

Access and Service

Data source: DOH

Consumers rated New York HMOs on how well they provide members with timely access to needed care and customer service.

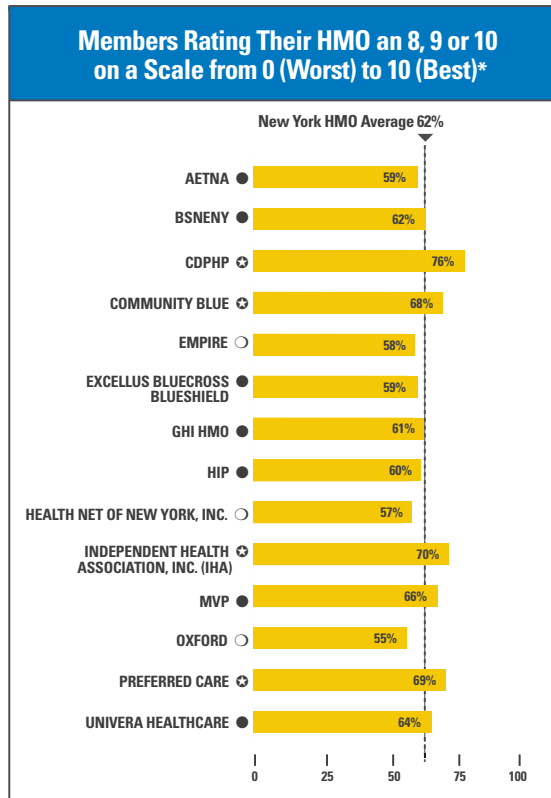
Understanding These Charts

The circles in the charts show how each HMO compares to the average for all New York HMOs. Look for HMOs with a “★” in the chart; they performed better than the New York HMO average. In other words, they had a greater percentage of satisfied members and members were more likely to be seen by a provider.

The 62% New York HMO Average for “Members Rating Their HMO...” means that on a scale of 0 (worst) to 10 (best), 62% of all HMO members gave their HMO an 8, 9 or 10 rating.

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

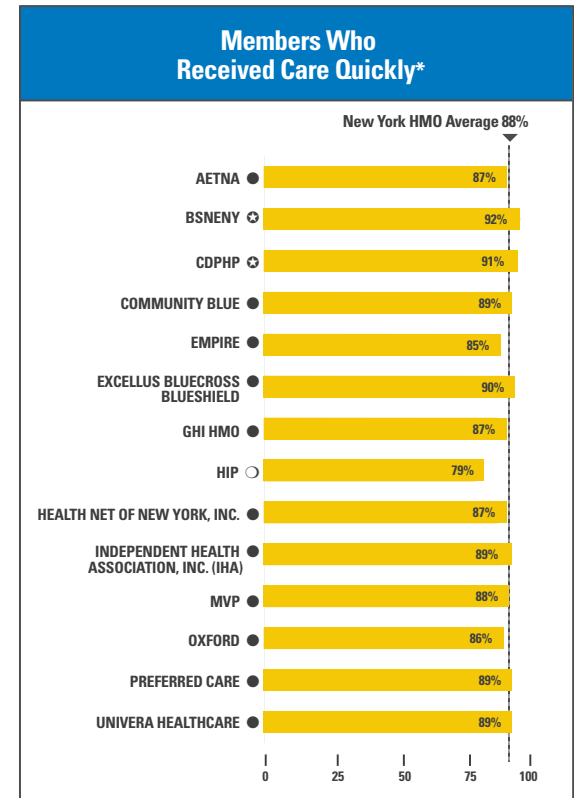
*Data are from 2008. These results cannot be compared to last year’s results.



Members rated their HMO on a scale from 0 (worst possible) to 10 (best possible). Percentages are based on the number of members who gave their HMO an 8, 9 or 10 rating.

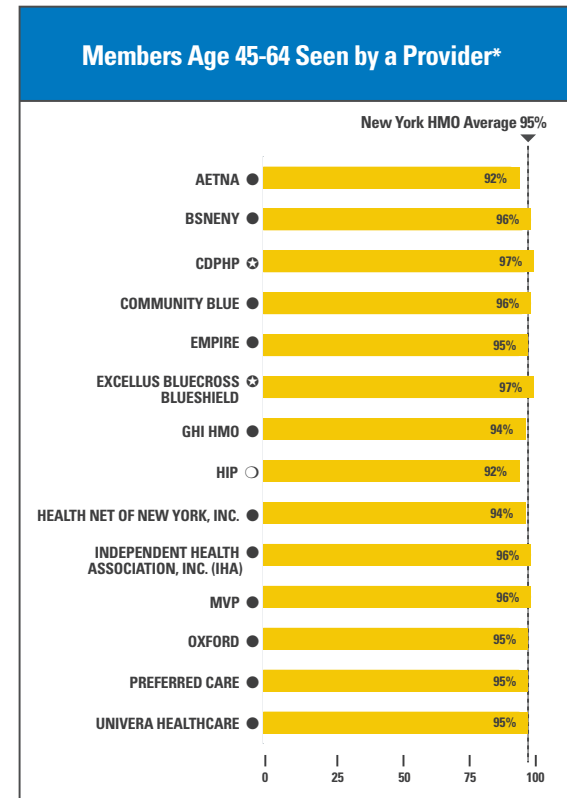
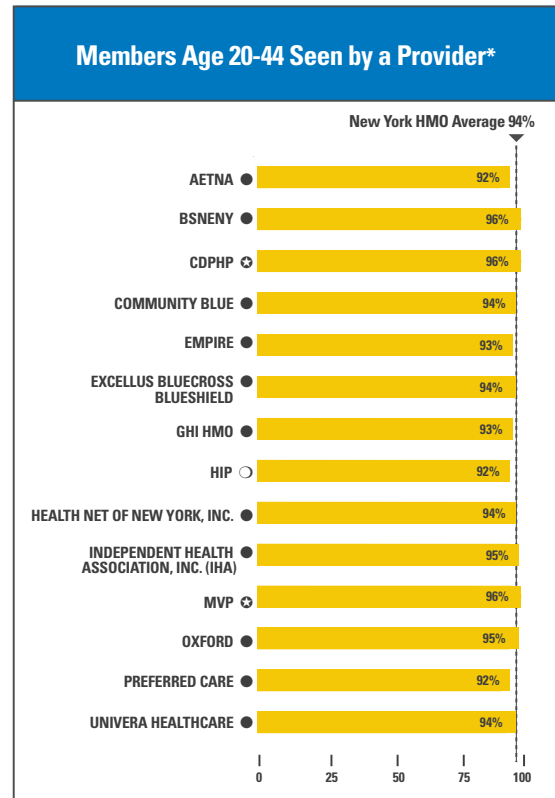
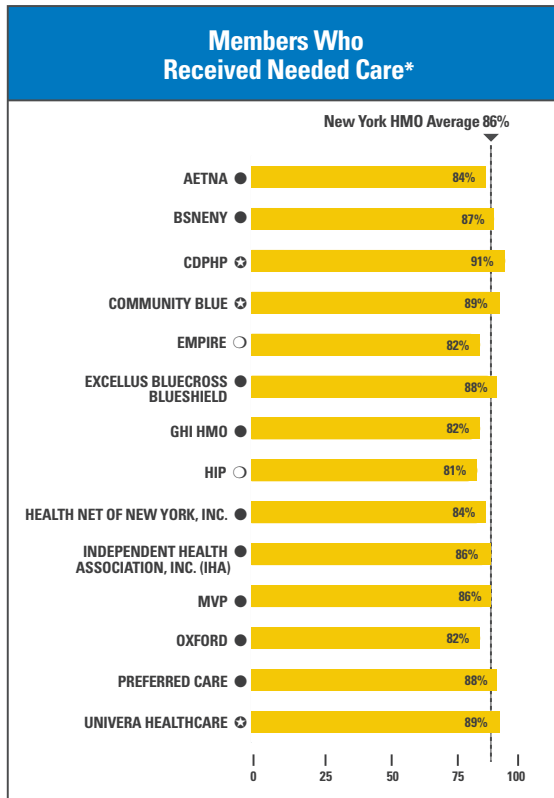
Performance Compared to the New York HMO Average

- ★ Higher than the NY HMO average
- Not different from the NY HMO average
- Lower than the NY HMO average



Members responded that they “usually” or “always”:

- Get appointments for regular or routine care as soon as they want.
- Get care right away for an illness or injury.



Members responded that they “usually” or “always” thought it was easy to get:

- Appointments with specialists.
- Care, tests or treatment members thought they needed.

Even healthy members need to see a provider to ensure that medical problems are prevented or caught as early as possible. The chart shows the percentage of adult HMO members who had an outpatient or preventive care visit within the past 3 years, as reported by the HMO. A higher score means more people in the HMO had a provider visit.