



Access and Service

Do health plan members have access to the care and services they need?

The circles show how each of the plans compares to the average for the New Jersey plans shown. Bar graphs on pages 5 and 6 show scores for each plan on selected topics.

Higher than average scores mean better performance.

- **Higher.** Score for plan is *above the average* score for New Jersey plans.
- ◐ **Average.** Score for plan is neither higher nor lower than the average score for New Jersey plans.
- **Lower.** Score for plan is *below the average* score for New Jersey plans.



The "New Jersey Managed Health Care Plans: Compare Your Choices" 1998 report produced by NCQA provides summary charts and details in bar graphs. The bar graphs include individual plan scores and the group average for each measure.
 Provided by New Jersey Department of Health and Senior Services

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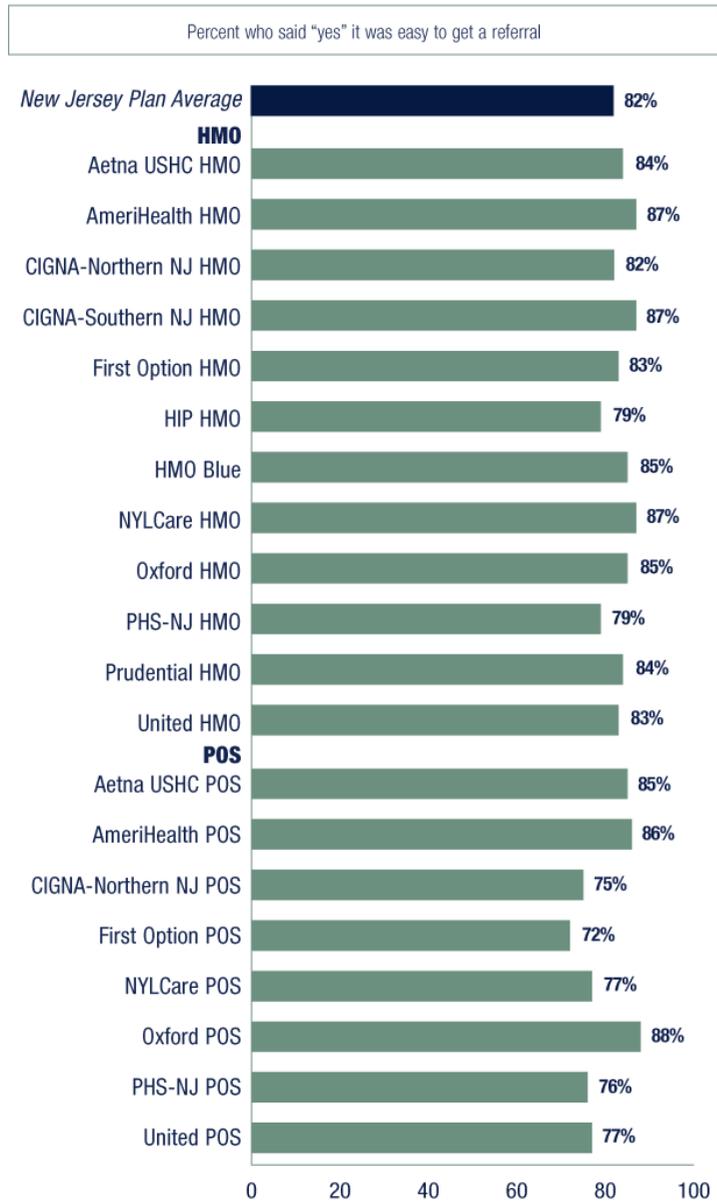
	Overall rating of the health plan	Ease of getting referrals to specialists	Reasonableness of paperwork and payment	Efficiency and helpfulness of health plan's customer service	Courtesy, respect and helpfulness of medical office staff
HMO					
		<i>See graph on page 5</i>	<i>See graph on page 5</i>	<i>See graph on page 6</i>	<i>See graph on page 6</i>
Aetna USHC HMO	●	◐	◐	●	◐
AmeriHealth HMO	●	◐	◐	●	●
CIGNA-Northern NJ HMO	◐	◐	◐	◐	◐
CIGNA-Southern NJ HMO	◐	◐	◐	◐	◐
First Option HMO	◐	◐	●	◐	◐
HIP HMO	○	◐	◐	○	○
HMO Blue	◐	◐	◐	◐	◐
NYLCare HMO	◐	◐	◐	◐	◐
Oxford HMO	●	◐	◐	◐	◐
PHS-NJ HMO	●	◐	◐	●	◐
Prudential HMO	○	◐	◐	○	◐
United HMO	◐	◐	◐	◐	○
POS					
Aetna USHC POS	◐	◐	◐	◐	◐
AmeriHealth POS	●	◐	◐	◐	◐
CIGNA-Northern NJ POS	○	◐	○	○	◐
First Option POS	○	○	◐	◐	◐
NYLCare POS	○	◐	○	○	◐
Oxford POS	◐	●	◐	◐	●
PHS-NJ POS	○	◐	○	○	◐
United POS	◐	◐	◐	◐	◐

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Ease of getting referrals to specialists

This graph shows health plan members responding “yes” to the following survey question: “Was it always easy to get a referral when you needed one?”

Source: consumer survey



Reasonableness of paperwork and payment

Health plan members were asked whether the number of forms they had to fill out was reasonable and whether the health plan handled approvals and payments without taking a lot of their own time and energy.

Source: consumer survey

