

A Consumer's Guide to Medicaid Managed Care in New York City

2003

Key

More stars mean better health plan performance

- ★★★ Above average
- ★★ Average
- ★ Below average

Health Plan

Health Plan	The Quality of Care provided by health plans to children is measured by:				The Quality of Care provided by health plans to adults is measured by:				Patient Satisfaction with access and service is measured by these five questions:					Overall Rating
	Childhood Immunization	Lead Screening	Adolescent Well-Care	Use of Asthma Medication	Timeliness of Prenatal Care	Cervical Cancer Screening	Use of Asthma Medication	Access to Care	Recommend Health Plan	Timeliness of Service	Availability of Care	General Satisfaction	Children's Satisfaction	
ABC Health Plan	★	★	★	★★	★	★	—	★	★★	★★	★★	★	★★	47%
Affinity Health Plan	★★★★	★★★★	★	★★	★★★★	★★★★	★★	★★★★	★★★★	★★	★★	★★	★★	77%
AmeriChoice	★★	★★	★★★★	★★	★★★★	★★	★★	★★★★	★★★★	★★★★	★★	★★	★★	77%
CarePlus Health Plan	★★	★★	★★	★★	★★★★	★★	★★	★	★★	★★	★	★★	★★	64%
CenterCare	★	★	★★★★	★★	★	★	★★	★	★★	★★	★★	★★	★★	56%
Community Choice	★★	★	★	○	★	★	○	★	★★	★★	★★	★	★★	41%
Community Premier Plus	★★	★★★★	★★★★	★★	★★★★	★★★★	★★	★★★★	★★	★★	★★	★★★★	★★	82%
Fidelis Care New York	★★★★	★★	★	★★★★	★★★★	★★	★★★★	★★★★	★★	★★	★★	★★	★★	77%
Health Plus	★★★★	★★	★★★★	★★★★	★★★★	★★	★★★★	★	★★★★	★★	★★	★★★★	★★★★	85%
HealthFirst	★★	★	★★	★★★★	★★★★	★★	★★	★★	★★	★★	★★	★★	★★	69%
HIP	★★	★	★★★★	★★★★	★	★	★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★	77%
MetroPlus	★★	★★★★	★	★★	★★★★	★★★★	★★★★	★	★	★	★★	★★	★★	67%
Neighborhood Health Providers	★	★★	★	★★	★★	★★	★★	★	★★	★★	★★	★★	★★	59%
NewYork-Presbyterian CHP	★★★★	★★★★	★★	★★	★★★★	★★★★	★★	★	★★	★★	★★	★★	★★	74%
Partners in Health	★	★★	★	★	★★	★★★★	★	★★★★	★★	★★	★★★★	★★	★★	64%
UnitedHealthCare of NY	★★	★	★	★	★	★★	★	★★★★	★★★★	★★★★	★★★★	★★★★	★★	67%
WellCare	★★	★	★★★★	★	★	★	★	★	★	★★	★★	★★	★★	51%

○ Plan submitted incorrect data

— Information not available

Ratings are based on a comparison of plan rates to regional averages.

The Quality ratings are from information submitted by the health plans.

Patient Satisfaction ratings are from a Department of Health survey.