

NCQA's health insurance rankings

These rankings of private, Medicare, and Medicaid health insurance plans are based on data and calculations from the National Committee for Quality Assurance (NCQA), a nonprofit group that develops quality measures and accredits health insurance plans, doctors, and other organizations. The plans are ranked in three categories: private HMOs and PPOs that people enroll in through work or on their own; HMOs and PPOs that serve Medicare beneficiaries in the Medicare Advantage program; and HMOs that serve Medicaid beneficiaries. HMOs and PPOs are ranked together within their respective categories but listed separately within each state.

We are presenting here health insurance rankings for 984 plans nationwide. The list is also available on our iPad edition, which print subscribers have access to at no additional charge. At ConsumerReports.org/health, subscribers to our website can also look up additional details and compare up to five plans at a time.

Overall score is mainly based on performance on dozens of measures of care and is calculated on a scale of 1 to 100 (higher is better).



Performance includes three subcategories—**consumer satisfaction, prevention, and treatment**, which are scored from 1 to 5 (higher is better).

Consumer satisfaction measures what patients reported about the experiences of their care in a survey, including their experiences with doctors and services they had access to, and customer service.

Prevention measures the proportion of eligible members who received preventive services, such as prenatal and post-

partum care, cancer screenings, and immunizations. It also looks at access to primary- and preventive-care visits for children and adolescents.

Treatment measures the proportion of eligible members who received the recommended care for people with conditions such as diabetes, heart disease, high blood pressure, osteoporosis, alcohol and drug dependence, and mental illness.

Accreditation is an independent review of how well a plan does at working with doctors and patients to provide high-quality health care and at providing important consumer protections. Plans that are not accredited, including those that are in the accreditation process or scheduled to go through it, get zero points for this category.

National rank shows where each ranked plan stands among all scored plans nationwide in its insurance category. A lower number signifies a better ranking and performance. Prevention and treatment account for 60 percent of the score for all plans; consumer satisfaction, 25 percent; and NCQA accreditation, 15 percent.

Why accreditation matters

Unaccredited plans lose ground in the NCQA rankings because accreditation counts for up to 15 points out of a possible 100. Here's why accreditation matters.

During the accreditation process, evaluations by physicians and managed-care experts make sure not only that the plan has the right policies and procedures but also that the plan is following them. Do the plans provide accurate marketing material? Do they give clear information to members on coverage and denial decisions? Do the providers in their networks have proper credentials? Details on these standards can be seen at ConsumerReports.org/health.

"It's not enough to have an appeals process," says Andy Reynolds, an NCQA assistant vice president. "The on-site survey looks to see how the plan executes it."

Accredited plans also commit to being held accountable for their performance by reporting data on it. Experience has shown that when plans do that, the performance usually improves. In fact, the health care reform law will require that any plan sold through exchanges in 2014 and beyond must be accredited.

A total of 254 ranked plans are not accredited, of which 22 are scheduled for accreditation and two were going through the accreditation process as we went to press. There are a number of reasons a plan might skip NCQA accreditation, including the expense—plans pay a fee to the NCQA for it. Plans might be accredited by another organization, again for a fee. Many more Medicare and Medicaid plans than private plans are not accredited.

Types of insurance

Look at HMOs to control costs and at PPOs if you want more doctors to choose from.

- HMO** HMOs, or health maintenance organizations, limit you to in-network doctors, but you'll pay just a co-pay (and the premium).
- PPO** PPOs, or preferred provider organizations, allow you to go out of network, but you'll pay a greater share of the cost.

All unaccredited ranked plans do submit some quality and consumer satisfaction data. So you can compare unaccredited and accredited plans in your area, based on performance in treatment, prevention, and satisfaction, and decide whether the components that are most important to you make up for the lack of accreditation and its associated commitment to reporting and external review. But before choosing an unaccredited plan, we recommend that you ask a plan representative why it isn't accredited and carefully review its consumer protection policies.

Accredited or not?

Only plans with a "Y" receive any credit for accreditation. Here's a key to other accreditation statuses.

Y

Yes, this plan is accredited by the NCQA.

N

No, this plan is not accredited by the NCQA.

P

In process of accreditation by the NCQA.

S

Scheduled for accreditation by the NCQA.

Private health plan rankings from NCQA

In rank order, within states and insurance type.



Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
ALABAMA						
UnitedHealthcare Insurance	79	3	2	1	Y	380
UnitedHealthCare Services	79	3	2	1	Y	380
Aetna Life Insurance	76	2	1	1	Y	431
ALASKA						
Aetna Life Insurance	76	1	1	2	Y	436
ARIZONA						
CIGNA HealthCare of Arizona	83	2	4	4	Y	160
Health Net of Arizona	83	4	3	3	Y	176
UnitedHealthcare of Arizona	82	3	2	3	Y	261
Aetna Health (Pennsylvania)	80	1	2	3	Y	349
Humana Health Plan of Arizona	79	1	2	2	Y	375
UnitedHealthcare Insurance	82	3	3	3	Y	241
UnitedHealthCare Services	82	3	3	3	Y	241
Cigna Health and Life Insurance	82	1	3	3	Y	244
Connecticut General Life Insurance	82	1	3	3	Y	244
Aetna Life Insurance	80	2	2	3	Y	346
Humana Insurance (Arizona)	79	1	1	3	Y	396
Blue Cross Blue Shield of Arizona	64	3	2	2	N	468
ARKANSAS						
UnitedHealthcare Insurance	77	3	1	1	Y	421
UnitedHealthCare Services	77	3	1	1	Y	421
Aetna Life Insurance	76	3	1	1	Y	435
Coventry Health Care/Mercy Health Plans	67	3	3	3	N	459
CALIFORNIA						
Kaiser Foundation Health Plan of Northern California	90	3	5	5	Y	8
Kaiser Foundation Health Plan of Southern California	89	4	5	5	Y	10
Western Health Advantage	84	3	4	3	Y	139
Blue Shield of California	82	3	3	3	Y	267
CIGNA HealthCare of California	81	2	3	3	Y	284
Health Net of California	81	1	3	2	Y	304
UnitedHealthcare of California	80	1	3	2	Y	337
Anthem Blue Cross	80	1	3	2	Y	358
Aetna Health of California	77	1	1	2	Y	427
Sharp Health Plan	68	3	3	4	S	447
UnitedHealthcare Insurance	82	2	3	3	Y	247
UnitedHealthCare Services	82	2	3	3	Y	247
Cigna Health and Life Insurance	82	3	3	3	Y	259
Connecticut General Life Insurance	82	3	3	3	Y	259
Health Net Life Insurance	81	1	3	3	Y	325
Anthem Blue Cross	80	3	3	2	Y	328
Anthem Blue Cross Life and Health Insurance	80	3	3	2	Y	329
Aetna Life Insurance	80	2	2	2	Y	336
Blue Shield of California	63	3	1	2	S	470
Blue Shield of California Life & Health Insurance	63	3	1	2	S	470

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
COLORADO						
Kaiser Foundation Health Plan of Colorado	90	3	5	5	Y	6
CIGNA HealthCare of Colorado	85	3	4	4	Y	71
HMO Colorado	83	2	4	3	Y	192
Aetna Health (Pennsylvania)	81	1	2	3	Y	321
Rocky Mountain Health Plans	68	3	3	3	N	446
Humana Health Plan	67	2	3	3	S	458
Cigna Health and Life Insurance	84	3	3	4	Y	135
Connecticut General Life Insurance	84	3	3	4	Y	135
UnitedHealthcare Insurance	83	3	3	4	Y	168
UnitedHealthCare Services	83	3	3	4	Y	168
Aetna Life Insurance	81	2	3	3	Y	302
Rocky Mountain Health Plans	68	3	3	4	N	448
CONNECTICUT						
Anthem Blue Cross and Blue Shield - Connecticut	87	5	5	4	Y	41
ConnectiCare	86	3	5	4	Y	46
Oxford Health Plans	85	4	4	4	Y	79
CIGNA HealthCare of Connecticut	84	4	4	4	Y	98
Aetna Health	84	3	4	4	Y	114
Cigna Health and Life Insurance	86	3	5	4	Y	51
Connecticut General Life Insurance	86	3	5	4	Y	51
United HealthCare Services (New England)	85	4	4	4	Y	84
UnitedHealthcare Insurance (New England)	85	4	4	4	Y	84
Aetna Life Insurance	85	3	4	4	Y	86
Oxford Health Insurance	83	2	4	4	Y	144
DELAWARE						
Highmark BCBSD	83	3	4	3	Y	146
AmeriHealth HMO	83	3	4	3	Y	166
Aetna Health (Pennsylvania)	82	2	3	3	Y	193
Optimum Choice	82	1	3	4	Y	246
Coventry Health Care of Delaware	67	2	4	3	N	457
UnitedHealthcare Insurance	81	2	3	3	Y	298
UnitedHealthCare Services	81	2	3	3	Y	298
Aetna Life Insurance	80	3	2	2	Y	335
Cigna Health and Life Insurance	79	3	2	2	Y	373
Connecticut General Life Insurance	79	3	2	2	Y	373
Coventry Health Care of Delaware	66	1	3	3	N	464
DISTRICT OF COLUMBIA						
Kaiser Foundation Health Plan of the Mid-Atlantic States	88	4	5	5	Y	15
Cigna Health and Life Insurance	85	3	4	4	Y	73
Connecticut General Life Insurance	85	3	4	4	Y	73
MD - Individual Practice Association	83	2	3	3	Y	190
Aetna Health (Pennsylvania)	82	3	4	3	Y	211
CareFirst BlueChoice	82	2	3	3	Y	230
Optimum Choice	82	1	3	4	Y	246
UnitedHealthcare of the Mid-Atlantic	81	1	3	3	Y	308

Dash (-) indicates insufficient data.

Y Accredited by the NCQA. N Not accredited by the NCQA. P In process of accreditation by the NCQA. S Scheduled for accreditation by the NCQA.

FEATURE NCQA'S HEALTH INSURANCE RANKINGS

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

DISTRICT OF COLUMBIA continued

Cigna Health and Life Insurance	84	4	4	3	Y	108
Connecticut General Life Insurance	84	4	4	3	Y	108
Aetna Life Insurance	83	3	3	3	Y	173
BluePreferred	83	3	3	4	Y	184
UnitedHealthCare Services (Mid-Atlantic)	81	1	3	3	Y	280
UnitedHealthcare Insurance (Mid-Atlantic)	81	1	3	3	Y	280

FLORIDA

Capital Health Plan	91	5	5	5	Y	3
Health First Health Plans	84	4	4	3	Y	99
Florida Health Care Plans	84	4	4	3	Y	115
CIGNA HealthCare of Florida	83	3	4	3	Y	162
UnitedHealthcare of Florida	83	4	3	2	Y	186
AvMed Health Plans	82	3	4	2	Y	215
Humana Medical Plan - Florida	82	3	3	3	Y	272
Health Options (Florida Blue)	81	3	3	1	Y	303
Aetna Health	80	2	3	2	Y	338
Neighborhood Health Partnership	80	2	3	2	Y	347
Cigna Health and Life Insurance	82	3	3	3	Y	204
Connecticut General Life Insurance	82	3	3	3	Y	204
UnitedHealthcare Insurance	81	3	3	2	Y	275
UnitedHealthCare Services	81	3	3	2	Y	275
Aetna Life Insurance	81	3	3	2	Y	286
Blue Cross Blue and Shield of Florida (Florida Blue)	65	3	2	1	S	466

GEORGIA

Kaiser Foundation Health Plan of Georgia	87	4	5	4	Y	36
Blue Cross Blue Shield Healthcare Plan of Georgia	82	4	3	2	Y	197
Kaiser Foundation Health Plan of Georgia	82	3	4	2	Y	213
CIGNA HealthCare of Georgia	82	3	3	3	Y	236
Aetna Health	82	3	3	3	Y	238
Humana Employers Health Plan of Georgia	81	3	2	3	Y	320
UnitedHealthcare Community Plan	81	3	2	2	Y	327
Aetna Life Insurance	82	3	3	3	Y	251
Cigna Health and Life Insurance	82	2	3	3	Y	265
Connecticut General Life Insurance	82	2	3	3	Y	265
UnitedHealthcare Insurance	80	3	2	2	Y	339
UnitedHealthCare Services	80	3	2	2	Y	339
Blue Cross Blue Shield of Georgia	78	4	1	1	Y	419

HAWAII

Kaiser Foundation Health Plan - Hawaii	88	3	5	5	Y	19
Hawaii Medical Service Association	84	3	4	4	Y	105
Hawaii Medical Service Association	85	5	3	4	Y	68

IDAHO

Group Health Cooperative	86	3	4	5	Y	56
SelectHealth	83	3	3	4	Y	183
Group Health Options (Alliant)	68	3	3	4	S	445
Group Health Options (Options)	68	3	3	4	S	452
UnitedHealthcare Insurance	78	3	1	2	Y	409
UnitedHealthCare Services	78	3	1	2	Y	409
Aetna Life Insurance	77	2	1	1	Y	430

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

ILLINOIS

Health Alliance Medical Plans	87	5	4	5	Y	35
Coventry Health Care of Illinois	85	5	4	4	Y	65
CIGNA HealthCare of St. Louis	82	4	3	-	Y	203
HMO Illinois and Blue Advantage HMO	82	3	3	3	Y	220
UnitedHealthcare of the Midwest	81	5	2	2	Y	274
UnitedHealthcare Plan of the River Valley	81	3	2	3	Y	277
UnitedHealthCare Services of the River Valley	81	3	2	3	Y	277
Aetna Health (Pennsylvania)	80	1	2	3	Y	351
CIGNA HealthCare of Illinois	80	2	2	3	Y	355
Humana Health Plan - Chicago Market	78	2	2	1	Y	411
Humana Benefit Plan of Illinois	66	3	2	-	N	462
Cigna Health and Life Insurance	84	5	3	4	Y	106
Connecticut General Life Insurance	84	5	3	4	Y	106
Health Alliance Medical Plans	83	5	3	3	Y	142
Coventry Health Care of Illinois	82	3	3	3	Y	228
UnitedHealthcare Insurance	81	3	3	2	Y	293
UnitedHealthcare Insurance of Illinois	81	3	3	2	Y	293
UnitedHealthCare Services	81	3	3	2	Y	293
Aetna Life Insurance	81	2	3	2	Y	314
Humana Insurance (Illinois)	80	1	2	3	Y	341
Coventry Health and Life of Illinois	67	3	3	3	N	455
Coventry Health Care/Mercy Health Plans	67	3	3	3	N	459

INDIANA

Anthem Blue Cross and Blue Shield in Indiana	84	4	4	3	Y	131
HMO Illinois and Blue Advantage HMO	82	3	3	3	Y	220
Aetna Health (Pennsylvania)	81	3	2	3	Y	273
Aetna Health (Pennsylvania)	80	1	2	3	Y	351
ADVANTAGE Health Solutions	80	3	2	2	Y	352
CIGNA HealthCare of Illinois	80	2	2	3	Y	355
CIGNA HealthCare of Indiana	80	3	2	2	Y	357
Welborn Health Plans	68	4	3	3	N	444
UnitedHealthcare Insurance	81	4	2	2	Y	311
UnitedHealthCare Services	81	4	2	2	Y	311
Aetna Life Insurance	81	3	2	2	Y	324
Anthem Blue Cross and Blue Shield in Indiana	79	3	2	1	Y	387
Cigna Health and Life Insurance	79	3	2	1	Y	394
Connecticut General Life Insurance	79	3	2	1	Y	394

IOWA

Health Alliance Medical Plans	87	5	4	5	Y	35
Medical Associates Health Plan	86	5	4	4	Y	59
Wellmark Health Plan of Iowa	85	5	4	4	Y	69
Gundersen Lutheran Health Plan	84	4	4	4	Y	100
Sanford Health Plan	82	3	3	3	Y	196
UnitedHealthcare Plan of the River Valley	81	3	2	3	Y	277
UnitedHealthCare Services of the River Valley	81	3	2	3	Y	277
Coventry Health Care of Iowa	68	3	3	3	N	450
Health Alliance Medical Plans	83	5	3	3	Y	142
United HealthCare Services (Midlands)	82	3	3	3	Y	194
UnitedHealthcare Insurance (Midlands)	82	3	3	3	Y	194
Aetna Life Insurance	80	3	2	2	Y	362

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HMO PPO

1 2 3 4 5

Worse than average Better than average

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

IOWA continued

Cigna Health and Life Insurance	79	3	2	2	Y	385
Connecticut General Life Insurance	79	3	2	2	Y	385

KANSAS

Blue Cross and Blue Shield of Kansas City, Good Health HMO	84	5	3	4	Y	137
Humana Health Plan - Kansas City (HMO)	82	3	3	3	Y	254
Humana Health Plan - Kansas City (POS)	82	3	3	3	Y	254
Aetna Health (Pennsylvania)	82	3	2	3	Y	262
UnitedHealthcare of the Midwest	81	5	2	2	Y	274
CIGNA HealthCare of St. Louis	79	3	2	2	Y	372
Preferred Health Systems	68	4	3	3	N	453
Coventry Health Care of Kansas	68	3	3	3	N	454
Humana Insurance (KS, MO)	81	3	2	3	Y	285
Blue Cross and Blue Shield of Kansas City	81	3	2	3	Y	313
Cigna Health and Life Insurance	80	3	2	2	Y	342
Connecticut General Life Insurance	80	3	2	2	Y	342
Aetna Life Insurance	80	3	2	2	Y	361
United HealthCare Services (Midwest)	79	3	2	2	Y	370
UnitedHealthcare Insurance (Midwest)	79	3	2	2	Y	370

KENTUCKY

Anthem Blue Cross and Blue Shield in Kentucky	83	3	4	3	Y	185
Aetna Health (Pennsylvania)	81	3	2	3	Y	273
Humana Health Plan - Kentucky	81	2	3	2	Y	301
UnitedHealthcare Insurance	80	3	3	2	Y	331
UnitedHealthCare Services	80	3	3	2	Y	331
Humana Health Plan - Kentucky	80	2	2	3	Y	350
Cigna Health and Life Insurance	78	3	2	2	Y	398
Connecticut General Life Insurance	78	3	2	2	Y	398
Anthem Blue Cross and Blue Shield in Kentucky	78	3	2	1	Y	401
Aetna Life Insurance	78	3	2	1	Y	408

LOUISIANA

Humana Health Benefit Plan of Louisiana	82	4	3	2	Y	270
Coventry Health Care of Louisiana	65	3	2	2	N	467
Vantage Health Plan	64	5	2	1	N	469
UnitedHealthcare Insurance	80	5	2	1	Y	364
UnitedHealthCare Services	80	5	2	1	Y	364
Aetna Life Insurance	78	3	2	1	Y	412

MAINE

Harvard Pilgrim Health Care	91	5	5	5	Y	1
Anthem Blue Cross and Blue Shield in Maine	87	4	5	5	Y	29
Aetna Health	85	3	3	5	Y	82
Cigna Health and Life Insurance	84	4	3	4	Y	116
Connecticut General Life Insurance	84	4	3	4	Y	116
Aetna Life Insurance	82	2	3	4	Y	229

MARYLAND

Kaiser Foundation Health Plan of the Mid-Atlantic States	88	4	5	5	Y	15
Johns Hopkins US Family Health Plan	88	5	4	5	Y	22
Cigna Health and Life Insurance	85	3	4	4	Y	73
Connecticut General Life Insurance	85	3	4	4	Y	73
Employer Health Programs	84	3	4	3	Y	118

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

MARYLAND continued

MD - Individual Practice Association	83	2	3	3	Y	190
Aetna Health (Pennsylvania)	82	3	4	3	Y	211
CareFirst BlueChoice	82	2	3	3	Y	230
Optimum Choice	82	1	3	4	Y	246
UnitedHealthcare of the Mid-Atlantic	81	1	3	3	Y	308
Coventry Health Care of Delaware	67	2	4	3	N	457
Cigna Health and Life Insurance	84	4	4	3	Y	108
Connecticut General Life Insurance	84	4	4	3	Y	108
United HealthCare Services (Mid-Atlantic)	84	3	4	3	Y	122
UnitedHealthcare Insurance (Mid-Atlantic)	84	3	4	3	Y	122
Aetna Life Insurance	83	3	3	3	Y	173
BluePreferred	83	3	3	4	Y	184
Coventry Health Care of Delaware	66	1	3	3	N	464

MASSACHUSETTS

Harvard Pilgrim Health Care	91	5	5	5	Y	1
Tufts Associated Health Maintenance Organization	91	5	5	5	Y	2
Health New England	89	4	5	5	Y	11
Blue Cross and Blue Shield of Massachusetts HMO Blue	89	3	5	5	Y	14
Fallon Community Health Plan	87	3	5	4	Y	33
ConnectiCare of Massachusetts	86	3	5	4	Y	46
Aetna Health (Pennsylvania)	86	3	4	5	Y	57
Neighborhood Health Plan	85	1	5	5	Y	66
Cigna Health and Life Insurance	84	3	4	-	Y	96
Connecticut General Life Insurance	84	3	4	-	Y	96
Tufts Benefit Administrators	90	5	5	5	Y	4
Harvard Pilgrim Health Care	90	5	5	5	Y	5
Blue Cross and Blue Shield of Massachusetts	88	3	5	5	Y	23
Cigna Health and Life Insurance	87	3	5	5	Y	39
Connecticut General Life Insurance	87	3	5	5	Y	39
United HealthCare Services (New England)	85	2	4	4	Y	91
UnitedHealthcare Insurance (New England)	85	2	4	4	Y	91
Aetna Life Insurance	84	1	4	4	Y	138
Harvard Pilgrim Insurance	75	5	5	5	P	439

MICHIGAN

Grand Valley Health Plan	88	4	5	5	Y	18
HealthPlus of Michigan	87	5	5	4	Y	31
Priority Health	87	4	5	4	Y	43
Health Alliance Plan of Michigan	86	5	4	4	Y	50
Physicians Health Plan	85	4	4	3	Y	88
Blue Care Network of Michigan	85	3	4	4	Y	93
Total Health Care	83	1	4	4	Y	140
Aetna Life Insurance	81	3	2	2	Y	290
UnitedHealthcare Insurance	81	3	3	2	Y	317
UnitedHealthCare Services	81	3	3	2	Y	317
Priority Health	66	3	3	2	N	460
Health Alliance Plan of Michigan	66	3	2	2	N	463

MINNESOTA

HealthPartners	88	4	4	5	Y	28
Medica	85	3	4	5	Y	81

Dash (-) indicates insufficient data.

FEATURE NCQA'S HEALTH INSURANCE RANKINGS

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

MINNESOTA continued

PreferredOne Community Health Plan	83	3	3	4	Y	143
HealthPartners	88	4	4	5	Y	28
Medica	85	3	4	5	Y	81
Blue Cross Blue Shield of Minnesota	84	3	3	4	Y	125
Aetna Life Insurance	81	3	2	3	Y	309

MISSISSIPPI

CIGNA HealthCare of Tennessee	84	4	4	3	Y	124
UnitedHealthcare Insurance	78	4	1	1	Y	415
UnitedHealthCare Services	78	4	1	1	Y	415
Cigna Health and Life Insurance	77	3	1	1	Y	428
Connecticut General Life Insurance	77	3	1	1	Y	428
Aetna Life Insurance	76	3	1	1	Y	432

MISSOURI

Blue Cross and Blue Shield of Kansas City, Good Health HMO	84	5	3	4	Y	137
CIGNA HealthCare of St. Louis	82	4	3	-	Y	203
Anthem Blue Cross and Blue Shield in Missouri	82	3	2	3	Y	207
Aetna Health (Pennsylvania)	82	3	2	3	Y	262
UnitedHealthcare of the Midwest	81	5	2	2	Y	274
CIGNA HealthCare of St. Louis	79	3	2	2	Y	372
Coventry Health Care of Missouri	69	4	3	4	S	443
Coventry Health Care of Kansas	68	3	3	3	N	454
Cigna Health and Life Insurance	82	3	3	3	Y	221
Connecticut General Life Insurance	82	3	3	3	Y	221
United HealthCare Services (Midwest)	82	3	3	3	Y	231
UnitedHealthcare Insurance (Midwest)	82	3	3	3	Y	231
Humana Insurance (KS, MO)	81	3	2	3	Y	285
Blue Cross and Blue Shield of Kansas City	81	3	2	3	Y	313
Aetna Life Insurance	81	3	2	3	Y	323
Coventry Health and Life of Missouri	68	4	3	3	S	449
Coventry Health Care/Mercy Health Plans	67	3	3	3	N	459

MONTANA

UnitedHealthcare Insurance	79	3	1	3	Y	376
UnitedHealthCare Services	79	3	1	3	Y	376
Cigna Health and Life Insurance	78	3	1	2	Y	417
Connecticut General Life Insurance	78	3	1	2	Y	417
Aetna Life Insurance	77	1	1	2	Y	426

NEBRASKA

United HealthCare Services (Midlands)	82	3	3	3	Y	223
UnitedHealthcare Insurance (Midlands)	82	3	3	3	Y	223
Aetna Life Insurance	80	3	2	2	Y	345
Cigna Health and Life Insurance	79	3	2	2	Y	382
Connecticut General Life Insurance	79	3	2	2	Y	382

NEVADA

Saint Mary's HealthFirst	81	2	3	3	Y	279
Aetna Health (Pennsylvania)	80	1	2	3	Y	349
Health Plan of Nevada	78	1	2	2	Y	407
UnitedHealthcare Insurance	78	3	1	2	Y	405
UnitedHealthCare Services	78	3	1	2	Y	405
Cigna Health and Life Insurance	78	2	2	1	Y	413

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

NEVADA continued

Connecticut General Life Insurance	78	2	2	1	Y	413
Aetna Life Insurance	77	1	1	2	Y	423

NEW HAMPSHIRE

Harvard Pilgrim Health Care of New England	90	5	5	5	Y	7
Anthem Blue Cross and Blue Shield in New Hampshire	88	4	5	5	Y	26
Anthem Health Plan of New Hampshire	88	4	5	5	Y	26
Cigna Health and Life Insurance	85	5	4	4	Y	77
Connecticut General Life Insurance	85	5	4	4	Y	77
Cigna Health and Life Insurance	83	3	3	3	Y	148
Connecticut General Life Insurance	83	3	3	3	Y	148
United HealthCare Services (New England)	83	2	4	3	Y	163
UnitedHealthcare Insurance (New England)	83	2	4	3	Y	163
Aetna Life Insurance	82	3	2	3	Y	198

NEW JERSEY

CIGNA HealthCare of New Jersey	85	4	5	4	Y	64
Aetna Health	83	3	3	3	Y	153
AmeriHealth HMO	83	3	4	3	Y	166
Horizon Health Care of New Jersey	83	2	3	4	Y	170
Horizon Healthcare of New Jersey	83	2	3	4	Y	170
Oxford Health Plans	82	1	3	4	Y	219
Cigna Health and Life Insurance	83	2	4	4	Y	158
Connecticut General Life Insurance	83	2	4	4	Y	158
Aetna Life Insurance	83	3	3	3	Y	167
UnitedHealthcare Insurance	83	2	4	3	Y	181
UnitedHealthCare Services	83	2	4	3	Y	181
Oxford Health Insurance	82	2	3	3	Y	210
Horizon Health Care of New Jersey	82	3	3	3	Y	240

NEW MEXICO

Presbyterian Health Plan	81	2	3	3	Y	289
Lovelace Health Plan	80	1	2	3	Y	353
Blue Cross and Blue Shield of New Mexico	79	3	2	2	Y	389
Lovelace Insurance	79	1	3	3	Y	368
Presbyterian Insurance	79	1	2	3	Y	369
Blue Cross and Blue Shield of New Mexico	79	3	2	2	Y	389
UnitedHealthcare Insurance	78	1	2	2	Y	403
UnitedHealthCare Services	78	1	2	2	Y	403
Cigna Health and Life Insurance	77	1	1	2	Y	424
Connecticut General Life Insurance	77	1	1	2	Y	424
Aetna Life Insurance	75	1	1	1	Y	438

NEW YORK

Capital District Physicians' Healthcare Network	88	4	5	5	Y	24
Capital District Physicians' Health Plan	88	4	5	5	Y	25
Excellus BlueCross BlueShield	87	3	5	5	Y	37
MVP Health Care	87	5	5	4	Y	44
HealthNow New York	87	4	5	4	Y	45
Independent Health Association	86	3	5	4	Y	48
HIP Health Plan of New York	86	3	5	4	Y	58
Univera Healthcare	85	3	4	4	Y	67
Cigna Health and Life Insurance	84	1	4	4	Y	110

Y Accredited by the NCQA. N Not accredited by the NCQA. P In process for accreditation by the NCQA. S Scheduled for accreditation by the NCQA.

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
NEW YORK continued						
Connecticut General Life Insurance	84	1	4	4	Y	110
Empire BlueCross BlueShield	84	3	3	4	Y	127
Aetna Health	83	3	3	4	Y	145
Oxford Health Plans	83	2	4	3	Y	180
Capital District Physicians' Healthcare Network (Self-Funded)	88	5	5	5	Y	20
CDPHP Universal Benefits	88	5	5	5	Y	20
HealthNow New York	87	4	5	4	Y	45
Univera Healthcare	85	3	4	4	Y	67
Excellus BlueCross BlueShield	84	3	4	4	Y	95
Oxford Health Insurance	84	2	4	4	Y	119
Cigna Health and Life Insurance	84	2	4	4	Y	127
Connecticut General Life Insurance	84	2	4	4	Y	127
Aetna Life Insurance	84	3	4	3	Y	130
UnitedHealthcare Insurance of New York	83	3	4	3	Y	177
UnitedHealthCare Services	83	3	4	3	Y	177
NORTH CAROLINA						
CIGNA HealthCare of North Carolina	84	4	4	3	Y	103
Aetna Health (Pennsylvania)	82	3	3	3	Y	271
Cigna Health and Life Insurance	84	4	4	3	Y	120
Connecticut General Life Insurance	84	4	4	3	Y	120
UnitedHealthcare Insurance	82	3	3	3	Y	199
UnitedHealthCare Services	82	3	3	3	Y	199
Aetna Life Insurance	82	3	3	3	Y	237
Blue Cross Blue Shield of North Carolina	82	3	3	3	Y	256
NORTH DAKOTA						
Medica	85	3	4	5	Y	81
Sanford Health Plan	82	3	3	3	Y	196
Medica	85	3	4	5	Y	81
Aetna Life Insurance	77	1	1	2	Y	426
OHIO						
Kaiser Foundation Health Plan of Ohio	87	4	4	5	Y	38
AultCare HMO	86	5	4	3	Y	61
SummaCare	85	5	4	3	Y	88
Anthem Blue Cross and Blue Shield in Ohio	85	3	4	3	Y	90
Medical Mutual of Ohio	83	4	3	3	Y	154
Paramount Health Care	83	4	4	2	Y	172
CIGNA Ohio Managed Care	83	3	3	3	Y	179
Health Plan of the Upper Ohio Valley, The	82	5	3	2	Y	227
Humana Health Plan of Ohio	82	2	3	3	Y	268
Aetna Health (Pennsylvania)	81	3	2	3	Y	273
Medical Mutual of Ohio	83	4	3	3	Y	154
Humana Insurance (Ohio)	82	2	3	3	Y	212
SummaCare	82	3	3	3	Y	214
Aetna Life Insurance	82	3	3	3	Y	225
AultCare	82	5	3	2	Y	239
UnitedHealthcare Insurance	82	3	3	3	Y	257
UnitedHealthCare Services	82	3	3	3	Y	257
Cigna Health and Life Insurance	81	2	3	3	Y	282

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
OHIO continued						
Connecticut General Life Insurance	81	2	3	3	Y	282
Anthem Blue Cross and Blue Shield in Ohio	79	3	2	1	Y	397
OKLAHOMA						
UnitedHealthcare of Oklahoma	80	3	2	2	Y	354
Aetna Health (Pennsylvania)	78	1	2	1	Y	420
UnitedHealthcare Insurance	80	4	2	2	Y	366
UnitedHealthCare Services	80	4	2	2	Y	366
Aetna Life Insurance	79	3	2	2	Y	384
OREGON						
Kaiser Foundation Health Plan of the Northwest	89	3	5	5	Y	13
Providence Health Plans	68	2	2	5	N	451
Cigna Health and Life Insurance	83	2	3	4	Y	187
Connecticut General Life Insurance	83	2	3	4	Y	187
ODS Health Plan	82	2	2	4	Y	269
UnitedHealthcare Insurance	81	2	2	3	Y	315
UnitedHealthCare Services	81	2	2	3	Y	315
Aetna Life Insurance	80	1	2	3	Y	356
Health Net of Oregon	66	2	2	3	N	461
PacificSource Health Plans	66	3	2	3	N	465
Regence BlueCross BlueShield of Oregon	62	3	1	1	N	473
PENNSYLVANIA						
Geisinger Health Plan	89	4	5	5	Y	12
UPMC Benefit Management Services	88	5	5	5	Y	16
UPMC Health Plan	88	5	5	5	Y	16
Keystone Health Plan West	87	5	4	4	Y	32
HealthAmerica Pennsylvania	87	5	5	4	Y	34
Keystone Health Plan East	84	3	4	3	Y	102
Capital Advantage Insurance	84	3	4	3	Y	112
Keystone Health Plan Central	84	3	4	3	Y	112
First Priority Health	84	4	4	3	Y	126
AmeriHealth HMO	83	3	4	3	Y	166
Aetna Health	83	2	3	4	Y	191
Connecticut General Life Insurance	81	3	2	3	Y	292
Geisinger Health Plan	86	3	4	4	Y	53
UPMC Benefit Management Services	86	5	4	4	Y	54
UPMC Health Network	86	5	4	4	Y	54
Aetna Life Insurance	83	3	4	3	Y	147
Cigna Health and Life Insurance	83	3	4	3	Y	155
Connecticut General Life Insurance	83	3	4	3	Y	155
QCC Insurance (Personal Choice)	83	4	4	3	Y	165
UnitedHealthcare Insurance	82	3	3	3	Y	249
UnitedHealthCare Services	82	3	3	3	Y	249
PUERTO RICO						
Humana Health Plans of Puerto Rico	59	4	1	1	N	474
RHODE ISLAND						
Tufts Benefit Administrators	90	5	5	5	Y	4
United HealthCare Services (New England)	86	4	4	4	Y	62
UnitedHealthcare Insurance (New England)	86	4	4	4	Y	62
Aetna Life Insurance	82	1	3	4	Y	206

Dash (-) indicates insufficient data.

FEATURE NCQA'S HEALTH INSURANCE RANKINGS

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

RHODE ISLAND continued

Cigna Health and Life Insurance	82	1	4	3	Y	252
Connecticut General Life Insurance	82	1	4	3	Y	252

SOUTH CAROLINA

BlueChoice HealthPlan of South Carolina	82	4	3	3	Y	226
Aetna Health (Pennsylvania)	82	3	3	3	Y	271
CIGNA HealthCare of South Carolina	80	4	2	2	Y	348
UnitedHealthcare Insurance	80	4	2	2	Y	333
UnitedHealthCare Services	80	4	2	2	Y	333
Aetna Life Insurance	80	3	2	2	Y	344
Cigna Health and Life Insurance	79	3	2	1	Y	392
Connecticut General Life Insurance	79	3	2	1	Y	392

SOUTH DAKOTA

Sanford Health Plan	82	3	3	3	Y	196
Cigna Health and Life Insurance	78	3	1	2	Y	417
Connecticut General Life Insurance	78	3	1	2	Y	417
Aetna Life Insurance	77	1	1	2	Y	426

TENNESSEE

CIGNA HealthCare of Tennessee	84	4	4	3	Y	124
UnitedHealthcare Plan of the River Valley	81	3	2	3	Y	277
UnitedHealthCare Services of the River Valley	81	3	2	3	Y	277
Aetna Health (Pennsylvania)	80	2	2	2	Y	363
Humana Health Plan of Tennessee	67	4	3	2	S	456
Cigna Health and Life Insurance	83	5	3	3	Y	174
Connecticut General Life Insurance	83	5	3	3	Y	174
UnitedHealthcare Insurance	81	3	2	2	Y	305
UnitedHealthCare Services	81	3	2	2	Y	305
Aetna Life Insurance	81	3	2	2	Y	310
BlueCross BlueShield of Tennessee	81	4	2	2	Y	322

TEXAS

Scott and White Health Plan	83	3	3	3	Y	161
Humana Health Plan of Texas (Austin)	81	3	3	3	Y	288
Humana Health Plan of Texas (South)	81	3	2	2	Y	307
Aetna Health	81	2	2	2	Y	319
CIGNA HealthCare of Texas	81	3	2	2	Y	326
UnitedHealthcare Benefits of Texas	80	3	2	3	Y	330
Humana Health Plan of Texas (Houston)	79	2	2	2	Y	379
UnitedHealthcare Insurance	82	3	3	3	Y	217
UnitedHealthCare Services	82	3	3	3	Y	217
Cigna Health and Life Insurance	82	3	3	2	Y	263
Connecticut General Life Insurance	82	3	3	2	Y	263
Humana Insurance (Texas)	81	3	3	2	Y	287
Aetna Life Insurance	81	3	3	2	Y	300

UTAH

SelectHealth	83	3	3	4	Y	183
UnitedHealthcare Insurance	79	2	1	3	Y	390
UnitedHealthCare Services	79	2	1	3	Y	390
Aetna Life Insurance	78	2	1	2	Y	400
Humana Insurance (Utah)	76	1	1	2	Y	437

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

VERMONT

Blue Cross and Blue Shield of Vermont	87	5	4	5	Y	30
MVP Health Care	87	5	5	4	Y	44
Vermont Health Plan, The	85	4	3	4	Y	87
Blue Cross and Blue Shield of Vermont	84	3	3	4	Y	101
Cigna Health and Life Insurance	84	4	4	3	Y	132
Connecticut General Life Insurance	84	4	4	3	Y	132
Aetna Life Insurance	82	3	2	3	Y	198

VIRGINIA

Kaiser Foundation Health Plan of the Mid-Atlantic States	88	4	5	5	Y	15
Cigna Health and Life Insurance	85	3	4	4	Y	73
Connecticut General Life Insurance	85	3	4	4	Y	73
Coventry Health Care of Virginia	85	4	4	3	Y	80
Optima Health Plan	84	4	3	3	Y	134
HealthKeepers	83	3	4	3	Y	157
MD - Individual Practice Association	83	2	3	3	Y	190
Aetna Health (Pennsylvania)	82	3	4	3	Y	211
CareFirst BlueChoice	82	2	3	3	Y	230
Optimum Choice	82	1	3	4	Y	246
UnitedHealthcare Plan of the River Valley	81	3	2	3	Y	277
UnitedHealthCare Services of the River Valley	81	3	2	3	Y	277
UnitedHealthcare of the Mid-Atlantic	81	1	3	3	Y	308
Cigna Health and Life Insurance	83	3	4	3	Y	151
Connecticut General Life Insurance	83	3	4	3	Y	151
BluePreferred	83	3	3	4	Y	184
Optima Health Insurance	83	3	3	3	Y	189
United HealthCare Services (Mid-Atlantic)	82	3	3	3	Y	233
UnitedHealthcare Insurance (Mid-Atlantic)	82	3	3	3	Y	233
Aetna Life Insurance	82	3	3	2	Y	235
Anthem Blue Cross Blue Shield in Virginia	79	4	2	1	Y	378

WASHINGTON

Kaiser Foundation Health Plan of the Northwest	89	3	5	5	Y	13
Group Health Cooperative	86	3	4	5	Y	56
Community Health Plan of Washington	75	1	-	1	Y	440
Group Health Options (Alliant)	68	3	3	4	S	445
Providence Health Plans	68	2	2	5	N	451
Group Health Options (Options)	68	3	3	4	S	452
Cigna Health and Life Insurance	82	2	3	4	Y	201
Connecticut General Life Insurance	82	2	3	4	Y	201
Aetna Life Insurance	81	2	3	3	Y	291
UnitedHealthcare Insurance	81	2	2	3	Y	296
UnitedHealthCare Services	81	2	2	3	Y	296
Health Net of Oregon	66	2	2	3	N	461
Regence BlueShield	63	3	1	1	N	472
Regence BlueCross BlueShield of Oregon	62	3	1	1	N	473

WEST VIRGINIA

Carelink Health Plans	82	4	3	3	Y	216
Health Plan of the Upper Ohio Valley, The	82	5	3	2	Y	227
Optimum Choice	82	1	3	4	Y	246
Aetna Life Insurance	78	4	1	1	Y	402

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Plan name	Overall score	Performance				Accreditation	National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation		
WISCONSIN							
Group Health Cooperative of South Central Wisconsin	90	4	5	5	Y	9	
HealthPartners	88	4	4	5	Y	28	
Security Health Plan of Wisconsin	87	4	4	5	Y	42	
Unity Health Plans	86	4	4	4	Y	49	
Medical Associates Health Plans	86	5	4	4	Y	59	
Dean Health Plan	85	3	4	5	Y	70	
MercyCare Insurance	85	5	3	4	Y	72	
Medica	85	3	4	5	Y	81	
Network Health Plan	85	4	4	3	Y	83	
Arise Health Plan	84	4	4	4	Y	94	
Gundersen Lutheran Health Plan	84	4	4	4	Y	100	
UnitedHealthcare of Wisconsin	84	5	4	3	Y	104	
Humana Wisconsin Health Organization Insurance	83	3	4	4	Y	141	
Anthem Blue Cross and Blue Shield in Wisconsin	83	3	3	4	Y	150	

Plan name	Overall score	Performance				Accreditation	National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation		
WISCONSIN continued							
HMO Illinois and Blue Advantage HMO	82	3	3	3	Y	220	
Group Health Cooperative of Eau Claire	72	5	4	5	N	441	
Health Tradition Health Plan	70	4	4	4	N	442	
HealthPartners	88	4	4	5	Y	28	
Medica	85	3	4	5	Y	81	
UnitedHealthcare Insurance	82	3	3	3	Y	208	
UnitedHealthCare Services	82	3	3	3	Y	208	
Humana Insurance (Wisconsin)	82	3	2	3	Y	243	
Cigna Health and Life Insurance	80	3	2	2	Y	359	
Connecticut General Life Insurance	80	3	2	2	Y	359	
Aetna Life Insurance	79	2	2	2	Y	388	
WYOMING							
Aetna Life Insurance	77	1	1	2	Y	426	
UnitedHealthcare Insurance	76	2	1	1	Y	433	
UnitedHealthCare Services	76	2	1	1	Y	433	

Medicare health plan rankings from NCQA

In rank order, within states and insurance type.



Plan name	Overall score	Performance				Accreditation	National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation		
ALABAMA							
UnitedHealthcare of Alabama	78	3	2	2	Y	188	
HealthSpring	66	3	4	2	N	284	
Humana Health Plan - East/South	64	3	2	2	N	338	
Windsor Health Plan	61	2	2	1	S	389	
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149	
Humana Insurance	66	3	3	3	N	286	
Blue Cross and Blue Shield of Alabama	64	3	3	1	N	336	
Humana Insurance (Alabama)	62	3	1	1	N	383	

ALASKA

UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
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ARIZONA

PacifiCare of Arizona	82	3	3	4	Y	114
Aetna Health (Pennsylvania)	81	2	4	3	Y	133
United Healthcare of Arizona	81	3	3	3	Y	136
Humana Health Plan of Arizona	80	3	3	3	Y	148
Banner MediSun	69	4	4	4	N	218
CIGNA HealthCare of Arizona (CIGNA Medicare Select Plus RX)	68	3	4	3	N	236
Health Net of Arizona	68	3	4	4	N	248
CareMore HealthPlan	67	3	3	4	N	255
SCAN Health Plan (Classic/Connections/Options/Signature)	67	3	4	3	N	257
SCAN Health Plan (Legacy/Connections)	67	3	4	3	N	272

Plan name	Overall score	Performance				Accreditation	National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation		
ARIZONA continued							
SCAN Health Plan (Gold/Gold Select/Silver)	66	2	4	3	N	294	
SCAN Health Plan (Arizona Classic/Connections)	64	2	3	3	N	325	
Mercy Care Plan	64	1	3	3	N	328	
Health Choice Generations	64	2	2	3	N	331	
Desert Canyon Community Care	62	2	1	2	N	369	
Aetna Life Insurance	84	4	4	4	Y	58	
Humana Insurance (Arizona)	81	3	3	3	Y	140	
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149	
Humana Insurance	66	3	3	3	N	286	

ARKANSAS

UnitedHealthcare of Arkansas	78	2	2	2	Y	190
Humana Health Plan - East/South	64	3	2	2	N	338
Windsor Health Plan	61	2	2	1	S	389
Arkansas Community Care	61	2	1	1	N	391
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Texas)	80	3	3	3	Y	150
Humana Insurance (Tennessee)	80	3	2	3	Y	160
Coventry Health Care/Mercy Health Plans	67	3	4	3	N	265
Humana Insurance	66	3	3	3	N	286
Humana Insurance (Arkansas)	65	4	3	2	N	323
Pyramid Life Insurance	62	2	1	2	N	381

Dash (-) indicates insufficient data.

FEATURE NCQA'S HEALTH INSURANCE RANKINGS

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
CALIFORNIA						
Kaiser Foundation Health Plan of Southern California	90	4	5	5	Y	1
Kaiser Foundation Health Plan of Northern California	90	4	5	5	Y	3
Kaiser Foundation Health Plan of Northern California (H6052)	84	4	4	-	Y	54
Health Net of California	83	3	4	4	Y	102
UnitedHealthcare of California	82	3	4	3	Y	123
Blue Shield of California	80	3	3	2	Y	163
Aetna Health of California	80	3	3	2	Y	164
Care1st Health Plan	79	2	3	2	Y	172
Anthem Blue Cross	79	2	3	2	Y	186
CareMore HealthPlan	68	3	4	4	N	241
GEMCare Health Plan	68	4	3	3	N	246
SCAN Health Plan (Classic/Connections/Options/Signature)	67	3	4	3	N	257
SCAN Health Plan (Legacy/Connections)	67	3	4	3	N	272
SCAN Health Plan (Gold/Gold Select/Silver)	66	2	4	3	N	294
Partnership HealthPlan of California	66	3	3	3	N	298
Inter Valley Health Plan	66	3	4	2	N	300
Chinese Community Health Plan	65	1	4	3	N	320
SCAN Health Plan (Arizona Classic/Connections)	64	2	3	3	N	325
Citizens Choice Healthplan	63	2	4	1	N	352
Brand New Day	63	1	3	3	N	353
Health Plan of San Mateo	63	1	3	2	N	357
Arcadian Health Plan	62	2	2	1	N	375
Inland Empire Health Plan	62	1	3	2	N	377
Easy Choice Health Plan	59	2	2	1	N	393
Central Health Plan of California	58	1	3	1	N	394
L.A. Care Health Plan	58	1	1	1	N	395
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Health Net Life Insurance	69	3	4	4	N	225
Humana Insurance - Central North	66	3	3	4	N	280
COLORADO						
Kaiser Foundation Health Plan of Colorado	90	5	5	5	Y	2
PacifiCare of Colorado	82	3	4	4	Y	108
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
Rocky Mountain Health Plans	68	4	4	3	N	238
Humana Health Plan (Colorado)	66	3	3	3	S	288
Denver Health Medical Plan	65	1	4	3	N	319
UnitedHealthcare of Colorado	64	2	3	3	N	332
Colorado Access Health Plan	64	1	3	2	N	344
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance - Central North	66	3	3	4	N	280
Humana Insurance (Colorado)	65	3	3	3	N	312
CONNECTICUT						
Aetna Health	84	4	3	4	Y	57
ConnectiCare	71	4	4	5	N	203
Anthem Blue Cross and Blue Shield - Connecticut	69	4	4	4	N	217
Oxford Health Plans	67	4	3	3	S	260

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
CONNECTICUT continued						
Oxford Health Plans - Connecticut	67	3	3	3	N	263
WellCare of Connecticut	64	1	3	3	N	335
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Regional)	82	3	2	4	Y	125
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
UnitedHealthcare Insurance	64	1	3	3	N	342
DELAWARE						
Aetna Health (Pennsylvania)	82	3	3	3	Y	119
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
DISTRICT OF COLUMBIA.						
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	3	5	5	Y	12
Aetna Health (Pennsylvania)	82	3	3	4	Y	111
Bravo Health Mid-Atlantic	79	1	3	2	Y	181
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
FLORIDA						
Capital Health Plan	89	5	5	5	Y	4
Health First Health Plans	85	4	4	5	Y	30
Aetna Health	83	3	3	4	Y	93
Humana Medical Plan - Florida	83	3	4	4	Y	99
AvMed Health Plans	82	3	3	4	Y	109
Freedom Health	81	3	3	4	Y	131
Optimum Healthcare	81	3	3	4	Y	134
UnitedHealthcare of Florida (H1080)	81	3	2	3	Y	139
Health Options (Florida Blue)	79	3	2	2	Y	175
UnitedHealthcare of Florida (H9011)	79	2	2	3	Y	182
Universal Health Care	76	3	2	1	Y	196
Leon Medical Centers Health Plans	72	5	5	4	N	198
Florida Health Care Plans	70	3	5	5	N	214
CarePlus Health Plans	68	3	3	4	N	243
Preferred Care Partners Health Plan	67	4	3	3	N	270
Humana Medical Plan of Florida (AdvantageCare)	66	3	3	2	N	295
Medica Healthcare Plans	65	4	3	1	N	303
WellCare of Florida	65	3	3	2	S	311
Physicians United Plan	65	2	3	2	N	324
HealthSun Health Plans	63	4	2	1	N	355
JMH Health Plan	62	3	1	3	N	365
Citrus Health Care	61	1	3	1	N	388
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
UnitedHealthcare Insurance (Regional)	80	3	2	3	Y	162
Humana Insurance	66	3	3	3	N	286
Blue Cross Blue and Shield of Florida (Florida Blue)	65	3	3	3	S	306
Blue Cross Blue and Shield of Florida (Florida Blue)	64	3	1	3	S	326
Universal Health Care	62	2	2	1	N	371
GEORGIA						
Kaiser Foundation Health Plan of Georgia	86	4	5	5	Y	27
Aetna Health	81	2	3	3	Y	141

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Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
GEORGIA continued						
UnitedHealthcare Insurance (Ovations)	79	3	2	2	Y	174
UnitedHealthcare Insurance	78	2	1	3	Y	187
Blue Cross Blue Shield of Georgia	66	3	3	3	N	279
WellCare of Georgia	62	1	3	2	N	380
Southeast Community Care	61	2	1	1	N	386
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Tennessee)	80	3	2	3	Y	160
Aetna Life Insurance	80	3	3	3	Y	167
Humana Insurance	66	3	3	3	N	286
Humana Insurance (Georgia)	66	3	3	3	N	292
UnitedHealthcare Insurance	62	2	2	1	N	367
Pyramid Life Insurance	62	2	1	2	N	381
HAWAII						
Kaiser Foundation Health Plan - Hawaii	88	4	5	5	Y	7
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
UnitedHealthcare Insurance	80	3	3	3	Y	159
UnitedHealthcare Insurance (Regional)	79	2	2	3	Y	173
Humana Insurance (Hawaii)	65	3	2	3	N	309
IDAHO						
Blue Cross of Idaho Health Services	68	4	4	3	N	234
Humana Health Plan - East/South	64	3	2	2	N	338
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
UnitedHealthcare Insurance	80	3	2	3	Y	169
Regence BlueShield of Idaho	67	4	3	3	N	276
Humana Insurance - Central North	66	3	3	4	N	280
ILLINOIS						
Medical Associates Health Plan	85	5	5	4	Y	28
Health Alliance Medical Plans	85	5	5	3	Y	37
Humana Benefit Plan of Illinois	83	4	4	3	Y	106
UnitedHealthcare of the Midwest	81	3	3	3	Y	128
Humana Health Plan - Chicago Market	80	3	3	2	Y	152
UnitedHealthcare Plan of the River Valley (H4456)	80	3	3	3	Y	166
UnitedHealthcare Insurance	77	2	2	2	Y	194
UnitedHealthcare Plan of the River Valley (H4406)	77	2	1	2	Y	195
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
Essence Healthcare	70	5	5	4	N	212
Coventry Health Care of Missouri	69	3	4	4	N	223
HealthSpring of Illinois	65	2	3	2	N	317
Harmony Health Plan of Illinois	62	2	3	1	N	366
Health Alliance Medical Plans	85	5	4	4	Y	32
Aetna Life Insurance	84	4	4	4	Y	58
Humana Insurance (KS, MO)	82	3	4	3	Y	120
Humana Insurance (Illinois)	82	4	3	3	Y	121
UnitedHealthcare Insurance - Midwest	81	3	3	3	Y	130
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Coventry Health Care of Illinois	68	3	3	4	N	245
Humana Benefit Plan of Illinois	67	3	3	4	N	251
Humana Insurance	66	3	3	3	N	286

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
INDIANA						
Indiana University Health Plans	69	5	3	4	N	222
Welborn Health Plans	69	4	4	4	N	224
Humana Health Plan - East/South	64	3	2	2	N	338
SelectCare Health Plans	63	2	2	2	N	351
Aetna Life Insurance	84	4	4	4	Y	58
Anthem Blue Cross and Blue Shield in Indiana	82	4	3	3	Y	115
Anthem Blue Cross and Blue Shield in Kentucky (Regional)	81	4	2	3	Y	144
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Ohio)	80	3	3	3	Y	155
Humana Insurance (Kentucky)	80	3	3	2	Y	156
ADVANTAGE Health Solutions	67	5	3	3	N	261
Humana Insurance (Indiana)	67	4	4	3	N	267
Humana Insurance	66	3	3	3	N	286
Pyramid Life Insurance	62	2	1	2	N	381
IOWA						
Medical Associates Health Plan	85	5	5	4	Y	28
UnitedHealthcare of the Midlands	82	4	4	3	Y	107
UnitedHealthcare Insurance (Midlands)	81	3	3	3	Y	132
UnitedHealthcare Plan of the River Valley (H4456)	80	3	3	3	Y	166
UnitedHealthcare Plan of the River Valley (H4406)	77	2	1	2	Y	195
Coventry Health Care of Iowa	69	3	3	4	N	230
Humana Insurance (Illinois)	82	4	3	3	Y	121
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Coventry Health Care of Iowa	68	3	3	4	N	237
Humana Insurance (IA, MO, NE)	68	4	4	3	N	242
Humana Insurance - Central North	66	3	3	4	N	280
Pyramid Life Insurance	62	2	1	2	N	381
KANSAS						
Aetna Health (Pennsylvania)	84	4	4	4	Y	47
Humana Health Plan - Kansas City	83	4	4	3	Y	101
UnitedHealthcare Insurance	80	3	2	3	Y	158
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
Coventry Health Care of Kansas	69	4	4	4	N	219
Aetna Life Insurance	84	4	4	4	Y	58
Humana Insurance (KS, MO)	82	3	4	3	Y	120
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
UnitedHealthcare Insurance	78	2	2	2	Y	189
Coventry Health and Life Insurance	68	3	3	4	N	247
Humana Insurance - Central North	66	3	3	4	N	280
Humana Insurance	66	3	3	3	N	286
KENTUCKY						
Aetna Health (Pennsylvania)	84	4	4	4	Y	51
Anthem Blue Cross and Blue Shield in Kentucky	81	4	3	2	Y	138
UnitedHealthcare of Ohio	80	3	3	2	Y	153
Humana Healthplan of Ohio	80	3	3	3	Y	157
Humana Health Plan - East/South	64	3	2	2	N	338
Aetna Life Insurance	84	4	4	4	Y	58
Anthem Blue Cross and Blue Shield in Kentucky	82	4	3	3	Y	124

Dash (-) indicates insufficient data.

FEATURE NCQA'S HEALTH INSURANCE RANKINGS

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
KENTUCKY continued						
Anthem Blue Cross and Blue Shield in Kentucky (Regional)	81	4	2	3	Y	144
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Ohio)	80	3	3	3	Y	155
Humana Insurance (Kentucky)	80	3	3	2	Y	156
Humana Insurance (Indiana)	67	4	4	3	N	267
Humana Insurance	66	3	3	3	N	286
Humana Insurance (West Virginia)	64	2	2	2	N	330
LOUISIANA						
Humana Health Benefit Plan of Louisiana	83	4	4	3	Y	103
Vantage Health Plan	65	4	3	1	N	316
WellCare of Louisiana	64	3	3	1	N	340
Arcadian Community Care	61	2	1	1	N	392
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance	66	3	3	3	N	286
Humana Health Benefit Plan of Louisiana	64	3	2	2	N	339
MAINE						
Aetna Health	86	4	5	4	Y	24
Northeast Community Care	68	4	3	4	N	240
UnitedHealthcare Insurance	84	4	4	4	Y	43
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
American Progressive Life & Health Insurance of New York	66	4	2	3	N	285
MARYLAND						
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	3	5	5	Y	12
Aetna Health (Pennsylvania)	82	3	3	4	Y	111
Bravo Health Mid-Atlantic	79	1	3	2	Y	181
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
MASSACHUSETTS						
Fallon Community Health Plan	88	5	5	5	Y	8
Health New England	86	5	4	5	Y	26
Blue Cross and Blue Shield of Massachusetts HMO Blue	85	3	5	5	Y	31
Aetna Health (Pennsylvania)	84	4	4	4	Y	49
UnitedHealthcare Insurance	81	3	2	4	Y	135
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
Commonwealth Care Alliance	68	3	3	4	N	233
UnitedHealthcare of Massachusetts (Evercare)	66	3	3	3	N	283
Blue Cross and Blue Shield of Massachusetts	86	3	5	5	Y	25
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Regional)	82	3	2	4	Y	125
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Universal Health Care	62	2	2	1	N	371
MICHIGAN						
Priority Health	87	5	5	5	Y	14
HealthPlus of Michigan	86	4	5	5	Y	17
Blue Care Network of Michigan	85	3	5	5	Y	36
Health Alliance Plan of Michigan	84	4	4	4	Y	42

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
MICHIGAN continued						
Paramount Health Care	83	3	4	3	Y	100
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
UnitedHealthcare Insurance	65	3	2	3	N	305
Molina Healthcare of Michigan	63	2	3	2	N	362
Aetna Life Insurance	84	4	4	4	Y	58
Priority Health	83	4	4	3	Y	91
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Health Alliance Plan of Michigan	68	4	3	4	N	239
Humana Insurance - Central North	66	3	3	4	N	280
Humana Insurance	66	3	3	3	N	286
Humana Insurance (Michigan)	66	3	2	3	N	296
MINNESOTA						
Group Health Plan	87	5	5	5	Y	10
UCare	70	4	5	4	N	206
Medica (Cost)	70	4	5	4	N	209
Blue Plus	68	4	3	4	N	244
HealthPartners (MSHO)	67	3	3	4	N	256
PrimeWest Health	67	5	3	3	N	259
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance - Central North	66	3	3	4	N	280
MISSISSIPPI						
HealthSpring of Tennessee	65	2	4	2	N	315
Windsor Health Plan	61	2	2	1	S	389
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Tennessee)	80	3	2	3	Y	160
Humana Insurance	66	3	3	3	N	286
Humana Insurance (Mississippi)	62	3	1	2	N	374
Pyramid Life Insurance	62	2	1	2	N	381
MISSOURI						
Aetna Health (Pennsylvania)	84	4	4	4	Y	47
UnitedHealthcare of the Midwest	81	3	3	3	Y	128
UnitedHealthcare Insurance	80	3	2	3	Y	158
Coventry Health Care/Mercy Health Plans	70	5	5	4	N	207
Essence Healthcare	70	5	5	4	N	212
Coventry Health Care of Kansas	69	4	4	4	N	219
Coventry Health Care of Missouri	69	3	4	4	N	223
Harmony Health Plan of Missouri	62	1	3	2	N	368
Arcadian Health Plan	62	2	2	1	N	375
Aetna Life Insurance	84	4	4	4	Y	58
Humana Insurance (KS, MO)	82	3	4	3	Y	120
UnitedHealthcare Insurance - Midwest	81	3	3	3	Y	130
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Coventry Health and Life Insurance	68	3	3	4	N	247
Coventry Health Care/Mercy Health Plans	67	3	4	3	N	265
Humana Insurance	66	3	3	3	N	286
Anthem Insurance Companies	66	3	2	3	N	297
Pyramid Life Insurance	62	2	1	2	N	381

Y Accredited by the NCQA. N Not accredited by the NCQA. P In process for accreditation by the NCQA. S Scheduled for accreditation by the NCQA.



Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
MONTANA						
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
New West Health Services	67	4	3	3	N	262
Humana Insurance - Central North	66	3	3	4	N	280
Pyramid Life Insurance	62	2	1	2	N	381
NEBRASKA						
UnitedHealthcare of the Midlands	82	4	4	3	Y	107
UnitedHealthcare Insurance (Midlands)	81	3	3	3	Y	132
Coventry Health Care of Nebraska	67	3	3	3	N	264
Humana Health Plan - East/South	64	3	2	2	N	338
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance - Central North	66	3	3	4	N	280
Pyramid Life Insurance	62	2	1	2	N	381
NEVADA						
Aetna Health (Pennsylvania)	81	2	4	3	Y	133
Health Plan of Nevada	81	3	3	3	Y	143
Humana Health Plan of Nevada	66	2	4	3	N	278
PacifiCare of Nevada	66	1	3	4	N	299
CareMore HealthPlan	65	2	3	3	N	310
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance - Central North	66	3	3	4	N	280
Sierra Health & Life (Regional)	64	2	2	2	N	341
Sierra Health & Life	64	3	2	2	N	345
Humana Insurance (Las Vegas)	63	1	2	3	N	349
NEW HAMPSHIRE						
Arcadian Health Plan	62	2	2	1	N	375
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
NEW JERSEY						
AmeriHealth HMO	83	3	4	4	Y	94
Horizon Healthcare of New Jersey	83	4	4	4	Y	98
Aetna Health	83	3	3	4	Y	105
Oxford Health Plans	78	2	2	2	Y	191
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
WellCare of New Jersey	63	2	2	2	N	361
Healthfirst Health Plan of New Jersey	61	1	1	2	N	385
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
NEW MEXICO						
Presbyterian Health Plan	82	3	3	3	Y	112
Lovelace Health Plan	82	3	4	3	Y	116
Humana Health Plan of New Mexico	63	1	2	3	N	360
Aetna Life Insurance	84	4	4	4	Y	58
Presbyterian Insurance	82	3	4	3	Y	117
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
UnitedHealthcare Insurance	78	2	2	2	Y	193
UnitedHealthcare Insurance	63	1	2	3	N	348
Humana Insurance (New Mexico)	62	2	1	2	N	376
NEW YORK						
MVP HealthCare (Rochester/Buffalo)	87	5	5	5	Y	13

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
NEW YORK continued						
Capital District Physicians' Health Plan	87	5	4	5	Y	15
MVP HealthCare (East/Central NY)	86	5	4	5	Y	19
Excellus BlueCross BlueShield	86	4	5	5	Y	20
Univera Healthcare	86	4	5	5	Y	20
Independent Health Association	86	5	4	5	Y	23
HealthNow New York	85	4	5	4	Y	40
Empire BlueCross BlueShield	85	3	4	5	Y	41
Aetna Health	84	3	4	5	Y	46
HIP Health Plan of New York	82	1	4	4	Y	113
Oxford Health Plans	81	2	3	4	Y	142
UnitedHealthcare of New York	79	2	1	3	Y	183
MetroPlus Health Plan	67	1	4	4	N	269
Fidelis Care	66	1	3	4	N	289
Elderplan	65	2	3	3	N	302
Managed Health	65	1	3	3	N	313
Northeast Community Care	64	2	2	3	N	327
WellCare of New York	64	2	3	2	N	333
Touchstone Health	63	1	2	2	N	364
Liberty Health Advantage	61	1	2	2	N	390
HealthNow New York	85	4	5	4	Y	34
Excellus BlueCross BlueShield	85	4	4	5	Y	35
Empire BlueCross BlueShield	85	3	4	5	Y	38
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance of New York	81	3	3	3	Y	147
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
MVP HealthCare (Rochester/Buffalo)	72	4	5	5	N	199
Independent Health Association	71	4	5	5	N	201
CDPHP Universal Benefits	70	4	4	5	N	208
MVP HealthCare (East/Central NY)	70	4	4	5	N	213
Group Health Incorporated	67	2	3	4	N	268
American Progressive Life & Health Insurance of New York	66	4	2	3	N	285
NORTH CAROLINA						
Aetna Health (Pennsylvania)	84	4	4	4	Y	52
UnitedHealthcare of North Carolina	80	3	3	2	Y	168
Blue Cross Blue Shield of North Carolina	69	4	4	4	N	226
Southeast Community Care	62	1	2	2	N	372
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare of North Carolina	82	3	4	3	Y	127
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Blue Cross Blue Shield of North Carolina	69	3	4	4	N	229
Humana Insurance	66	3	3	3	N	286
Humana Insurance (North Carolina)	66	3	2	3	N	290
Pyramid Life Insurance	62	2	1	2	N	381
NORTH DAKOTA						
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance - Central North	66	3	3	4	N	280
OHIO						
Kaiser Foundation Health Plan of Ohio	86	3	5	5	Y	16
PrimeTime Health Plan	84	5	4	4	Y	45

Dash (-) indicates insufficient data.

FEATURE NCQA'S HEALTH INSURANCE RANKINGS

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
OHIO continued						
Health Plan of the Upper Ohio Valley, The (Hometown Region)	84	5	4	4	Y	55
SummaCare	84	5	4	3	Y	89
Paramount Health Care	83	3	4	3	Y	100
Aetna Health (Pennsylvania)	82	3	3	3	Y	118
Anthem Blue Cross and Blue Shield in Ohio	82	3	4	3	Y	122
Health Plan of the Upper Ohio Valley, The	81	4	4	3	Y	129
UnitedHealthcare of Ohio	80	3	3	2	Y	153
Humana Healthplan of Ohio	80	3	3	3	Y	157
Mt. Carmel Health Plan	67	5	3	2	N	274
WellCare of Ohio	63	2	3	2	N	356
UPMC Health Network	85	4	5	4	Y	33
Aetna Life Insurance	84	4	4	4	Y	58
Anthem Blue Cross and Blue Shield in Ohio	83	3	4	4	Y	95
Anthem Blue Cross and Blue Shield in Kentucky (Regional)	81	4	2	3	Y	144
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Ohio)	80	3	3	3	Y	155
HealthAmerica Advantra (H5522)	70	4	4	5	N	210
HealthAmerica Advantra (H8980)	67	3	3	4	N	254
Humana Insurance	66	3	3	3	N	286

OKLAHOMA

UnitedHealthcare of Oklahoma	80	3	2	2	Y	170
CommunityCare Managed Healthcare Plans of Oklahoma	66	4	4	2	N	293
Today's Options of Oklahoma	62	2	2	1	N	373
Arcadian Health Plan	61	2	1	1	N	387
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance	66	3	3	3	N	286
Humana Insurance (Oklahoma)	63	3	2	1	N	358
Pyramid Life Insurance	62	2	1	2	N	381

OREGON

Kaiser Foundation Health Plan of the Northwest	88	4	5	5	Y	5
UnitedHealthcare of Oregon	83	4	4	4	Y	92
UnitedHealthcare Insurance	80	2	2	3	Y	151
Health Plan of CareOregon	79	1	3	3	Y	177
Providence Health Plans	72	5	5	5	N	200
PacificSource	69	4	5	3	N	227
Samaritan Advantage Health Plans	67	3	4	3	N	253
Trillium Community Health Plan	65	3	3	3	N	308
Marion Polk Community Health Plan Advantage	65	2	3	3	N	314
ATRIO Health Plans	64	2	3	3	N	334
UnitedHealthcare Insurance	81	3	3	3	Y	145
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
ODS Health Plan	69	4	4	4	N	220
Health Net Life Insurance	69	3	4	4	N	225
Marion Polk Community Health Plan Advantage	69	4	4	4	N	232
Regence BlueCross BlueShield of Oregon	67	4	4	3	N	258
Humana Insurance - Central North	66	3	3	4	N	280

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
PENNSYLVANIA						
Geisinger Health Plan	88	5	5	5	Y	6
HealthAmerica Advantra	86	4	5	5	Y	22
Keystone Health Plan Central	85	4	4	4	Y	39
Aetna Health	84	4	4	4	Y	48
UPMC Health Plan	84	4	4	4	Y	50
Keystone Health Plan West	84	4	4	4	Y	56
Keystone Health Plan East	84	4	4	4	Y	87
Bravo Health Pennsylvania	80	2	3	2	Y	161
Senior Partners by Bravo	79	1	4	2	Y	171
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
UPMC Health Network	85	4	5	4	Y	33
QCC Insurance (Personal Choice)	84	4	4	4	Y	53
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Keystone Health Plan Central	70	4	4	5	N	205
HealthAmerica Advantra (H5522)	70	4	4	5	N	210
Geisinger Indemnity Insurance	70	4	4	5	S	211
FreedomBlue	69	4	4	3	N	231
HealthAmerica Advantra (H8980)	67	3	3	4	N	254
Humana Insurance (Pennsylvania)	67	3	3	3	N	275
UnitedHealthcare Insurance	66	3	3	3	N	277
American Progressive Life & Health Insurance of New York	66	4	2	3	N	285
Humana Insurance	66	3	3	3	N	286

PUERTO RICO

PMC Medicare Choice	79	5	3	1	Y	176
MMM Healthcare	79	4	2	2	Y	179
Triple-S Salud (H5732)	66	5	1	3	N	291
Medical Card System (H5577)	64	5	2	1	N	337
Medical Card System (H4006)	63	4	2	1	N	347
Triple-S Salud (H4012)	62	3	1	1	N	378
American Health	62	4	2	1	N	379
MAPFRE Life Insurance	62	4	1	1	N	382
Humana Health Plans of Puerto Rico	61	3	1	1	N	384
Triple-S Salud	64	4	1	1	N	346
Humana Insurance Puerto Rico	63	3	1	2	N	363

RHODE ISLAND

UnitedHealthcare of New England	84	4	4	4	Y	90
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Regional)	82	3	2	4	Y	125
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149

SOUTH CAROLINA

UnitedHealthcare Insurance	79	3	1	3	Y	178
Humana Health Plan - East/South	64	3	2	2	N	338
Southeast Community Care	63	3	2	1	N	354
Windsor Health Plan	61	2	2	1	S	389
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance	66	3	3	3	N	286
Humana Insurance (South Carolina)	65	4	2	2	N	322
Pyramid Life Insurance	62	2	1	2	N	381

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HMO PPO
 1 2 3 4 5
 Worse than average Better than average

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

SOUTH DAKOTA

UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Coventry Health Care of Iowa	68	3	3	4	N	237
Humana Insurance - Central North	66	3	3	4	N	280

TENNESSEE

Cariten Health Plan	83	5	4	3	Y	97
UnitedHealthcare Plan of the River Valley (H4456)	80	3	3	3	Y	166
UnitedHealthcare Plan of the River Valley (H4406)	77	2	1	2	Y	195
HealthSpring of Tennessee	68	4	4	3	N	250
Windsor Health Plan	61	2	2	1	S	389
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Tennessee)	80	3	2	3	Y	160
Humana Insurance	66	3	3	3	N	286

TEXAS

Scott and White Health Plan	84	5	4	4	Y	44
UnitedHealthcare Benefits of Texas	83	3	4	4	Y	104
Aetna Health	81	3	2	3	Y	146
Humana Health Plan of Texas	80	3	3	3	Y	154
Bravo Health Texas	79	2	3	2	Y	184
UnitedHealthcare Community Plan	78	2	2	2	Y	192
KelseyCare Advantage	73	5	5	5	N	197
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
HealthSpring	67	3	4	2	N	273
SelectCare of Texas	66	3	3	2	N	301
Physicians Health Choice of Texas	65	2	3	3	N	307
SelectCare Health Plans	63	2	2	2	N	351
WellCare of Texas	63	2	2	2	N	359
Texas Community Care	62	2	2	1	N	370
Arkansas Community Care	61	2	1	1	N	391
Aetna Life Insurance	82	2	4	3	Y	126
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Texas)	80	3	3	3	Y	150
UnitedHealthcare Insurance	78	2	2	2	Y	193
Care N' Care Insurance	69	5	4	3	N	221
Humana Insurance	66	3	3	3	N	286
HealthSpring Life and Health	65	3	2	3	N	304
First Health Life and Health Insurance	64	2	2	3	N	329
Pyramid Life Insurance	62	2	1	2	N	381

UTAH

UnitedHealthcare of Utah	80	3	3	3	Y	165
Humana Medical Plan Of Utah	65	3	2	3	N	321
Humana Insurance (Utah)	81	4	3	3	Y	137
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Regence BlueCross BlueShield of Utah	67	5	3	3	N	266

VERMONT

MVP HealthCare (Rochester/Buffalo)	87	5	5	5	Y	13
MVP HealthCare (East/Central NY)	86	5	4	5	Y	19
UnitedHealthcare Insurance (Regional)	82	3	2	4	Y	125

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	

VERMONT continued

UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
MVP HealthCare (Rochester/Buffalo)	72	4	5	5	N	199
MVP HealthCare (East/Central NY)	70	4	4	5	N	213

VIRGINIA

Kaiser Foundation Health Plan of the Mid-Atlantic States	87	3	5	5	Y	12
Aetna Health (Pennsylvania)	82	3	3	4	Y	111
UnitedHealthcare Plan of the River Valley (H4456)	80	3	3	3	Y	166
UnitedHealthcare Insurance	79	2	2	3	Y	180
UnitedHealthcare Plan of the River Valley (H4406)	77	2	1	2	Y	195
UnitedHealthcare Insurance (Evercare)	71	4	5	5	N	202
Humana Health Plan - East/South	64	3	2	2	N	338
Arcadian Health Plan	62	2	2	1	N	375
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance (Tennessee)	80	3	2	3	Y	160
Anthem Blue Cross Blue Shield in Virginia	66	3	3	3	N	282
American Progressive Life & Health Insurance of New York	66	4	2	3	N	285
Humana Insurance	66	3	3	3	N	286
Humana Insurance (West Virginia)	64	2	2	2	N	330
Humana Insurance (Virginia)	64	2	3	2	N	343

WASHINGTON

Kaiser Foundation Health Plan of the Northwest	88	4	5	5	Y	5
Group Health Cooperative	88	5	5	5	Y	9
UnitedHealthcare of Washington	82	3	3	4	Y	110
UnitedHealthcare Insurance	80	2	2	3	Y	151
Community Health Plan of Washington	79	2	3	2	Y	185
Providence Health Plans	72	5	5	5	N	200
Essence Healthcare	69	4	4	4	N	228
Soundpath Health	67	4	3	3	N	252
UnitedHealthcare of Washington (Evercare)	65	2	3	3	N	318
Arcadian Health Plan	62	2	2	1	N	375
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Health Net Life Insurance	69	3	4	4	N	225
Regence BlueShield	68	3	4	4	N	235
Regence BlueCross BlueShield of Oregon	67	4	4	3	N	258
Asuris Northwest Health	67	3	3	3	N	271
Regence BlueShield of Idaho	67	4	3	3	N	276
Humana Insurance - Central North	66	3	3	4	N	280
Group Health Options	66	3	2	3	N	281

WEST VIRGINIA

Health Plan of the Upper Ohio Valley, The (Hometown Region)	84	5	4	4	Y	55
Health Plan of the Upper Ohio Valley, The	81	4	4	3	Y	129
UPMC Health Network	85	4	5	4	Y	33
Aetna Life Insurance	84	4	4	4	Y	58
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149

Dash (-) indicates insufficient data.

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
WEST VIRGINIA continued						
Humana Insurance (Ohio)	80	3	3	3	Y	155
Humana Insurance	66	3	3	3	N	286
HHIC FreedomBlue	66	3	4	2	N	287
Humana Insurance (West Virginia)	64	2	2	2	N	330
WISCONSIN						
Group Health Plan	87	5	5	5	Y	10
Gundersen Lutheran Health Plan	87	5	5	5	Y	11
Security Health Plan of Wisconsin	86	5	5	4	Y	18
Medical Associates Health Plans	85	5	5	4	Y	28
UnitedHealthcare of Wisconsin	84	4	3	4	Y	88
Dean Health Plan	70	5	5	4	N	204
Partnership Health Plan	70	4	4	4	N	215

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
WISCONSIN continued						
UCare	69	5	4	4	N	216
Independent Care Health Plan	63	2	3	2	N	350
Aetna Life Insurance	84	4	4	4	Y	58
Humana Insurance (Wisconsin)	83	3	4	4	Y	96
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Anthem Insurance Companies	68	3	3	4	N	249
Humana Insurance	66	3	3	3	N	286
Pyramid Life Insurance	62	2	1	2	N	381
WYOMING						
Rocky Mountain Health Plans	68	4	4	3	N	238
UnitedHealthcare Insurance (Indiana)	80	3	2	3	Y	149
Humana Insurance - Central North	66	3	3	4	N	280

Medicaid health plan rankings from NCQA

In rank order, within states and insurance type.



Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
CALIFORNIA						
Care1st Health Plan	78	1	4	2	Y	70
Molina Healthcare of California Partner Plan	78	1	3	2	Y	74
L.A. Care Health Plan	78	1	4	3	Y	76
Inland Empire Health Plan	77	2	3	3	Y	82
Community Health Group	77	3	2	3	Y	83
Health Net of California	76	1	3	2	Y	86
Care1st Health Plan (San Diego)	75	1	2	3	Y	88
Anthem Blue Cross of California Partnership Plan	73	1	2	2	Y	90
COLORADO						
Denver Health Medical Plan	70	3	4	5	N	97
Rocky Mountain Health Plans	70	5	3	5	N	98
DELAWARE						
Delaware Physicians Care	68	4	4	4	P	100
DISTRICT OF COLUMBIA						
DC Chartered Health Plan	80	3	4	3	Y	57
FLORIDA						
Humana Medical Plan - Florida	81	3	3	3	Y	50
Freedom Health (Reform Counties)	78	2	3	-	Y	75
Molina Healthcare of Florida	78	2	3	3	Y	79
Freedom Health (Nonreform Counties)	73	1	2	3	Y	91
Universal Health Care (Reform Counties)	72	3	1	3	Y	94
Universal Health Care (Nonreform Counties)	67	1	1	2	Y	102
WellCare of Florida	66	3	3	3	S	107
HealthEase of Florida	63	3	3	3	N	111

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
GEORGIA						
AMERIGROUP Georgia Managed Care	83	3	4	3	Y	35
Peach State Health Plan	81	3	3	3	Y	43
WellCare of Georgia	81	3	3	3	Y	52
HAWAII						
Kaiser Foundation Health Plan - Hawaii	91	5	5	5	Y	2
Hawaii Medical Service Association	66	3	3	4	S	103
INDIANA						
MDwise	82	3	3	3	Y	41
Anthem Blue Cross and Blue Shield in Indiana (Hoosier Healthwise)	80	3	3	3	Y	56
Managed Health Services	78	3	3	2	Y	72
Anthem Blue Cross and Blue Shield in Indiana (HIP)	74	5	-	2	Y	89
KANSAS						
Children's Mercy's Family Health Partners (Missouri)	65	3	3	3	N	110
Children's Mercy's Family Health Partners (Kansas)	63	5	2	2	N	112
KENTUCKY						
Passport Health Plan	83	3	4	4	Y	26
MARYLAND						
MedStar Family Choice	85	3	5	4	Y	17
Priority Partners	83	3	4	4	Y	31
UnitedHealthcare Community Plan	80	3	3	3	Y	58
Jai Medical Systems	71	3	5	4	N	95
Coventry Health Care of Delaware	68	3	4	3	N	101
AMERIGROUP Maryland	66	2	4	4	N	108

Y Accredited by the NCQA. N Not accredited by the NCQA. P In process for accreditation by the NCQA. S Scheduled for accreditation by the NCQA.



Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
MASSACHUSETTS						
Fallon Community Health Plan	91	5	5	5	Y	1
Network Health	90	5	5	5	Y	3
Neighborhood Health Plan	87	4	5	5	Y	6
Boston Medical Center HealthNet Plan	87	2	5	5	Y	9
Health New England	68	3	-	5	N	99
MICHIGAN						
Blue Cross Complete of Michigan	89	4	5	5	Y	4
Priority Health	87	3	5	5	Y	7
Midwest Health Plan	86	3	5	5	Y	12
UnitedHealthcare Great Lakes Plan	85	4	5	4	Y	15
HealthPlus of Michigan	84	3	5	4	Y	19
Total Health Care	84	2	5	4	Y	20
Upper Peninsula Health Plan	84	3	4	4	Y	23
McLaren Health Plan	83	3	4	4	Y	27
Molina Healthcare of Michigan	83	3	4	4	Y	34
Coventry Cares of Michigan	82	3	4	4	Y	40
Physicians Health Plan	81	3	4	3	Y	53
Meridian Health Plan of Michigan	70	3	5	4	N	96
MINNESOTA						
Medica	86	4	4	5	Y	14
Blue Plus	84	5	4	5	Y	24
MISSOURI						
HealthCare USA of Missouri	80	3	3	3	Y	55
Molina Healthcare of Missouri	79	3	2	3	Y	65
Blue-Advantage Plus of Kansas City	78	3	2	3	Y	77
Harmony Health Plan of Missouri	77	3	2	3	Y	81
Missouri Care Health Plan	76	3	2	3	Y	85
Children's Mercy's Family Health Partners (Missouri)	65	3	3	3	N	110
Children's Mercy's Family Health Partners (Kansas)	63	5	2	2	N	112
NEBRASKA						
UnitedHealthcare Community Plan	79	3	3	2	Y	68
Coventry Health Care of Nebraska	66	4	3	-	N	106
NEVADA						
Health Plan of Nevada	52	2	1	-	N	115
NEW JERSEY						
Horizon NJ Health	66	3	4	3	N	105
NEW MEXICO						
Molina Healthcare of New Mexico	81	5	3	3	Y	51
Blue Cross and Blue Shield of New Mexico	78	3	2	4	Y	71
Presbyterian Health Plan	78	3	3	3	Y	73
Lovelace Health Plan	77	3	3	3	Y	80
NEW YORK						
Excellus BlueCross BlueShield	86	3	5	5	Y	11
Capital District Physicians' Health Plan	86	5	5	4	Y	13
HealthNow New York	85	4	4	4	Y	16
Independent Health Association	84	3	4	4	Y	21
OHIO						
Paramount Advantage	79	3	3	3	Y	62
Molina Healthcare of Ohio	79	3	3	3	Y	66

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment	Accreditation	
OHIO continued						
Buckeye Community Health Plan	79	3	2	2	Y	67
AMERIGROUP Ohio	76	3	2	2	Y	84
UnitedHealthcare Community Plan	73	3	-	2	Y	93
WellCare of Ohio	62	3	2	2	S	114
OREGON						
CareOregon	76	2	2	3	Y	87
PENNSYLVANIA						
UPMC For You	87	5	4	4	Y	8
Keystone Mercy Health Plan	84	4	4	4	Y	22
AmeriHealth Mercy Health Plan	83	3	4	4	Y	33
Health Partners of Philadelphia	83	3	4	4	Y	37
Gateway Health Plan	82	3	4	4	Y	39
UnitedHealthcare Community Plan	81	3	4	3	Y	46
HealthAmerica Pennsylvania	79	1	3	4	Y	61
RHODE ISLAND						
Neighborhood Health Plan of Rhode Island	88	4	5	5	Y	5
UnitedHealthcare Community Plan	85	3	5	4	Y	18
SOUTH CAROLINA						
Select Health of South Carolina	82	3	3	4	Y	42
Absolute Total Care	79	3	2	3	Y	69
UnitedHealthcare Community Plan	78	3	2	2	Y	78
TENNESSEE						
Volunteer State Health Plan (BlueCare-West)	83	5	4	3	Y	30
Volunteer State Health Plan (BlueCare)	83	5	4	3	Y	32
AMERIGROUP Tennessee	83	3	4	4	Y	36
UnitedHealthcare Plan of the River Valley (Middle)	81	3	3	3	Y	44
Volunteer State Health Plan (TennCare Select)	81	4	3	3	Y	48
UnitedHealthcare Plan of the River Valley (East)	80	3	3	2	Y	54
UnitedHealthcare Plan of the River Valley (West)	79	3	3	3	Y	64
TEXAS						
Superior HealthPlan	84	3	4	4	Y	25
Molina Healthcare of Texas	80	3	3	3	Y	60
UTAH						
Molina Healthcare of Utah	82	3	3	4	Y	38
VIRGINIA						
Virginia Premier Health Plan	83	3	3	4	Y	28
HealthKeepers	83	5	4	4	Y	29
Coventry Health Care of Virginia	81	3	4	3	Y	45
Optima Health Plan	81	5	3	3	Y	49
AMERIGROUP Virginia	79	1	3	4	Y	63
WASHINGTON						
Molina Healthcare of Washington	81	3	3	3	Y	47
Community Health Plan of Washington	73	1	2	3	Y	92
WEST VIRGINIA						
UNICARE Health Plan of West Virginia	80	4	3	-	Y	59
Health Plan of the Upper Ohio Valley, The	65	3	2	-	S	109
Carelink Health Plans	62	2	3	-	N	113
WISCONSIN						
Security Health Plan of Wisconsin	87	5	4	5	Y	10
Managed Health Services	66	3	3	4	S	104

Dash (-) indicates insufficient data.