

Dear Senator/Representative,

Per our conversation of today, I am forwarding information to you, which calls for an immediate suspension of activities regarding the outsourcing of Medicaid to any and all companies for a minimum of six months and most probably more so that the executive branch can do credible background checks on what is happening in the industry, who does a good job, what the financial rankings are, and get out of this “rush-rush” environment that is going to cost Kansas taxpayers hundreds of millions of dollars if the executive branch is permitted to jump into this thing without having done their homework, which is very obvious from the attached.

Additionally, we are strongly recommending that the I/DD community (intellectually and developmentally disabled) not be outsourced and continue to operate as they currently do. This period should be at a minimum of three years so that the actual production, performance, and expensing when the rest of Medicaid is outsourced can be measured. We are not suggesting that the I/DD community be exempted from the Medicaid outsourcing for medical treatment, only for their existing long-term care treatment.

So the first ranking is the independent rating services of Moody's, Standard & Poor, Fitch, and to a lesser degree A.M. Best. If you look at Moody's on the bottom left, you will see vulnerable/questionable/lowest – Centene (known in Kansas as Sunflower State Health Plan), AmeriGroup, and Wellcare that fall into that vulnerable/questionable/lowest corner box. Under the Standard & Poor's ratings, Centene and Wellcare once again fall into the bottom center box. Interestingly enough, when Wellcare received the lowest possible grade, they asked to be unlisted from the Standard & Poor's rating. Also interesting, under the Moody's rating, Coventry has a higher

rating of vulnerable/adequate and United Healthcare has a higher rating of secure/good. Once again, this is for economic ratings but is critically important when you look at the fact that if they have to raise money as a commercial medical care company and can't or have to at a huge expense because of their economic ratings, it becomes marginal as to their continued viability to perform in this marketplace.

Just one of many examples of this would be the attachment provided "The president of Syncare, LLC – the Missouri Medicaid contractor ousted last year after a barrage of patient complaints – has filed bankruptcy, leaving a trail of heavy debts to former employees, vendors, and it's Fortune 500 backer Centene Corp of St. Louis, MO". This is our next door neighbor, Missouri, and is symptomatic of what has happened in a number of places around the country due to improper research, planning, documentation, review, etc. Also see the attached article regarding Kentucky.

The next attachment is NCQA's Health Insurance Plan Rankings for 2011-12 Medicaid Plans – Summary, which is published in September of each year at the same time as S&P and other financial ratings. "NCQA" stands for National Committee for Quality Assurance and is a private 501(c)3 not-for-profit organization dedicated to improving healthcare quality. Please see the attached for information.

The NCQA rankings are shown and color-coded along with scoring, accreditation (or lack thereof), and location sites and they grade consumer satisfaction, prevention, and treatment. As you proceed from the top towards the bottom (there are 99 accredited corporate locations), you will see the numbers rankings decline in a similar fashion to the graded performances.. We have highlighted in yellow the companies mentioned. For a more thorough backup, we have printed out the individual

reports for each of the companies, e.g., United Healthcare, AmeriGroup, Wellcare, and Coventry. Interestingly enough, Centene is not listed anywhere in this report nor is it certified through this agency for performance. We asked the question why not and did in fact call the NCQA and their answer was as follows: “per Angela at NCQA on March 8, 2012, the reason Centene is not on the medical plan ranking list is because they did not agree to have their information made public.” Well, that fits right in with the information in previous paragraphs talking about the failure of their companies and their ratings.

None of this information was provided by the Executive Branch such as the former Secretary of SRS or current Secretary of Aging, etc. We are suggesting that they stop the problem for a minimum of a year, conduct thorough studies utilizing outside specialists to review and compare options to the excellent program that exists today. Using scare tactics of increasing costs is not an excuse. We are not talking about political people here, we are talking about people who do not know how or cannot speak for themselves, and their very existence may depend upon other caring persons, the current advocates of the I/DD community.

Your review of this and discussion with your fellow senators and representatives would be most appreciated. This information will be forwarded as well to Mrs. Committee Chair, Brenda Landwehr of the Kansas House of Representatives.

Thanks for your time and consideration in these matters. Please feel free to get in touch and we look forward to having you as our guest per the attached on Tuesday.

Once again, this should be all printed out on a color copier so that all highlighted areas provided on the appropriate documents are easily noticeable.

Jim Coopersmith

P.S. Please see the attached email received in our office March 8, 2012 titled "Prudential Financial Halts Sale of Individual Long-Term Care" and the Kansas City Star article dated March 7, 2012 titled "Stop the rush...."

Independent Rating Services

Moody's			Standard & Poor's			Fitch			A.M. Best		
Rating	# of Cos.	% of Cos.	Rating	# of Cos.	% of Cos.	Rating	# of Cos.	% of Cos.	Rating	# of Cos.	% of Cos.
<i>Secure: Exceptional</i>			<i>Secure: Extremely Strong</i>			<i>Secure: Exceptionally Strong</i>			<i>Secure: Superior</i>		
Aaa	6	4.2%	AAA	0	0.0%	AAA	7	4.2%	A++	20	3.7%
									A+	109	20.4%
<i>Secure: Excellent</i>			<i>Secure: Very Strong</i>			<i>Secure: Very Strong</i>			<i>Secure: Excellent</i>		
Aa1	4	2.8%	AA+	23	10.1%	AA+	7	4.2%	A	125	23.4%
Aa2	6	4.2%	AA	13	5.7%	AA	13	7.7%	A-	111	20.7%
Aa3	27	19.1%	AA-	56	24.6%	AA-	38	22.6%			
<i>Secure: Good</i>			<i>Secure: Strong</i>			<i>Secure: Strong</i>			<i>Secure: Very Good</i>		
A1	31	22.0%	A+	53	23.2%	A+	33	19.6%	B++	69	12.9%
A2	37	26.4%	A	36	15.8%	A	32	19.0%	B+	60	11.2%
A3	22	15.6%	A-	25	11.0%	A-	26	15.5%			
<i>Vulnerable: Adequate</i>			<i>Vulnerable: Good</i>			<i>Vulnerable: Good</i>			<i>Vulnerable: Fair/Marginal</i>		
Baa1	5	3.5%	BBB+	8	3.5%	BBB+	3	1.8%	B	19	3.5%
Baa2	3	2.1%	BBB	4	1.7%	BBB	2	1.2%	B-	10	1.9%
Baa3	0	0.0%	BBB-	1	0.4%	BBB-	1	0.6%	C++	4	0.7%
									C+	1	0.2%
<i>Vulnerable: Questionable/Lowest</i>			<i>Vulnerable: Marginal/Extremely Weak</i>			<i>Vulnerable: Moderately/Very Weak</i>			<i>Vulnerable: Weak/Poor</i>		
Ba1	0	0.0%	BB+	5	2.2%	BB+	6	3.6%	C	0	0.0%
Ba2	0	0.0%	BB	1	0.4%	BB	0	0.0%	C-	1	0.2%
Ba3	0	0.0%	BB-	3	1.3%	BB-	0	0.0%	D	1	0.2%
B1	0	0.0%	B+	0	0.0%	B+	0	0.0%	E	5	0.9%
≤B2	0	0.0%	≤B	0	0.0%	≤B	0	0.0%	F	0	0.0%
Total	141	100%	Total	228	100%	Total	168	100%	Total	535	100%

N/A indicates that a company does not subscribe to the specific rating agency service and no rating is available.

Note: Some services use category qualifiers to further subdivide their ratings into as many as 21 different levels. Excludes rating categories for companies under state supervision, in default or in liquidation.

Data is provided by SNL Financial and is current as of September 7, 2011.

This report is prepared by Northwestern Mutual. Not for use in a variable life sales situation.
THIS REPORT MUST NOT BE HIGHLIGHTED, EDITED OR MODIFIED IN ANY MANNER. It must be shown in its entirety.

Bankruptcy of former SynCare president sheds light on Medicaid debacle

The president of SynCare, LCC - the Missouri Medicaid contractor ousted last year after a barrage of patient complaints - has filed bankruptcy, leaving a trail of heavy debts to former employees, vendors and its Fortune 500 backer, Centene Corp.

The Chapter 7 filing also sheds new light on SynCare's relationship with Centene, the Clayton-based giant in the field of Medicaid management. Centene, in fact, is listed as the biggest creditor of SynCare's Stephanie DeKemper, who owes Centene nearly \$2 million in business loans. Centene is also named as a co-debtor on a \$266,735 loan DeKemper obtained from Regions Bank.

DeKemper's personal and business debts are comingled in the bankruptcy, filed on Dec. 29 in federal court in Indianapolis, where her company was based. In all, DeKemper lists \$793,661 in assets and debts totaling \$5.9 million.

DeKemper and SynCare owes former employees unpaid wages totaling about \$350,000, and thousands more in unreimbursed expenses, according to the documents. The company also left banks, investors and vendors on the hook, for amounts ranging into the tens and hundreds of thousands of dollars.

DeKemper's bankruptcy filing comes four months after the Missouri Department of Health and Senior Services severed ties with the company. A former Indiana police officer, DeKemper also worked as a Centene executive before she purchased and ran SynCare.

SynCare, which started work on its state contract in mid-May, was hired to assess the eligibility of Medicaid clients for in-home medical services. The assessments, for the physically and developmentally disabled, also covered personal needs, such as bathing and light housekeeping.

But the company's work - or rather its failure to complete it - soon snowballed into a statewide debacle, enraging patients and health providers and embarrassing state officials who hired the company.

One of those health officials who helped evaluate the SynCare bid - Christine Larson, chief of the department's Bureau of Program Integrity - ended up as a key SynCare manager, in charge of field assessors. (The bankruptcy lists her as a creditor who is owed more than \$4,000 in unpaid salary and expenses.)

Craig Henning, a statewide health care advocate and director of the Disability Resource Association in Washington, Mo., called the bankruptcy another chapter in a woeful saga.

"There were enough indications of problems with SynCare from the get-go, and the involvement with Centene is extremely concerning," Henning said. "People don't call home community

services because they want to. They call because they don't have a choice. The state fumbling the ball on these people makes me embarrassed to be a Missourian."

CENTENE CONNECTIONS

Centene wields substantial clout in the healthcare industry and in state politics, donating heavily to politicians of both parties, including Democratic Gov. Jay Nixon. The company holds contracts to manage Medicaid programs in about a dozen states but not Missouri.

Centene received \$8 million in Missouri tax incentives for choosing to remain in St. Louis County and expanding its Clayton headquarters in 2008.

Since January 2006, Centene and its executives have given more than \$400,000 in campaign contributions to dozens of Missouri politicians, including about \$85,000 to Nixon.

Centene's donations to Nixon's campaign included \$10,000 on Nov. 18 of 2010, a month before the state issued a request for bids on the Medicaid contract; \$5,000 on June 21 of last year, the day before Larsen resigned her state position to take a job with SynCare; and another \$20,000 on June 26.

SynCare donated \$5,000 to Nixon on July 5, just before its mismanagement became public when it missed a payroll and abruptly laid off 29 workers.

In previous public comments, Centene has downplayed its connection to SynCare and denied helping the company get any business in Missouri.

Presented in September with a company document listing \$400,000 in loan guarantees to SynCare and DeKemper, Centene spokeswoman Deanne Lane acknowledged the company "provided financing (to SynCare) and is now a creditor." Centene's more extensive financing, including \$2 million in loans, only became public in DeKemper's bankruptcy.

In an interview Friday, Centene chief executive Michael Neidorff acknowledged the company's investment in SynCare didn't exactly pay off. "Not everything you try, works," he said.

Neidorff said he personally hired DeKemper several years ago as a chief operating officer of a Centene subsidiary in Indiana. She ran a program that served pregnant minority women who faced a high risk of obstetric problems. She also served as a Centene vice president for diversity and special projects, and as president of the Centene Foundation for Quality Health Care, which provides grants to nonprofit organizations in many states.

Neidorff said his company helped DeKemper purchase SynCare in January 2010 because it was a certified "minority business enterprise" whose mission was to provide quality health care to the disadvantaged.

"She had a company that was culturally sensitive, but she also (was working with) some respected physicians," Neidorff said. "\$2 million is a lot of money, but if you save one, two, or

three premature babies from being seriously ill for the rest of their lives, how can you calculate that value?"

In 2008, when DeKemper made an unsuccessful bid for the Indiana House of Representatives, Neidorff and his wife Noemi each donated \$2,500 to her campaign.

Neidorff stressed that Centene did not finance SynCare's explorations in the Missouri market, but indicated that he and DeKemper had spoken about working together in other states.

"We did not bank her in Missouri. The loans we made were all focused on Indiana. ... When she said she was going to Missouri, that's when I told her she was on her own."

Asked whether he considers DeKemper a friend, Neidorff said: "No."

Neidorff also questioned the legitimacy of some of SynCare's expenditures since DeKemper bought the company, but he did not detail examples.

PATIENTS PAID THE PRICE

With or without Centene's help, SynCare secured a contract potentially worth about \$5.5 million to assess the needs of the nearly 53,000 homebound Missouri residents requiring Medicaid-subsidized medical and personal services.

Before a Missouri legislative vote authorized hiring a third-party contractor, those assessments were provided by home-health providers who also provided services to patients, which some called a conflict of interest.

But SynCare's problems surfaced almost immediately, starting with understaffing that prevented the company from filing assessments within the contractually agreed period of 15 days, according to providers, patients and lawmakers.

The goal of home-health services, in part, is to save money with preventive care that limits more expensive hospital stays. But after SynCare took over, reports surfaced that some patients were forced into hospitals or acute care facilities because delayed assessments prevented them from getting home care.

Other complaints involved SynCare curtailing the number of hours providers were allowed to spend with patients on a weekly or monthly basis. Patients and providers also waited hours on hold when calling SynCare's Ballwin call center.

At the end of August, the health department responded to the outcry from the public and lawmakers by terminating SynCare's contract, though SynCare officials countered that the company had quit on its own.

Since then, state workers have taken over direct management of the assessments and struggled to clear a backlog of 15,726 cases left by SynCare. Health department spokeswoman Gena Terlizzi said Friday that the agency has cleared all of those cases.

The state has no current plans, she added, to outsource the assessments to a private contractor.

UNPAID DEBTS

The papers DeKemper filed recently with the U.S. Bankruptcy Court for Southern Indiana list scores of former SynCare employees who are owed unpaid wages.

"How do you lose that kind of money (\$5.9 million) in four months?" asked ex-employee Herman Pruitt Jr. in an interview. "It's impossible."

As SynCare hurdled toward collapse last July, the bankruptcy filing shows that DeKemper liquidated over \$390,000 in retirement accounts, stock holdings and life insurance policies.

Her primary assets, according to the petition, include a five-bedroom, four bathroom home in Indianapolis valued at \$400,000 and a \$370,000 North Hollywood, Cal. condominium on which DeKemper is a co-signor on her son's mortgage.

The court record also shows DeKemper has 11 payments remaining - at \$924 a month - on a 2009 Mercedes Benz. She also left debts of \$650 for flowers and gifts, and \$2,492 for jewelry.

DeKemper's debts range from \$11 owed a former employee for expenses, to an outstanding \$10,000 commitment to the Indianapolis chapter of the March of Dimes, to a \$73,000 bill with the Drury Inn & Suites in Creve Coeur, to the \$2 million she owes Centene.

Other major debts include:

- Fifth Third Bank - Loans totalling \$950,000

- Indianapolis technical services provider Synergy ISG - \$319,332
- Anthem Blue Cross Blue Shield - \$167,352
- Outstanding software lease with PNC Equipment - \$311,933
- Outstanding leases on SynCare Indianapolis offices - \$1.034 million
- Outstanding lease on Ballwin office - \$1.029 million

A spokeswoman for Missouri Attorney General Chris Koster said the state has secured the \$677,000 performance bond forfeited by SynCare when its contract was terminated. The attorney general is meanwhile meeting with health department officials to "calculate other damages" incurred by SynCare.

But the company should never been hired in the first place, said Missouri Rep. Ryan Silvey, R-Kansas City, chair of the Interim Committee on Budget Transparency, which last summer successfully pressured the Missouri Department of Health and Senior Services to sever its ties with SynCare. "I'm disappointed the (health) department) didn't do more due diligence."

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Medicaid managed care system draws sharp complaints

Written by
Deborah Yetter
The Courier-Journal
February 2, 2012

FRANKFORT, KY. - Complaints about the state's new Medicaid managed care system boiled over Wednesday at a legislative meeting, where a top Medicaid official acknowledged major problems since the state hired three outside companies to provide services.

"It is a drastic change to the system," Neville Wise, the state's acting Medicaid commissioner, told the Senate Health and Welfare Committee. "We didn't expect the level of issues that we had."

Lawmakers voiced growing dissatisfaction with managed care, citing complaints about lack of payments for medical services, difficulty in getting patient medications approved and delays in authorizing services. Sen. Julie Denton, a Louisville Republican who is the committee's chairwoman, expressed outrage about a case in which she recently called the president of one company trying to get care authorized for a battered domestic violence victim who sought treatment at a Lexington clinic on a Friday afternoon.

Despite the call, a scan the woman needed to detect a shoulder injury was not authorized by Coventry Health Care until the following Monday, Denton said.

"This woman had to go in pain all weekend because she couldn't get the services she needed," Denton said. "This is not acceptable, and this is only one instance that I know of."

She said in an interview afterward that she called Barbara Witte, president of Coventry Health Care in Kentucky, after the clinic called the senator, asking her to intervene on the patient's behalf. Denton said she doesn't know why the matter wasn't resolved.

Coventry spokesman Matthew Eyles said the company couldn't comment on any specific cases, such as the one Denton mentioned, because of federal health

privacy laws. He said the company is working to pay claims on time and with health care providers to assist them.

Medicaid services for about 560,000 people outside the Louisville area have been divided among Coventry, WellCare Health Plans and Kentucky Spirit - all affiliated with national managed care companies outside Kentucky.

Passport Health Plan, a nonprofit managed care entity, has provided Medicaid services to about 170,000 patients in Jefferson County and 15 surrounding counties for about 14 years.

John Lee, a spokesman for Centene, the parent company of Kentucky Spirit, said that company is working to pay all claims promptly.

"To date, Kentucky Spirit has had relatively few instances where claims were not paid in a timely fashion," he said.

WellCare spokeswoman Denise Malecki said her company is working to put in place a quality health care network in Kentucky.

Denton said late payments are a growing problem for providers who treat Medicaid patients - some of whom are owed tens of thousands of dollars and are having trouble staying in business.

"What we're hearing is that providers just aren't getting their payments," she said.

Wise said the cabinet is working with the managed care companies to try to speed payments.

"The payment issues have gone on way too long, and it should have been better," he said.

Wise told the panel that the cabinet and managed care companies are continuing to try to resolve the problems but realize people are growing frustrated.

"The timetable to work that out is not soon enough for anyone's satisfaction," he said.

Lawmakers have been hearing complaints from providers since the state launched statewide managed care Nov. 1 - an effort by the Beshear administration to contain rising Medicaid costs and balance the budget.

The new system has vastly complicated work for health care providers when it comes to getting paid, several groups have told lawmakers.

Health care providers who used to file claims directly with Medicaid now must bill three different companies with different procedures. In addition, many providers must go through billing "clearinghouses," which in turn file the bills with the managed care companies.

And for prescription drug claims, the managed care companies contract that work out to pharmacy benefit management companies to determine which drugs to authorize.

"This whole thing has been a nightmare for all of us," said Rosemary Smith, a Beattyville pharmacist. She and her husband, Luther Smith, own eight small drugstores in Eastern Kentucky.

Mental health advocates say some patients are having trouble getting medication approved or services authorized. That can be disruptive for persons with mental illness who are used to certain medications and depend on them to stay stable, said Sheila Schuster, head of the Kentucky Mental Health Coalition.

The Kentucky Medical Association has been tracking member complaints, and

most concerns stem from a higher volume of prior authorizations that managed care organizations require for expensive drugs and "high end" diagnostic services, such as CAT scans and MRIs.

The state's system of 14 community health centers - 12 of which are in Medicaid managed plans - also reports problems getting services authorized and getting paid.

"We can't provide services until they're authorized," said Steve Shannon, who represents the centers.

Susan Kingrey, a Glasgow foster parent to two boys who need psychiatric care, said finding a doctor has been a struggle under the new system. She said the boys' former psychiatrist refused to continue treating them because he has not been paid since Nov. 1.

Kingrey secured a three-month supply of prescriptions at the last visit. But the earliest appointment with a new psychiatrist is four months away.

Reach Deborah Yetter at (502) 582-4228. Mike Wynn contributed to this story.



The National Committee for Quality Assurance is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality. Since its founding in 1990, NCQA has been a central figure in driving improvement throughout the health care system, helping to elevate the issue of health care quality to the top of the national agenda.

The NCQA seal is a widely recognized symbol of quality. Organizations incorporating the seal into advertising and marketing materials must first pass a rigorous, comprehensive review and must annually report on their performance. For consumers and employers, the seal is a reliable indicator that an organization is well-managed and delivers high quality care and service.

NCQA has helped to build consensus around important health care quality issues by working with large employers, policymakers, doctors, patients and health plans to decide what's important, how to measure it, and how to promote improvement. That consensus is invaluable — transforming our health care system requires the collected will and resources of all these constituencies and more.

NCQA's programs and services reflect a straightforward formula for improvement: Measure. Analyze. Improve. Repeat. NCQA makes this process possible in health care by developing quality standards and performance measures for a broad range of health care entities. These measures and standards are the tools that organizations and individuals can use to identify opportunities for improvement. The annual reporting of performance against such measures has become a focal point for the media, consumers, and health plans, which use these results to set their improvement agendas for the following year.

NCQA's contribution to the health care system is regularly measured in the form of statistics that track the quality of care delivered by the nation's health plans. Every year for the past five years, these numbers have improved; health care protocols have been refined, doctors have learned new ways to practice, and patients have become more engaged in their care. Those improvements in quality care translate into lives saved, illnesses avoided and costs reduced. For instance, for every additional person who receives beta blockers after a heart attack, chances of suffering a second, perhaps fatal, heart attack are reduced by up to 40%.

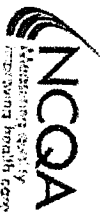
NCQA consistently raises the bar. Accredited health plans today face a rigorous set of more than 60 standards and must report on their performance in more than 40 areas in order to earn NCQA's seal of approval. And even more stringent standards are being developed today. These standards will promote the adoption of strategies that we believe will improve care, enhance service and reduce costs, such as paying providers based on performance, leveraging the Web to give consumers more information, disease management and physician-level measurement.

Health plans in every state, the District of Columbia and Puerto Rico are NCQA Accredited. These plans cover 109 million Americans or 70.5 percent of all Americans enrolled in health plans.

You play a role in making NCQA successful. Whether you're a consumer, a legislator or an employer, the most valuable thing you can do is simply to use NCQA's information — and encourage others to use it too. Doing so sends a powerful message: quality matters.

If you're a provider or a health plan, we invite you to participate in our voluntary programs — doing so will help you achieve your potential and demonstrate to the world that you care about quality.

We would also appreciate your feedback. Tell us how we can serve you better. Comments are always welcome at customersupport@ncqa.org.



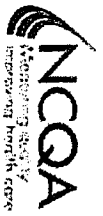
NCCGA's Health Insurance Plan Rankings 2011-12
 Medicaid Plans - Summary
 September 20, 2011

1 (Worse) 2 3 4 5 (Better)

Rank	Plan Name	Type	Score	NCOA Accreditation	States	URL	Consumer Satisfaction	Prevention	Treatment
1	Fallon Community Health Plan	HMO	92.2	Yes	MA	http://www.fchp.org	5	5	5
2	Kaiser Foundation Health Plan of Hawaii	HMO	91.3	Yes	HI	http://www.kfp.org	5	5	5
3	Boston Medical Center HealthNet Plan	HMO	89.9	Yes	MA	http://www.bmchp.org	5	5	5
4	Neighborhood Health Plan	HMO	89.6	Yes	MA	http://www.nhnp.org	5	5	5
5	Capital District Physicians' Health Plan	HMO	88.2	Yes	NY	http://www.cdphp.com	5	5	5
6	Security Health Plan of Wisconsin	HMO	87.4	Yes	WI	http://www.securityhealth.org	5	5	5
7	Network Health	HMO	87.4	Yes	MA	http://www.network-health.org	5	5	5
8	Neighborhood Health Plan of Rhode Island	HMO	87.4	Yes	RI	http://www.nhprl.org	5	5	5
9	Priority Health	HMO	87.3	Yes	RI	http://www.priorityhealth.com	5	5	5
10	UPMC For You	HMO	87.2	Yes	PA	http://www.upmhealthplan.com	5	5	5
11	Medica	HMO	86.9	Yes	MI	http://www.medica.com	5	5	5
12	BlueCard of Michigan	HMO	86.7	Yes	MI	http://www.nhbc.com	5	5	5
13	Passport Health Plan	HMO	86.7	Yes	KY	http://www.passporthealthplan.com	5	5	5
14	Midwest Health Plan	HMO	86.5	Yes	MI	http://www.midwesthealthplan.com	5	5	5
15	Excelsior BlueCross BlueShield	HMO	86.4	Yes	MI	http://www.excelliusbcbs.com	5	5	5
16	UnitedHealthcare of New England	HMO	86.4	Yes	RI	http://www.uhc.com	5	5	5
17	UnitedHealthcare Great Lakes	HMO	86.0	Yes	MI	http://www.gllhp.com	5	5	5
18	Total Health Care	HMO	85.9	Yes	MI	http://www.localhealthcareonline.com	5	5	5
19	HealthNow New York	HMO	85.7	Yes	NY	http://www.healthnow.org	5	5	5
20	Upper Peninsula Health Plan	HMO	85.7	Yes	MI	http://www.uphpa.com	5	5	5
21	Independent Health Association	HMO	85.5	Yes	NY	http://www.independenthealth.com	5	5	5
22	AmeriHealth Mercy Health Plan	HMO	85.4	Yes	PA	http://www.amerhealthmercy.com	5	5	5
23	Gateway Health Plan	HMO	85.3	Yes	PA	http://www.gatewayhealthplan.com	5	5	5
24	Blue Plus	HMO	85.3	Yes	MI	http://www.bluecrossmi.com	5	5	5
25	KeyStone Mercy Health Plan	HMO	85.0	Yes	PA	http://www.kshp.com	5	5	5
26	Virginia Premier Health Plan	HMO	84.9	Yes	VA	http://www.virginia-premier.com	5	5	5
27	HealthPlus of Michigan	HMO	84.6	Yes	MI	http://www.healthplus.org	5	5	5
28	McLaren Health Plan	HMO	84.5	Yes	MI	http://www.mclarenhealthplan.org	5	5	5
29	Molina Healthcare of Utah	HMO	84.2	Yes	UT	http://www.molinahealthcare.com	5	5	5
30	HealthKeepers	HMO	83.7	Yes	VA	http://www.athken.com	5	5	5
31	OmniCare Health Plan	HMO	83.7	Yes	MI	http://dchmedicaid-michigan.coventryhealthcare.com	5	5	5
32	Humana Medical Plan of Florida	HMO	83.5	Yes	FL	http://www.humana.com	5	5	5
33	Priority Partners	HMO	83.3	Yes	MD	http://www.pppmc.org	5	5	5
34	Health Partners of Philadelphia	HMO	83.3	Yes	PA	http://www.healthpart.com	5	5	5
35	Optima Health Plan	HMO	83.2	Yes	VA	http://www.optimahealth.com	5	5	5
36	UnitedHealthcare of the Midlands/Share Advantage	HMO	83.1	Yes	NE	http://www.uhcmedicaid.com	5	5	5
37	AMERIGROUP Tennessee	HMO	83.1	Yes	TN	http://www.amerigroup.com	5	5	5
38	Molina Healthcare of Michigan	HMO	83.0	Yes	MI	http://www.molinahealthcare.com	5	5	5
39	UnitedHealthcare Plan of the River Valley (Middle)	HMO	82.9	Yes	TN	http://www.uhcrivervalley.com	5	5	5
40	MedStar Family Choice	HMO	82.7	Yes	MD	http://www.medstarhealth.org	5	5	5
41	UnitedHealthcare of Pennsylvania	HMO	82.7	Yes	PA	http://www.uhc.com/unhplan.com	5	5	5

UnitedHealthcare A = AmeriGroup W = Wellcare C = Coventry

as of July 31, 2011. If insufficient data, NA=Not Applicable; NR=Not Reported
 *Public data supplied by AHS's Directory of Health Plans (www.AHSHealth.com)



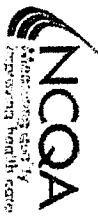
NCCQA's Health Insurance Plan Rankings 2011-12
 Medicaid Plans - Summary
 September 20, 2011

1 2 3 4 5
 Worse < < > > Better

Rank	Plan Name	Type	Score	NCCQA Accreditation	States	URL	Consumer Satisfaction	Prevention	Treatment
42	Southern Health Services	HMO	82.6	Yes	VA	http://www.southernhealth.com	3	3	3
43	Peach State Health Plan	HMO	82.4	Yes	GA	http://www.psphgeorgia.com	3	3	3
44	Physicians Health Plan	HMO	82.3	Yes	MI	http://www.phpmi.org	3	4	4
45	MDWise	HMO	82.2	Yes	IN	http://www.mdwise.org	3	3	3
46	Select Health of South Carolina	HMO	81.9	Yes	SC	http://www.selecthealthofsc.com	3	3	3
47	UnitedHealthcare Plan of the River Valley (East)	HMO	81.6	Yes	TN	http://www.uhcrivervalley.com	3	3	3
48	AMERIGROUP Virginia	HMO	81.5	Yes	VA	http://www.amerigroupcorp.com	2	4	4
49	DC Chartered Health Plan	HMO	81.5	Yes	DC	http://www.dchartered-health.com	3	3	3
50	Molina Healthcare of New Mexico	HMO	81.1	Yes	NM	http://www.molinahealthcare.com	3	3	3
51	Volunteer State Health Plan (BlueCare)	HMO	80.9	Yes	TN	http://www.amerigroupcorp.com	3	3	3
52	AMERIGROUP Georgia Managed Care	HMO	80.7	Yes	GA	http://www.amerigroupcorp.com	3	3	3
53	Molina Healthcare of Washington	HMO	80.6	Yes	WA	http://www.molinahealthcare.com	3	2	4
54	Managed Health Services	HMO	80.6	Yes	IN	http://www.mhsindiana.com	3	3	2
55	Molina Healthcare of Texas	HMO	80.4	Yes	TX	http://www.molinahealthcare.com	3	3	3
56	Sunshine State Health Plan (Reform Counties)	HMO	80.2	Yes	FL	http://www.sunshinestatehealth.com	3	3	3
57	LoveLace Health Plan	HMO	80.0	Yes	NM	http://www.lovelacehealthplan.com	4	3	3
58	UnitedHealthcare Plan of the River Valley (West)	HMO	79.9	Yes	TN	http://www.uhcrivervalley.com	3	3	2
59	Buckeye Community Health Plan	HMO	79.9	Yes	OH	http://www.bchpoh.com	3	3	2
60	Volunteer State Health Plan (BlueCare-West)	HMO	79.8	Yes	TN	http://www.dcbst.com	3	3	3
61	UnitedHealthcare of South Carolina	HMO	79.7	Yes	SC	http://www.uhc.com	3	2	3
62	Presbyterian Health Plan	HMO	79.4	Yes	NM	http://www.phs.org	3	3	3
63	Anthem Blue Cross and Blue Shield in Indiana	HMO	79.1	Yes	IN	http://www.anthem.com	3	3	2
64	Molina Healthcare of Ohio	HMO	79.1	Yes	OH	http://www.molinahealthcare.com	3	3	2
65	Paramount Advantage	HMO	79.1	Yes	OH	http://www.paramounthealthcare.com	3	3	2
66	Health Net of California	HMO	78.8	Yes	CA	http://www.healthnet.com	3	3	3
67	Community Health Group	HMO	78.5	Yes	CA	http://www.chgscd.com	3	2	3
68	L.A. Care Health Plan	HMO	78.3	Yes	CA	http://www.lacare.org	3	3	3
69	Volunteer State Health Plan (TennCare Select)	HMO	78.2	Yes	TN	http://www.bcbst.com	5	2	3
70	UNICARE Health Plan of West Virginia	HMO	78.0	Yes	WV	http://www.unicare.com	3	3	3
71	Harmony Health Plan of Missouri	HMO	77.7	Yes	MO	http://www.harmonyhpn.com	3	2	3
72	WellCare of Georgia	HMO	77.7	Yes	GA	http://www.wellcare.com	3	2	3
73	Sunshine State Health Plan (Non-Reform Counties)	HMO	77.2	Yes	FL	http://www.sunshinestatehealth.com	3	2	3
74	Molina Healthcare of California Partner Plan	HMO	76.6	Yes	CA	http://www.molinahealthcare.com	3	3	2
75	Carrelst Health Plan	HMO	75.8	Yes	CA	http://www.carrelst.com	3	3	3
76	Community Health Plan of Washington	HMO	75.4	Yes	WA	http://www.chpw.org	2	2	3
77	AMERIGROUP Community Care of New Mexico	HMO	75.1	Yes	NM	http://www.amerigroupcorp.com	4	1	2
78	Universal Health Care (Reform Counties)	HMO	75.0	Yes	FL	http://www.ultimate.com	3	1	3
79	Anthem Blue Cross of California Partnership Plan	HMO	74.8	Yes	CA	http://www.anthem.com	3	2	3
80	Inland Empire Health Plan	HMO	73.1	Yes	CA	http://www.iehp.org	3	1	2
81	Universal Health Care (Nonreform Counties)	HMO	73.1	Yes	FL	http://www.ultimate.com	3	2	3
82	Rocky Mountain Health Plans	HMO	71.8	No	CO	http://www.rmhp.org	5	4	5
83	Health Plan of Michigan	HMO	71.1	No	MI	http://www.hpmich.com	3	5	4

U = United Healthcare
 A = Ameri Group
 W = Wellcare

Accreditation status as of July 31, 2011; [Insufficient data; NA=Not Applicable; NR=Not Reported]
 Specific plan demographic data supplied by AIS's Directory of Health Plans (www.AISHHealth.com)



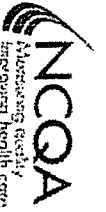
NCOA's Health Insurance Plan Rankings 2011-12
 Medicaid Plans - Summary
 September 20, 2011

- 1 Worst
- 2
- 3
- 4
- 5 Better

Rank	Plan Name	Type	Score	NCOA Accreditation	States	URL	Consumer Satisfaction	Prevention	Treatment
84	Jai Medical Systems	HMO	70.3	No	MD	http://www.jaimedicalsystems.com	1	5	5
85	Delaware Physicians Care	HMO	70.2	No	DE	http://www.delawarephysicianscare.com	4	4	4
86	Superior HealthPlan	HMO	69.5	No	TX	http://www.superiorhealthplan.com	4	4	4
87	Denver Health Medical Plan	HMO	69.0	No	CO	http://www.denverhealth.org	1	4	5
88	Horizon NJ Health	HMO	67.4	No	NJ	http://www.horizonhealth.com	2	4	3
89	Caresource	HMO	65.7	No	OH	http://www.caresource.com	3	3	3
90	Molina Healthcare of Missouri	HMO	65.6	No (In Process)	MO	http://www.molinahealthcare.com	3	3	3
91	HealthCare USA of Missouri	HMO	65.5	No (In Process)	MO	http://www.dchcusa.com	4	3	2
92	Caresource Michigan	HMO	64.7	No	MI	http://www.caresource-michigan.com	2	3	3
93	Caralink Health Plans	HMO	63.6	No	WV	http://www.caralinkhealthplans.com	3	3	1
94	Coventry Health Care of Delaware	HMO	62.8	No	MD	http://www.dcvda.com	1	3	3
95	Blue Cross and Blue Shield of New Mexico	HMO	62.5	No	NM	http://www.bcbsnm.com	3	2	3
96	Missouri Care	HMO	62.2	No (In Process)	MO	http://www.missouricare.com	3	2	2
97	UniCare Health Plan of Kansas	HMO	56.4	No	KS	http://www.unicare.com	3	2	2
98	Health Plan of Nevada	HMO	54.6	No	NV	http://www.healthplanofnevada.com	2	1	1
99	WellCare of Ohio	HMO	54.3	No	OH	http://www.wellcare.com	2	1	1
Insufficient	Absolute Total Care	HMO		Yes	SC	http://www.absoluteotalcare.com	1	1	1
Insufficient	AMERGROUP Community Care Ohio	HMO		Yes	OH	http://www.amergrgroup.com	1	1	1
Insufficient	Asuris Northwest Health	HMO		No	WA	http://www.asurisnorthwesthealth.com	1	1	1
Insufficient	Central California Alliance for Health	HMO		No	CA	http://www.caah-alliance.org	1	3	1
Insufficient	Children's Community Health Plan	HMO		No	WI	http://www.childrepschp.com	1	2	2
Insufficient	Columbia United Providers	HMO		No	WA	http://www.cuphealth.com	1	1	1
Insufficient	Dean Health Plan	HMO		No	WI	http://www.deanhealth.com	1	1	1
Insufficient	Freedom Health	HMO		Yes	FL	http://www.freedomhealth.com	1	1	1
Insufficient	Group Health Cooperative	HMO		No	WA	http://www.ghc.org	1	1	1
Insufficient	Gundersen Lutheran Health Plan	HMO		No	WI	http://www.gluhealthplan.org	1	2	4
Insufficient	Harmony Health Plan of Illinois	HMO		No	IL	http://www.harmonynhp.com	1	2	1
Insufficient	Health Plan of San Mateo	HMO		No	CA	http://www.hpsm.org	1	2	1
Insufficient	Health Plan of the Upper Ohio Valley, The	HMO		No	WV	http://www.healthplan.org	1	2	1
Insufficient	HealthPartners	HMO		No	MN	http://www.healthpartners.com	1	5	3
Insufficient	Kaiser Foundation Health Plan of the Northwest	HMO		No	OR, WA	http://www.kp.org	1	1	1
Insufficient	Mendian Health Plan	HMO		No	IL	http://www.mhplan.com	1	1	1
Insufficient	Molina Healthcare of Florida (Nonreform)	HMO		Yes	FL	http://www.molinahealthcare.com	1	1	1
Insufficient	Molina Healthcare of Florida (Reform)	HMO		Yes	FL	http://www.molinahealthcare.com	1	1	1
Insufficient	Partnership HealthPlan of California (Napa/Solano/Yolo)	HMO		No	CA	http://www.partnershippp.org	1	1	1
Insufficient	Partnership HealthPlan of California (Sonoma)	HMO		No	CA	http://www.partnershippp.org	1	1	1
Insufficient	Pro Care Health Plan	HMO		No	MI	http://www.procarehp.com	1	2	1
Insufficient	Regence BlueShield	HMO		No	WA	http://www.wa-regence.com	1	1	1
Insufficient	San Francisco Health Plan	HMO		No	CA	http://www.sfnhp.org	1	3	1
Insufficient	Santa Barbara San Luis Obispo Regional Health Authority (San Luis Obispo County)	HMO		No	CA	http://www.centralthhealth.org	1	2	1

COVENTRY
 W = Wellcare

Accreditation status as of July 31, 2011. Insufficient data: NA=Not Applicable; NR=Not Reported
 Specific plan demographic data supplied by AHS's Directory of Health Plans (www.AHSHealth.com)

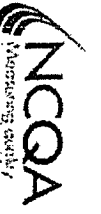


NCQA's Health Insurance Plan Rankings 2011-12
 Medicaid Plans - Summary
 September 20, 2011

1 2 3 4 5
 Worse < < > > Better

Rank	Plan Name	Type	Score	NCQA Accreditation	States	URL	Consumer Satisfaction	Prevention	Treatment
Insufficient	Santa Barbara San Luis Obispo Regional Health Authority	HMO		No	CA	http://www.cenclhealth.org	I	2	I
Insufficient	Santa Clara County Health Authority	HMO		No	CA	http://www.schnp.com	I	I	I
Insufficient	Unison Health Plan of the Capital Area	HMO		Yes	DC	http://www.unisonhealthplan.com	I	I	I
Insufficient	UnitedHealthcare Community Plan of Ohio	HMO		Yes	OH	http://www.unisonhealthplan.com	I	I	I
Insufficient	UnitedHealthcare of Delaware	HMO		Yes	DE	http://www.uhc.com	I	I	I
No Data	Aetna Better Health - Connecticut	HMO		No	CT	http://www.aetnabetterhealth.com/Connecticut.aspx			
No Data	Affinity Health Plan	HMO		No	NY	http://www.affinityplan.org			
No Data	Alameda Alliance for Health	HMO		No	CA	http://www.alamedaalliance.org			
No Data	AmeriChoice of Connecticut	HMO		No	CT	http://www.amerchoice.com			
No Data	AmeriChoice of New Jersey	HMO		No	NJ	http://www.amerchoice.com			
No Data	AmeriChoice of New York	HMO		No	NY	http://www.amerchoice.com			
No Data	AMERIGROUP Florida	HMO		No	FL	http://www.amerigroup.com			
No Data	AMERIGROUP Maryland	HMO		No	MD	http://www.amerigroupcorp.com			
No Data	AMERIGROUP Nevada	HMO		No	NV	http://www.amerigroupcorp.com			
No Data	AMERIGROUP New Jersey	HMO		No (In Process)	NJ	http://www.amerigroupcorp.com			
No Data	AMERIGROUP New York	HMO		No	NY	http://www.amerigroupcorp.com			
No Data	AMERIGROUP Texas	HMO		No	TX	http://www.amerigroupcorp.com			
No Data	Arizona Physicians IPA	HMO		No	AZ	http://www.nyqipa.com			
No Data	Baeter Health	HMO		No	FL	http://www.baeterhealthflorida.com			
No Data	Blue-Advantage Plus of Kansas City	HMO		No (In Process)	MO	http://www.bluescsc.com			
No Data	BlueChoice HealthPlan of South Carolina	HMO		No	SC	http://www.bluechoiceesc.com			
No Data	CalOptima	HMO		No	CA	http://www.caloptima.org			
No Data	CareOregon	HMO		No	OR	http://www.careoregon.org			
No Data	Children's Mercy's Family Health Partners (Kansas)	HMO		No (In Process)	KS	http://www.fhp.org			
No Data	Children's Mercy's Family Health Partners (Missouri)	HMO		No (In Process)	MO	http://www.fhp.org			
No Data	Community Care Health Plan	HMO		No	WI	http://www.cchp.org			
No Data	Community First Health Plans	HMO		No	TX	http://www.communitycareinc.org			
No Data	Community Health Choice	HMO		No	TX	http://www.cchp.com			
No Data	Community Health Network of Connecticut	HMO		No	CT	http://www.communityhealthchoice.org			
No Data	Community Health Plan of Los Angeles	HMO		No	CA	http://www.chp.dhs.lacounty.gov			
No Data	Comprehensive Medical and Dental Program	HMO		No	AZ	http://www.azdhs.gov/cmddp			
No Data	Contra Costa Health Plan	HMO		No	CA	http://www.cchp.org			
No Data	Cook Children's Health Plan	HMO		No	TX	http://www.cookchp.org			
No Data	Douglas County IPA	HMO		No	OR	http://www.dcpa.com			
No Data	Driscoll Children's Health Plan	HMO		No	TX	http://www.dchpkids.com			
No Data	El Paso First Premier Plan	HMO		No	TX	http://www.epffirst.com			
No Data	Evercare of New Mexico	HMO		No (In Process)	NM	http://www.evercarehealthplans.com			
No Data	Family Health Network	HMO		No	IL	http://www.fhnchicago.com			
No Data	FamilyCare Health Plans	HMO		No	OR	http://www.familycareinc.org			
No Data	Fidelis Care New York	HMO		No	NY	http://www.fideliscare.org			
No Data	First Plan of Minnesota	HMO		No	MN	http://www.firspplan.org			

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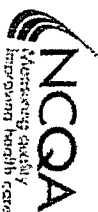


NCCQA's Health Insurance Plan Rankings 2011-12
 Medicaid Plans - Summary
 September 20, 2011



Rank	Plan Name	Type	Score	Accreditation	NCQA	States	URL	Consumer Satisfaction	Prevention	Treatment
No Data	Group Health Cooperative of Eau Claire	HMO		No	WI	http://www.group-health.com				
No Data	Harmony Health Plan of Illinois (Cook County)	HMO		No	IL	http://www.harmonyhpl.com				
No Data	Harmony Health Plan of Illinois (Southern)	HMO		No	IL	http://www.harmonyhpl.com				
No Data	Health Care Plus	HMO		No	NY	http://www.healthplus-ny.org				
No Data	Health Plan of San Joaquin	HMO		No	CA	http://www.hpsj.com				
No Data	HealthKase of Florida	HMO		No	FL	http://www.wellcare.com				
No Data	HealthFirst	HMO		No	NY	http://www.healthfirst.org				
No Data	HIP Health Plan of New York	HMO		No	NY	http://www.hipusa.com				
No Data	HMSA QUEST	HMO		No	HI	http://www.hmsa.com				
No Data	Hudson Health Plan	HMO		No	NY	http://www.hudsonhealthplan.org				
No Data	JMH Health Plan	HMO		No	FL	http://www.jmhfp.com				
No Data	Kaiser Foundation Health Plan of Northern California (Sacramento - GMC)	HMO		No	CA	http://www.kfp.org				
No Data	Kaiser Foundation Health Plan of Southern California	HMO		No	CA	http://www.kfp.org				
No Data	Kern Health Systems	HMO		No	CA	http://www.kernfamilyhealthcare.com				
No Data	Lane Individual Practice Association	HMO		No	OR	http://www.lipa.net				
No Data	Maricopa Health Plan	HMO		No	AZ	http://www.mhpa.com				
No Data	Marion Polk Community Health Plan	HMO		No	OR	http://www.mvpa.org				
No Data	Maryland Physicians Care	HMO		No	AZ	http://www.marylandphysicianscare.com				
No Data	Mercy Care Plan	HMO		No	WI	http://www.mercycareplan.com				
No Data	MercyCare	HMO		No	WI	http://www.mercycareplans.com				
No Data	Metropolitan Health Plan	HMO		No	IN	http://www.mhplife.org				
No Data	Mid Rogue Independent Physician Association	HMO		No	OR	http://www.mripa.org				
No Data	Network Health Plan	HMO		No	WI	http://www.networkhealth.com				
No Data	Parkland Community Health Plan	HMO		No	TX	http://www.parklandhmo.com				
No Data	Phoenix Health Plan	HMO		No	AZ	http://www.phoenixhealthplan.com				
No Data	Pima Health System	HMO		No	AZ	http://www.pimahealthsystem.org				
No Data	Preferred Medical Plan	HMO		No	FL	http://www.pmpmo.com				
No Data	Prestige Health Choice	HMO		No	FL	http://www.prestigehealthchoice.com				
No Data	PrimeWest Health	HMO		No	MN	http://www.primewest.org				
No Data	Shands Jacksonville	HMO		No	FL	http://jax.shands.org/				
No Data	South Florida Community Care Network	HMO		No	FL	http://www.sfcfn.org				
No Data	Southern Tier Pediatrics/Southern Tier Priority	HMO		No	NY	http://www.speds.net				
No Data	Texas Children's Health Plan	HMO		No	TX	http://www.texaschildrenshealthplan.org				
No Data	Total Care	HMO		No	NY	http://www.totalcare.com				
No Data	UCare	HMO		No	MN	http://www.ucare.org				
No Data	Unison Family Health Plan of Pennsylvania	HMO		No	PA	http://www.unisonhealthplan.com				
No Data	UnitedHealthcare (Texas)	HMO		No	TX	http://www.uhc.com				
No Data	UnitedHealthcare Evercare GeXA	HMO		No	HI	http://www.evercarehealthplans.com				
No Data	UnitedHealthcare of Florida (Nonreform counties)	HMO		No	FL	http://www.uhcmedical.com				
No Data	UnitedHealthcare of Florida (Reform counties)	HMO		No	FL	http://www.uhcmedical.com				
No Data	UnitedHealthcare of the Mid-Atlantic	HMO		No	MD	http://www.uhcmedical.com				

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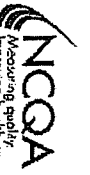
NCCQA's Health Insurance Plan Rankings 2011-12
 Medicaid Plans - Summary
 September 20, 2011

- 1 Worse
- 2 <
- 3 <>
- 4 >
- 5 Better

Rank	Plan Name	Type	Score	NCCQA Accreditation	States	URL	Consumer Satisfaction	Prevention	Treatment
No Data	UnitedHealthcare of Wisconsin	HMO		No	WI	http://www.uhcmw.com			
No Data	Unity Health Plans	HMO		No	WI	http://www.unityhealth.com			
No Data	Univera Community Health	HMO		No	NY	http://www.univerahealthcare.com			
No Data	University of Utah Hospitals and Clinics - Healthy U	HMO		No	UT	http://www.uhsc.utah.edu/uhhealthplan			
No Data	Vista Healthplan	HMO		No	FL	http://www.vistahhealthplan.com			
No Data	Vista Healthplan of South Florida	HMO		No	FL	http://www.vistahhealthplan.com			
No Data	WellCare of Florida	HMO		No	FL	http://www.wellcare.com			
No Data	WellCare of New York	HMO		No	NY	http://www.wellcare.com			

Accreditation status as of July 31, 2011; !=/insufficient data; NA=Not Applicable; NR=Not Reported
 Specific plan demographic data supplied by AIS's Directory of Health Plans (www.AISHealth.com)

United Healthcare



Accredited Quality Improvement Health Care

NCCQA's Health Insurance Plan Rankings 2011-12 - Medicaid (Detailed Report)



Plan Name: UnitedHealthcare Great Lakes

States: MI

URL: <http://www.glnp.com>

Ranked #17

Overall Score: 86.0

NCCQA Accreditation : Yes

Consumer Satisfaction	5
Getting Care	4
Getting care easily	4
Getting care quickly	3
Satisfaction with Physicians	4
How well doctors communicate	3
Rating personal doctor	4
Rating specialists	5
Rating care received	3
Satisfaction with Health Plan Services	5
Rating health plan	5

Prevention	4
Children and Adolescents	5
Well-child visits, infants	5
Well-child visits, ages 3-6	5
Access for children ages 7-11	4
Adolescent well-care visits	4
Early immunizations	3
Adolescent immunizations	3
BMI %	3
Counseling on nutrition	3
Counseling on physical activity	3
Women's Reproductive Health	3
Timeliness of prenatal checkups	3
Postpartum care	3
Cancer Screening	4
Breast cancer screening	4
Cervical cancer screening	4
Other Preventive Services	4
Adult BMI Assessment	4
Chlamydia screening	4
Lead Screening	4

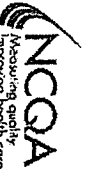
Asthma	2	Treatment	4
Medicate appropriately (5-11 years old)	1	Other Treatment Measures	
Medicate appropriately (12-50 years old)	1	Follow-up after ADHD diagnosis	3
Diabetes	3	Appropriate antibiotic use, adults with acute bronchitis	4
Blood pressure control (140/90)	3	Appropriate testing and care, children with pharyngitis	2
Retinal eye exams	4	Monitoring key long-term medications	4
Glucose testing	3	Appropriate antibiotic use, children with URI	3
Glucose control	3	Use of imaging studies for low back pain	3
LDL cholesterol screening	3		
LDL cholesterol control	3		
Monitoring kidney disease	3		
Heart Disease	4		
Controlling high blood pressure	4		
Cholesterol Management screening	3		
LDL cholesterol control < 100mg	3		
Smoking advice	5		
Stop-smoking strategies	4		
Stop-smoking medications	4		

I = Insufficient data; NA = Not Applicable; NR = Not Reported

Specific plan demographic data supplied by AIS's Directory of Health Plans, Atlantic Information Services, Inc. (www.AISHealth.com)

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NCCQA Accreditation as of July 31, 2011



NCQA's Health Insurance Plan Rankings 2011-12 - Medicaid (Detailed Report)



Plan Name: **UnitedHealthcare of the Midlands/Share Advantage**

States: **NE**

URL: **http://www.uhmedicaid.com**

Ranked #36
Overall Score: 83.1
NCQA Accreditation : Yes

Consumer Satisfaction	5
Getting Care	4
Getting care easily	5
Getting care quickly	3
Satisfaction with Physicians	5
How well doctors communicate	3
Rating personal doctor	5
Rating specialists	4
Rating care received	5
Satisfaction with Health Plan Services	3
Rating health plan	3

Prevention	3
Children and Adolescents	3
Well-child visits, infants	4
Well-child visits, ages 3-6	2
Access for children ages 7-11	3
Adolescent well-care visits	3
Early immunizations	3
Adolescent immunizations	4
BMI %	3
Counseling on nutrition	2
Counseling on physical activity	2
Women's Reproductive Health	3
Timeliness of prenatal checkups	3
Postpartum care	3
Cancer Screening	3
Breast cancer screening	2
Cervical cancer screening	3
Other Preventive Services	3
Adult BMI Assessment	3
Chlamydia screening	2
Lead Screening	3

Asthma	1
Medicate appropriately (5-11 years old)	NA
Medicate appropriately (12-50 years old)	NA
Diabetes	4
Blood pressure control (140/90)	3
Retinal eye exams	3
Glucose testing	5
Glucose control	3
LDL cholesterol screening	2
LDL cholesterol control	3
Monitoring kidney disease	5
Heart Disease	4
Controlling high blood pressure	3
Cholesterol Management: screening	3
LDL cholesterol control < 100mg	5
Smoking advice	3
Stop-smoking strategies	3
Stop-smoking medications	3

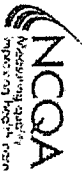
Treatment	4
Other Treatment Measures	
Follow-up after ADHD diagnosis	NA
Appropriate antibiotic use, adults with acute bronchitis	NA
Appropriate testing and care, children with pharyngitis	NA
Monitoring key long-term medications	NA
Appropriate antibiotic use, children with URI	NA
Use of imaging studies for low back pain	3

I = Insufficient data; NA = Not Applicable; NR = Not Reported

NCQA Accreditation as of July 31, 2011

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Plan Name: **UnitedHealthcare Plan of the River Valley (Middle)**

States: **TN**

URL: <http://www.uhcrivervalley.com>

NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Ranked #39

Overall Score: 82.9

NCQA Accreditation : Yes



Consumer Satisfaction	5	Prevention	3	Asthma	2	Treatment	3
Getting Care	3	Children and Adolescents	3	Other Treatment Measures			
Getting care easily	3	Well-child visits, infants	4	Medicate appropriately (5-11 years old)	3	Follow-up after ADHD diagnosis	2
Getting care quickly	3	Well-child visits, ages 3-6	3	Medicate appropriately (12-50 years old)	1	Appropriate antibiotic use, adults with acute bronchitis	3
Satisfaction with Physicians	3	Access for children ages 7-11	4	Diabetes	2	Appropriate testing and care, children with pharyngitis	4
How well doctors communicate	3	Adolescent well-care visits	3	Blood pressure control (140/90)	2	Monitoring key long-term medications	4
Rating personal doctor	3	Early immunizations	3	Retinal eye exams	1	Appropriate antibiotic use, children with URI	1
Rating specialists	NA	Adolescent immunizations	3	Glucose testing	2	Use of imaging studies for low back pain	2
Rating care received	5	BMI %	2	Glucose control	2		
Satisfaction with Health Plan Services	5	Counseling on nutrition	3	LDL cholesterol screening	3		
Rating health plan	5	Counseling on physical activity	3	LDL cholesterol control	2		
		Women's Reproductive Health	3	Monitoring kidney disease	2		
		Timeliness of prenatal checkups	3	Heart Disease	3		
		Postpartum care	3	Controlling high blood pressure	2		
		Cancer Screening	3	Cholesterol Management screening	3		
		Breast cancer screening	2	LDL cholesterol control < 100mg	2		
		Cervical cancer screening	3	Smoking advice	NA		
		Other Preventive Services		Stop-smoking strategies	NA		
		Adult BMI Assessment	3	Stop-smoking medications	NA		
		Chlamydia screening	3				
		Lead Screening	3				

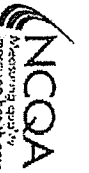
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NCQA Accreditation as of July 31, 2011

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Plan Name: **UnitedHealthcare of Pennsylvania**

States: **PA**

URL: <http://www.uhccommunityplan.com>

NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Ranked #41

Overall Score: 82.7

NCQA Accreditation : Yes



Consumer Satisfaction	3
Getting Care	3
Getting care easily	3
Getting care quickly	3
Satisfaction with Physicians	3
How well doctors communicate	3
Rating personal doctor	3
Rating specialists	3
Rating care received	3
Satisfaction with Health Plan Services	3
Rating health plan	3

Prevention	2
Children and Adolescents	1
Well-child visits, infants	NR
Well-child visits, ages 3-6	NR
Access for children ages 7-11	NR
Adolescent well-care visits	NR
Early Immunizations	3
Adolescent Immunizations	NR
BMI %	NR
Counseling on nutrition	NR
Counseling on physical activity	NR
Women's Reproductive Health	3
Timeliness of prenatal checkups	2
Postpartum care	2
Cancer Screening	2
Breast cancer screening	2
Cervical cancer screening	2
Other Preventive Services	NR
Adult BMI Assessment	NR
Chlamydia screening	NR
Lead Screening	NR

Asthma	3
Medicate appropriately (5-11 years old)	3
Medicate appropriately (12-50 years old)	3
Diabetes	2
Blood pressure control (140/90)	NR
Retinal eye exams	3
Glucose testing	2
Glucose control	2
LDL cholesterol screening	3
LDL cholesterol control	NR
Monitoring kidney disease	3
Heart Disease	3
Controlling high blood pressure	3
Cholesterol Management screening	3
LDL cholesterol control < 100mg	NR
Smoking advice	NA
Stop-smoking strategies	NR
Stop-smoking medications	NR

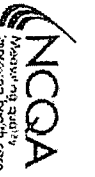
Treatment	3
Other Treatment Measures	
Follow-up after ADHD diagnosis	NR
Appropriate antibiotic use, adults with acute bronchitis	NR
Appropriate testing and care, children with pharyngitis	2
Monitoring key long-term medications	NR
Appropriate antibiotic use, children with URI	2
Use of imaging studies for low back pain	NR

I = Insufficient data; NA = Not Applicable; NR = Not Reported

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NCOA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)



Plan Name: UnitedHealthcare Plan of the River Valley (East)

States: TN

URL: <http://www.uhcrivervalley.com>

Ranked #47

Overall Score: 81.6

NCOA Accreditation : Yes

Consumer Satisfaction		Prevention		Treatment	
Getting Care	3	Children and Adolescents	3	Asthma	3
Getting care easily	3	Well-child visits, infants	3	Medicate appropriately (5-11 years old)	2
Getting care quickly	3	Well-child visits, ages 3-6	3	Medicate appropriately (12-50 years old)	2
Satisfaction with Physicians	3	Access for children ages 7-11	3	Diabetes	2
How well doctors communicate	3	Adolescent well-care visits	3	Blood pressure control (140/90)	3
Rating personal doctor	3	Early immunizations	3	Retinal eye exams	1
Rating specialists	3	Adolescent immunizations	3	Glucose testing	2
Rating care received	3	BMI %	2	Glucose control	2
Satisfaction with Health Plan Services	3	Counseling on nutrition	3	LDL cholesterol screening	3
Rating health plan	3	Counseling on physical activity	3	LDL cholesterol control	2
		Women's Reproductive Health	3	Monitoring kidney disease	2
		Timeliness of prenatal checkups	3	Heart Disease	3
		Postpartum care	2	Controlling high blood pressure	2
		Cancer Screening	2	Cholesterol Management screening	3
		Breast cancer screening	2	LDL cholesterol control < 100mg	2
		Cervical cancer screening	3	Smoking advice	NA
		Other Preventive Services	2	Stop-smoking strategies	NA
		Adult BMI Assessment	2	Stop-smoking medications	NA
		Chlamydia screening	2		
		Lead Screening	3		
				Other Treatment Measures	
				Follow-up after ADHD diagnosis	3
				Appropriate antibiotic use, adults with acute bronchitis	3
				Appropriate testing and care, children with pharyngitis	3
				Monitoring key long-term medications	5
				Appropriate antibiotic use, children with URI	1
				Use of imaging studies for low back pain	1

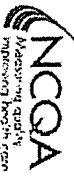
1 = Insufficient data; NA = Not Applicable; NR = Not Reported

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Plan Name: **UnitedHealthcare Plan of the River Valley (West)**

States: **TN**

URL: <http://www.uhcrivervalley.com>

NCQA's Health Insurance Plan Rankings 2011-12 - Medicaid (Detailed Report)

Ranked #58

Overall Score: 79.9

NCQA Accreditation : Yes



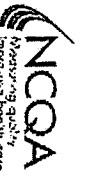
Consumer Satisfaction	3	Prevention	3	Asthma	2	Treatment	2
Getting Care	3	Children and Adolescents	3	Other Treatment Measures	2	Follow-up after ADHD diagnosis	2
Getting care easily	NA	Well-child visits, infants	2	Medicate appropriately (5-11 years old)	2	Appropriate antibiotic use, adults with acute bronchitis	3
Getting care quickly	3	Well-child visits, ages 3-6	3	Medicate appropriately (12-50 years old)	1	Appropriate testing and care, children with pharyngitis	3
Satisfaction with Physicians	3	Access for children ages 7-11	3	Diabetes	2	Monitoring key long-term medications	3
How well doctors communicate	3	Adolescent well-care visits	3	Blood pressure control (140/90)	2	Appropriate antibiotic use, children with URI	1
Rating personal doctor	3	Early immunizations	2	Retinal eye exams	1	Use of imaging studies for low back pain	2
Rating specialists	NA	Adolescent immunizations	2	Glucose testing	2		
Rating care received	3	BMI %	2	Glucose control	1		
Satisfaction with Health Plan Services	3	Counseling on nutrition	3	LDL cholesterol screening	2		
Rating health plan	3	Counseling on physical activity	4	LDL cholesterol control	2		
		Women's Reproductive Health	2	Monitoring kidney disease	2		
		Timeliness of prenatal checkups	1	Heart Disease	3		
		Postpartum care	1	Controlling high blood pressure	2		
		Cancer Screening	2	Cholesterol Management screening	3		
		Breast cancer screening	1	LDL cholesterol control < 100mg	2		
		Cervical cancer screening	2	Smoking advice	NA		
		Other Preventive Services	3	Stop-smoking strategies	NA		
		Adult BMI Assessment	3	Stop-smoking medications	NA		
		Chlamydia screening	4				
		Lead Screening	3				

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Plan Name: UnitedHealthcare of South Carolina

States: SC

URL: <http://www.uhc.com>

NCQA's Health Insurance Plan Rankings 2011-12 - Medicaid (Detailed Report)

Ranked #61

Overall Score: 79.7

NCQA Accreditation : Yes



Consumer Satisfaction	3
Getting Care	3
Getting care easily	3
Getting care quickly	3
Satisfaction with Physicians	3
How well doctors communicate	3
Rating personal doctor	3
Rating specialists	NA
Rating care received	3
Satisfaction with Health Plan Services	3
Rating health plan	3

Prevention	2
Children and Adolescents	2
Well-child visits, infants	3
Well-child visits, ages 3-6	1
Access for children ages 7-11	3
Adolescent well-care visits	1
Early immunizations	1
Adolescent immunizations	2
BMI %	NR
Counseling on nutrition	NR
Counseling on physical activity	NR
Women's Reproductive Health	4
Timeliness of prenatal checkups	4
Postpartum care	4
Cancer Screening	3
Breast cancer screening	3
Cervical cancer screening	2
Other Preventive Services	
Adult BMI Assessment	NR
Chlamydia screening	3
Lead Screening	2

Asthma	3
Medicate appropriately (5-11 years old)	3
Medicate appropriately (12-50 years old)	3
Diabetes	2
Blood pressure control (140/90)	2
Retinal eye exams	1
Glucose testing	2
Glucose control	2
LDL cholesterol screening	2
LDL cholesterol control	2
Monitoring kidney disease	3
Heart Disease	3
Controlling high blood pressure	2
Cholesterol Management screening	3
LDL cholesterol control < 100mg	1
Smoking advice	NA
Stop-smoking strategies	NA
Stop-smoking medications	NA

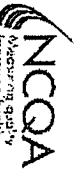
Treatment	3
Other Treatment Measures	
Follow-up after ADHD diagnosis	2
Appropriate antibiotic use, adults with acute bronchitis	3
Appropriate testing and care, children with pharyngitis	4
Monitoring key long-term medications	4
Appropriate antibiotic use, children with URI	2
Use of imaging studies for low back pain	1

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NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Plan Name: **UnitedHealthcare Community Plan of Ohio**

States: **OH**

URL: <http://www.unisonhealthplan.com>

Insufficient

Overall Score:

NCQA Accreditation : Yes



Consumer Satisfaction	1	2	3	4	5
Getting Care	I				
Getting care easily	NA				
Getting care quickly	NA				
Satisfaction with Physicians	I				
How well doctors communicate	NA				
Rating personal doctor	NA				
Rating specialists	NA				
Rating care received	NA				
Satisfaction with Health Plan Services					
Rating health plan	NA				

Prevention	1	2	3	4	5
Children and Adolescents	I				
Well-child visits, infants	NA				
Well-child visits, ages 3-6	NA				
Access for children ages 7-11	NA				
Adolescent well-care visits	NA				
Early immunizations	NA				
Adolescent immunizations	NA				
BMI %	NA				
Counseling on nutrition	NA				
Counseling on physical activity	NA				
Women's Reproductive Health	I				
Timeliness of prenatal checkups	NA				
Postpartum care	NA				
Cancer Screening	I				
Breast cancer screening	NA				
Cervical cancer screening	NA				
Other Preventive Services					
Adult BMI Assessment	NA				
Chlamydia screening	NA				
Lead Screening	NA				

Asthma	1	2	3	4	5
Medicate appropriately (5-11 years old)	NA				
Medicate appropriately (12-50 years old)	NA				
Diabetes	I				
Blood pressure control (140/90)	NA				
Retinal eye exams	NA				
Glucose testing	NA				
Glucose control	NA				
LDL cholesterol screening	NA				
LDL cholesterol control	NA				
Monitoring kidney disease	NA				
Heart Disease	I				
Controlling high blood pressure	NA				
Cholesterol Management screening	NA				
LDL cholesterol control < 100mg	NA				
Smoking advice	NA				
Stop-smoking strategies	NA				
Stop-smoking medications	NA				

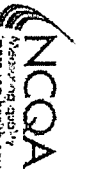
Treatment	1	2	3	4	5
Other Treatment Measures					
Follow-up after ADHD diagnosis	NA				
Appropriate antibiotic use, adults with acute bronchitis	NA				
Appropriate testing and care, children with pharyngitis	NA				
Monitoring key long-term medications	NA				
Appropriate antibiotic use, children with URI	NA				
Use of imaging studies for low back pain	NA				

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NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)



Plan Name: **UnitedHealthcare of Delaware**

States: **DE**

URL: **http://www.uhc.com**

Insufficient
Overall Score:

NCQA Accreditation : Yes

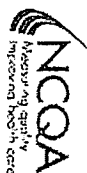
Consumer Satisfaction		Prevention		Treatment	
	I	I			
Getting Care	I				
Getting care easily	NA	Well-child visits, infants	NA	Asthma	I
Getting care quickly	NA	Well-child visits, ages 3-6	NA	Medicate appropriately (5-11 years old)	NA
Satisfaction with Physicians	I	Access for children ages 7-11	NA	Medicate appropriately (12-50 years old)	NA
How well doctors communicate	NA	Adolescent well-care visits	NA	Diabetes	I
Rating personal doctor	NA	Adolescent immunizations	NA	Blood pressure control (140/90)	NA
Rating specialists	NA	Early immunizations	NA	Retinal eye exams	NA
Rating care received	NA	Adolescent immunizations	NA	Glucose testing	NA
Satisfaction with Health Plan Services		BMI %	NA	Glucose control	NA
Rating health plan	NA	Counseling on nutrition	NA	LDL cholesterol screening	NA
		Counseling on physical activity	NA	LDL cholesterol control	NA
		Women's Reproductive Health	I	Monitoring kidney disease	NA
		Timeliness of prenatal checkups	NA	Heart Disease	I
		Postpartum care	NA	Controlling high blood pressure	NA
		Cancer Screening	I	Cholesterol Management screening	NA
		Breast cancer screening	NA	LDL cholesterol control < 100mg	NA
		Cervical cancer screening	NA	Smoking advice	NA
		Other Preventive Services		Stop-smoking strategies	NA
		Adult BMI Assessment	NA	Stop-smoking medications	NA
		Chlamydia screening	NA		
		Lead Screening	NA		

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NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)



Non Reporting Plans - Medicaid

Plan name :	UnitedHealthcare (Texas)	No Data
States :	TX	Overall Score :
URL:	http://www.uhc.com	NCQA Accreditation : No
Plan name :	UnitedHealthcare Evercare GeXA	No Data
States :	HI	Overall Score :
URL:	http://www.evercarehealthplans.com	NCQA Accreditation : No
Plan name :	UnitedHealthcare of Florida (Nonreform counties)	No Data
States :	FL	Overall Score :
URL:	http://www.uhcmedicaid.com	NCQA Accreditation : No
Plan name :	UnitedHealthcare of Florida (Reform counties)	No Data
States :	FL	Overall Score :
URL:	http://www.uhcmedicaid.com	NCQA Accreditation : No
Plan name :	UnitedHealthcare of the Mid-Atlantic	No Data
States :	MD	Overall Score :
URL:	http://www.uhcmedicaid.com	NCQA Accreditation : No
Plan name :	UnitedHealthcare of Wisconsin	No Data
States :	WI	Overall Score :
URL:	http://www.uhcmedicaid.com	NCQA Accreditation : No

I = Insufficient data; NA = Not Applicable; NR = Not Reported

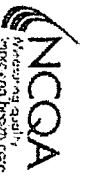
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AmeriGroup



Plan Name: AMERIGROUP Virginia

States: VA

URL: <http://www.amerigroupcorp.com>

NCCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Ranked #48

Overall Score: 81.5

NCCQA Accreditation : Yes

1 (Worse) 2 3 4 5 (Better)

Consumer Satisfaction	2	Prevention	3	Treatment	5
Getting Care	2	Children and Adolescents	3	Asthma	5
Getting care easily	2	Well-child visits, infants	3	Medicate appropriately (5-11 years old)	5
Getting care quickly	3	Well-child visits, ages 3-6	4	Medicate appropriately (12-50 years old)	3
Satisfaction with Physicians	3	Access for children ages 7-11	4	Diabetes	4
How well doctors communicate	3	Adolescent well-care visits	3	Blood pressure control (140/90)	3
Rating personal doctor	3	Early Immunizations	3	Retinal eye exams	2
Rating specialists	3	Adolescent immunizations	2	Glucose testing	3
Rating care received	1	BMI %	1	Glucose control	3
Satisfaction with Health Plan Services	3	Counseling on nutrition	1	LDL cholesterol screening	4
Rating health plan	3	Counseling on physical activity	2	LDL cholesterol control	4
		Women's Reproductive Health	3	Monitoring kidney disease	3
		Timeliness of prenatal checkups	2	Heart Disease	5
		Postpartum care	3	Controlling high blood pressure	4
		Cancer Screening	2	Cholesterol Management screening	5
		Breast cancer screening	2	LDL cholesterol control < 100mg	5
		Cervical cancer screening	2	Smoking advice	4
		Other Preventive Services	1	Stop-smoking strategies	3
		Adult BMI Assessment	1	Stop-smoking medications	3
		Chlamydia screening	1		
		Lead Screening	3		
				Other Treatment Measures	
				Follow-up after ADHD diagnosis	3
				Appropriate antibiotic use, adults with acute bronchitis	3
				Appropriate testing and care, children with pharyngitis	4
				Monitoring key long-term medications	5
				Appropriate antibiotic use, children with URI	4
				Use of imaging studies for low back pain	3

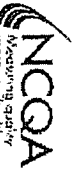
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Plan Name: AMERIGROUP Georgia Managed Care

States: GA

URL: <http://www.amerigroupcorp.com>

NCGA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Ranked #52

Overall Score: 80.7

NCGA Accreditation : Yes



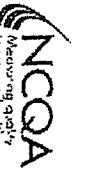
Consumer Satisfaction	Prevention	Treatment
Getting Care	Children and Adolescents	Asthma
Getting care easily	Well-child visits, Infants	Medicare appropriately (5-11 years old)
Getting care quickly	Well-child visits, ages 3-6	Medicare appropriately (12-50 years old)
Satisfaction with Physicians	Access for children ages 7-11	Diabetes
How well doctors communicate	Adolescent well-care visits	Blood pressure control (140/90)
Rating personal doctor	Early immunizations	Referral eye exams
Rating specialists	Adolescent Immunizations	Glucose testing
Rating care received	BMI %	Glucose control
Satisfaction with Health Plan Services	Counseling on nutrition	LDL cholesterol screening
Rating health plan	Counseling on physical activity	LDL cholesterol control
	Women's Reproductive Health	Monitoring kidney disease
	Timeliness of prenatal checkups	Heart Disease
	Postpartum care	Controlling high blood pressure
	Cancer Screening	Cholesterol Management screening
	Breast cancer screening	LDL cholesterol control < 100mg
	Cervical cancer screening	Smoking advice
	Other Preventive Services	Stop-smoking strategies
	Adult BMI Assessment	Stop-smoking medications
	Chlamydia screening	
	Lead Screening	
		Other Treatment Measures
		Follow-up after ADHD diagnosis
		Appropriate antibiotic use, adults with acute bronchitis
		Appropriate testing and care, children with pharyngitis
		Monitoring key long-term medications
		Appropriate antibiotic use, children with URI
		Use of imaging studies for low back pain

I = Insufficient data; NA = Not Applicable; NR = Not Reported

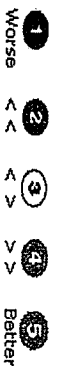
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NCGA Accreditation as of July 31, 2011



NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)



Ranked #77

Overall Score: 75.1

NCQA Accreditation : Yes

States: NM

URL: <http://www.amerigroupcorp.com>

Plan Name: AMERIGROUP Community Care of New Mexico

Consumer Satisfaction	4	3
Getting Care	3	3
Getting care easily	3	3
Getting care quickly	3	3
Satisfaction with Physicians	4	3
How well doctors communicate	3	3
Rating personal doctor	4	3
Rating specialists	3	3
Rating care received	3	3
Satisfaction with Health Plan Services	3	3
Rating health plan	3	3

Prevention	1	I
Children and Adolescents		
Well-child visits, Infants		NR
Well-child visits, ages 3-6		NR
Access for children ages 7-11		NR
Adolescent well-care visits		NR
Early immunizations		NA
Adolescent immunizations		NR
BMI %		NR
Counseling on nutrition		NR
Counseling on physical activity		NR
Women's Reproductive Health		
Timeliness of prenatal checkups		1
Postpartum care		1
Cancer Screening		1
Breast cancer screening		2
Cervical cancer screening		1
Other Preventive Services		
Adult BMI Assessment		NR
Chlamydia screening		NR
Lead Screening		NR

Asthma	3	
Medicate appropriately (5-11 years old)	NA	
Medicate appropriately (12-50 years old)	3	
Diabetes	1	
Blood pressure control (140/90)	NR	
Retinal eye exams	2	
Glucose testing	1	
Glucose control	1	
LDL cholesterol screening	1	
LDL cholesterol control	1	
Monitoring kidney disease	1	
Heart Disease	I	
Controlling high blood pressure	NR	
Cholesterol Management screening	NR	
LDL cholesterol control < 100mg	NR	
Smoking advice	3	
Stop-smoking strategies	NR	
Stop-smoking medications	NR	

Treatment	2	
Other Treatment Measures		
Follow-up after ADHD diagnosis	NA	
Appropriate antibiotic use, adults with acute bronchitis	NR	
Appropriate testing and care, children with pharyngitis	NA	
Monitoring key long-term medications	NR	
Appropriate antibiotic use, children with URI	NA	
Use of imaging studies for low back pain	3	

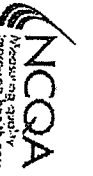
I = Insufficient data; NA = Not Applicable; NR = Not Reported

NCQA Accreditation as of July 31, 2011

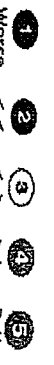
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NCQA's Health Insurance Plan Rankings 2011-12 -- Medicaid (Detailed Report)



Non Reporting Plans - Medicaid

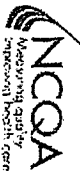
Plan name : AMERIGROUP Florida	No Data	NCQA Accreditation : No
States : FL	Overall Score :	
URL: http://www.amerigroupcorp.com		
Plan name : AMERIGROUP Maryland	No Data	NCQA Accreditation : No
States : MD	Overall Score :	
URL: http://www.amerigroupcorp.com		
Plan name : AMERIGROUP Nevada	No Data	NCQA Accreditation : No (In Process)
States : NV	Overall Score :	
URL: http://www.amerigroupcorp.com		
Plan name : AMERIGROUP New Jersey	No Data	NCQA Accreditation : No
States : NJ	Overall Score :	
URL: http://www.amerigroupcorp.com		
Plan name : AMERIGROUP New York	No Data	NCQA Accreditation : No
States : NY	Overall Score :	
URL: http://www.amerigroupcorp.com		
Plan name : AMERIGROUP Texas	No Data	NCQA Accreditation : No
States : TX	Overall Score :	
URL: http://www.amerigroupcorp.com		

I = Insufficient data; NA = Not Applicable; NR = Not Reported

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Wellcare



Member Since 2007

Plan Name: WellCare of Georgia

States: GA

URL: <http://www.wellcare.com>

NCQA's Health Insurance Plan Rankings 2011-12 - Medicaid (Detailed Report)

Ranked #72

Overall Score: 77.7

NCQA Accreditation : Yes



Consumer Satisfaction	2
Getting Care	3
Getting care easily	3
Getting care quickly	3
Satisfaction with Physicians	1
How well doctors communicate	3
Rating personal doctor	1
Rating specialists	3
Rating care received	3
Satisfaction with Health Plan Services	
Rating health plan	3

Prevention	3
Children and Adolescents	3
Well-child visits, Infants	3
Well-child visits, ages 3-6	2
Access for children ages 7-11	3
Adolescent well-care visits	2
Early Immunizations	3
Adolescent Immunizations	NR
BMI %	3
Counseling on nutrition	3
Counseling on physical activity	2
Women's Reproductive Health	3
Timeliness of prenatal checkups	3
Postpartum care	3
Cancer Screening	4
Breast cancer screening	3
Cervical cancer screening	4
Other Preventive Services	
Adult BMI Assessment	NR
Chlamydia screening	2
Lead Screening	3

Asthma	4
Medicate appropriately (5-11 years old)	3
Medicate appropriately (12-50 years old)	4
Diabetes	3
Blood pressure control (140/90)	3
Retinal eye exams	2
Glucose testing	3
Glucose control	2
LDL cholesterol screening	3
LDL cholesterol control	2
Monitoring kidney disease	2
Heart Disease	3
Controlling high blood pressure	2
Cholesterol Management screening	3
LDL cholesterol control < 100mg	1
Smoking advice	3
Stop-smoking strategies	3
Stop-smoking medications	2

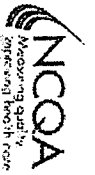
Treatment	2
Other Treatment Measures	
Follow-up after ADHD diagnosis	1
Appropriate antibiotic use, adults with acute bronchitis	2
Appropriate testing and care, children with pharyngitis	3
Monitoring key long-term medications	NR
Appropriate antibiotic use, children with URI	1
Use of imaging studies for low back pain	2

I = Insufficient data; NA = Not Applicable; NR = Not Reported

NCQA Accreditation as of July 31, 2011

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Plan Name: WellCare of Ohio

States: OH

URL: <http://www.wellcare.com>

NCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Ranked #99

Overall Score: 54.3

NCQA Accreditation: No

1 Worse << < > >> 2 << < > >> 3 << < > >> 4 << < > >> 5 Better

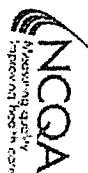
Consumer Satisfaction		Prevention		Treatment	
		I		I	
Getting Care	2	Children and Adolescents	2	Asthma	2
Getting care easily	3	Well-child visits, infants	2	Medicate appropriately (5-11 years old)	1
Getting care quickly	2	Well-child visits, ages 3-6	3	Medicate appropriately (12-50 years old)	1
Satisfaction with Physicians	3	Access for children ages 7-11	2	Diabetes	1
How well doctors communicate	3	Adolescent well-care visits	3	Blood pressure control (140/90)	NR
Rating personal doctor	3	Early immunizations	NR	Retinal eye exams	3
Rating specialists	3	Adolescent immunizations	NR	Glucose testing	1
Rating care received	3	BMI %	NR	Glucose control	NR
Satisfaction with Health Plan Services		Counseling on nutrition	NR	LDL cholesterol screening	1
Rating health plan	2	Counseling on physical activity	NR	LDL cholesterol control	NR
		Woman's Reproductive Health	3	Monitoring kidney disease	1
		Timeliness of prenatal checkups	3	Heart Disease	1
		Postpartum care	2	Controlling high blood pressure	NR
		Cancer Screening	1	Cholesterol Management screening	NR
		Breast cancer screening	NR	LDL cholesterol control < 100mg	NR
		Cervical cancer screening	NR	Smoking advice	1
		Other Preventive Services		Stop-smoking strategies	1
		Adult BMI Assessment	NR	Stop-smoking medications	1
		Chlamydia screening	NR		
		Lead Screening	2		

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NCQA Accreditation as of July 31, 2011

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NCCQA's Health Insurance Plan Rankings 2011-12 -- Medicaid (Detailed Report)



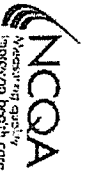
Non Reporting Plans - Medicaid

Plan name :	States :	URL:	Overall Score :	NCCQA Accreditation :
Unity Health Plans	WI	http://www.unityhealth.com	No Data	No
Univera Community Health	NY	http://www.univerahealthcare.com	No Data	No
University of Utah Hospitals and Clinics - Healthy U	UT	http://www.uuhsc.utah.edu/uhealthplan	No Data	No
Vista Healthplan	FL	http://www.vistahealthplan.com	No Data	No
Vista Healthplan of South Florida	FL	http://www.vistahealthplan.com	No Data	No
WellCare of Florida	FL	http://www.wellcare.com	No Data	No

I = Insufficient data; NA = Not Applicable; NR = Not Reported

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NCOA's Health Insurance Plan Rankings 2011-12 -- Medicaid (Detailed Report)



Non Reporting Plans - Medicaid

Plan name : WellCare of New York

States : NY

URL: <http://www.wellcare.com>

No Data

Overall Score :

NCOA Accreditation : No

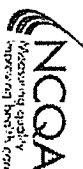
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NCOA Accreditation as of July 31, 2011

Coventry



NCCQA's Health Insurance Plan Rankings 2011-12 – Medicaid (Detailed Report)

Plan Name: Coventry Health Care of Delaware

States: MD

URL: <http://www.chcde.com>

Ranked #94

Overall Score: 62.8

NCCQA Accreditation : No



Consumer Satisfaction	Prevention	Treatment	Other Treatment Measures
Getting Care 1	Children and Adolescents 3	Asthma 3	Follow-up after ADHD diagnosis NA
Getting care easily 2	Well-child visits, infants 2	Medicate appropriately (5-11 years old) 3	Appropriate antibiotic use, adults with acute bronchitis 3
Getting care quickly 3	Well-child visits, ages 3-6 3	Medicate appropriately (12-50 years old) 3	Appropriate testing and care, children with pharyngitis 3
Satisfaction with Physicians 1	Access for children ages 7-11 2	Diabetes 2	Monitoring key long-term medications 3
How well doctors communicate 3	Adolescent well-care visits 3	Blood pressure control (140/90) 2	Appropriate antibiotic use, children with URI 3
Rating personal doctor 2	Early immunizations 2	Retinal eye exams 3	Use of imaging studies for low back pain 3
Rating specialists 1	Adolescent Immunizations 2	Glucose testing 1	
Rating care received 1	BMI % 3	Glucose control 2	
Satisfaction with Health Plan Services 2	Counseling on nutrition 3	LDL cholesterol screening 1	
Rating health plan 2	Counseling on physical activity 3	LDL cholesterol control 2	
	Women's Reproductive Health 3	Monitoring kidney disease 1	
	Timeliness of prenatal checkups 3	Heart Disease 2	
	Postpartum care 3	Controlling high blood pressure 1	
	Cancer Screening 3	Cholesterol Management screening 3	
	Breast cancer screening 2	LDL cholesterol control < 100mg 3	
	Cervical cancer screening 3	Smoking advice 3	
	Other Preventive Services 3	Stop-smoking strategies 2	
	Adult BMI Assessment 3	Stop-smoking medications 3	
	Chlamydia screening 3		
	Lead Screening 3		

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NCCQA Accreditation as of July 31, 2011

Centene

**MEMORANDUM
FOR THE RECORD**

DATE: March 8, 2012

TELEPHONE NUMBERS

NAME: Centene

OFC: (202) 955--3500

RE: Information obtained in a phone call to the National Committee for Quality Assurance (NCQA) as follows:

1. Per Angela at NCQA, the reason Centene is not on the Medicaid plan ranking list is because they did not agree to have their information made public.

JMC/mre

March 07, 2012

PRUDENTIAL FINANCIAL HALTS SALE OF INDIVIDUAL LONG-TERM CARE

(Bloomberg News) Prudential Financial Inc., the second-biggest U.S. life insurer, said it will halt the sale of individual long-term care policies, joining rivals in retreating from the industry.

The company will continue to offer group long-term care insurance, Newark, New Jersey-based Prudential said today in a statement distributed by Business Wire. Existing contracts are guaranteed renewable and won't change, Prudential said.

Insurers including CNO Financial Group Inc. have been burned by coverage sold in the past when they underestimated the number of claims, the cost of care or the life expectancy of their clients. MetLife Inc., the No. 1 U.S. life insurer, said in 2010 it would stop sales of new long-term care coverage, citing "financial challenges" in the business. Prudential said it faces "challenging economics" in the market.

"It's a smart move," said Dan Theriault, an analyst at Portales Partners LLC who has a "sector perform" rating on Prudential shares. Prudential, MetLife and other companies scaling back "can't price the product appropriately, and instead they've decided to exit the business."

Prudential advanced 1.8 percent to \$60.84 at 3:38 p.m. in New York and has gained 21 percent this year. New York-based MetLife has risen 22 percent since Dec. 31.

Deterioration in long-term care business pushed Unum Group into a \$425 million fourth-quarter loss and prompted the Chattanooga, Tennessee-based insurer to announce its exit from sales of the products to groups.

Prudential's Expansion

Prudential Chairman and Chief Executive Officer John Strangfeld is expanding outside the U.S. and spent more than \$4 billion last year to buy two Japanese subsidiaries from American International Group Inc. Net income rose to \$3.53 billion in 2011 from \$2.71 billion a year earlier.

Long-term care policies provide coverage to help pay for home-health aides or residence in nursing homes or assisted-living facilities. Lower interest rates pressured the business, limiting investment income on funds set aside for claims.

"The decision to exit the individual long-term care business reflects the challenging economics of the individual market," Malcolm Cheung, vice president of long-term care for Prudential, said in the statement. Prudential will focus "our resources and capital on the group market where we see the greatest opportunity."



Posted on Wed, Mar. 07, 2012

The Star's editorial | Stop the rush toward risky Medicaid change

A sizable and bipartisan group of Kansas lawmakers on Wednesday called on Gov. Sam Brownback and Lt. Gov. Jeff Colyer to slow down their plans to hand the care of the state's Medicaid patients over to private insurance companies.

Hospital administrators, doctors, nursing home operators and worried families have been making the same plea for months. They justifiably fear that a rushed move to KanCare, as the new managed care system is called, will disrupt medical services for poor, disabled and elderly clients.

Within hours, the legislators had their response in the form of a terse news release from Colyer.

A delay, he said, would be "a costly mistake."

"The status quo is not serving us well, and delay will not improve the health of anyone," Colyer said.

In its entirety, the lieutenant governor's statement smacks of hubris. Colyer is not listening to professionals in the field, who foresee chaos if thousands of patients are moved from a state-run program to a new managed care network on Jan. 1 of next year.

There are compelling reasons to delay the move for at least six months, as the House and Senate lawmakers requested:

- A large-scale shift to managed care in Kentucky has created havoc. Patients are complaining about disruptions in their treatment and medication, while doctors and other providers are frantic about late or non-existent reimbursements.

Similar to the plan for Kansas, Kentucky assigned the care of its Medicaid population — poor, disabled and indigent elderly citizens — to three private managed care companies. The switch took place in November, and the state auditor now says the insurers were unprepared.

- Blue Cross Blue Shield of Kansas, the state's largest insurer, waved a big red flag when it opted not to bid to manage a portion of the Medicaid program.

"We decided that we could not responsibly commit to so great a change at this time," a company official wrote to state leaders.

Five insurers did submit bids. Some, if not most, appear to have less capacity and experience than Blue Cross.

- Implementing the plan is contingent on obtaining a waiver from the federal Center for Medicaid and Medicare Services — and that's not a certain proposition. Experts say the KanCare proposal is complex and is likely to receive a long, hard look before federal officials would sign off on its use of Medicaid funding.

- The Brownback administration has not adequately explained why long-term services for the physically and developmentally disabled — things like housing, caretaker support and vocational opportunities — should be placed under the jurisdiction of private insurance companies set up to facilitate medical care.

Families of disabled citizens are understandably distressed. Many spent years on waiting lists and fought to get adequate services for disabled children and adults. They are familiar with the network in place and wonder why they should have to appeal to a faceless insurance company for a continuation of services.

Colyer and other officials say that handling long-term services alongside medical care will enable the managed care providers to improve the health of disabled citizens. But there is little, if any, evidence to back that up.

In his news release, Colyer brushed off the concerns. "We are putting in place policies to avoid stumbling blocks that have tripped up other states," he said, noting that Kentucky moved more patients into managed care in a shorter time frame than Kansas is planning.

"Delaying KanCare will only guarantee continued cost increases, put providers at risk of rate cuts, and threaten the quality of care being provided to vulnerable Kansans," Colyer added.

The Brownback administration is right to want to control Medicaid costs, even though Medicaid spending as a proportion of the Kansas budget is below the national average. And coordinated care, if done well, could prevent hospitalizations and nursing home stays and serve patients better.

But the fears of lawmakers, medical professionals and defenders of vulnerable Kansas citizens are well-founded. A six-month delay and some sensitivity to the needs of disabled citizens are not too much to ask.

What's the rush?

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