986
21	SecurityBlue (Keystone Health Plan West) Pittsburgh, Pa. (412) 544-8151	46.9	405,362	2,670	5,050	IPA	1987
22	BC/BS Personal Care Plan Durham, N.C. (919) 765-3985	46.6	NA	4,014	7,441	Network	1982
23	Regence HMO Oregon Portland, Ore. (503) 225-5221	45.9	219,087	2,280	4,561	IPA	1978
24	Community Blue HMO Buffalo, N.Y. (716) 887-6900	45.8	363,406	927	2,059	IPA	1986
25	Group Health Cooperative Seattle, Wash. (206) 448-4140	45.4	586,513	821	3,482	Mixed	1947

NA=not available *Percentage is based on combined "Completely Satisfied" and "Very Satisfied" responses over 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 plan with sufficient sample in the 2002 NRC survey of 150,000 households.

MHE Source: The NRC Healthcare Market Guide, 2002, National Research Corp. (Lincoln, Neb.). The InterStudy Competitive Edge (Minneapolis, Minn.), 2002.