




Prompt Pay Complaints—HMOs 2008

Data source: NYSID

HMOs with a lower prompt pay complaint ratio receive a better rank.

HMO	Prompt Pay Ranking 1 = Best, 13 = Worst	Total Complaints	Total Prompt Pay Complaints	Upheld Prompt Pay Complaints	Premium (Millions \$)	Prompt Pay Complaint Ratio
Aetna Health Inc.	10	548	157	65	635.9	0.1022
Atlantis Health Plan	12	148	98	82	66.1	 1.2406
CDPHP	1	86	16	0	648.9	0.0000
Community Blue (HealthNow)	7	91	68	31	471.8	0.0657
Empire Health Choice HMO, Inc.	6	742	391	116	1,775.3	0.0653
Excellus Health Plan, Inc. (HMO)	5	128	29	14	847.6	0.0165
GHI HMO Select, Inc.	13	355	302	177	86.5	 2.0466
Health Net of NY, Inc.	8	301	146	34	465.0	0.0731
HIP HMO	11	1,170	800	406	2,351.9	0.1726
Independent Health Association, Inc. (IHA)	3	21	3	1	485.6	0.0021
MVP Health Plan, Inc.	4	74	25	2	861.6	0.0023
Oxford Health Plans of NY Inc.	9	1,360	698	123	1,342.8	0.0916
Rochester Area HMO, Inc. (Preferred Care)	2	1	0	0	385.3	0.0000
TOTAL		5,025	2,733	1,051	10,424.3	Avg. = 0.1008

 Denotes length of bar graph shortened due to space constraints.