

# The Alliance Cooperative for Health Insurance Purchasing (CHIP) Choosing Quality Health Care, 1996

How Well the HMOs Performed

## Goals for The Alliance CHIP HMOs

The page summarizes how the HMOs offered by The Alliance CHIP performed on eight performance goals during 1996. The HMO performing the best for each performance goal is indicated by a green diamond. You can also see whether each HMO met the goals. The next two pages show more detailed results for each HMO.



Performance goals	FHP	Frontier	HMO Colorado	Kaiser Permanente
<b>1. Consumer satisfaction (goal = 90% or higher) <sup>1</sup></b> This is the percentage of HMO members surveyed who indicated that they were either completely satisfied, very satisfied or somewhat satisfied with the HMO.	●	●	●	◆
<b>2. Testing cholesterol levels (goal = 50% or higher) <sup>2</sup></b> This is the percentage of HMO members aged 40 to 64 who had a cholesterol test in the past five years. Early detection of high cholesterol can help prevent heart disease.	●	NA*	◆	●
<b>3. Testing for breast cancer (goal = 70% or higher) <sup>2</sup></b> This is the percentage of women aged 52 to 64 in the HMO who had a mammogram (a test to find breast cancer) in the preceding two years. Deaths from breast cancer are significantly reduced by early detection through mammograms.	◆	NA*	◆	●
<b>4. How long HMO members have to wait before getting an appointment for minor illness or injury (goal = 7 days or fewer) <sup>1</sup></b>	●	◆	●	◆
<b>5. How long HMO members have to wait before getting an appointment for urgent care (goal = 3 days or fewer) <sup>1</sup></b>	◆	◆	●	◆
<b>6. How long customer service takes to answer incoming calls (goal = 30 seconds or fewer)</b>	●	◆	●	●
<b>7. Percent of calls to customer service when caller gets a busy signal, disconnected or hangs up (goal = 7.5% or less)</b>	●	●	●	●
<b>8. Written complaints per 1,000 HMO members (goal = fewer than 2 complaints per 1,000)</b>	●	◆	●	●

1 = Data was collected by a survey company not affiliated with the HMOs.  
 2 = Results have been verified by a research organization not affiliated with the HMOs.  
 \* NA = The Alliance CHIP did not require this data because Frontier is a new HMO and the data was not available.

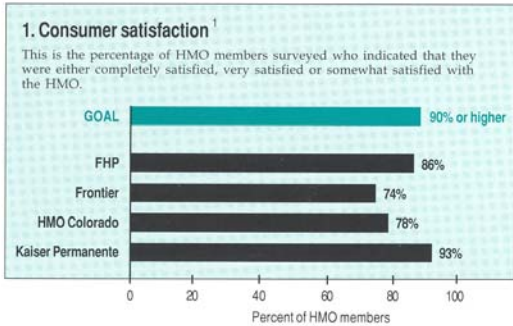
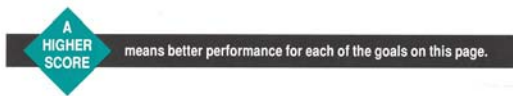
The next two pages show detailed results for each HMO.

# The Alliance Cooperative for Health Insurance Purchasing (CHIP) Choosing Quality Health Care, 1996

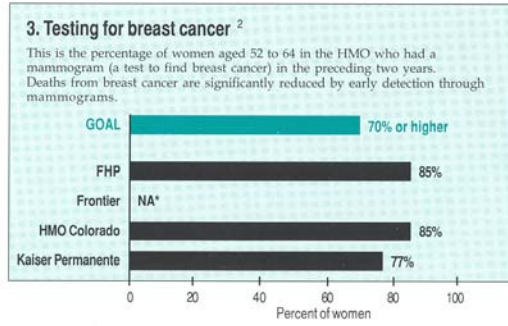
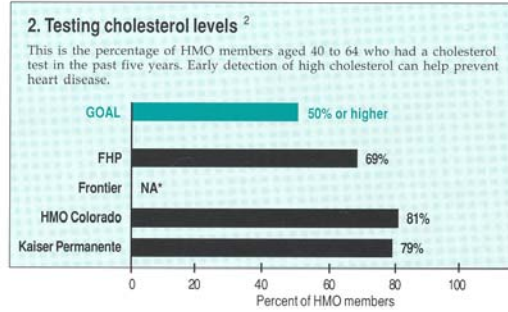
Details for Each HMO

## Goals for The Alliance CHIP HMOs

This section shows how well the HMOs offered by The Alliance CHIP did on the eight performance goals described on the previous page. The Alliance CHIP collects information on HMO performance regularly. If an HMO does not meet a goal, the HMO must pay a financial penalty on a quarterly basis.



<sup>1</sup> = Data was collected by a survey company not affiliated with the HMOs.  
<sup>2</sup> = Results have been verified by a research organization not affiliated with the HMOs.



\* NA = The Alliance CHIP did not require this data because Frontier is a new HMO and the data was not available.

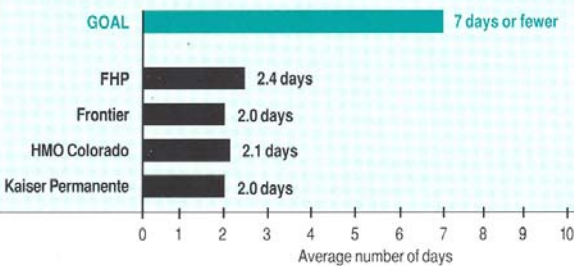
# The Alliance Cooperative for Health Insurance Purchasing (CHIP)

## Choosing Quality Health Care, 1996

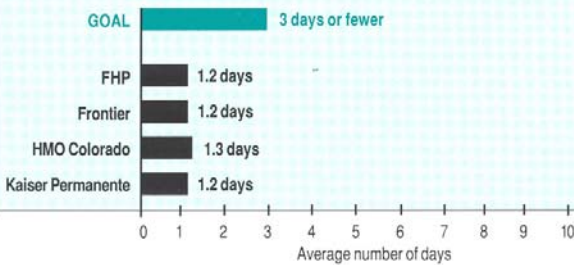


means better performance for each of the goals on this page.

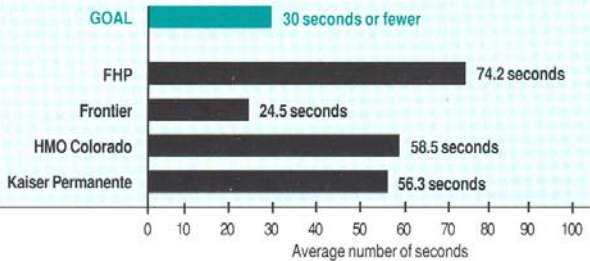
### 4. How long HMO members have to wait before getting an appointment for minor illness or injury <sup>1</sup>



### 5. How long HMO members have to wait before getting an appointment for urgent care <sup>1</sup>



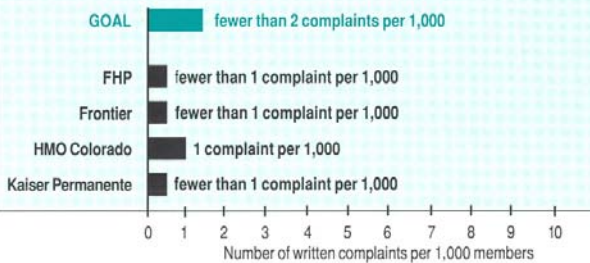
### 6. How long customer service takes to answer incoming calls



### 7. Percent of calls to customer service when caller gets a busy signal, disconnected or hangs up



### 8. Written complaints per 1,000 HMO members



<sup>1</sup> = Data was collected by a survey company not affiliated with the HMOs.  
<sup>2</sup> = Results have been verified by a research organization not affiliated with the HMOs.

Note: The Alliance in Colorado is no longer in operation.

If you are unable to access this document, please send an email to [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov) requesting an alternate format of the information.