



Comparing the Quality of Maryland HMOs 2000 offers readers information on the health plans' service areas and customer service.

Provided by the Maryland Health Care Commission.

S T A T E O F M A

COMPARING

THE

Quality

OF MARYLAND HMOs



2000



More Information

Visit the MHCC web site at http://www.mhcc.state.md.us/hmo/_hmo.htm for additional information on HMO quality and performance. An interactive version of this guide for consumers lets users create a customized report of the plans selected and compare their performance to the average rating of all commercial HMOs in the state.

Other annual publications available on the MHCC website listed above include:

Comprehensive Performance Report: Commercial Health Maintenance Organizations in Maryland
This report contains more plan-specific rates on various HEDIS measures.

Policy Report on Maryland Commercial HMOs: The Quality of Managed Care
The performance of commercial HMOs in Maryland, as a group, is compared to commercial HMOs in the region and nation.

Maryland Commercial HMOs	NCQA Accreditation Status	Service Area (COUNTIES INCLUDED ARE LISTED BELOW)					Customer Service Hours/Days	Customer Service Telephone Number
		Baltimore Metro Area	Wash. DC Metro Area	Eastern Shore	Southern Maryland	Western Maryland		
Aetna US-MD	Not accredited	✓	✓	✓	✓	✓	8:00 am–6:00 pm Monday–Friday	1-800-323-9930
Aetna US-VA	Commendable; Reviewed 4/00; Results pending 8/00	✓	✓	✓	✓	✓	8:00 am–6:00 pm Monday–Friday	1-800-323-9930
Aetna/NYLCare	Commendable; Reviewed 4/00; Results pending 8/00	✓	✓		✓	Frederick	8:00 am–6:00 pm Monday–Friday	1-800-475-8753 301-441-1600
CapitalCare	Commendable; Expires 04/02	Howard + Anne Arundel	✓		✓	Frederick	9:00 am–5:00 pm Monday–Friday	Cust. Service: 1-800-296-5555 Marketing/Sales: 202-479-8000
CIGNA	Reviewed 4/00; Results pending 8/00	✓	✓		✓	✓	8:00 am–5:00 pm Monday–Friday	1-800-832-3211
Coventry	Not accredited	✓		✓	✓	Frederick + Washington	8:00 am–5:00 pm Monday–Friday	1-800-833-7423 302-283-6500
Delmarva	Not accredited			✓			8:30 am–5:00 pm Monday–Friday	1-800-334-3427 410-822-7223
Free State	Commendable; Expires 9/00 Reviewed 6/00; Results pending 8/00	✓	✓	✓	✓	✓	7:30 am–8:00 pm Monday–Friday	1-800-445-6036 410-654-8670
GWU Health Plan	Reviewed 5/00; Results pending 8/00	✓	✓		✓	Frederick + Washington	8:00 am–7:00 pm Monday–Friday	1-800-333-4947 301-941-2021
Kaiser	Commendable; Expires 8/01	✓	✓		Calvert + Charles	Frederick	7:30 am–5:30 pm Monday–Friday	1-800-777-7902 301-468-6000
M.D. IPA	Excellent; Expires 2/03	✓	✓	✓	✓	✓	24 Hours 7 Days	1-800-638-8898
Optimum Choice	Commendable; Expires 2/03	✓	✓	✓	✓	✓	24 Hours 7 Days	1-800-331-2102
Preferred Health Network	Not accredited	✓	✓		✓	Frederick	8:00 am–4:30 pm Monday–Friday	1-800-422-1996 410-850-7461
Prudential/Aetna	Commendable; Expires 11/00	✓	✓	✓	✓	Frederick + Washington	8:00 am–5:00 pm Monday–Friday	1-800-888-5447
United	Not accredited; Joint Commission survey scheduled 4th quarter 2000	✓	✓	✓	✓	✓	8:00 am–5:00 pm Monday–Friday	1-800-326-4636 410-277-9300

Service Area – Counties

- Baltimore Metropolitan Area: Baltimore City, Baltimore, Carroll, Harford, Howard, and Anne Arundel Counties
- Southern Maryland: Calvert, Charles, and St. Mary's Counties
- Washington D.C. Metropolitan Area: Montgomery and Prince George's Counties
- Western Maryland: Allegany, Frederick, Garrett, and Washington Counties
- Eastern Shore: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties

Maryland Health Care Commission
1-877-245-1762 or 410-764-3460
<http://www.mhcc.state.md.us>