



2011 Health Plan Quality Comparisons (CAHPS®)

Health Plan Report Card—Supplement 1





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Health Plan Report Card - Supplement 1

Supplemental Report Card

Health Plan Report Card 2011

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) report card is a representation of survey respondents' perceptions and opinions of health care services provided by their health plan and primary care provider during the previous year.

The CAHPS health plan survey was developed to measure a member's overall satisfaction with their HMO or PPO plan. The CAHPS survey instrument was thoroughly tested for reliability and validity by the CAHPS development team.

CAHPS is designed to do the following:

- Focus on information that consumers want when choosing a plan and present this information in easy to understand reports.
- Cover specific plan features such as access to specialists, quality of patient-physician interaction and coordination of care.
- Provide standardized questionnaires for assessing experiences across different populations, health care delivery systems and geographic areas.
- Improve the utility and value of survey questions, and enhance the reliability and comparability of survey results across different plans and population groups.

This report card information is included to provide a consumer perspective for employees who are considering selecting or changing their health plan.

Health Plans Included in the Report Cards

For the 2011 Health Plan Quality Comparison, all HMO health plans that were available in 2010 were included in the calculation of the composite scores. The results are only published for health plans that are available in 2011.

The CAHPS report card includes health plans that have been available in the ETF program since at least January 2007 and that will be available in 2011. CAHPS data are collected from state employees, including the university and graduate assistants and state retirees.

The Department of Employee Trust Funds (ETF) would like to thank all of the respondents for participating in this year's survey. We look forward to your continued support and cooperation in future member satisfaction surveys.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

Supplemental Report Card

2010 ETF Participant Survey

Thinking About Quality - The annual member satisfaction survey covers areas where people enrolled in the health plans are really the experts about how well their plan is working. The survey does not ask about technical issues that can be hard for patients to judge, such as the skill level of a surgeon. Patients are, instead, asked about their experiences. Below are the types of questions they are asked:

- Could they get appointments quickly when they needed them?
- Did their doctors explain issues in a way they could understand?
- Did their doctor include them in decision making when there was more than one choice for treatment or health care?
- Could they get the information they needed from the health plan?

Answers to these and other questions are in this section to help you evaluate your health plan choices. The survey results are the opinions and judgments of the people who were surveyed. Your experience with a health plan could be different from those of the people surveyed. It can be helpful, however, to know of other person's experiences. The survey results are only meant to help consumers make more informed choices and are not the evaluation or recommendations of ETF.

Survey Background - The health plan report card section includes results of a random sample of active health plan members from 21 health plans. The survey was conducted from March to May of 2010. A total of 6,786 members responded to the survey through the Internet or mail. Health plan members were asked to answer the survey questions based on experiences with their health plan during the previous 12 months.

Who administered the survey? The survey was administered by Synovate, an independent marketing research firm located in Chicago, Illinois. The Department of Employee Trust Funds (ETF) coordinated the study.

Understanding the Star Ratings

Throughout this report we present an individual plan's score using a four-star rating.

★★★★ - If the score for a health plan is one standard deviation or more above the overall average of all health plans, the health plan's performance is noted with four stars.

★★★ - Health plan scores that are above the overall average by fewer than one standard deviation are noted with three stars.

★★ - Health plan scores that are below the overall average by fewer than one standard deviation are noted with two stars.

★ - If the health plan score is one standard deviation or more below the overall average of all health plans, the health plan's performance is noted with one star.

Supplemental Report Card

The table below shows the percentage of people who rated their health as "Excellent," "Very Good," "Good," "Fair" or "Poor."

Overall Health Rating

Health Plan Name	Excellent	Very Good	Good	Fair	Poor
ALL HEALTH PLANS	15%	45%	32%	7%	1%
ANTHEM BCBS	13%	43%	35%	8%	1%
ARISE HEALTH PLAN	15%	46%	32%	6%	1%
DEAN HEALTH PLAN	15%	42%	33%	8%	2%
GHC OF EAU CLAIRE	14%	50%	31%	5%	0%
GHC OF SCW	19%	52%	25%	4%	1%
GUNDERSEN LUTHERAN	14%	48%	32%	5%	1%
HEALTH TRADITION	13%	50%	30%	6%	1%
HUMANA EASTERN	13%	46%	33%	8%	1%
HUMANA WESTERN	24%	46%	27%	4%	0%
MEDICAL ASSOCIATES	12%	49%	31%	7%	1%
MERCYCARE	16%	52%	26%	6%	0%
NETWORK	11%	42%	37%	8%	1%
PHYSICIANS PLUS	15%	49%	28%	7%	1%
SECURITY HEALTH PLAN	17%	40%	36%	6%	1%
STANDARD PLAN	11%	37%	36%	12%	3%
UNITEDHEALTHCARE NE	11%	42%	40%	7%	0%
UNITEDHEALTHCARE SE	17%	44%	30%	9%	1%
UNITY COMMUNITY	17%	48%	29%	5%	1%
UNITY UW HEALTH	24%	45%	26%	4%	1%
WPS METRO CHOICE	16%	43%	31%	8%	1%

Supplemental Report Card

The table below shows the age level of respondents.

Age of Respondents

Health Plan Name	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74
ALL HEALTH PLANS	2%	15%	17%	25%	29%	12%
ANTHEM BCBS	2%	16%	20%	25%	27%	10%
ARISE HEALTH PLAN	1%	11%	18%	20%	35%	14%
DEAN HEALTH PLAN	2%	10%	17%	28%	33%	11%
GHC OF EAU CLAIRE	1%	13%	14%	29%	33%	10%
GHC OF SCW	9%	40%	11%	14%	20%	5%
GUNDERSEN LUTHERAN	1%	10%	22%	24%	29%	14%
HEALTH TRADITION	3%	9%	18%	25%	33%	12%
HUMANA EASTERN	1%	13%	23%	27%	28%	8%
HUMANA WESTERN	2%	14%	16%	21%	29%	18%
MEDICAL ASSOCIATES	0%	10%	14%	30%	32%	14%
MERCYCARE	0%	10%	24%	31%	30%	6%
NETWORK	1%	9%	18%	32%	32%	9%
PHYSICIANS PLUS	2%	14%	12%	24%	33%	14%
SECURITY HEALTH PLAN	1%	11%	16%	29%	33%	11%
STANDARD PLAN	0%	2%	1%	4%	18%	74%
UNITEDHEALTHCARE NE	0%	12%	20%	27%	31%	11%
UNITEDHEALTHCARE SE	4%	23%	17%	28%	22%	7%
UNITY COMMUNITY	3%	14%	24%	29%	25%	5%
UNITY UW HEALTH	4%	22%	20%	19%	27%	8%
WPS METRO CHOICE	1%	17%	24%	25%	29%	4%

Supplemental Report Card

The table below shows the education level of respondents.

Education Level of Respondents

Health Plan Name	Not high school graduate	High school graduate or GED	Some college or 2-year degree	4-year college graduate	More than 4-year college degree
ALL HEALTH PLANS	1%	11%	23%	22%	43%
ANTHEM BCBS	1%	10%	23%	26%	40%
ARISE HEALTH PLAN	0%	9%	24%	31%	36%
DEAN HEALTH PLAN	0%	17%	32%	22%	28%
GHC OF EAU CLAIRE	1%	13%	27%	22%	38%
GHC OF SCW	0%	4%	12%	20%	62%
GUNDERSEN LUTHERAN	0%	10%	25%	23%	42%
HEALTH TRADITION	0%	15%	28%	23%	34%
HUMANA EASTERN	0%	5%	23%	29%	42%
HUMANA WESTERN	2%	13%	17%	19%	49%
MEDICAL ASSOCIATES	2%	16%	27%	16%	39%
MERCYCARE	0%	10%	35%	23%	32%
NETWORK	1%	14%	35%	21%	30%
PHYSICIANS PLUS	0%	10%	23%	21%	46%
SECURITY HEALTH PLAN	0%	9%	21%	25%	45%
STANDARD PLAN	2%	16%	12%	13%	57%
UNITEDHEALTHCARE NE	1%	16%	30%	20%	33%
UNITEDHEALTHCARE SE	0%	6%	19%	27%	48%
UNITY COMMUNITY	0%	12%	31%	26%	31%
UNITY UW HEALTH	0%	5%	16%	19%	60%
WPS METRO CHOICE	0%	1%	18%	19%	61%

Supplemental Report Card

The table below shows percentage of people who responded “Fewer than 1 year,” “At least 1 year but less than two years,” “At least two years but fewer than 5 years” or “5 or more years.”

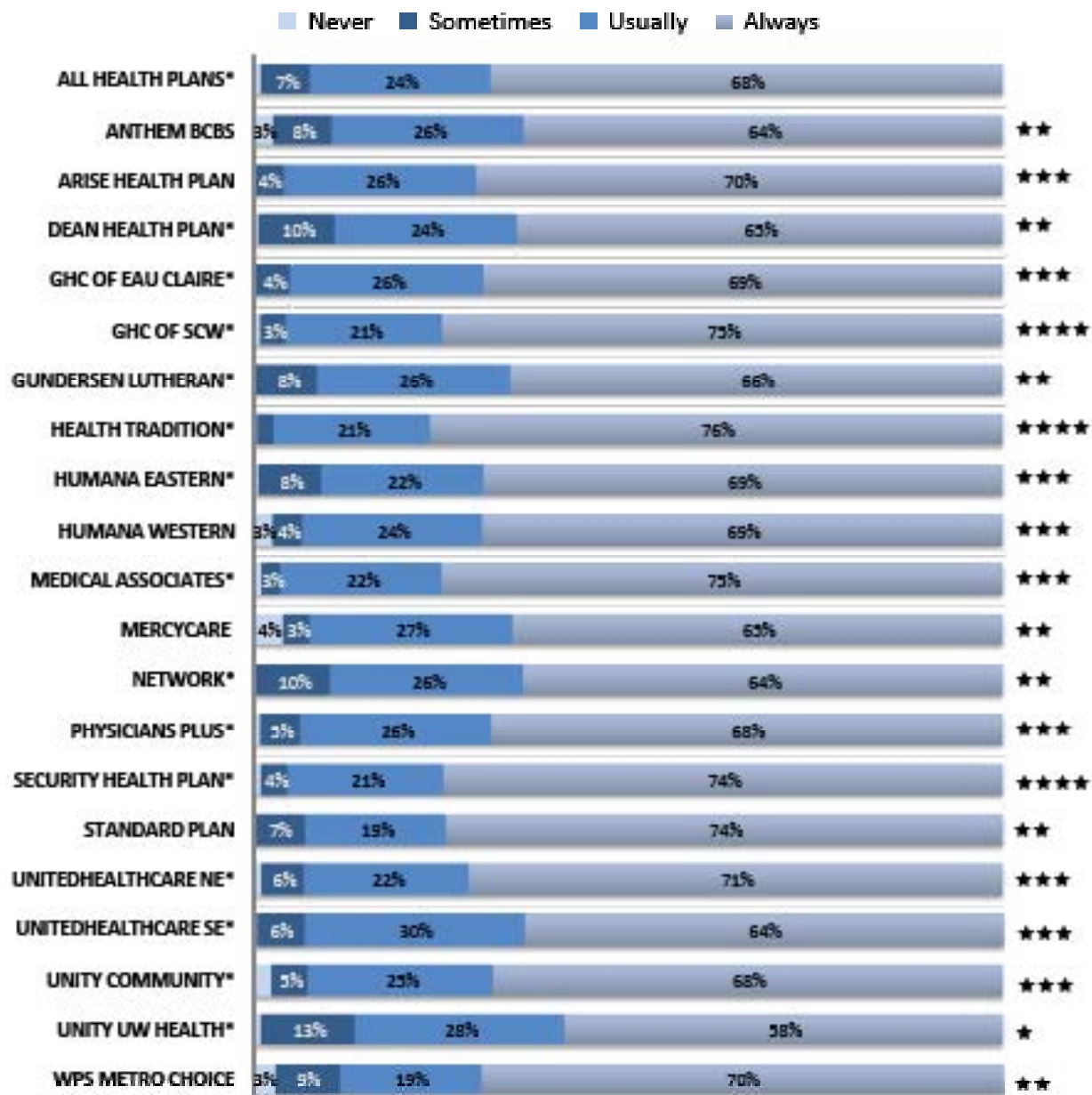
Question 2a. How many years in a row have you been in this health plan?

Health Plan Name	Fewer than 1 year	At least 1 year, but less than 2 years	At least 2 years, but less than 5 years	5 or more years
ALL HEALTH PLANS	6%	10%	29%	56%
ANTHEM BCBS	8%	10%	42%	40%
ARISE HEALTH PLAN	5%	15%	34%	46%
DEAN HEALTH PLAN	3%	3%	10%	83%
GHC OF EAU CLAIRE	4%	10%	49%	37%
GHC OF SCW	12%	11%	26%	51%
GUNDERSEN LUTHERAN	4%	8%	18%	69%
HEALTH TRADITION	5%	16%	24%	56%
HUMANA EASTERN	4%	9%	34%	54%
HUMANA WESTERN	4%	17%	27%	52%
MEDICAL ASSOCIATES	6%	6%	9%	79%
MERCYCARE	4%	5%	19%	72%
NETWORK	3%	5%	12%	81%
PHYSICIANS PLUS	4%	6%	16%	73%
SECURITY HEALTH PLAN	4%	8%	59%	29%
STANDARD PLAN	2%	4%	16%	79%
UNITEDHEALTHCARE NE	3%	6%	25%	66%
UNITEDHEALTHCARE SE	13%	27%	54%	6%
UNITY COMMUNITY	9%	15%	41%	34%
UNITY UW HEALTH	8%	6%	21%	65%
WPS METRO CHOICE	9%	26%	55%	9%

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 4: In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed it?



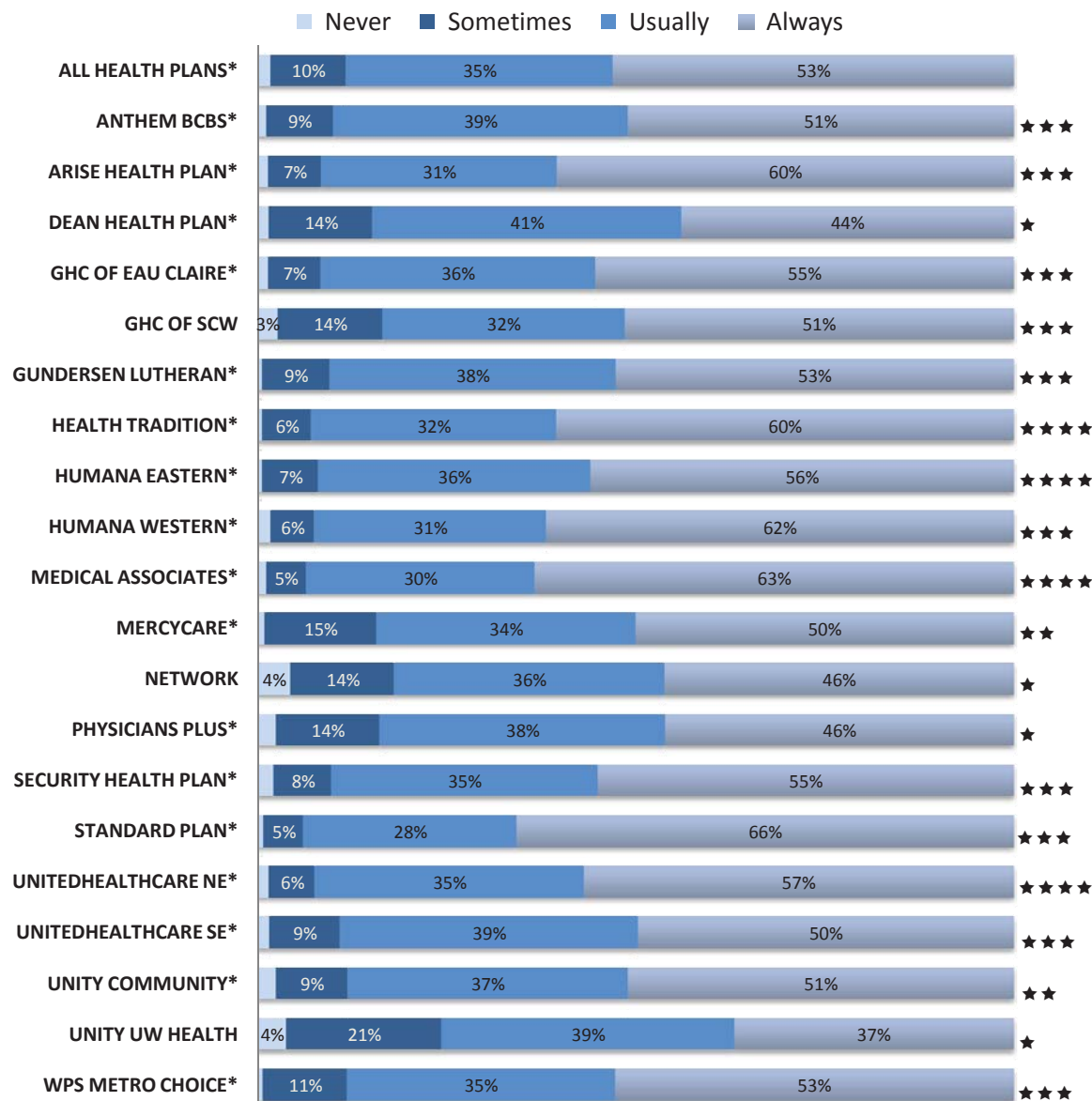
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 6: In the last 12 month, not counting the times that you needed care right away, how often did you get an appointment for your health care at a doctor’s office or clinic as soon as you thought you needed?



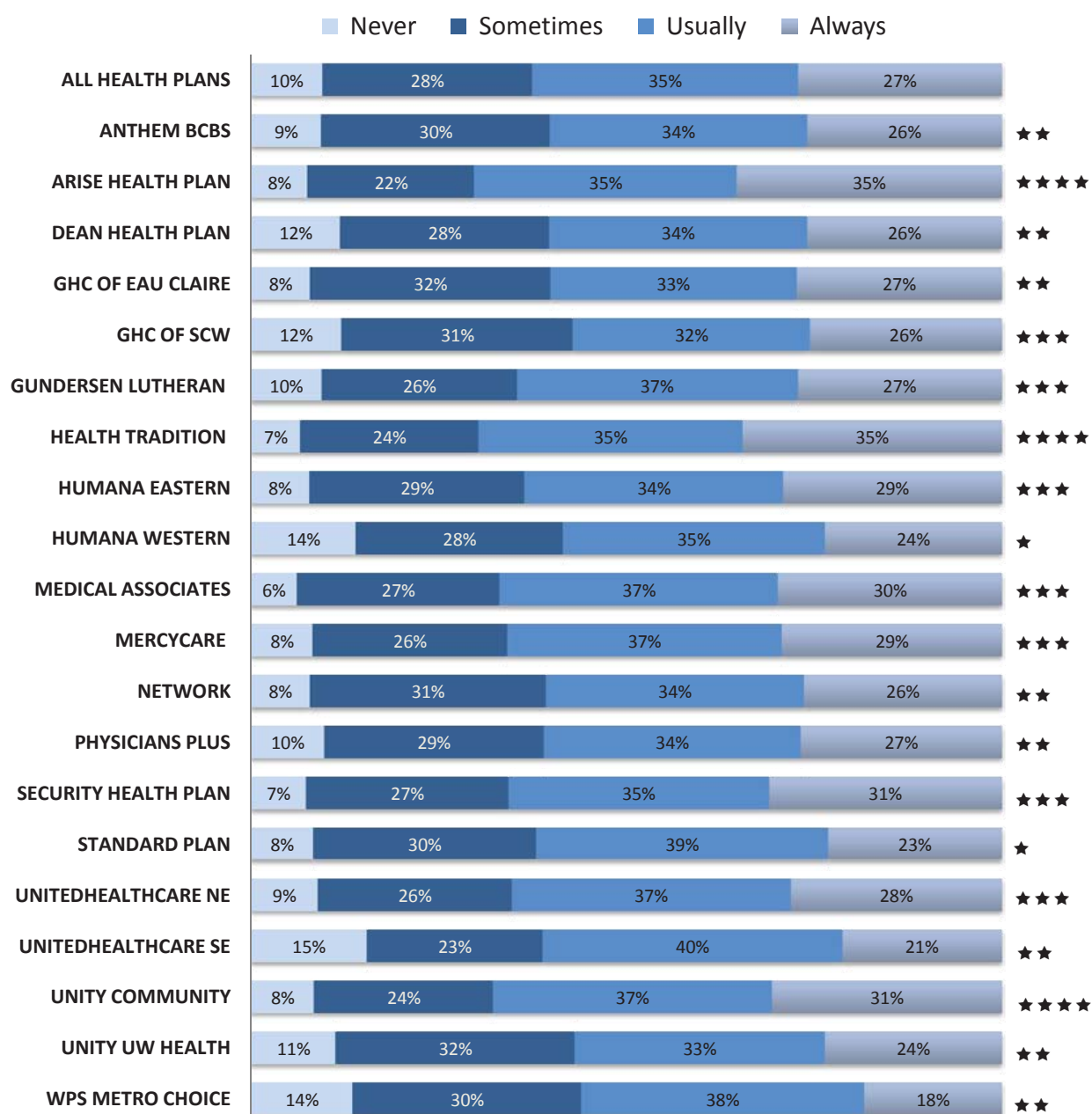
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 8: In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

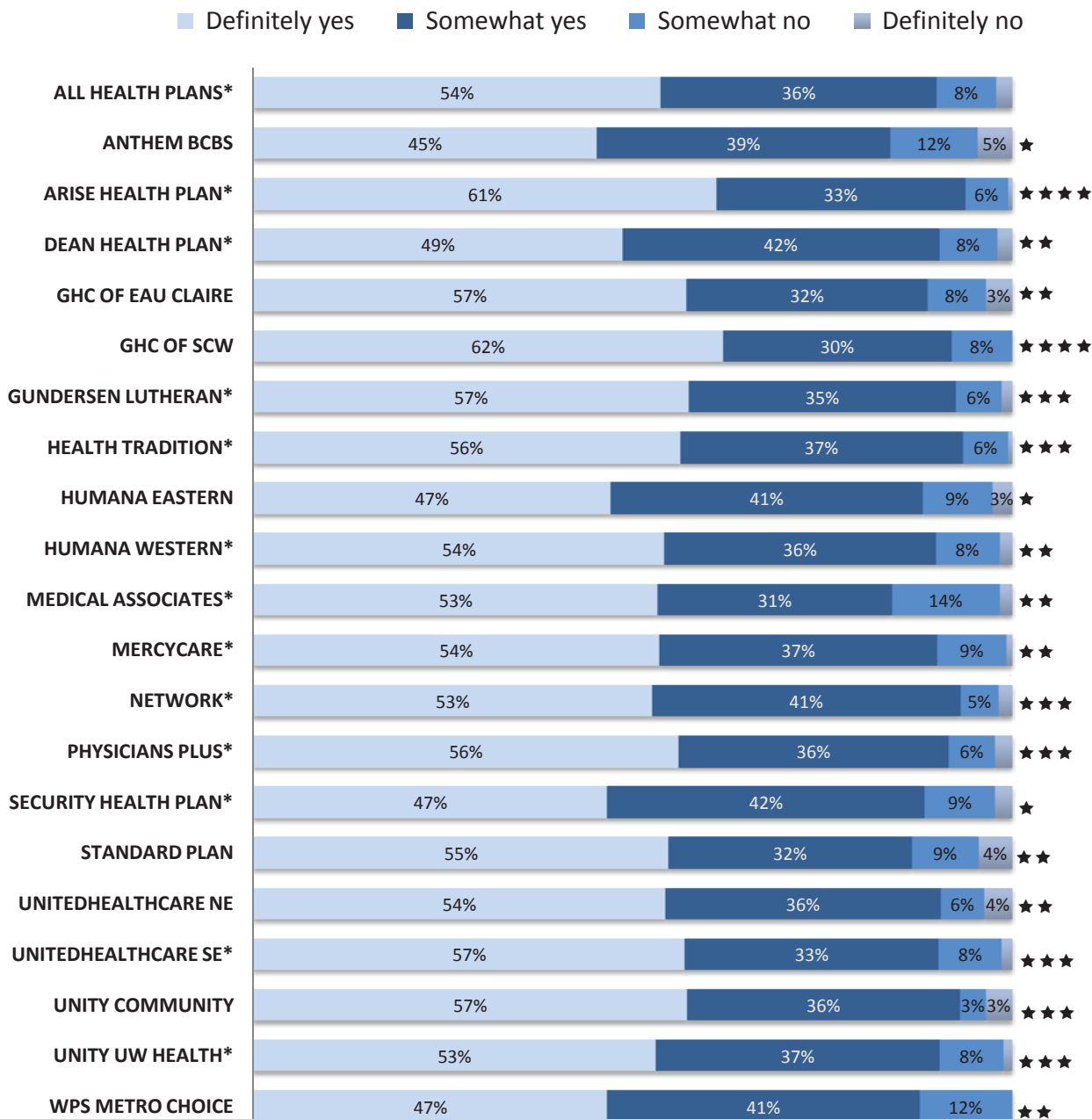


See Page 3 for a description of the star rating system.

Supplemental Report Card

This graph shows the percentage of people who responded “Definitely yes,” “Somewhat yes,” “Somewhat no” or “Definitely no.”

Question 11: In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

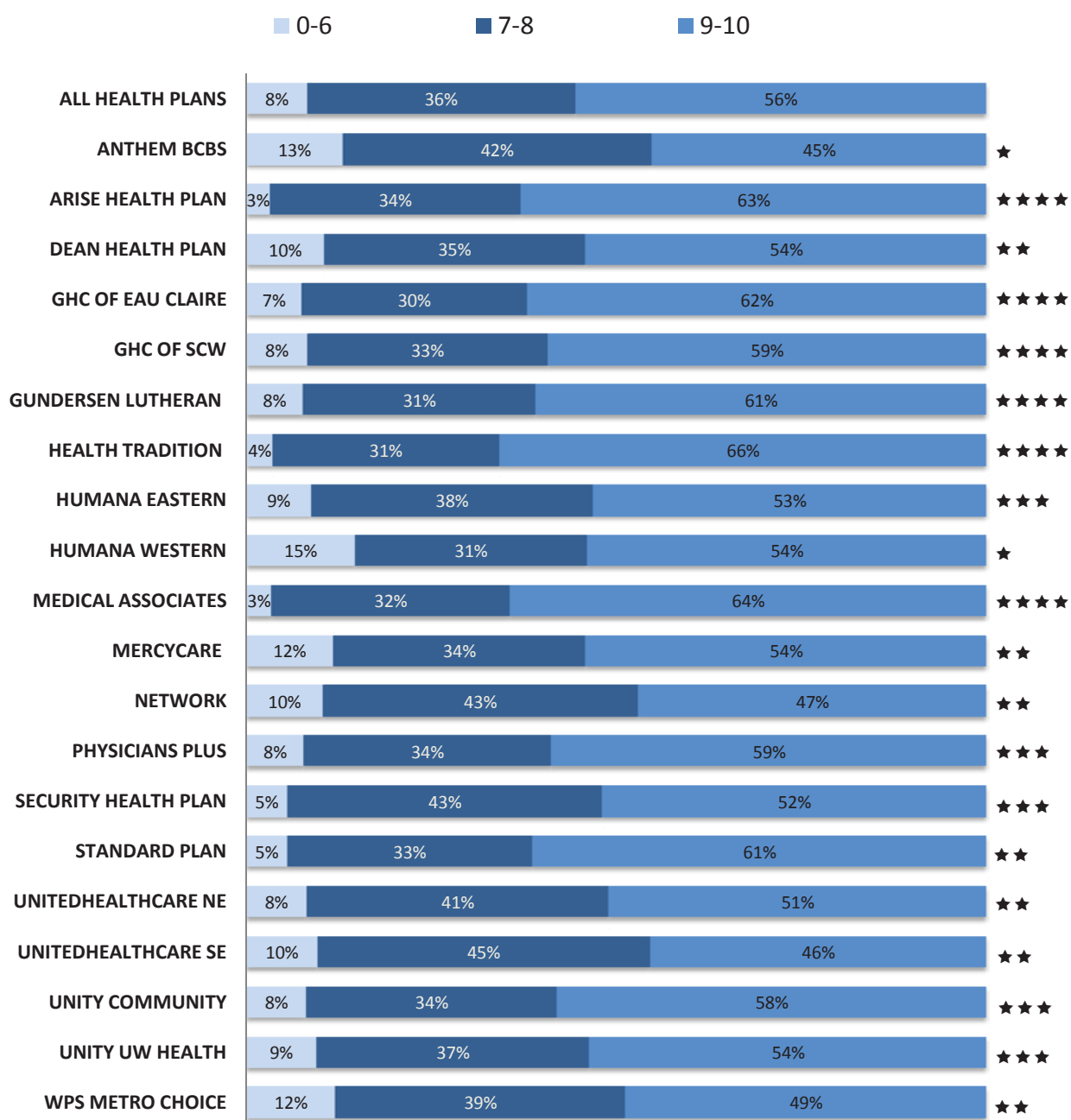


See Page 3 for a description of the star rating system.
*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows results where the surveyed were asked to rate their health care on a scale from 0 to 10 with 0 meaning "worst possible" and 10 meaning "best possible." The percentage of people who rated their health care from "0 to 6," "7 to 8," "9 to 10."

Question 12: Rating of your health care.

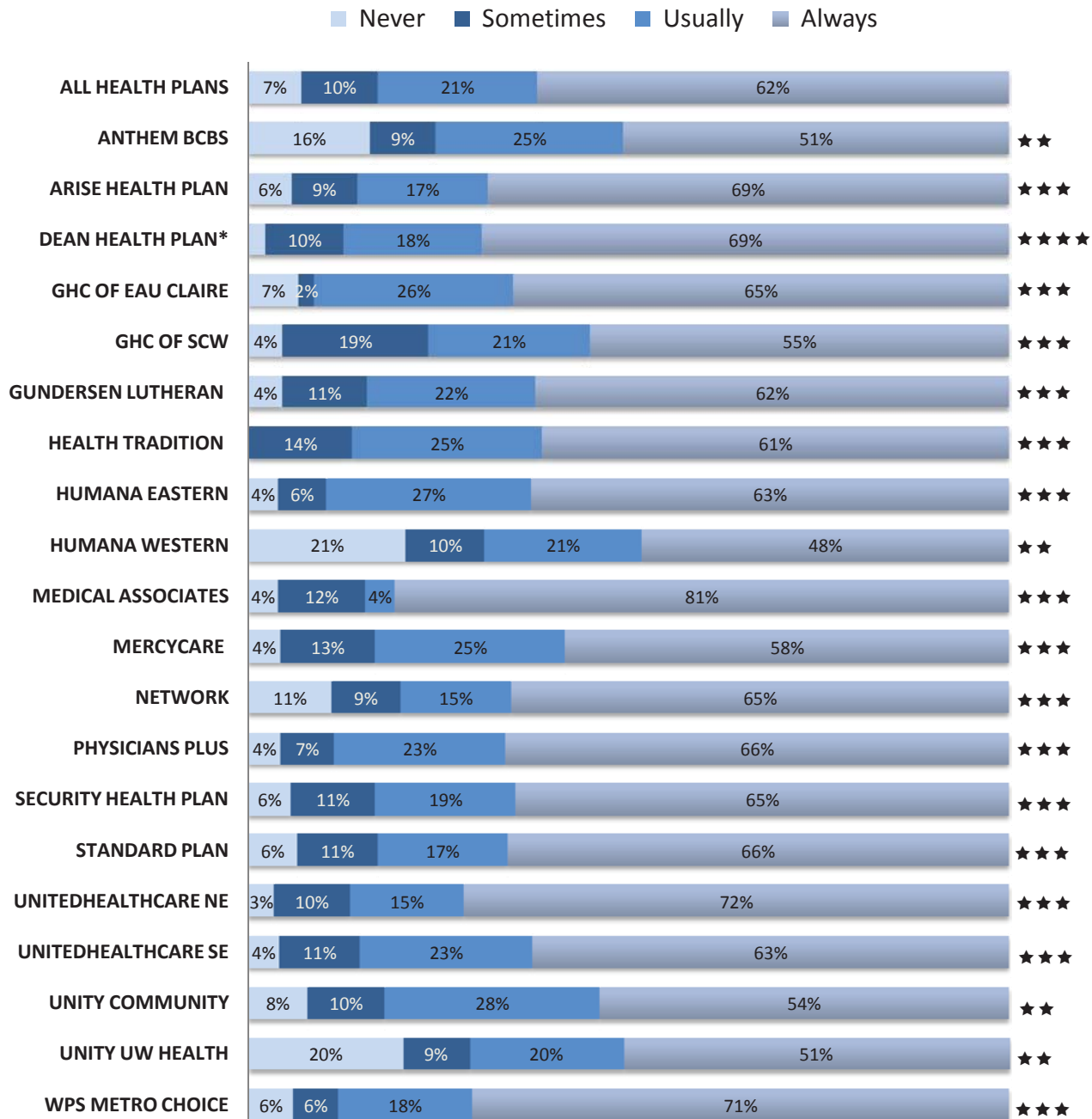


See Page 3 for a description of the star rating system.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 12B: In the last 12 months, how often were you able to get the treatment or counseling you needed through your health plan?



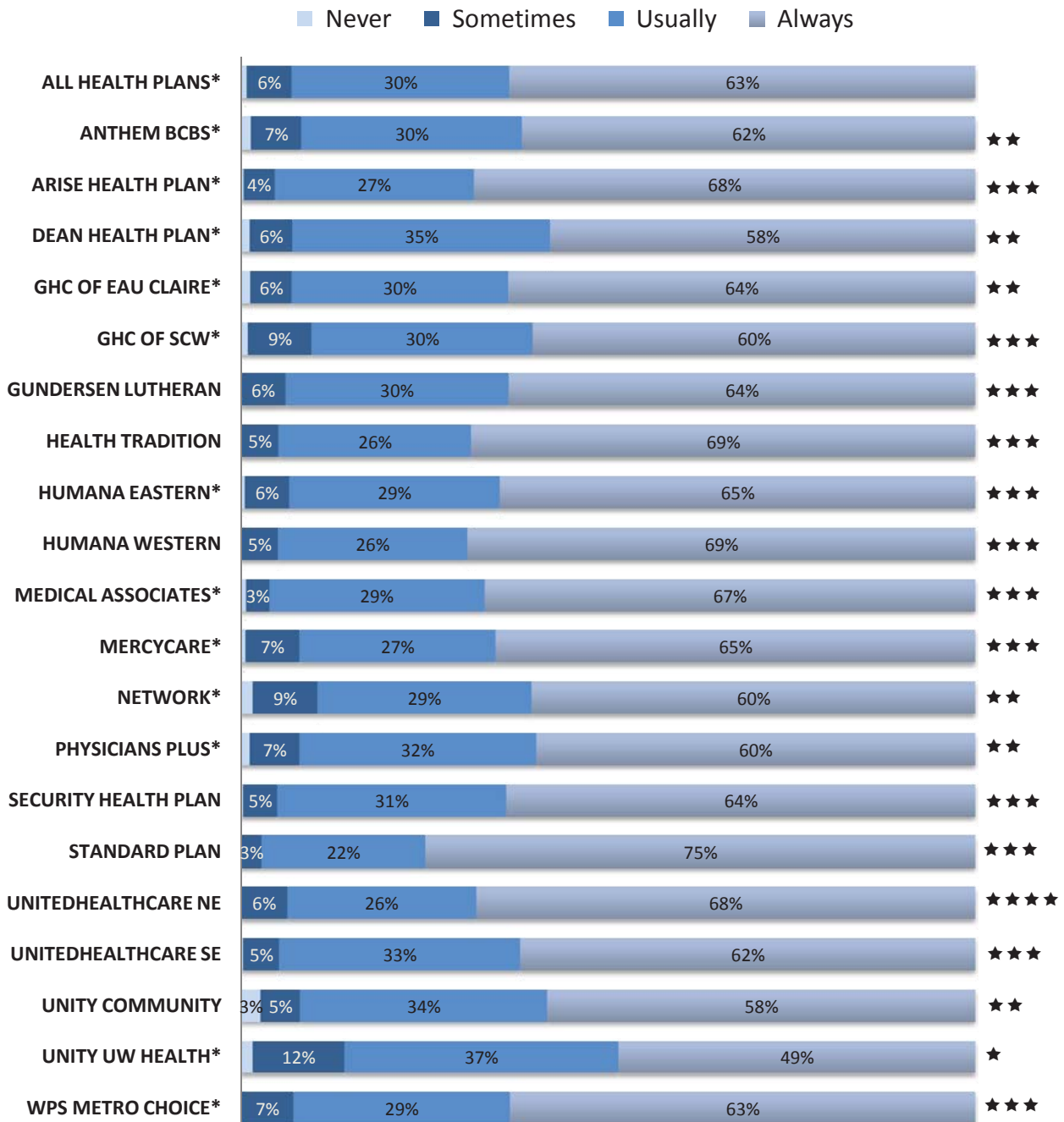
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 14A: In the last 12 months, when you visited your doctor’s office or clinic, how often were you able to see your provider and receive care and/or medical tests in a timely manner?



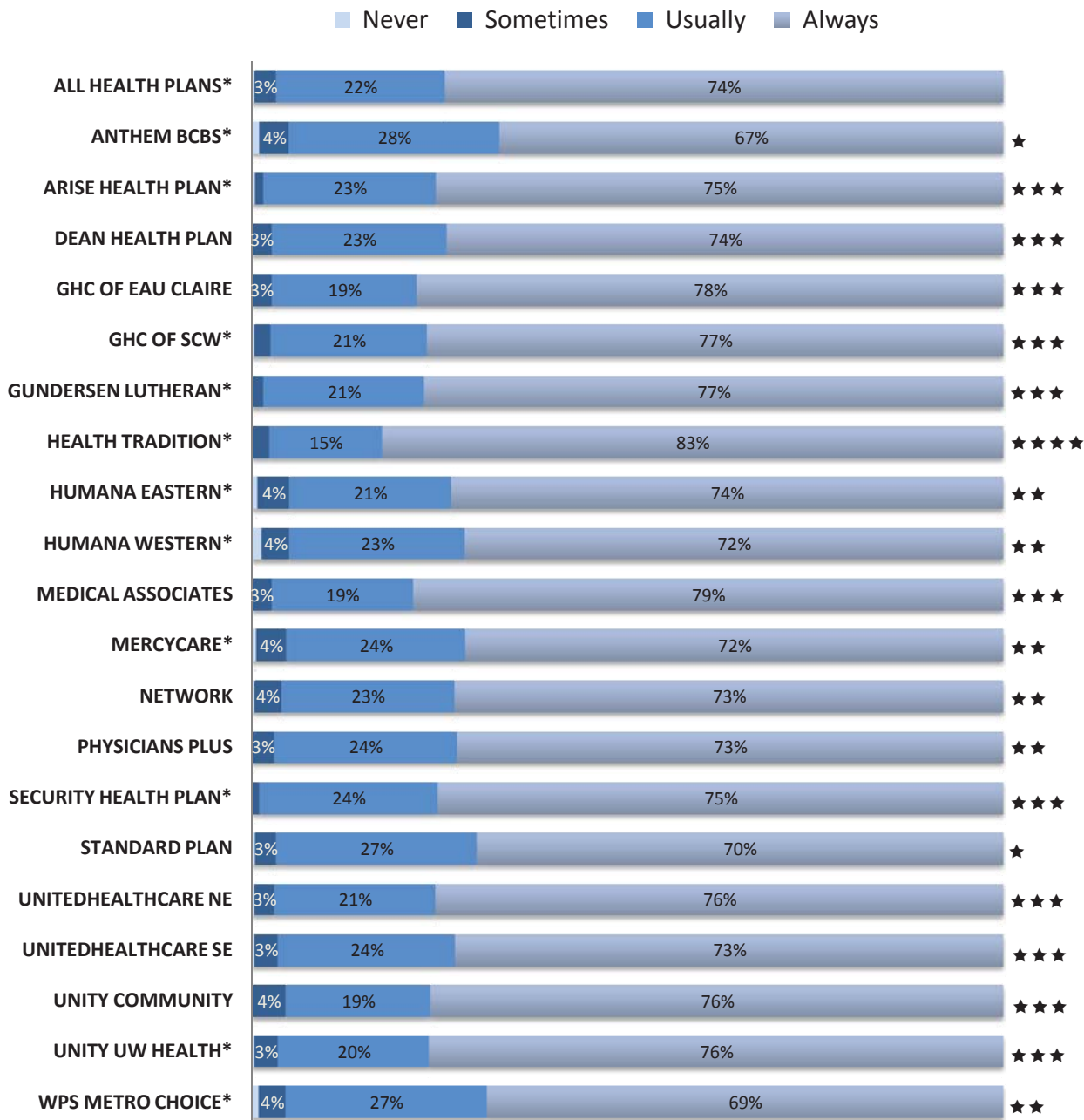
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never” “Sometimes,” “Usually” or “Always.”

Question 15: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?



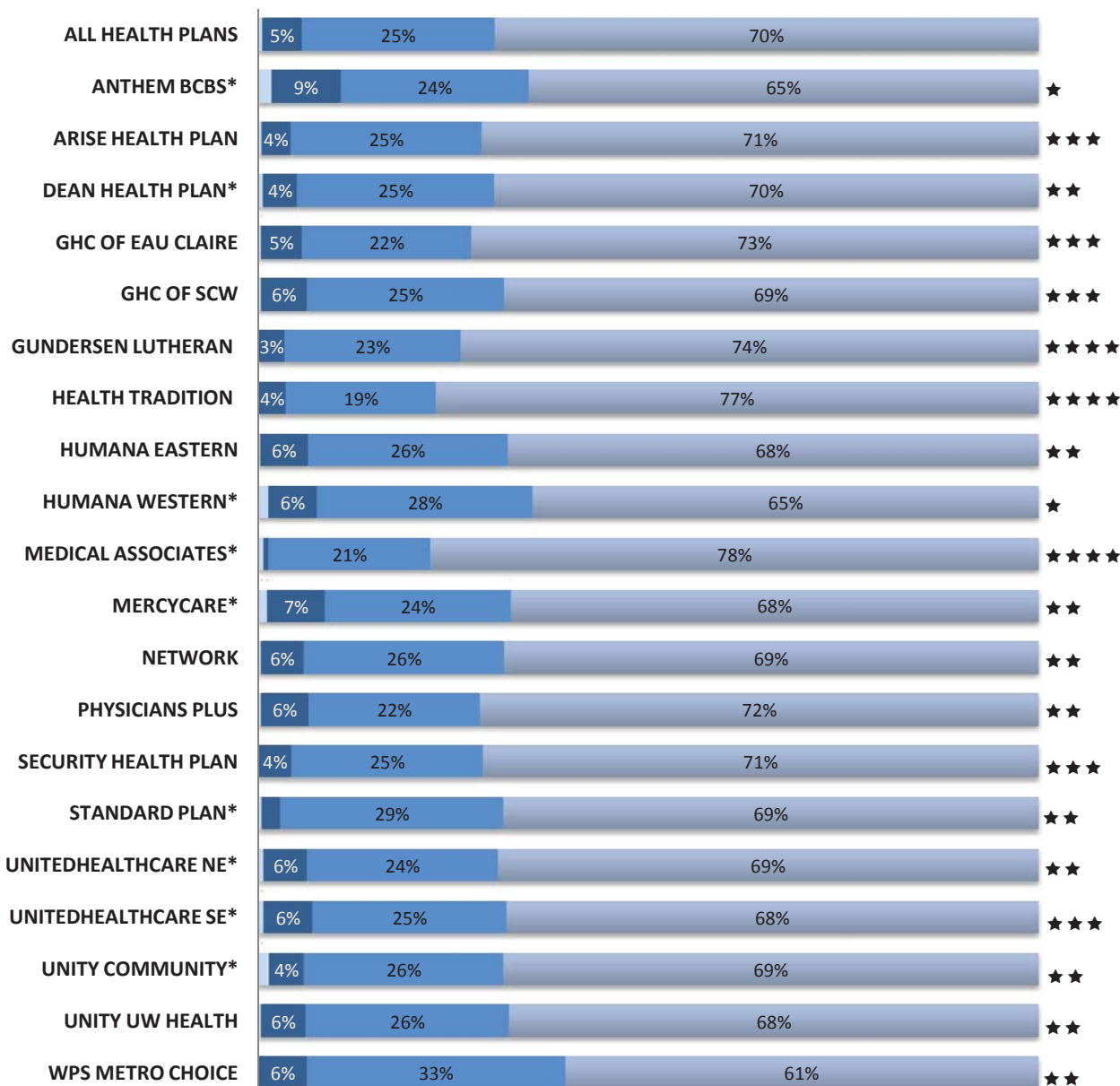
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 16: In the last 12 months, how often did your personal doctor listen carefully to you?



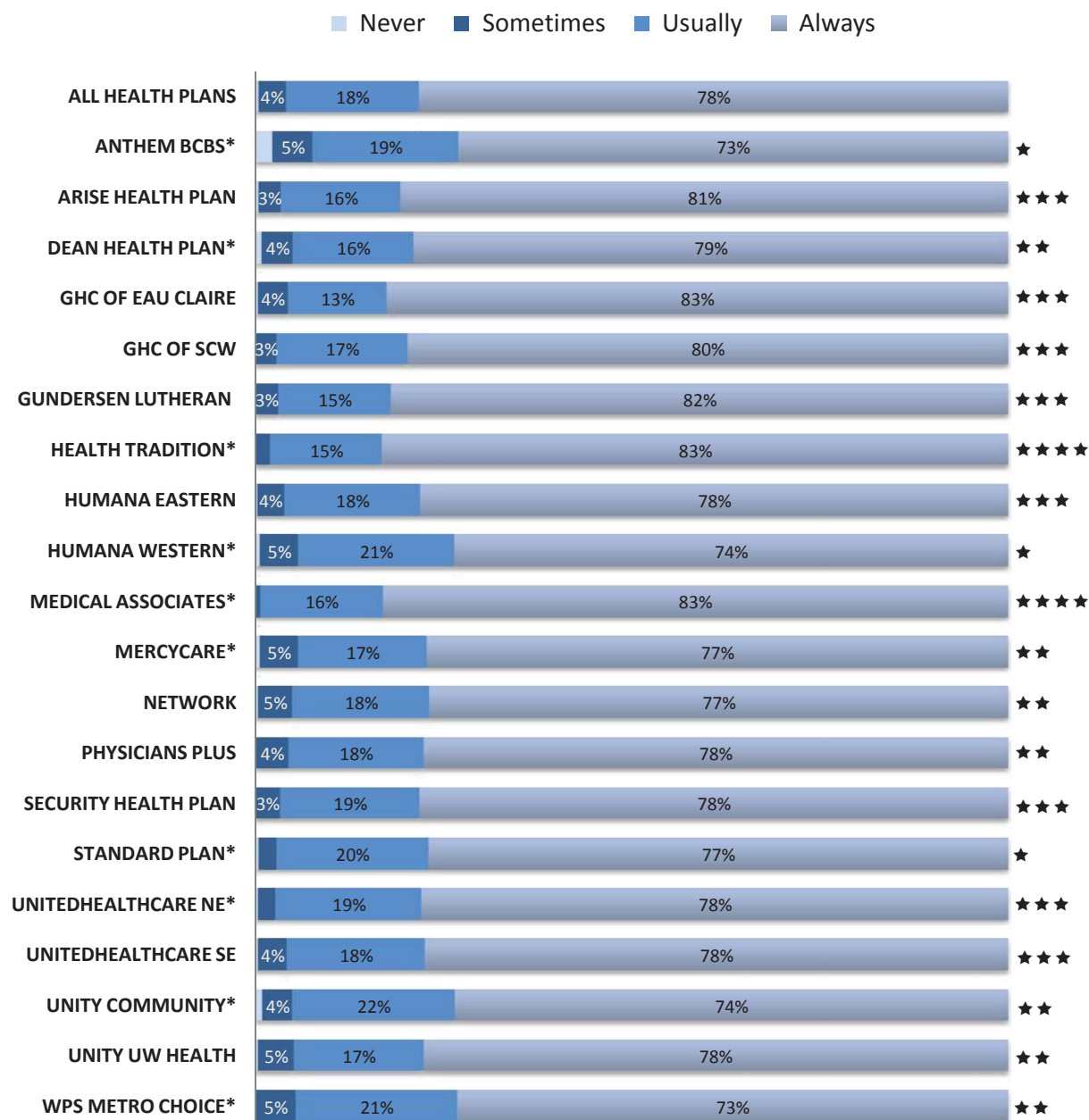
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded "Never," "Sometimes," "Usually" or "Always."

Question 17: In the last 12 months, how often did your personal doctor show respect for what you had to say?



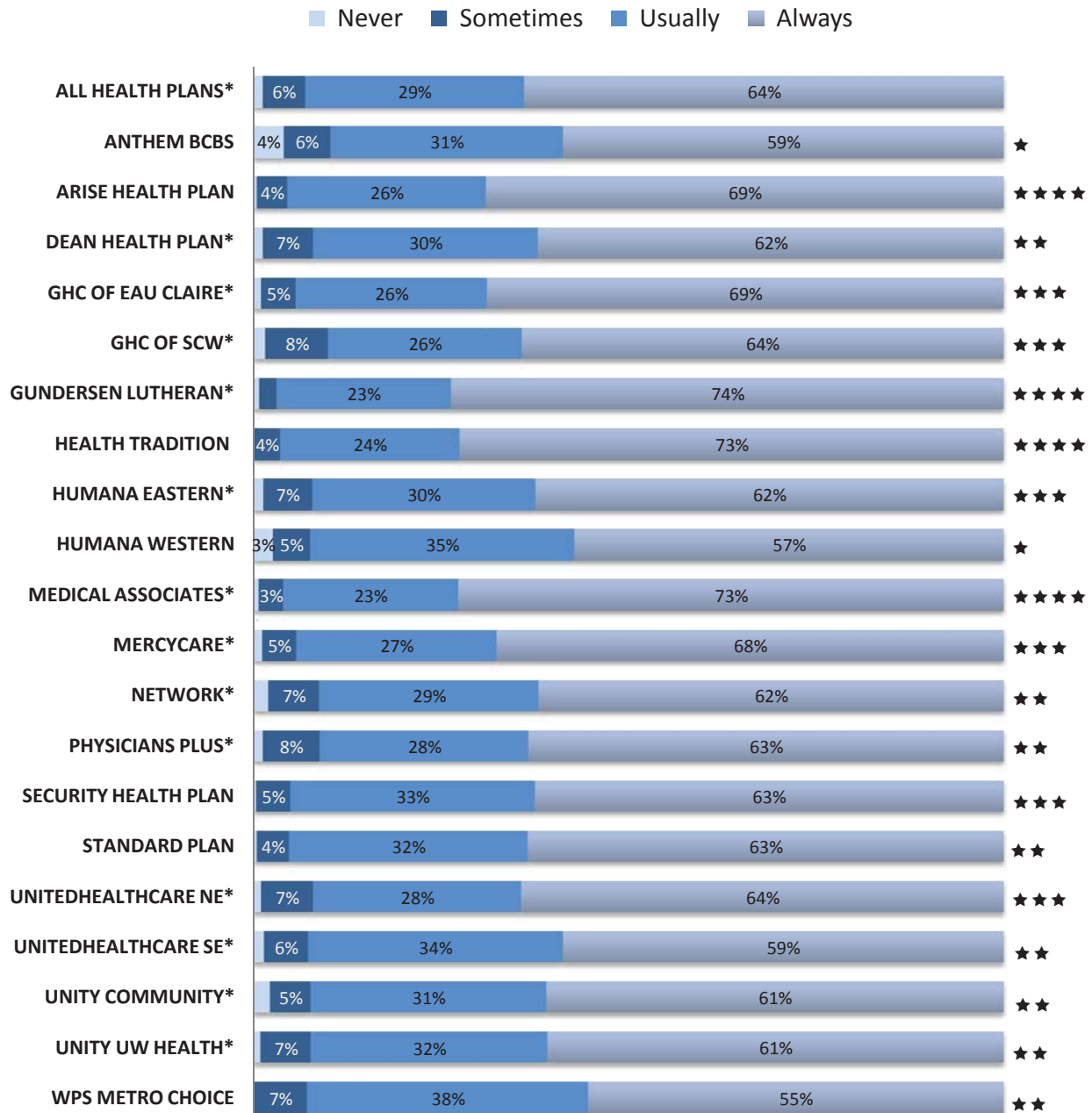
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 18: In the last 12 months, how often did your personal doctor spend enough time with you?

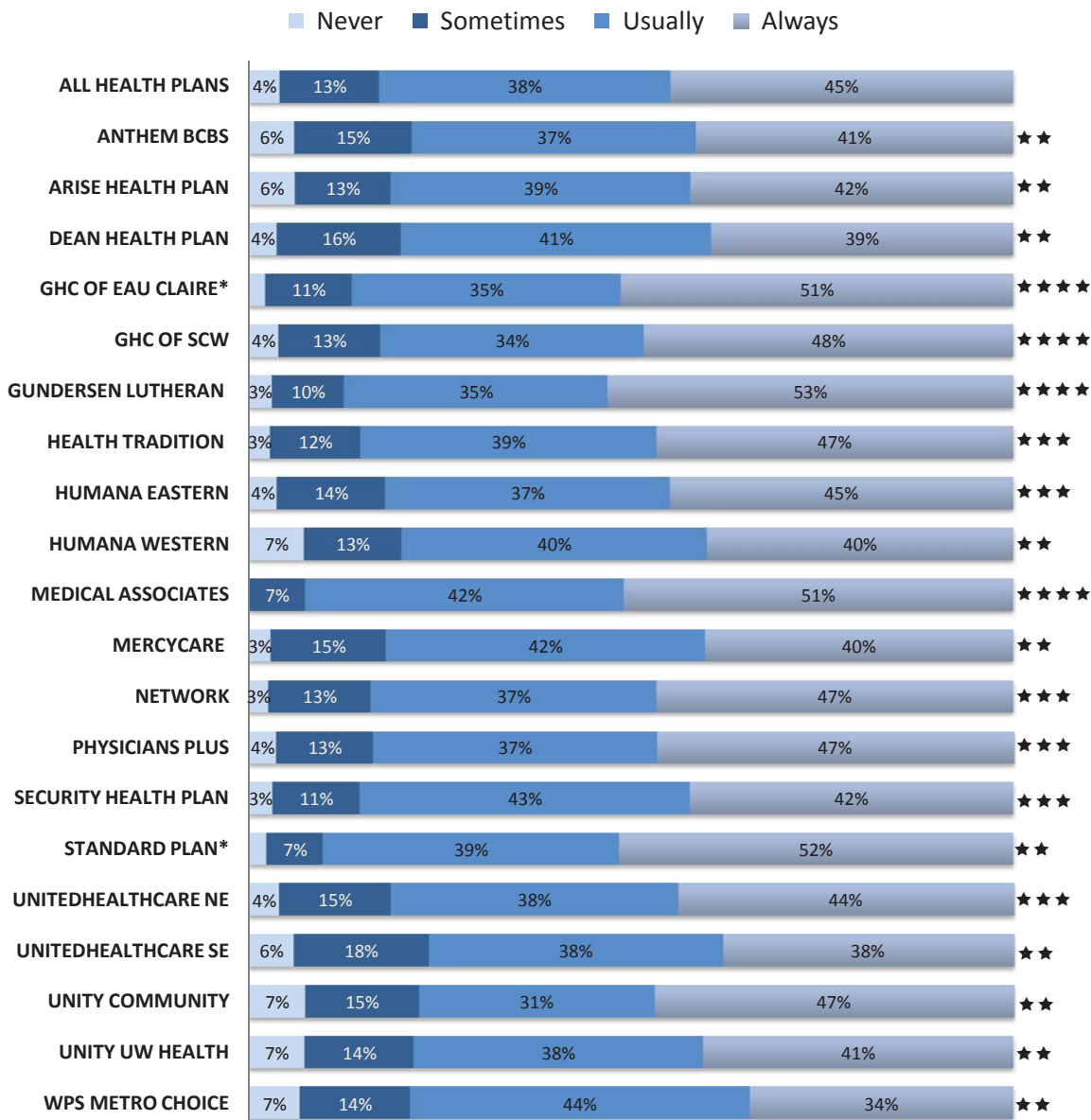


See Page 3 for a description of the star rating system.
 *Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 20: In the last 12 months, how often did your personal doctor seem informed and up to date about the care you got from these doctors or other health providers?



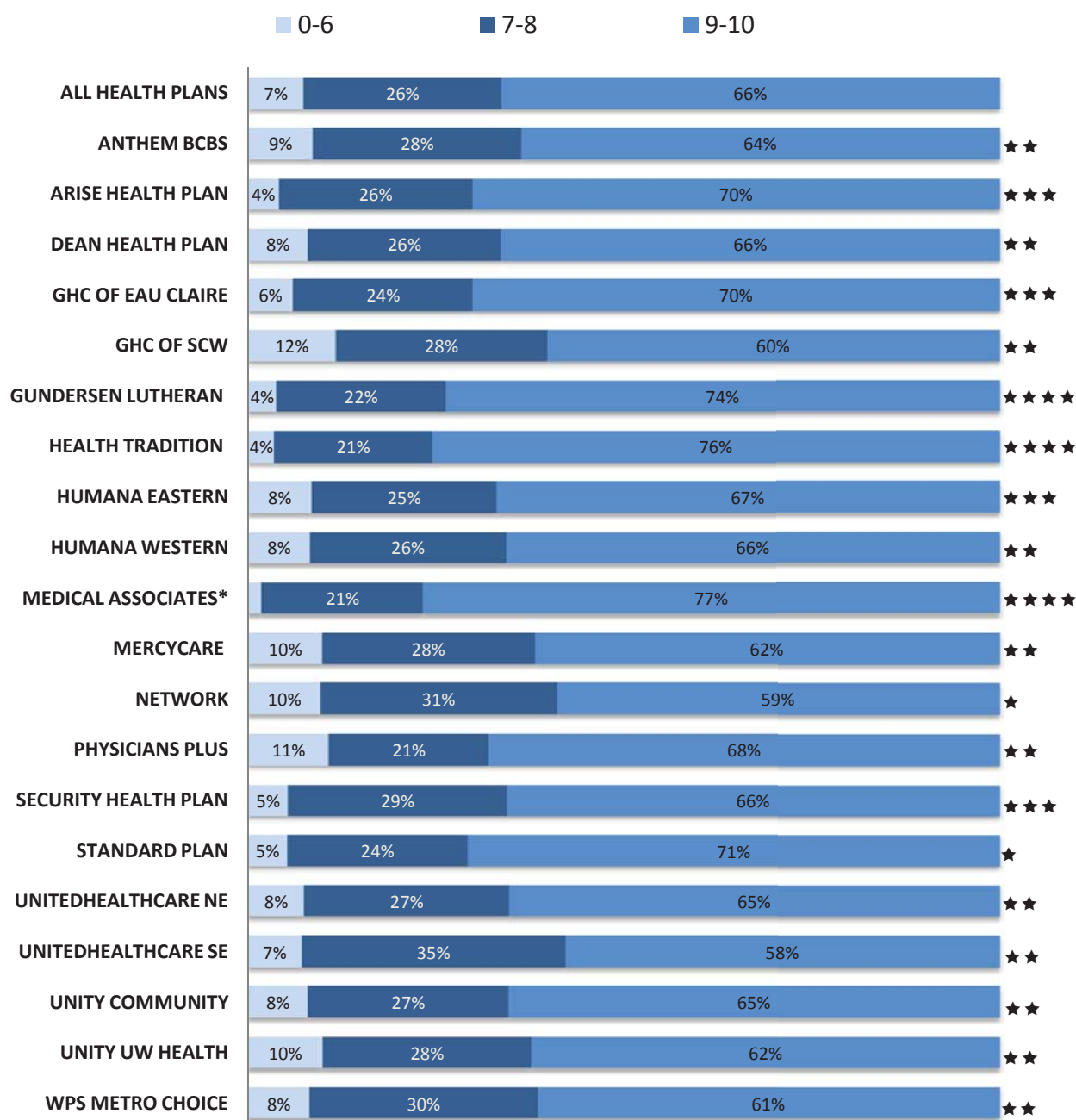
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows results where the surveyed were asked to rate their personal doctor on a scale from 0 to 10, with 0 meaning "worst possible" and 10 meaning "best possible." The percentage of people who rated their personal doctor from "0 to 6," "7 to 8," "9 to 10."

Question 21: Rating of your personal doctor.



See Page 3 for a description of the star rating system.

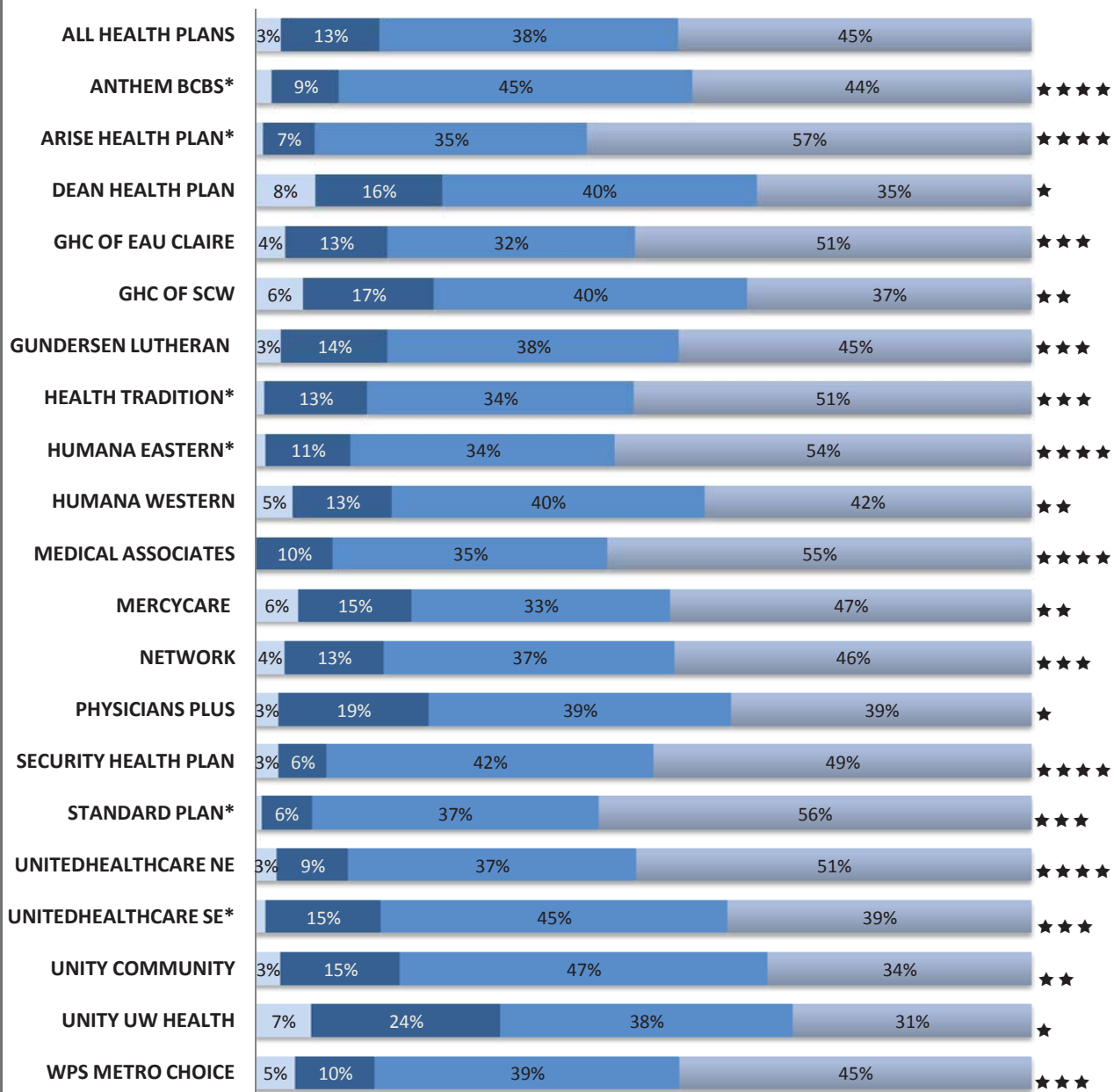
*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded "Never," "Sometimes," "Usually" or "Always"

Question 23: In the last 12 months, how often was it easy to get appointments with specialists?

Never Sometimes Usually Always

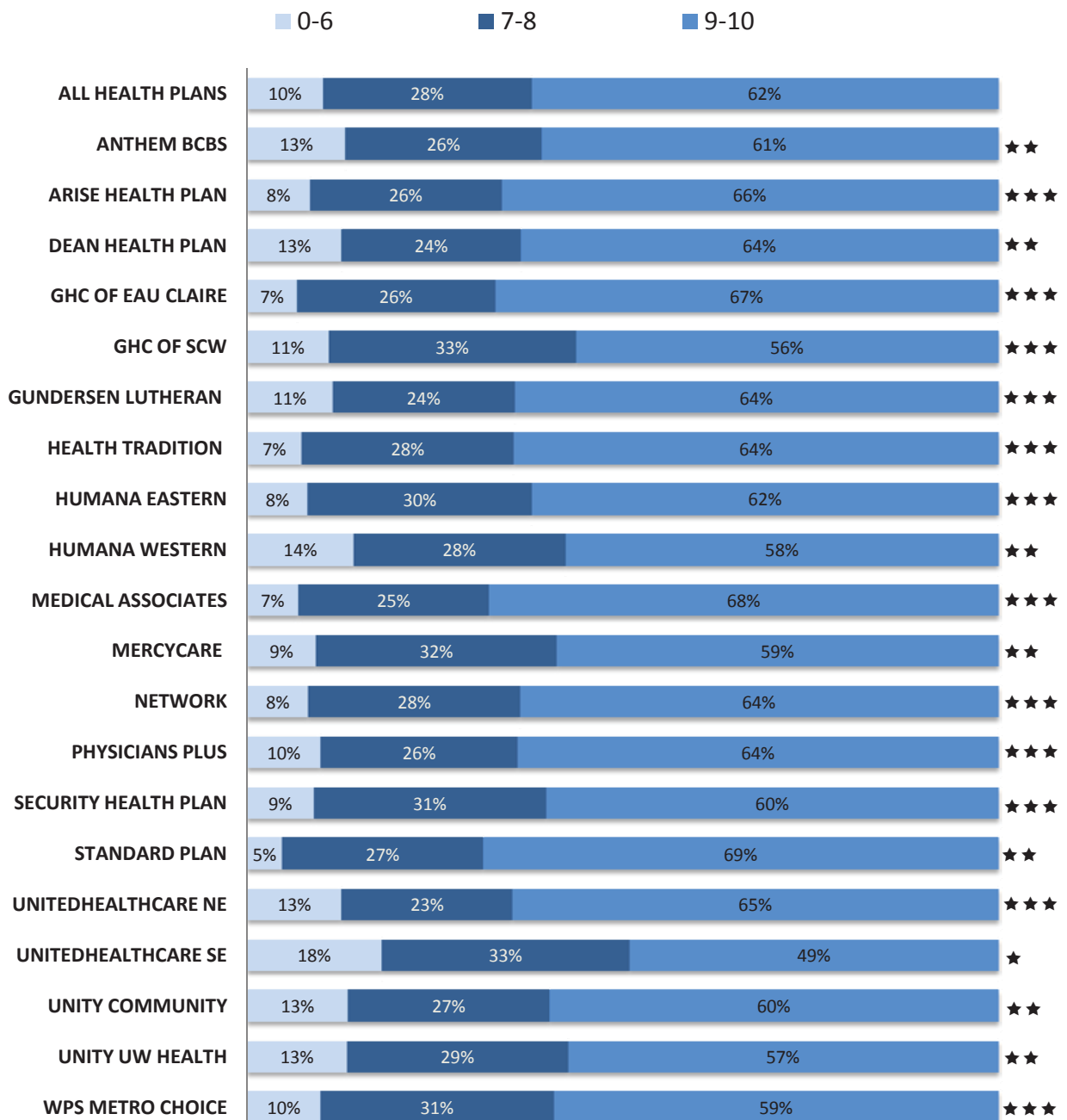


See Page 3 for a description of the star rating system.
*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows results where the surveyed were asked to rate their specialist on a scale from 0 to 10, with 0 meaning "worst possible" and 10 meaning "best possible." The percentage of people who rated their specialist from "0 to 6," "7 to 8," "9 to 10."

Question 25: Rating of your specialist.

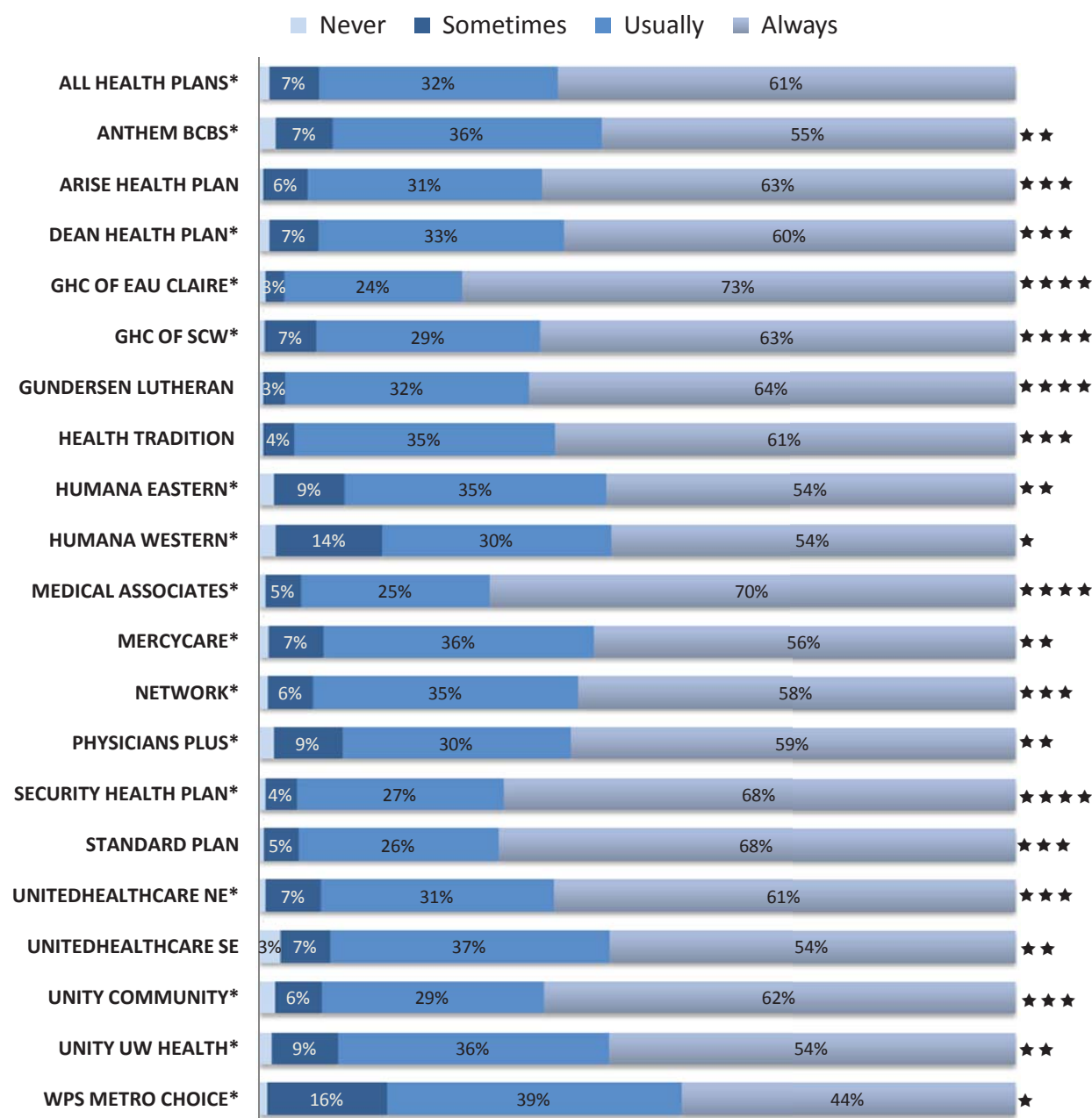


See Page 3 for a description of the star rating system.

Supplemental Report Card

This graph shows the percentage of people who responded "Never," "Sometimes," "Usually" or "Always."

Question 27: In the last 12 months, how often was it easy to get care, tests or treatment you thought you needed through your health plan?

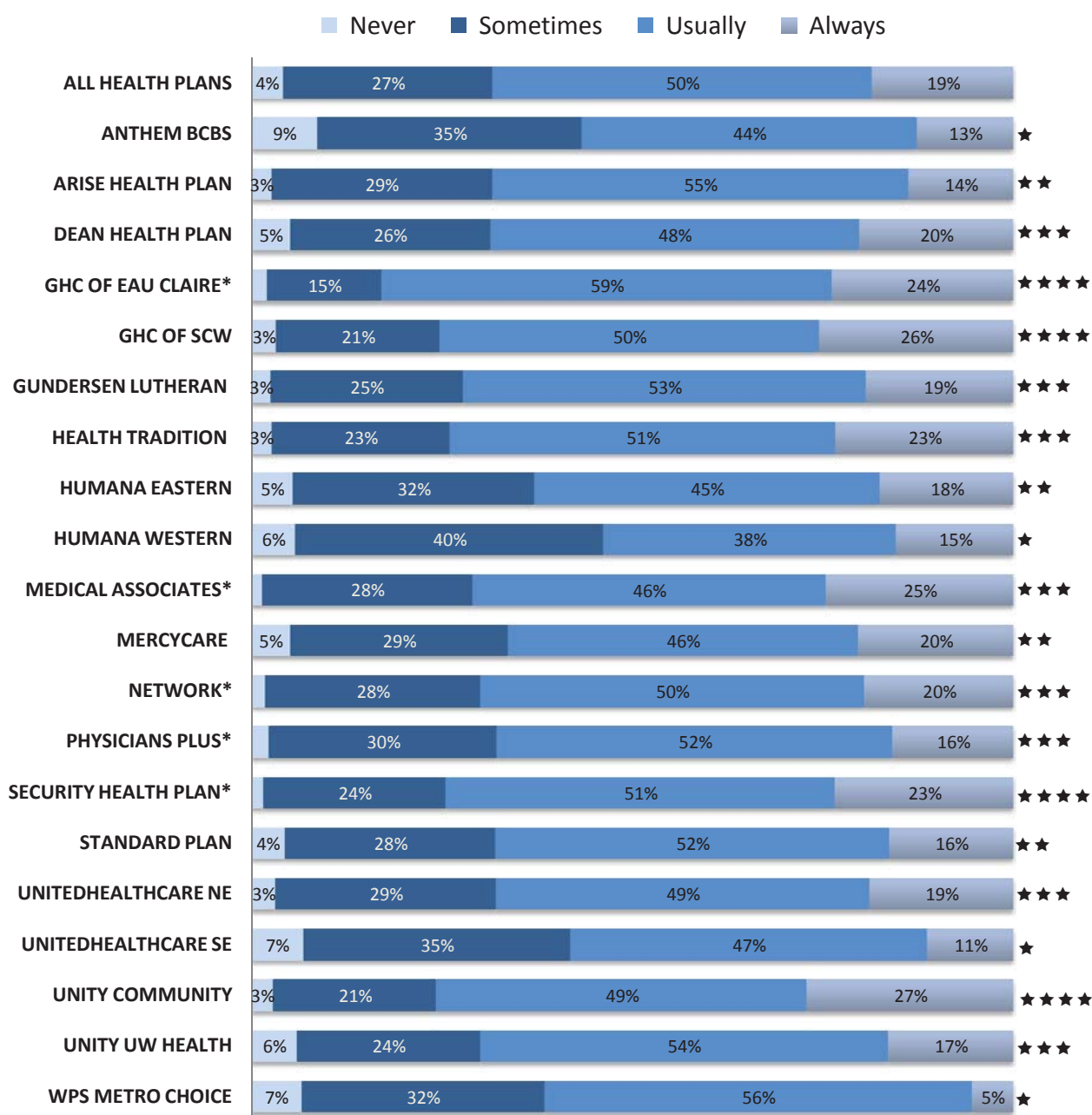


See Page 3 for a description of the star rating system.
*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always”

Question 29: In the last 12 months, how often did the written materials of the Internet provide the information you needed about how your health plan works?



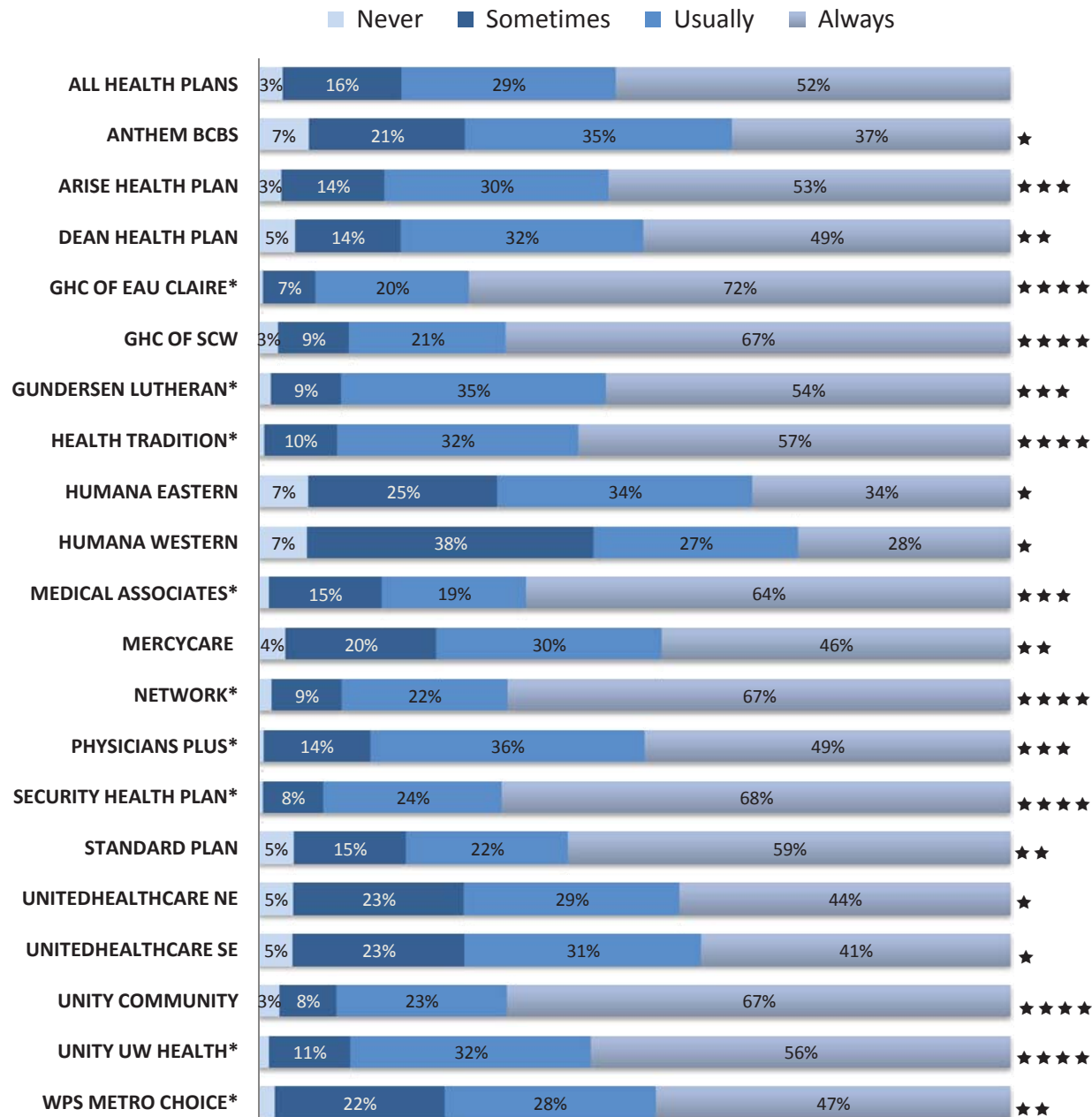
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always”

Question 35: In the last 12 months, how often did your health plan’s customer service give you the information or help you needed?



See Page 3 for a description of the star rating system.

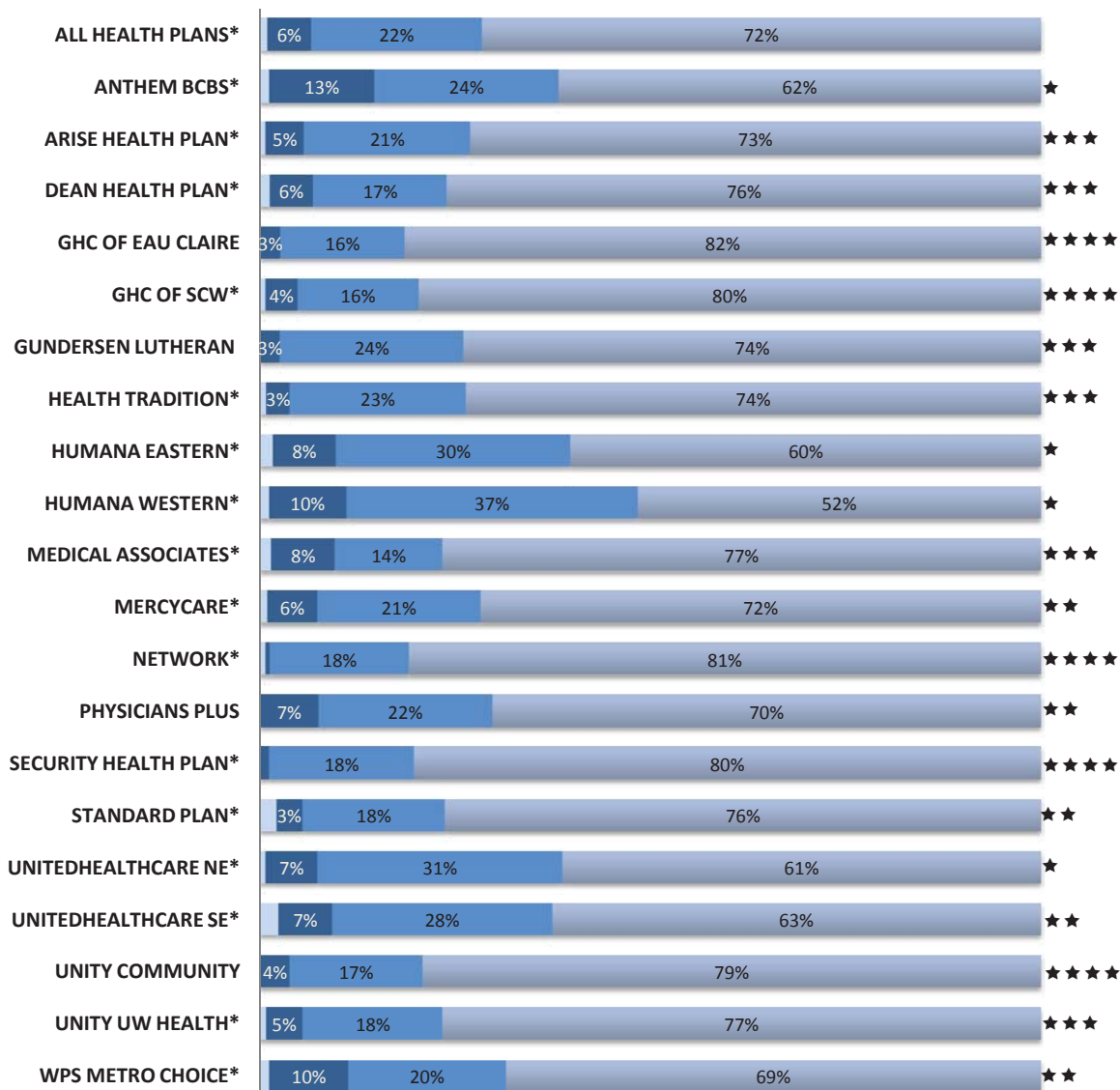
*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 36: In the last 12 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

■ Never ■ Sometimes ■ Usually ■ Always



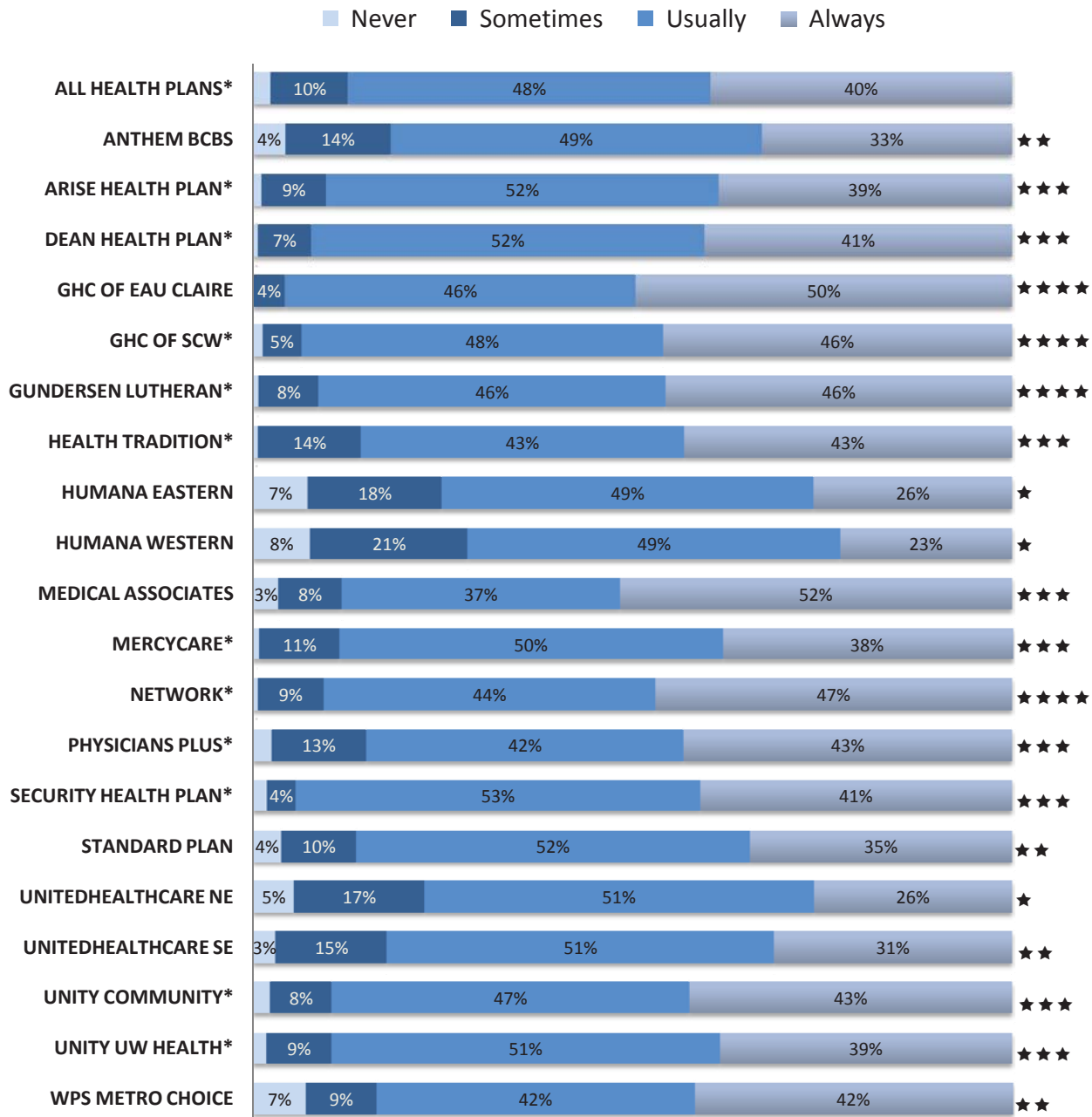
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded "Never," "Sometimes," "Usually" or "Always."

Question 38: In the last 12 months, how often were the forms from your health plan easy to fill out?



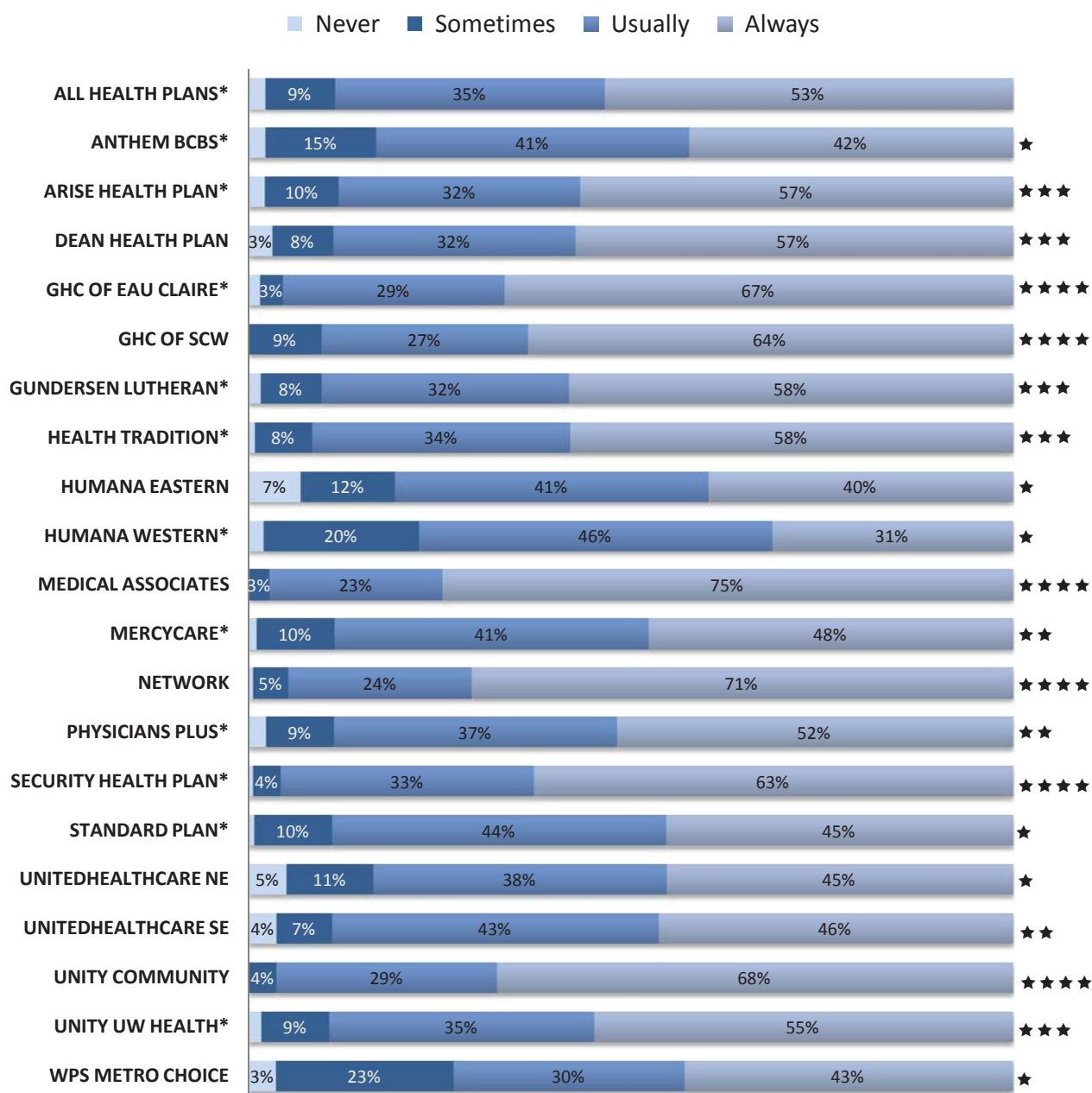
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 40: In the last 12 months, how often did your health plan handle your claims quickly?



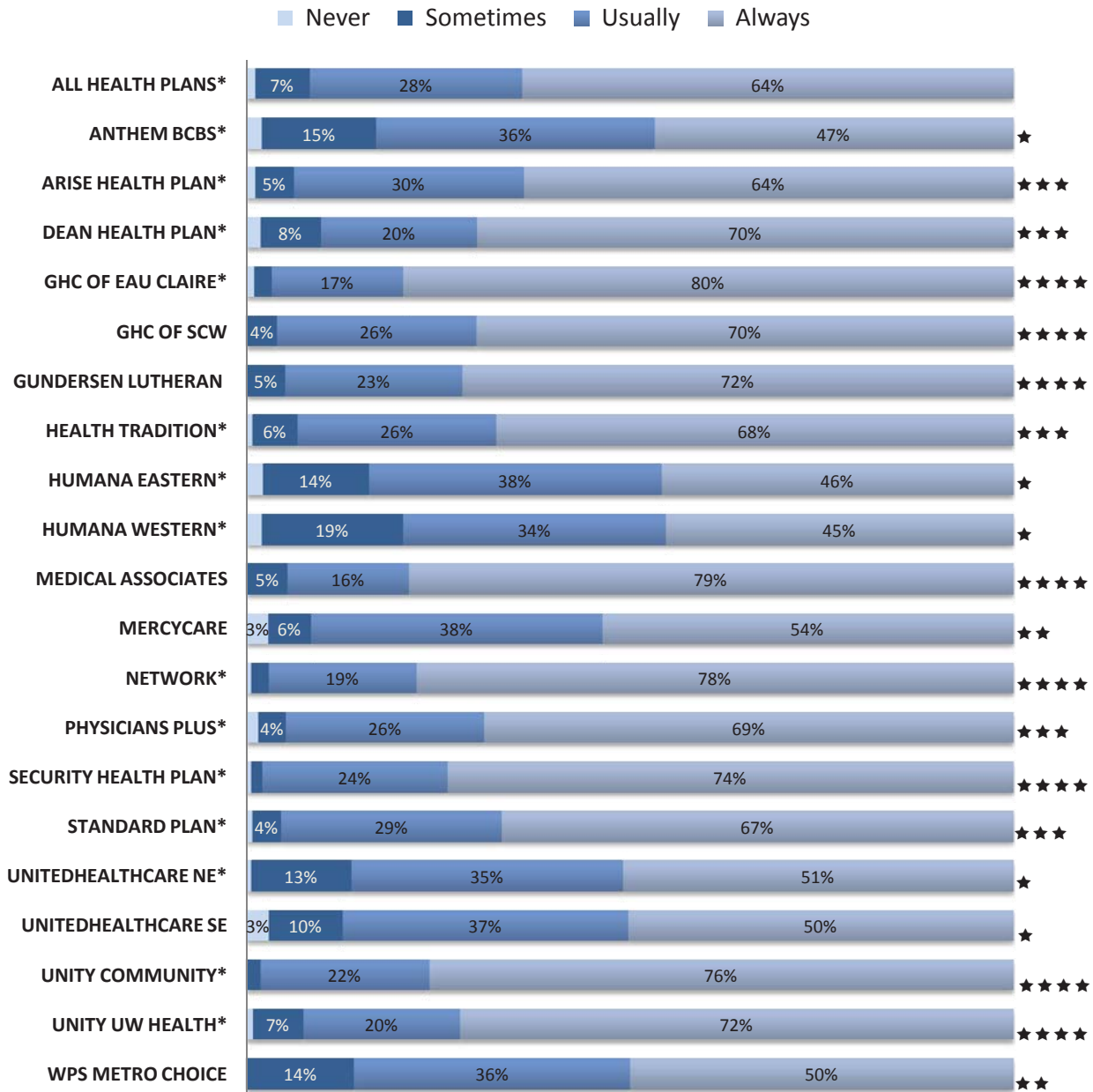
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 41: In the last 12 months, how often did your health plan handle your claims correctly?



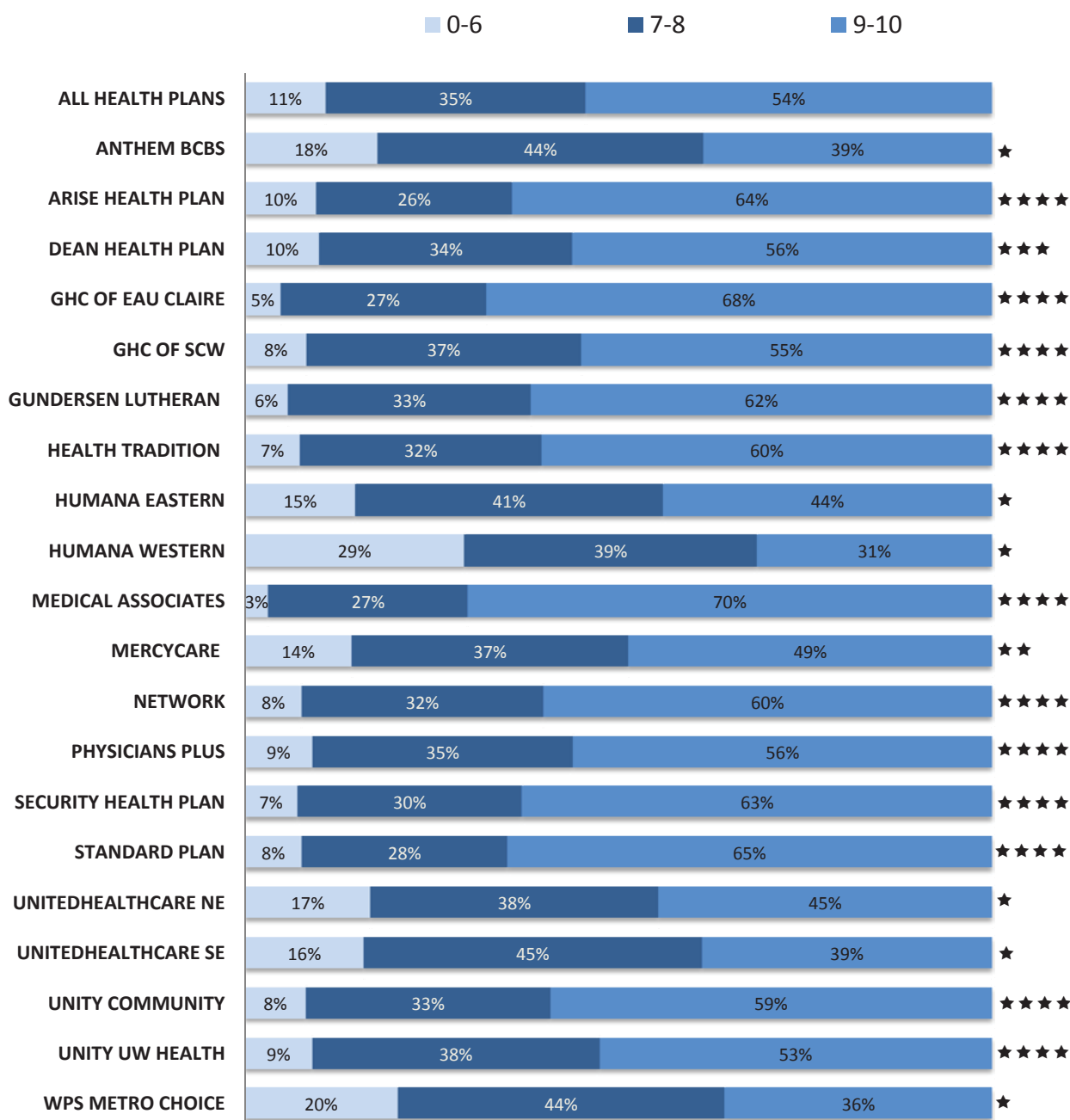
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows results where the surveyed were asked to rate their health plan on a scale from 0 to 10, with 0 meaning "worst possible" and 10 meaning "best possible." The percentage of people who rated their health plan from "0 to 6," "7 to 8," "9 to 10."

Question 42: Rating of health plan

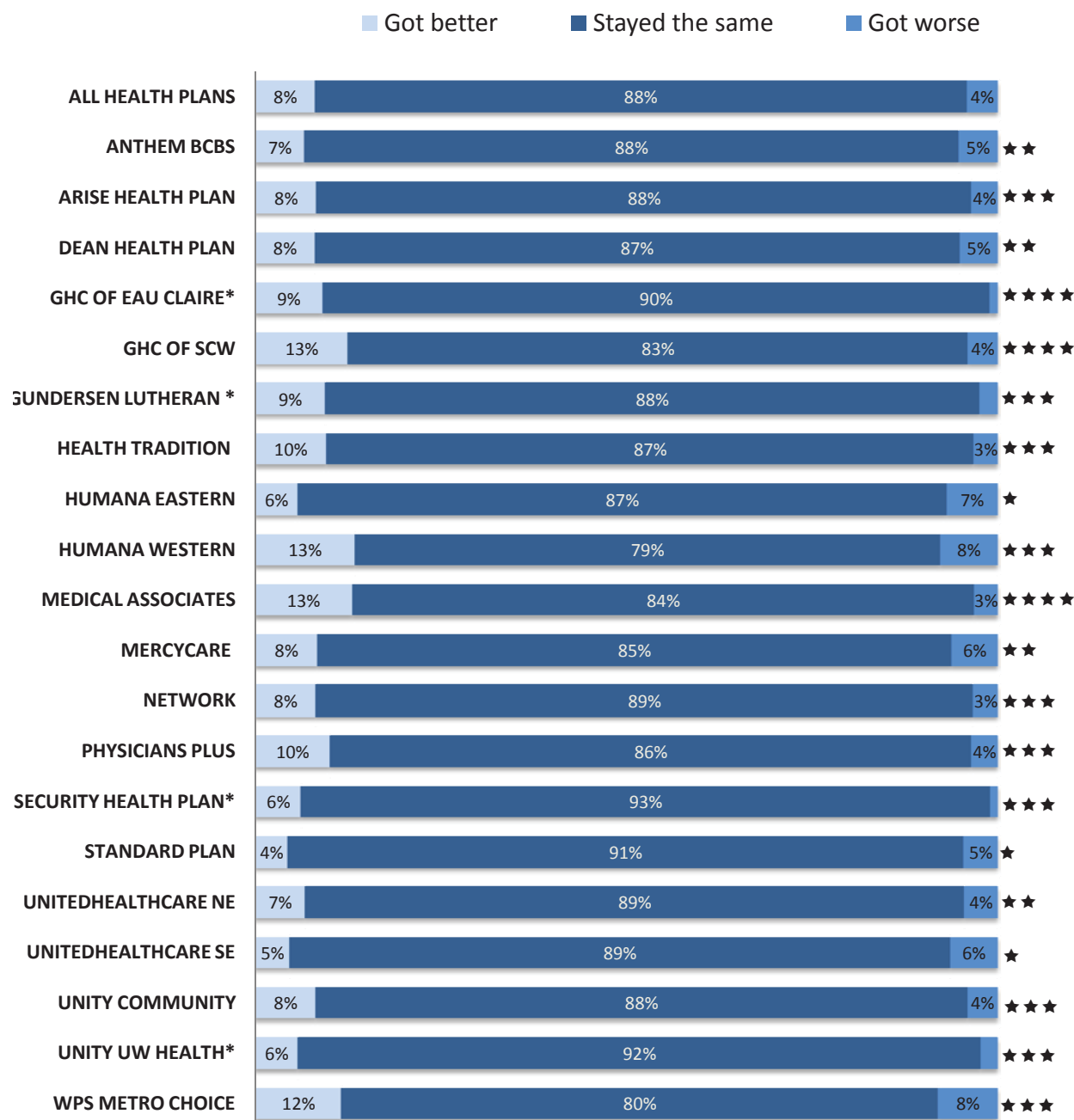


See Page 3 for a description of the star rating system.

Supplemental Report Card

This graph shows the percentage of people who responded "Got better," "Stayed the same" or "Got worse."

Question 42A: In the last 12 months, did your plan's overall performance get better, stay the same or get worse?



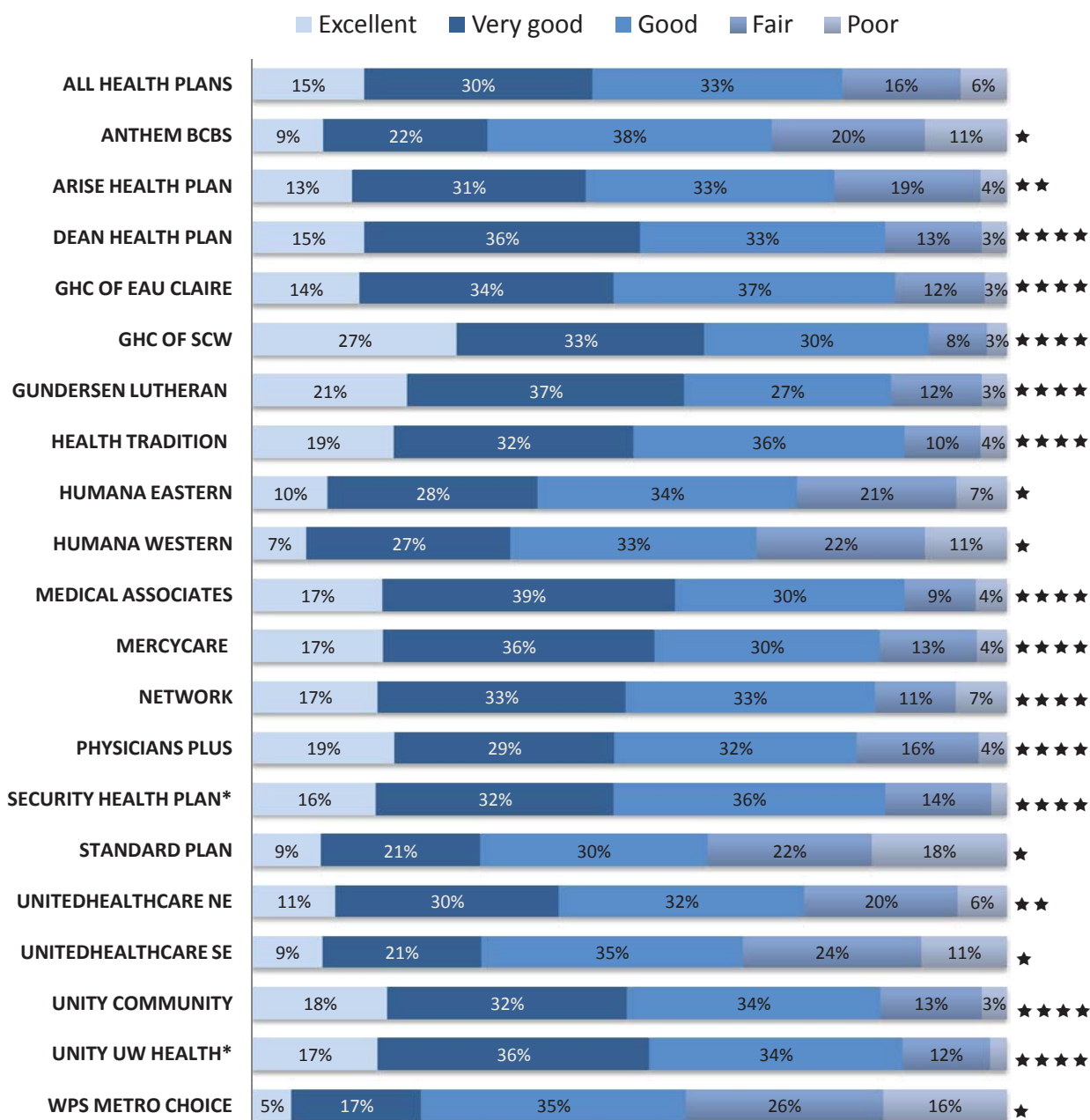
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded "Excellent" "Very good," "Good," "Fair" or "Poor."

Question 42B: How would you rate your plan's effort to provide you and your family with educational information on health and wellness issues such as smoking cessation, weight loss, mammograms, etc.?



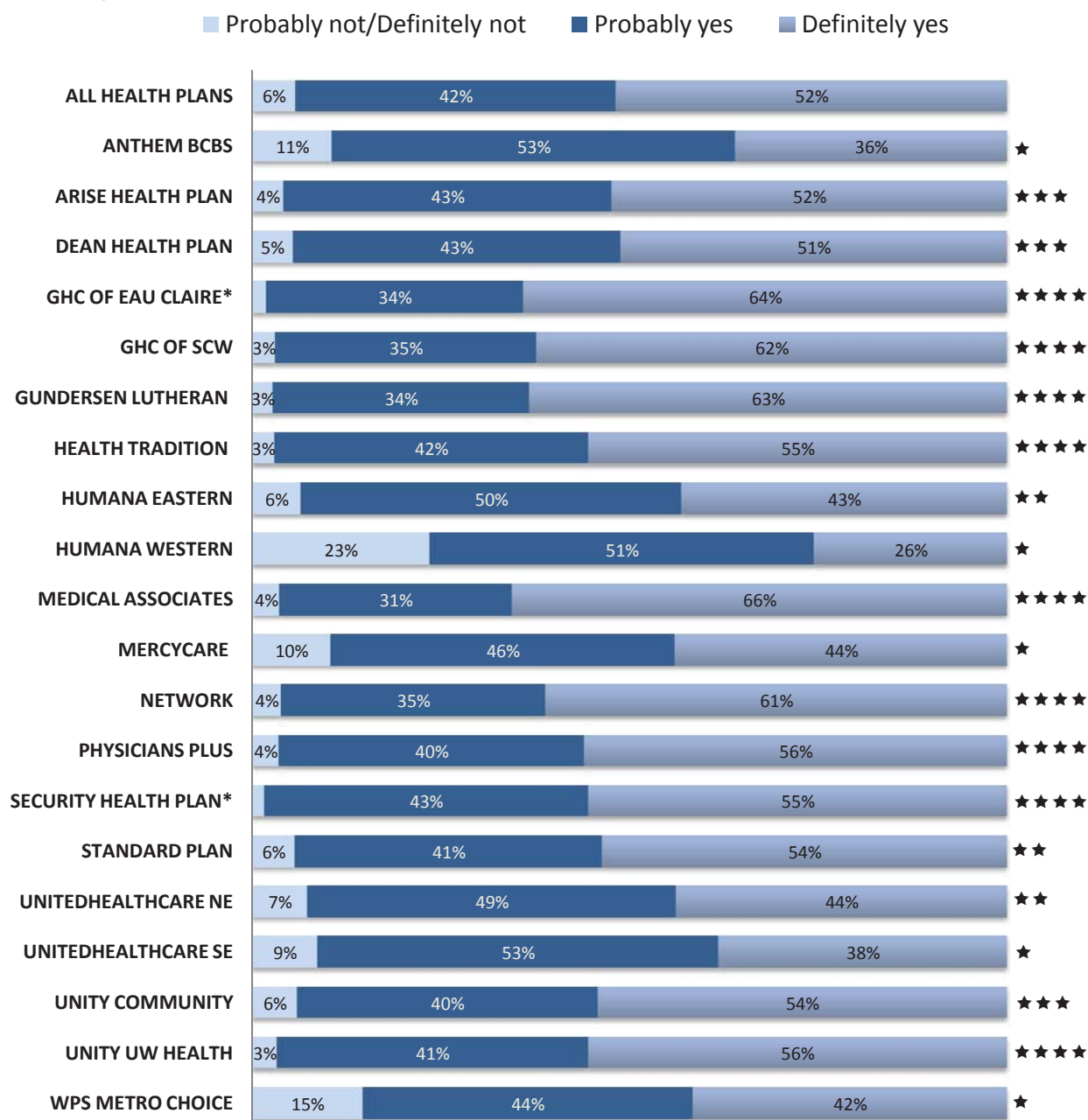
See Page 3 for a description of the star rating system.

*Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Probably not/ Definitely not,” “Probably yes” or “Definitely yes.”

Question 42D: Would you recommend your health plan to your family or friends?

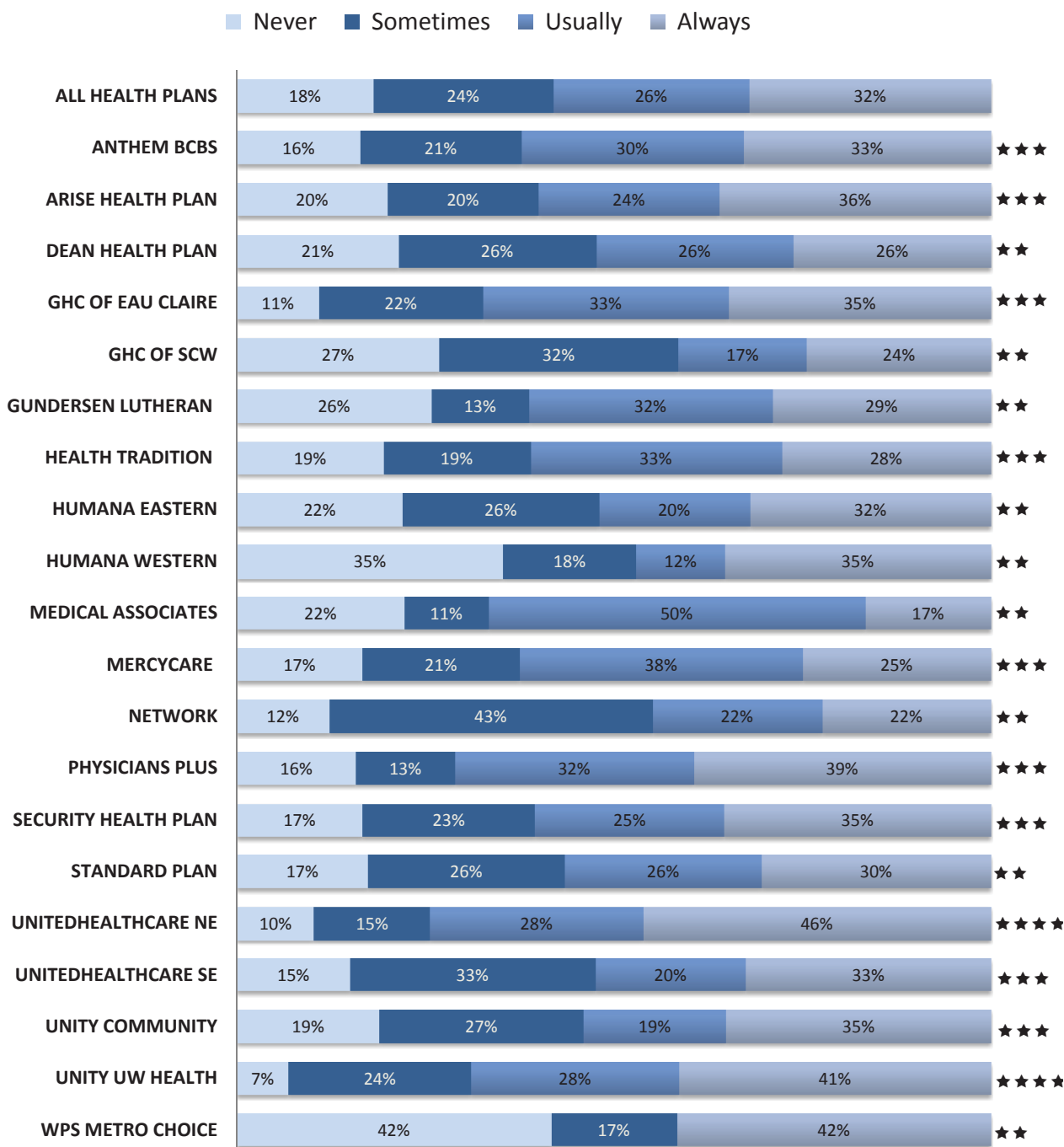


See Page 3 for a description of the star rating system.
 *Responses 2% or less are not labeled.

Supplemental Report Card

This graph shows the percentage of people who responded “Never,” “Sometimes,” “Usually” or “Always.”

Question 46: In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

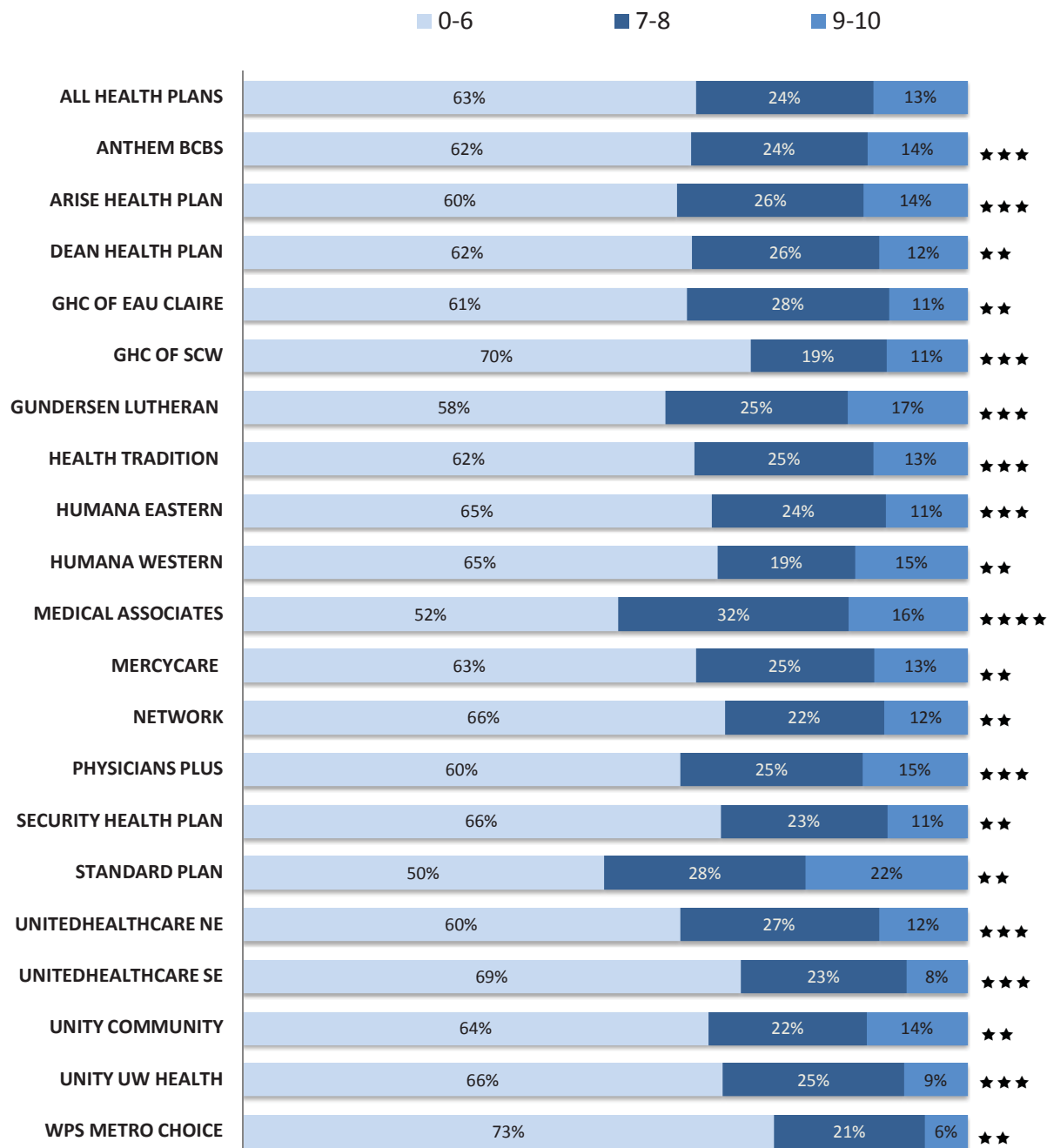


See Page 3 for a description of the star rating system.

Supplemental Report Card

This graph shows results where the surveyed were asked to rate their health plan on a scale from 0 to 10 with 0 meaning "worst possible" and 10 meaning "best possible." The percentage of people who rated their health plan from "0 to 6," "7 to 8," "9 to 10."

Question 62L: Amount of influence doctor and staff of your health insurance had in helping you make changes to improve your health?



See Page 3 for a description of the star rating system.