

**Complaints—HMOs 2008**

Data source: NYSID and DOH

HMOs with a lower complaint ratio receive a better rank.

HMO	Data Compiled by the New York State Insurance Department (NYSID)					Data Compiled by the NYS Department of Health (DOH) <sup>1</sup>	
	Rank 1 = Best, 13 = Worst	Total Complaints to NYSID	Upheld Complaints by NYSID	Premium (Millions \$)	Complaint Ratio	Total Complaints to DOH	Upheld Complaints by DOH
Aetna Health Inc.	11	548	137	635.9	0.2155	4	1
Atlantis Health Plan	12	148	103	66.1	1.5584	5	2
CDPHP	4	86	14	648.9	0.0216	5	0
Community Blue (HealthNow)	6	91	32	471.8	0.0678	26	2
Empire Health Choice HMO, Inc.	7	742	176	1,775.3	0.0991	6	4
Excellus Health Plan, Inc. (HMO)	5	128	31	847.6	0.0366	30	8
GHI HMO Select, Inc.	13	355	189	86.5	2.1853	8	2
Health Net of NY, Inc.	8	301	66	465.0	0.1419	19	3
HIP HMO	10	1,170	488	2,351.9	0.2075	31	12
Independent Health Association, Inc. (IHA)	2	21	2	485.6	0.0041	19	7
MVP Health Plan, Inc.	3	74	9	861.6	0.0104	9	7
Oxford Health Plans of NY Inc.	9	1,360	196	1,342.8	0.1460	25	14
Rochester Area HMO, Inc. (Preferred Care)	1	1	0	385.3	0.0000	6	1
<b>TOTAL</b>		<b>5,025</b>	<b>1,443</b>	<b>10,424.3</b>	<b>Avg. = 0.1384</b>	<b>193</b>	<b>63</b>

<sup>1</sup>DOH complaint data is from 2008.