

Employer Health Care Alliance

The Cincinnati Health Care Plan Value Project: An Assessment of 1999 Managed Care Network Performance; June 2000

Networks	1999 Category Performance- Managing the Plan	Selected Measures (Best Practice Parameters)								
		NCOA accreditation (commercial accreditation)	Provide PCP medical performance evaluation (4 grading areas)	Electronic member access to information (4 areas)	PCP turnover rate (< 10%)	Average speed to answer calls (< 20 sec.)	Claim payment financial accuracy (> 95%)	Utilization of an incentive for generic usage (yes)	Prescriptions filled with generics (> 30%)	Prescription cost per member (< average)
National HMO Average		-	-	-	-	-	-	✓	✓	-
Aetna HMO	●	✓	✓	✓	✓	-	✓	✓	-	✓
Anthem POS	●	✓	-	-	✓	✓	✓	✓	✓	-
Anthem HMO	●	✓	✓	✓	✓	✓	✓	✓	✓	✓
Humana/ChoiceCare Co-Choice	●	✓	-	✓	✓	✓	✓	✓	-	-
Humana/ChoiceCare NewHealth	●	✓	-	✓	✓	✓	✓	✓	-	✓
Humana/ChoiceCare Primary Access	●	✓	-	✓	✓	✓	✓	✓	-	-
Humana/ChoiceCare Select	●	✓	-	✓	✓	✓	✓	✓	-	-
UnitedHealthcare HMO/PLUS	●	-	✓	-	✓	✓	✓	✓	-	-

LEGENDS

●	Above Average Range
◐	Within Average Range
○	Below Average Range

✓	Meets or Exceeds the best practice
-	Does not meet the best practice
DNA	Data not available

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