

Avoiding Overuse: NCQA's private health insurance rankings

A good health care plan should provide high overall quality and help members avoid unnecessary medical care. That can help cut health care costs and reduce the risks that come with all medical tests and treatments.

These rankings of private health insurance plans are based on data and calculations from the National Committee for Quality Assurance, a nonprofit quality measurement and accreditation organization. The rankings include all private health insurance plans (those you buy on your own or get from your employer) that are ranked by NCQA.

National rank shows where each ranked plan stands among all scored private plans nationwide. A lower number signifies a better ranking and performance.

Overall score ranges from 1 to 100, mainly based on three performance categories—consumer satisfaction, prevention, and treatment, which are scored from 1 to 5 (higher is better). Prevention and treatment account for 60 percent of the score for all plans, consumer satisfaction, 25 percent, and NCQA accreditation, 15 percent. The overall score also determines a plan's national rank.

Consumer satisfaction indicates how well a plan performed in a survey of members about such factors as getting timely doctors' appointments, getting the care they need, and their overall assessment of their doctors and specialists.

Prevention measures the proportion of eligible members who received preventive services, such as prenatal and postpartum 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 asthma, diabetes, heart disease, 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 pay fees to any organization that evaluates them, including NCQA. Most plans in the rankings are accredited by NCQA, unless otherwise noted in the footnotes.

Antibiotics is a measure of *avoiding inappropriate use of antibiotics*. Overuse of the drugs has undermined their effectiveness and has bred dangerous antibiotic resistant strains of bacteria.

Imaging refers to *limiting imaging tests for lower back pain*. Getting an X-ray, CT scan, or MRI within the first month of back pain is rarely necessary because back pain almost always clears up on its own in that time.

Readmissions is a measure of *reducing hospital readmissions*. Being readmitted to the hospital soon after discharge could mean, for example, that the hospital or doctor didn't properly coordinate discharge or provide appropriate care when the patient was there.

Emergency department refers to *avoiding overuse of emergency rooms*. Good plans help patients stay out of the ER, in part by controlling chronic diseases.

Heart procedures denotes *reducing overuse of invasive heart procedures*. It can be more cost-effective and better for patients when heart disease can be controlled with lifestyle changes and drugs.

To earn a check in **Avoiding Overuse**, plans must have sufficient data, score higher in overall quality, and do better in at least three of the above areas: antibiotics, imaging, readmissions, emergency department, and heart procedures.

For more details about the Avoiding Overuse measure, please see our technical report at ConsumerReports.org/avoidingoverusemethods.

And for more information about health insurance, in general, go to ConsumerReports.org/healthinsurance.

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WORSE THAN AVERAGE

BETTER THAN AVERAGE

National Rank	Plan	Overall Score	PERFORMANCE			AVOIDING OVERUSE MEASURES					Avoiding Overuse
			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
ALABAMA											
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
445	United Healthcare Insurance (PPO)	77	3	2	1			●			
445	United HealthCare Services (PPO)	77	3	2	1			●			
475	Aetna Life Insurance (PPO)	75	1	1	2			●			
ALASKA											
447	Premera Blue Cross Blue Shield of Alaska (PPO)	77	2	2	2		●				
471	Aetna Life Insurance (PPO)	75	2	1	2			●	●		
ARIZONA											
165	Cigna HealthCare of Arizona (HMO/POS)	82	3	4	4				●	●	
221	UnitedHealthcare of Arizona (HMO)	81	3	3	3			●			
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
256	Cigna Health and Life Insurance (PPO)	81	2	3	3				●	●	
256	Connecticut General Life Insurance (Cigna) (PPO)	81	2	3	3				●	●	
299	Humana Insurance (PPO)	80	3	3	2				●	●	
341	Aetna Life Insurance (PPO)	80	2	2	3				●	●	
351	United HealthCare Services (PPO)	80	2	2	3				●	●	
351	UnitedHealthcare Insurance (PPO)	80	2	2	3				●	●	
366	Aetna Health (Pennsylvania) (HMO/POS)	79	2	2	3			●		●	
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
391	Health Net of Arizona (HMO)	79	2	3	2						
413	Humana Health Plan - Arizona (HMO/POS)	78	1	2	3						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
ARIZONA (continued)											
441	Humana Insurance (Arizona) (PPO)	77	1	2	2						
ARKANSAS											
386	Humana Insurance (Tennessee) (PPO)	79	3	2	2				●	●	
396	Coventry Health and Life Insurance (PPO)	79	2	3	2				●	●	
458	United HealthCare Services (PPO)	76	2	2	1				●		
458	UnitedHealthcare Insurance (PPO)	76	2	2	1				●		
486	Aetna Life Insurance (PPO)	73	3	1	1			●			
493	Vantage Health Plan (HMO/POS) ⁴	68	5	2	1			●			
CALIFORNIA											
7	Kaiser Foundation Health Plan of Southern California (HMO)	89	4	5	5	●	●				
8	Kaiser Foundation Health Plan of Northern California (HMO)	89	4	5	5	●	●				
97	Sharp Health Plan (HMO)	84	4	4	4	●	●	●	●	●	✓
149	Western Health Advantage (HMO)	82	3	4	4	●	●		●	●	✓
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
295	Aetna Life Insurance (PPO)	80	2	2	3		●		●	●	
299	Humana Insurance (PPO)	80	3	3	2				●	●	
311	Cigna Health and Life Insurance (PPO)	80	2	3	3		●		●	●	
311	Connecticut General Life Insurance (Cigna) (PPO)	80	2	3	3		●		●	●	
317	Anthem Blue Cross (HMO/POS)	80	2	3	3						
327	Cigna HealthCare of California (HMO/POS)	80	2	3	3				●	●	
329	Anthem Blue Cross (PPO)	80	3	3	3						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
CALIFORNIA (continued)											
330	Anthem Blue Cross Life and Health Insurance (PPO)	80	3	3	3						
331	Blue Shield of California (HMO/POS)	80	2	3	3				●	●	
344	United HealthCare Services (PPO)	80	2	2	3		●		●	●	
344	UnitedHealthcare Insurance (PPO)	80	2	2	3		●		●	●	
355	UnitedHealthcare of California (HMO)	79	2	3	2				●		
361	Health Net Life Insurance (PPO)	79	3	2	2						
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
385	Aetna Health of California (HMO/POS)	79	1	2	3				●	●	
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
414	Health Net of California (HMO/POS)	78	1	3	2		●				
450	Blue Shield of California (PPO)	76	1	2	2		●		●	●	
450	Blue Shield of California Life & Health Insurance (PPO)	76	1	2	2		●		●	●	
498	Chinese Community Health Plan (HMO) ¹	65	1	4	—			●			
COLORADO											
29	Kaiser Foundation Health Plan of Colorado (HMO)	87	2	5	5	●	●	●	●		✓
99	Cigna HealthCare of Colorado (HMO/POS)	84	3	4	4						
112	HMO Colorado (HMO/POS)	83	3	4	4						
129	Aetna Life Insurance (PPO)	83	3	3	4		●		●	●	✓
169	Cigna Health and Life Insurance (PPO)	82	3	4	4		●		●	●	✓
169	Connecticut General Life Insurance (Cigna) (PPO)	82	3	4	4		●		●	●	✓

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
COLORADO (continued)											
178	United HealthCare Services (PPO)	82	3	3	3		●	●	●	●	✓
178	UnitedHealthcare Insurance (PPO)	82	3	3	3		●	●	●	●	✓
218	Rocky Mountain Healthcare Options (PPO)	81	3	3	3				●		
237	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3						
248	Rocky Mountain Health Plans (HMO) ⁵	81	4	3	2			●			
292	Humana Health Plan of Texas (Austin) (HMO/POS)	80	3	3	3			●	●		
299	Humana Insurance (PPO)	80	3	3	2				●	●	
332	Humana Health Plan of Texas (San Antonio) (HMO/POS)	80	3	3	2			●	●	●	
384	Humana Health Plan of Texas (Corpus Christi) (HMO/POS)	79	3	3	1						
387	Humana Health Plan (HMO/POS)	79	1	2	3						
407	Humana Health Plan of Texas (Houston) (HMO/POS)	78	3	2	2				●	●	
CONNECTICUT											
35	Anthem Blue Cross and Blue Shield in Connecticut (HMO/POS)	87	5	5	4						
56	Oxford Health Plans (HMO/POS)	85	4	4	4						
67	ConnectiCare (HMO/POS)	85	3	4	4				●	●	
77	Aetna Life Insurance (PPO)	84	3	4	5				●	●	
82	Cigna Health and Life Insurance (PPO)	84	3	5	4				●	●	
82	Connecticut General Life Insurance (Cigna) (PPO)	84	3	5	4				●	●	
110	Aetna Health (HMO/POS)	83	3	3	5				●	●	
114	United Healthcare Insurance (PPO)	83	3	4	4		●		●	●	✓

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CONNECTICUT (continued)											
114	United HealthCare Services (PPO)	83	3	4	4	●		●	●		✓
135	Oxford Health Insurance (PPO)	83	3	4	3				●		
198	Cigna HealthCare of Connecticut (HMO/POS) ⁵	82	3	3	—		●				
490	ConnectiCare Insurance Company (CICI) (HMO/POS) ²	70	3	4	4				●	●	
DELAWARE											
122	Highmark BCBSD (PPO)	83	3	4	4	●		●	●	●	✓
123	Highmark BCBSD (HMO/POS)	83	3	4	4	●		●	●	●	✓
222	Coventry Health Care of Delaware (HMO/POS)	81	3	4	3				●	●	
229	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3		●	●		●	✓
279	United HealthCare Services (PPO)	80	2	3	3			●			
279	UnitedHealthcare Insurance (PPO)	80	2	3	3			●			
359	Optimum Choice (HMO/POS)	79	1	3	2						
362	Aetna Life Insurance (PPO)	79	2	2	3						
392	Cigna Health and Life Insurance (HMO/POS)	79	3	2	2			●			
392	Cigna Health and Life Insurance (PPO)	79	3	2	2			●			
392	Connecticut General Life Insurance (Cigna) (HMO/POS)	79	3	2	2			●			
392	Connecticut General Life Insurance (Cigna) (PPO)	79	3	2	2			●			
DISTRICT OF COLUMBIA											
13	Kaiser Foundation Health Plan of the Mid-Atlantic States (HMO)	88	5	5	5	●	●		●	●	✓
181	Cigna Health and Life Insurance (HMO/POS)	82	3	4	3				●	●	

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DISTRICT OF COLUMBIA (continued)											
181	Cigna Health and Life Insurance (PPO)	82	3	4	3				●	●	
181	Connecticut General Life Insurance (Cigna) (HMO/POS)	82	3	4	3				●	●	
181	Connecticut General Life Insurance (Cigna) (PPO)	82	3	4	3				●	●	
191	MD - Individual Practice Association (HMO/POS)	82	2	4	3						
194	Aetna Life Insurance (PPO)	82	3	3	4	●			●	●	✓
246	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3					●	
252	CareFirst of Maryland (PPO)	81	3	3	3				●	●	
252	Group Hospitalization and Medical Services (PPO)	81	3	3	3				●	●	
281	CareFirst BlueChoice (HMO/POS)	80	2	3	3			●		●	
281	Group Hospitalization and Medical Services (HMO/POS)	80	2	3	3			●		●	
314	UnitedHealthcare of the Mid-Atlantic (HMO/POS)	80	2	3	2						
349	United HealthCare Services (PPO)	80	1	3	3	●					
349	UnitedHealthcare Insurance (PPO)	80	1	3	3	●					
359	Optimum Choice (HMO/POS)	79	1	3	2						
FLORIDA											
16	Capital Health Plan (HMO)	88	5	5	5	●	●		●	●	✓
104	Florida Health Care Plans (HMO/POS)	83	4	4	4			●			
133	Health First Health Plans (HMO)	83	3	4	4						
154	Cigna HealthCare of Florida (HMO/POS)	82	3	4	3				●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures		
FLORIDA (continued)												
211	AvMed Health Plans (HMO/POS)	82	3	4	3						●	
226	Aetna Life Insurance (PPO)	81	3	3	3					●	●	
245	Humana Medical Plan - Florida (HMO/POS)	81	3	3	3					●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2					●	●	
259	Cigna Health and Life Insurance (PPO)	81	3	3	2					●	●	
259	Connecticut General Life Insurance (Cigna) (PPO)	81	3	3	2					●	●	
284	Neighborhood Health Partnership (HMO/POS)	80	3	3	2	●		●				
299	Humana Insurance (PPO)	80	3	3	2					●	●	
307	United HealthCare Services (PPO)	80	3	3	2					●		
307	UnitedHealthcare Insurance (PPO)	80	3	3	2					●		
325	Aetna Health (HMO/POS)	80	2	2	3					●	●	
328	Blue Cross Blue and Shield of Florida (Florida Blue) (PPO)	80	3	3	2					●	●	
365	UnitedHealthcare of Florida (HMO/POS)	79	3	3	2				●			
370	Humana Insurance (Illinois) (PPO)	79	3	2	3					●	●	
379	Health Options (HMO)	79	1	3	2					●	●	
386	Humana Insurance (Tennessee) (PPO)	79	3	2	2					●	●	
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2					●	●	
GEORGIA												
19	Kaiser Foundation Health Plan of Georgia (HMO)	88	4	5	5	●		●				
147	Humana Wisconsin Health Organization Insurance (HMO/POS) ⁵	82	4	3	3	●					●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
GEORGIA (continued)											
151	Aetna Life Insurance (PPO)	82	3	3	4				●	●	
234	Cigna Health and Life Insurance (PPO)	81	4	3	3				●	●	
234	Connecticut General Life Insurance (Cigna) (PPO)	81	4	3	3				●	●	
245	Humana Medical Plan - Florida (HMO/POS)	81	3	3	3				●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
297	Aetna Health (HMO/POS)	80	2	2	4				●	●	
298	Blue Cross Blue Shield Healthcare Plan of Georgia (HMO/POS)	80	3	3	2						
337	United HealthCare Services (PPO)	80	3	3	2				●		
337	UnitedHealthcare Insurance (PPO)	80	3	3	2				●		
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
386	Humana Insurance (Tennessee) (PPO)	79	3	2	2				●	●	
399	Cigna HealthCare of Georgia (HMO/POS)	79	4	2	—						
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
432	Blue Cross Blue Shield of Georgia (PPO)	77	4	2	1						
454	UnitedHealthcare of Georgia (HMO/POS)	76	2	2	1			●			
HAWAII											
18	Kaiser Foundation Health Plan - Hawaii (HMO)	88	4	5	5	●	●	●			✓
43	Hawaii Medical Service Association (Federal Plan 87) (HMO/POS)	86	5	4	4	●		●			
74	Hawaii Medical Service Association (PPO)	84	5	4	4	●					
107	Hawaii Medical Service Association (HMO/POS)	83	3	4	4	●		●			

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
IDAHO											
70	Group Health Cooperative (HMO)	85	3	4	4	●	●	●	●	●	✓
150	Group Health Options (HMO/POS)	82	3	4	4	●	●		●	●	✓
254	SelectHealth (HMO/POS)	81	2	3	3				●	●	
360	Altius Health Plans (HMO/POS)	79	3	2	2				●	●	
411	United HealthCare Services (PPO)	78	3	1	3		●	●			
411	UnitedHealthcare Insurance (PPO)	78	3	1	3		●	●			
440	Aetna Life Insurance (PPO)	77	3	1	3		●	●			
467	PacificSource Health Plans - Idaho (PPO)	76	2	1	2		●	●			
ILLINOIS											
50	Health Alliance Medical Plans (HMO/POS)	85	5	4	5				●		
87	Medical Associates Health Plan (HMO/POS) ⁵	84	4	4	4		●	●			
138	Health Alliance Medical Plans (PPO)	83	3	4	4				●		
147	Humana Wisconsin Health Organization Insurance (HMO/POS) ⁵	82	4	3	3	●				●	
148	UnitedHealthcare of the Midwest (HMO/POS)	82	5	3	3						
152	Coventry Health Care of Missouri (HMO/POS)	82	4	4	3				●	●	
172	Cigna Health and Life Insurance (PPO)	82	4	3	3				●	●	
172	Connecticut General Life Insurance (Cigna) (PPO)	82	4	3	3				●	●	
216	Aetna Life Insurance (PPO)	82	2	3	4				●	●	
220	Coventry Health Care of Illinois (HMO/POS)	81	4	3	3					●	
224	Humana Insurance (Wisconsin) (PPO)	81	3	3	3				●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
ILLINOIS (continued)											
258	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3						
265	HMO Illinois and Blue Advantage HMO (HMO)	81	3	3	3						
266	United HealthCare Services (PPO)	81	3	2	3						●
266	UnitedHealthcare Insurance (Illinois) (PPO)	81	3	2	3						●
266	UnitedHealthcare Insurance (PPO)	81	3	2	3						●
272	Coventry Health and Life Insurance (Missouri) (PPO)	81	4	3	2				●		●
290	Aetna Health (Pennsylvania) -Illinois (HMO/POS)	80	2	3	3						
291	Humana Health Plan - Chicago Market (HMO/POS)	80	3	2	3				●		●
318	UnitedHealthcare Plan of the River Valley (HMO/POS)	80	3	2	2			●	●		
318	UnitedHealthCare Services of the River Valley (HMO/POS)	80	3	2	2			●	●		
369	Coventry Health Care of Illinois (PPO)	79	3	2	2				●		●
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●		●
374	Coventry Health and Life Insurance (PPO)	79	3	2	2				●		●
388	Cigna HealthCare of Illinois (HMO/POS)	79	1	2	—			●			
390	Cigna HealthCare of St. Louis (HMO/POS)	79	3	2	—						
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●		●
INDIANA											
113	Humana Insurance (PPO)	83	4	4	3						●

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
INDIANA (continued)											
145	Anthem Blue Cross and Blue Shield in Indiana (HMO)	83	4	3	3			●			
197	Humana Health Plan of Ohio (HMO/POS)	82	4	3	3				●	●	
224	Humana Insurance (Wisconsin) (PPO)	81	3	3	3				●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
262	Humana Health Plan - Kentucky (PPO)	81	4	3	3				●	●	
265	HMO Illinois and Blue Advantage HMO (HMO)	81	3	3	3						
290	Aetna Health (Pennsylvania) -Illinois (HMO/POS)	80	2	3	3						
291	Humana Health Plan - Chicago Market (HMO/POS)	80	3	2	3				●	●	
320	Aetna Health (Pennsylvania) - Ohio (HMO/POS)	80	2	3	3				●	●	
336	ADVANTAGE Health Solutions (HMO/POS)	80	3	3	2				●	●	
340	Aetna Life Insurance (PPO)	80	2	3	3				●	●	
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
388	Cigna HealthCare of Illinois (HMO/POS)	79	1	2	—			●			
397	United HealthCare Services (PPO)	79	3	2	2				●		
397	UnitedHealthcare Insurance (PPO)	79	3	2	2				●		
419	Cigna Health and Life Insurance (PPO)	78	4	1	2				●		
419	Connecticut General Life Insurance (Cigna) (PPO)	78	4	1	2				●		
425	Anthem Blue Cross and Blue Shield in Indiana (PPO)	78	3	2	2						
IOWA											
49	Health Alliance Midwest (HMO/POS)	85	5	4	5				●		

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
IOWA (continued)											
73	Gundersen Health Plan (HMO)	85	5	4	4	●		●	●		✓
76	Wellmark Health Plan of Iowa (HMO/POS)	84	5	4	4				●	●	
87	Medical Associates Health Plan (HMO/POS) ⁵	84	4	4	4		●	●			
134	Health Alliance Midwest (PPO)	83	3	4	4				●		
210	Sanford Health Plan (HMO)	82	3	3	4		●				
274	United HealthCare Services (PPO)	81	3	3	3						
274	UnitedHealthcare Insurance (PPO)	81	3	3	3						
318	UnitedHealthcare Plan of the River Valley (HMO/POS)	80	3	2	2			●	●		
318	UnitedHealthCare Services of the River Valley (HMO/POS)	80	3	2	2			●	●		
334	Coventry Health Care of Iowa (HMO/POS)	80	3	2	3		●	●		●	
343	Coventry Health and Life Insurance (PPO)	80	3	2	3		●				
375	Aetna Life Insurance (PPO)	79	3	2	3			●			
428	Cigna Health and Life Insurance (PPO)	77	3	1	2						
428	Connecticut General Life Insurance (Cigna) (PPO)	77	3	1	2						
KANSAS											
148	UnitedHealthcare of the Midwest (HMO/POS)	82	5	3	3						
193	Blue Cross and Blue Shield of Kansas City, Good Health HMO (HMO)	82	3	3	4				●	●	
212	Coventry Health Care of Kansas (Kansas) (HMO/POS)	82	4	3	3				●	●	
225	Humana Health Plan - Kansas City (HMO/POS) ⁵	81	4	3	3			●			
258	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
KANSAS (continued)											
261	Humana Insurance (KS, MO) (PPO)	81	3	2	3				●		
346	Blue Cross and Blue Shield of Kansas City (PPO)	80	3	2	3				●	●	
372	Cigna Health and Life Insurance (PPO)	79	3	2	3				●		
372	Connecticut General Life Insurance (Cigna) (PPO)	79	3	2	3				●		
390	Cigna HealthCare of St. Louis (HMO/POS)	79	3	2	—						
396	Coventry Health and Life Insurance (PPO)	79	2	3	2				●	●	
406	Aetna Life Insurance (PPO)	78	3	2	2			●	●		
434	United HealthCare Services (PPO)	77	3	2	2						
434	UnitedHealthcare Insurance (PPO)	77	3	2	2						
KENTUCKY											
113	Humana Insurance (PPO)	83	4	4	3					●	
197	Humana Health Plan of Ohio (HMO/POS)	82	4	3	3				●	●	
203	Anthem Blue Cross and Blue Shield in Kentucky (HMO/POS)	82	4	4	3			●			
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
262	Humana Health Plan - Kentucky (PPO)	81	4	3	3				●	●	
320	Aetna Health (Pennsylvania) - Ohio (HMO/POS)	80	2	3	3				●	●	
363	United HealthCare Services (PPO)	79	3	3	2				●		
363	UnitedHealthcare Insurance (PPO)	79	3	3	2				●		
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
436	Anthem Blue Cross and Blue Shield in Kentucky (PPO)	77	3	2	1						
437	Aetna Life Insurance (PPO)	77	3	2	1						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
KENTUCKY (continued)											
469	Cigna Health and Life Insurance (PPO)	75	3	1	1						
469	Connecticut General Life Insurance (Cigna) (PPO)	75	3	1	1						
LOUISIANA											
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
277	Humana Health Benefit Plan of Louisiana (HMO/POS)	80	3	3	2					●	
292	Humana Health Plan of Texas (Austin) (HMO/POS)	80	3	3	3			●	●		
299	Humana Insurance (PPO)	80	3	3	2				●	●	
332	Humana Health Plan of Texas (San Antonio) (HMO/POS)	80	3	3	2			●	●	●	
339	Coventry Health Care of Louisiana (HMO/POS)	80	3	3	2				●	●	
384	Humana Health Plan of Texas (Corpus Christi) (HMO/POS)	79	3	3	1						
407	Humana Health Plan of Texas (Houston) (HMO/POS)	78	3	2	2				●	●	
443	United HealthCare Services (PPO)	77	3	2	1			●			
443	UnitedHealthcare Insurance (PPO)	77	3	2	1			●			
457	Aetna Life Insurance (PPO)	76	3	2	1				●		
493	Vantage Health Plan (HMO/POS) ⁴	68	5	2	1			●			
504	Cigna Health and Life Insurance (PPO) ³	60	4	1	1				●		
504	Connecticut General Life Insurance (Cigna) (PPO) ³	60	4	1	1				●		
MAINE											
2	Harvard Pilgrim Health Care (HMO/POS)	90	5	5	5	●	●				

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
MAINE (continued)											
9	Martin's Point US Family Health Plan (HMO)	89	5	4	5	●	●			●	✓
36	Anthem Blue Cross and Blue Shield in Maine (HMO/POS)	87	5	5	5		●				
79	Cigna Health and Life Insurance (PPO)	84	4	4	4	●	●		●	●	✓
79	Connecticut General Life Insurance (Cigna) (HMO/POS)	84	4	4	4	●	●		●	●	✓
79	Connecticut General Life Insurance (Cigna) (PPO)	84	4	4	4	●	●		●	●	✓
142	Aetna Health (HMO/POS)	83	3	3	5	●	●	●			✓
249	Aetna Life Insurance (PPO) ⁵	81	2	2	4		●		●		
MARYLAND											
13	Kaiser Foundation Health Plan of the Mid-Atlantic States (HMO)	88	5	5	5	●	●		●	●	✓
31	Johns Hopkins US Family Health Plan (HMO)	87	5	4	5					●	
120	Employer Health Programs (POS)	83	2	5	3	●			●	●	✓
124	Cigna Health and Life Insurance (HMO/POS)	83	3	4	4	●			●	●	✓
124	Cigna Health and Life Insurance (PPO)	83	3	4	4	●			●	●	✓
124	Connecticut General Life Insurance (Cigna) (HMO/POS)	83	3	4	4	●			●	●	✓
124	Connecticut General Life Insurance (Cigna) (PPO)	83	3	4	4	●			●	●	✓
191	MD - Individual Practice Association (HMO/POS)	82	2	4	3						
194	Aetna Life Insurance (PPO)	82	3	3	4	●			●	●	✓
204	United HealthCare Services (PPO)	82	3	3	3	●					
204	UnitedHealthcare Insurance (PPO)	82	3	3	3	●					
222	Coventry Health Care of Delaware (HMO/POS)	81	3	4	3				●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures		
MARYLAND (continued)												
246	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3						●	
252	CareFirst of Maryland (PPO)	81	3	3	3					●	●	
252	Group Hospitalization and Medical Services (PPO)	81	3	3	3					●	●	
281	CareFirst BlueChoice (HMO/POS)	80	2	3	3				●		●	
281	CareFirst of Maryland (HMO/POS)	80	2	3	3				●		●	
281	Group Hospitalization and Medical Services (HMO/POS)	80	2	3	3				●		●	
314	UnitedHealthcare of the Mid-Atlantic (HMO/POS)	80	2	3	2							
359	Optimum Choice (HMO/POS)	79	1	3	2							
MASSACHUSETTS												
1	Tufts Associated Health Maintenance Organization (HMO/POS)	90	5	5	5	●	●			●	●	✓
2	Harvard Pilgrim Health Care (HMO/POS)	90	5	5	5	●	●					
3	Harvard Pilgrim Health Care (PPO)	90	5	5	5	●	●					
3	Harvard Pilgrim Insurance (PPO)	90	5	5	5	●	●					
6	Tufts Benefit Administrators (PPO)	89	5	5	5	●	●			●	●	✓
10	Blue Cross and Blue Shield of Massachusetts (PPO)	89	5	5	5	●	●	●		●	●	✓
11	Blue Cross and Blue Shield of Massachusetts HMO Blue (HMO/POS)	89	4	5	5	●	●	●		●	●	✓
30	Health New England (HMO/POS)	87	3	5	5	●		●				
34	Fallon Health (HMO/POS)	87	4	5	5	●		●		●	●	✓
45	Martin's Point US Family Health Plan (HMO)	86	5	4	4						●	
51	Cigna Health and Life Insurance (HMO/POS)	85	2	5	5	●	●			●	●	✓

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
MASSACHUSETTS (continued)											
51	Cigna Health and Life Insurance (PPO)	85	2	5	5	●	●		●	●	✓
51	Connecticut General Life Insurance (Cigna) (HMO/POS)	85	2	5	5	●	●		●	●	✓
51	Connecticut General Life Insurance (Cigna) (PPO)	85	2	5	5	●	●		●	●	✓
62	Neighborhood Health Plan (HMO)	85	2	5	5	●	●			●	✓
67	ConnectiCare of Massachusetts (HMO/POS)	85	3	4	4				●	●	
69	Aetna Health (Pennsylvania) (HMO/POS) ⁵	85	3	4	—						
143	UnitedHealthcare Insurance (PPO)	83	1	4	4	●					
143	UnitedHealthCare Services (PPO)	83	1	4	4	●					
171	Aetna Life Insurance (PPO) ⁵	82	1	3	4	●			●		
MICHIGAN											
33	HealthPlus of Michigan (HMO/POS)	87	5	5	5			●	●	●	✓
42	Grand Valley Health Plan (HMO) ⁵	86	5	5	5	●					
48	Priority Health (HMO/POS)	86	4	5	4			●	●	●	✓
103	Health Alliance Plan of Michigan (HMO)	84	4	4	4			●			
105	Blue Care Network of Michigan (HMO)	83	3	4	4			●		●	
113	Humana Insurance (PPO)	83	4	4	3					●	
188	Blue Cross Blue Shield of Michigan (PPO)	82	5	3	3						
213	Priority Health Insurance (PPO)	82	3	3	3			●	●	●	✓
273	McLaren Health Plan (HMO/POS)	81	2	3	3				●		
309	United HealthCare Services (PPO)	80	3	3	2					●	
309	UnitedHealthcare Insurance (PPO)	80	3	3	2					●	
335	Aetna Life Insurance (PPO)	80	3	2	3				●		

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
MICHIGAN (continued)											
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
381	Alliance Health and Life (PPO)	79	3	2	2	●					
405	Total Health Care USA (HMO/POS)	78	2	2	2					●	
491	Physicians Health Plan (HMO/POS) ¹	69	4	4	3		●		●	●	
MINNESOTA											
26	Group Health Plan (HMO/POS/PPO)	87	4	4	5	●	●		●	●	✓
26	HealthPartners (HMO/POS/PPO)	87	4	4	5	●	●		●	●	✓
26	HealthPartners Administrators (HMO/POS/PPO)	87	4	4	5	●	●		●	●	✓
90	Medica (HMO/POS)	84	3	4	5	●	●		●	●	✓
90	Medica Insurance Company (MIC) (PPO)	84	3	4	5	●	●		●	●	✓
90	Medica Self-Insured (MSI) (PPO)	84	3	4	5	●	●		●	●	✓
102	Blue Cross Blue Shield of Minnesota (PPO)	84	4	4	4		●		●	●	✓
215	PreferredOne Community Health Plan (POS) ⁵	82	2	2	5	●	●				
286	Aetna Life Insurance (PPO)	80	3	2	3	●	●	●	●		
MISSISSIPPI											
128	Cigna HealthCare of Tennessee (HMO/POS) ⁵	83	5	4	3			●		●	
206	Humana Health Plan of Tennessee (HMO/POS)	82	5	3	3				●	●	
386	Humana Insurance (Tennessee) (PPO)	79	3	2	2				●	●	
473	Aetna Life Insurance (PPO)	75	3	1	1						
477	United HealthCare Services (PPO)	75	3	1	1				●		
477	UnitedHealthcare Insurance (PPO)	75	3	1	1				●		
481	Cigna Health and Life Insurance (PPO)	74	3	1	1						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
MISSISSIPPI (continued)											
481	Connecticut General Life Insurance (Cigna) (PPO)	74	3	1	1						
MISSOURI											
148	UnitedHealthcare of the Midwest (HMO/POS)	82	5	3	3						
152	Coventry Health Care of Missouri (HMO/POS)	82	4	4	3				●	●	
193	Blue Cross and Blue Shield of Kansas City, Good Health HMO (HMO)	82	3	3	4				●	●	
201	Cigna Health and Life Insurance (PPO)	82	4	3	3				●	●	
201	Connecticut General Life Insurance (Cigna) (PPO)	82	4	3	3				●	●	
212	Coventry Health Care of Kansas (Kansas) (HMO/POS)	82	4	3	3				●	●	
224	Humana Insurance (Wisconsin) (PPO)	81	3	3	3				●	●	
225	Humana Health Plan - Kansas City (HMO/POS) ⁵	81	4	3	3			●			
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
258	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3						
261	Humana Insurance (KS, MO) (PPO)	81	3	2	3				●		
272	Coventry Health and Life Insurance (Missouri) (PPO)	81	4	3	2				●	●	
296	Anthem Blue Cross and Blue Shield in Missouri (HMO/POS)	80	3	3	3						
305	United HealthCare Services (PPO)	80	2	3	3				●		
305	UnitedHealthcare Insurance (PPO)	80	2	3	3				●		
346	Blue Cross and Blue Shield of Kansas City (PPO)	80	3	2	3				●	●	
390	Cigna HealthCare of St. Louis (HMO/POS)	79	3	2	—						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures		
MISSOURI (continued)												
396	Coventry Health and Life Insurance (PPO)	79	2	3	2					●	●	
402	Aetna Life Insurance (PPO)	78	3	2	3					●		
MONTANA												
423	United HealthCare Services (PPO)	78	2	1	2							
423	UnitedHealthcare Insurance (PPO)	78	2	1	2							
462	Cigna Health and Life Insurance (PPO)	76	4	1	1				●			
462	Connecticut General Life Insurance (Cigna) (PPO)	76	4	1	1				●			
464	PacificSource Health Plans - Montana (PPO)	76	3	1	—	●	●	●				
468	Aetna Life Insurance (PPO)	75	3	1	1		●	●				
NEBRASKA												
49	Health Alliance Midwest (HMO/POS)	85	5	4	5					●		
134	Health Alliance Midwest (PPO)	83	3	4	4					●		
207	Coventry Health and Life Insurance (PPO)	82	3	3	3					●	●	
239	Coventry Health Care of Nebraska (HMO/POS) ⁵	81	3	3	3				●	●		
241	United HealthCare Services (PPO)	81	3	3	3					●	●	
241	UnitedHealthcare Insurance (PPO)	81	3	3	3					●	●	
400	Aetna Life Insurance (PPO)	78	3	2	2		●	●				
416	Cigna Health and Life Insurance (PPO)	78	3	1	3		●					
416	Connecticut General Life Insurance (Cigna) (PPO)	78	3	1	3		●					
NEVADA												
294	Saint Mary's HealthFirst (HMO/POS)	80	3	3	2							
360	Altius Health Plans (HMO/POS)	79	3	2	2					●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
NEVADA (continued)											
366	Aetna Health (Pennsylvania) (HMO/POS)	79	2	2	3			●		●	
442	Health Plan of Nevada (HMO/POS)	77	1	2	3		●				
452	Cigna Health and Life Insurance (PPO)	76	2	2	1				●	●	
452	Connecticut General Life Insurance (Cigna) (PPO)	76	2	2	1				●	●	
465	United HealthCare Services (PPO)	76	1	1	2				●	●	
465	UnitedHealthcare Insurance (PPO)	76	1	1	2				●	●	
476	Aetna Life Insurance (PPO)	75	2	1	1				●		
NEW HAMPSHIRE											
17	Harvard Pilgrim Health Care of New England (HMO/POS)	88	5	5	5	●	●				
45	Martin's Point US Family Health Plan (HMO)	86	5	4	4					●	
60	Anthem Blue Cross and Blue Shield in New Hampshire (POS)	85	4	5	4	●	●				
60	Anthem Health Plan of New Hampshire (HMO/POS)	85	4	5	4	●	●				
63	Cigna Health and Life Insurance (HMO/POS)	85	4	4	4			●	●	●	✓
63	Cigna Health and Life Insurance (PPO)	85	4	4	4			●	●	●	✓
63	Connecticut General Life Insurance (Cigna) (HMO/POS)	85	4	4	4			●	●	●	✓
63	Connecticut General Life Insurance (Cigna) (PPO)	85	4	4	4			●	●	●	✓
131	UnitedHealthcare Insurance (PPO) ⁵	83	3	3	4			●			
131	UnitedHealthCare Services (PPO) ⁵	83	3	3	4			●			
233	Aetna Life Insurance (PPO) ⁵	81	3	3	4	●			●		

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
NEW JERSEY											
119	Cigna HealthCare of New Jersey (HMO/POS)	83	3	4	4						
136	Cigna Health and Life Insurance (PPO)	83	3	4	4				●	●	
136	Connecticut General Life Insurance (Cigna) (PPO)	83	3	4	4				●	●	
167	Aetna Health (HMO/POS)	82	3	3	4				●	●	
168	Aetna Life Insurance (PPO)	82	1	4	4				●	●	
176	Horizon Blue Cross Blue Shield of New Jersey (POS)	82	3	3	4						
176	Horizon Healthcare of New Jersey (HMO)	82	3	3	4						
232	AmeriHealth HMO - New Jersey (HMO/POS)	81	3	4	3			●	●	●	✓
278	Oxford Health Insurance (PPO)	80	3	4	2	●			●		
347	Horizon Blue Cross Blue Shield of New Jersey (PPO)	80	2	2	3						
348	Oxford Health Plans of New Jersey (HMO/POS)	80	1	3	2				●		
356	United HealthCare Services (PPO)	79	1	3	2			●	●		
356	UnitedHealthcare Insurance (PPO)	79	1	3	2			●	●		
485	AmeriHealth Insurance Company of New Jersey (PPO) ⁴	73	3	4	3			●	●	●	
NEW MEXICO											
333	Presbyterian Health Plan (HMO/POS)	80	2	3	2		●		●	●	
415	Blue Cross and Blue Shield of New Mexico (HMO/PPO)	78	2	2	2		●		●	●	
422	Presbyterian Insurance (PPO)	78	1	2	2		●				
460	United HealthCare Services (PPO)	76	1	2	1		●		●	●	
460	UnitedHealthcare Insurance (PPO)	76	1	2	1		●		●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
NEW MEXICO (continued)											
479	Aetna Life Insurance (PPO)	75	2	1	1			●			
487	Cigna Health and Life Insurance (PPO)	72	2	1	1						
487	Connecticut General Life Insurance (Cigna) (PPO)	72	2	1	1						
NEW YORK											
24	Capital District Physicians' Healthcare Network (HMO/POS)	87	5	5	4	●				●	
25	Capital District Physicians' Health Plan (HMO)	87	5	5	4	●				●	
32	Independent Health Association (HMO/POS)	87	5	5	5		●		●	●	✓
39	Capital District Physicians' Healthcare Network (Self-Funded) (PPO)	86	5	5	4				●	●	
39	CDPHP Universal Benefits (PPO)	86	5	5	4				●	●	
45	Martin's Point US Family Health Plan (HMO)	86	5	4	4					●	
46	MVP Health Care (HMO/POS)	86	5	4	4						
55	HealthNow New York (HMO/POS/PPO)	85	4	5	4		●				
89	Univera Healthcare (HMO/POS/PPO)	84	2	5	4			●	●	●	✓
100	Excellus BlueCross BlueShield (HMO/POS)	84	3	5	3		●		●	●	✓
100	Excellus BlueCross BlueShield (PPO)	84	3	5	3		●		●	●	✓
106	HIP Health Plan of New York (HMO/POS)	83	3	4	4		●				
121	Aetna Health (HMO/POS)	83	3	4	4		●		●	●	✓
156	Cigna Health and Life Insurance (HMO/POS)	82	2	4	4				●	●	
156	Cigna Health and Life Insurance (PPO)	82	2	4	4				●	●	
156	Connecticut General Life Insurance (Cigna) (HMO/POS)	82	2	4	4				●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
NEW YORK (continued)											
156	Connecticut General Life Insurance (Cigna) (PPO)	82	2	4	4				●	●	
164	Empire BlueCross BlueShield (HMO/POS)	82	3	3	4	●					
174	Oxford Health Insurance (PPO)	82	1	4	4				●	●	
180	Aetna Life Insurance (PPO)	82	1	4	4				●	●	
228	Oxford Health Plans of New York (HMO/POS)	81	1	4	3				●		
377	United HealthCare Services (PPO)	79	1	2	3				●		
377	UnitedHealthcare Insurance of New York (PPO)	79	1	2	3				●		
497	Empire BlueCross BlueShield (PPO) ¹	66	2	4	3	●					
NORTH CAROLINA											
162	Cigna Health and Life Insurance (PPO)	82	3	4	3				●	●	
162	Connecticut General Life Insurance (Cigna) (PPO)	82	3	4	3				●	●	
208	Blue Cross Blue Shield of North Carolina (PPO)	82	4	3	3			●	●	●	✓
243	United HealthCare Services (PPO)	81	3	3	3			●	●	●	✓
243	UnitedHealthcare Insurance (PPO)	81	3	3	3			●	●	●	✓
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
285	Cigna HealthCare of North Carolina (HMO/POS)	80	4	3	2						
326	Aetna Health (Pennsylvania) (HMO/POS)	80	1	2	3						
380	Aetna Life Insurance (PPO)	79	3	2	2			●	●		
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
NORTH DAKOTA											
90	Medica Insurance Company (MIC) (PPO)	84	3	4	5	●	●		●	●	✓
90	Medica Self-Insured (MSI) (PPO)	84	3	4	5	●	●		●	●	✓

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
NORTH DAKOTA (continued)											
210	Sanford Health Plan (HMO)	82	3	3	4		●				
468	Aetna Life Insurance (PPO)	75	3	1	1		●	●			
OHIO											
15	HealthSpan Integrated Care (HMO)	88	4	5	5	●	●				
75	AultCare HMO (HMO)	84	5	4	4			●			
109	Anthem Blue Cross and Blue Shield in Ohio (HMO/POS)	83	3	4	—		●				
113	Humana Insurance (PPO)	83	4	4	3					●	
118	Paramount Insurance Company (HMO)	83	4	4	3				●	●	
153	Health Plan of the Upper Ohio Valley (HMO)	82	4	4	3				●	●	
175	Medical Mutual of Ohio (HMO/POS/PPO)	82	5	3	3				●	●	
197	Humana Health Plan of Ohio (HMO/POS)	82	4	3	3				●	●	
219	AultCare (PPO)	81	4	3	3						
223	Aetna Life Insurance (PPO)	81	3	3	3				●	●	
240	Summa Insurance (PPO)	81	4	3	3				●	●	
247	Coventry Health Care of West Virginia (HMO/POS)	81	3	3	2						
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
262	Humana Health Plan - Kentucky (PPO)	81	4	3	3				●	●	
269	Cigna Health and Life Insurance (PPO)	81	2	3	3					●	
269	Connecticut General Life Insurance (Cigna) (HMO/POS)	81	2	3	3					●	
269	Connecticut General Life Insurance (Cigna) (PPO)	81	2	3	3					●	
300	United Healthcare Insurance (PPO)	80	3	3	3					●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures		
OHIO (continued)												
300	United HealthCare Services (PPO)	80	3	3	3						●	
320	Aetna Health (Pennsylvania) - Ohio (HMO/POS)	80	2	3	3				●		●	
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●		●	
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●		●	
433	Anthem Blue Cross and Blue Shield in Ohio (PPO)	77	3	2	1							
OKLAHOMA												
212	Coventry Health Care of Kansas (Kansas) (HMO/POS)	82	4	3	3				●		●	
396	Coventry Health and Life Insurance (PPO)	79	2	3	2				●		●	
430	Aetna Life Insurance (PPO)	77	2	2	2				●		●	
431	Aetna Health (Pennsylvania) (HMO/POS)	77	3	1	2							
448	United HealthCare Services (PPO)	76	3	2	1				●			
448	UnitedHealthcare Insurance (PPO)	76	3	2	1				●			
474	UnitedHealthcare of Oklahoma (HMO)	75	3	1	1			●				
OREGON												
5	Kaiser Foundation Health Plan of the Northwest (HMO)	90	4	5	5	●	●		●		●	✓
263	Cigna Health and Life Insurance (PPO)	81	2	3	3	●	●		●		●	
263	Connecticut General Life Insurance (Cigna) (PPO)	81	2	3	3	●	●		●		●	
323	United HealthCare Services (PPO)	80	2	2	4	●	●		●		●	
323	UnitedHealthcare Insurance (PPO)	80	2	2	4	●	●		●		●	
342	Moda Health (Formerly ODS) (PPO)	80	3	2	3	●	●	●	●		●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
OREGON (continued)											
410	LifeWise Health Plan of Oregon (PPO)	78	3	2	3		●				
421	PacificSource Health Plans - Oregon (PPO)	78	1	2	3	●	●	●	●	●	
426	Aetna Life Insurance (PPO)	77	1	1	3	●	●	●	●		
495	Providence Health Plans (HMO/POS) ¹	67	2	3	4	●	●	●	●	●	
500	Health Net of Oregon (PPO) ¹	63	1	2	2	●					
PENNSYLVANIA											
12	Geisinger Health Plan (HMO/POS)	88	5	5	5	●	●		●	●	✓
20	UPMC Health Plan (HMO)	87	3	5	5	●	●		●	●	✓
21	UPMC Benefit Management Services (HMO)	87	3	5	5	●	●		●	●	✓
22	HealthAmerica Pennsylvania (HMO)	87	5	5	5			●	●	●	✓
45	Martin's Point US Family Health Plan (HMO)	86	5	4	4					●	
47	Keystone Health Plan West (HMO)	86	4	5	4	●		●	●	●	✓
72	Geisinger Quality Options (PPO)	85	4	4	4						
86	Aetna Life Insurance (PPO)	84	3	4	4				●	●	
93	UPMC Benefit Management Services (PPO)	84	2	4	4		●		●	●	✓
93	UPMC Health Options (PPO)	84	2	4	4		●		●	●	✓
108	Keystone Health Plan East (HMO/POS)	83	3	4	3				●	●	
111	QCC Insurance (Personal Choice) (PPO)	83	4	4	3				●	●	
116	Capital Advantage Insurance (POS)	83	4	4	3					●	
116	Keystone Health Plan Central (HMO)	83	4	4	3					●	
130	First Priority Health (HMO/POS)	83	3	4	3	●	●	●	●	●	✓
141	Highmark Health Insurance Company (HHIC) (PPO)	83	2	4	4				●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
PENNSYLVANIA (continued)											
185	Cigna Health and Life Insurance (PPO)	82	3	4	3				●	●	
185	Connecticut General Life Insurance (Cigna) (HMO/POS)	82	3	4	3				●	●	
185	Connecticut General Life Insurance (Cigna) (PPO)	82	3	4	3				●	●	
191	Aetna Health (HMO/POS)	82	3	3	4				●	●	
196	Highmark (PPO)	82	3	3	3				●	●	
214	AmeriHealth HMO (HMO/POS)	82	3	3	3						
315	United HealthCare Services (PPO)	80	2	3	3				●		
315	UnitedHealthcare Insurance (PPO)	80	2	3	3				●		
494	Capital Advantage Assurance Company (PPO) ¹	68	3	4	3				●	●	
PUERTO RICO											
506	Humana Health Plans of Puerto Rico (HMO/POS) ¹	58	4	1	1			●			
507	Humana Health Plans of Puerto Rico (PPO) ¹	56	4	1	1					●	
RHODE ISLAND											
1	Tufts Associated Health Maintenance Organization (HMO/POS)	90	5	5	5	●	●		●	●	✓
6	Tufts Benefit Administrators (PPO)	89	5	5	5	●	●		●	●	✓
95	United HealthCare Services (PPO)	84	4	4	4				●		
95	UnitedHealthcare Insurance (PPO)	84	4	4	4				●		
160	Cigna Health and Life Insurance (PPO) ⁵	82	3	4	3	●					
160	Connecticut General Life Insurance (Cigna) (PPO) ⁵	82	3	4	3	●					

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
RHODE ISLAND (continued)											
166	Aetna Life Insurance (PPO)	82	2	4	4						
472	Blue Cross & Blue Shield of Rhode Island (PPO) ⁴	75	4	5	4				●	●	
SOUTH CAROLINA											
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
313	BlueChoice HealthPlan of South Carolina (HMO/POS)	80	3	3	2						
326	Aetna Health (Pennsylvania) (HMO/POS)	80	1	2	3						
353	Cigna Health and Life Insurance (PPO)	79	3	3	2				●	●	
353	Connecticut General Life Insurance (Cigna) (PPO)	79	3	3	2				●	●	
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
403	United HealthCare Services (PPO)	78	3	2	2						
403	UnitedHealthcare Insurance (PPO)	78	3	2	2						
418	Aetna Life Insurance (PPO)	78	3	2	2			●	●		
SOUTH DAKOTA											
90	Medica Insurance Company (MIC) (PPO)	84	3	4	5	●	●		●	●	✓
90	Medica Self-Insured (MSI) (PPO)	84	3	4	5	●	●		●	●	✓
210	Sanford Health Plan (HMO)	82	3	3	4		●				
343	Coventry Health and Life Insurance (PPO)	80	3	2	3		●				
462	Cigna Health and Life Insurance (PPO)	76	4	1	1		●				
462	Connecticut General Life Insurance (Cigna) (PPO)	76	4	1	1		●				
468	Aetna Life Insurance (PPO)	75	3	1	1		●	●			

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
TENNESSEE											
128	Cigna HealthCare of Tennessee (HMO/POS) ⁵	83	5	4	3			●		●	
189	Cigna Health and Life Insurance (PPO)	82	4	3	3				●	●	
189	Connecticut General Life Insurance (Cigna) (PPO)	82	4	3	3				●	●	
206	Humana Health Plan of Tennessee (HMO/POS)	82	5	3	3				●	●	
236	Aetna Life Insurance (PPO)	81	3	3	3				●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
255	BlueCross BlueShield of Tennessee (PPO)	81	5	3	2			●	●	●	
262	Humana Health Plan - Kentucky (PPO)	81	4	3	3				●	●	
318	UnitedHealthcare Plan of the River Valley (HMO/POS)	80	3	2	2			●	●		
318	UnitedHealthCare Services of the River Valley (HMO/POS)	80	3	2	2			●	●		
358	Aetna Health (Pennsylvania) (HMO/POS)	79	3	2	3						
367	United HealthCare Services (PPO)	79	3	2	2			●	●		
367	UnitedHealthcare Insurance (PPO)	79	3	2	2			●	●		
386	Humana Insurance (Tennessee) (PPO)	79	3	2	2				●	●	
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
TEXAS											
155	Scott and White Health Plan (HMO)	82	2	4	4				●	●	
209	Aetna Life Insurance (PPO)	82	4	3	3				●	●	
245	Humana Medical Plan - Florida (HMO/POS)	81	3	3	3				●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
TEXAS (continued)											
277	Humana Health Benefit Plan of Louisiana (HMO/POS)	80	3	3	2						●
292	Humana Health Plan of Texas (Austin) (HMO/POS)	80	3	3	3			●	●		
293	Aetna Health (HMO/POS)	80	3	2	3			●	●	●	
299	Humana Insurance (PPO)	80	3	3	2				●	●	
302	Cigna Health and Life Insurance (PPO)	80	3	3	3				●	●	
302	Connecticut General Life Insurance (Cigna) (PPO)	80	3	3	3				●	●	
332	Humana Health Plan of Texas (San Antonio) (HMO/POS)	80	3	3	2			●	●	●	
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
376	UnitedHealthcare Benefits of Texas (HMO)	79	2	2	3						
382	United HealthCare Services (PPO)	79	3	2	2				●		
382	UnitedHealthcare Insurance (PPO)	79	3	2	2				●		
384	Humana Health Plan of Texas (Corpus Christi) (HMO/POS)	79	3	3	1						
386	Humana Insurance (Tennessee) (PPO)	79	3	2	2				●	●	
401	Humana Employers Health Plan of Georgia (HMO/POS)	78	2	2	2			●	●	●	
407	Humana Health Plan of Texas (Houston) (HMO/POS)	78	3	2	2				●	●	
456	Cigna HealthCare of Texas (HMO/POS)	76	3	1	1				●		
496	Community First Health Plans (HMO) ⁴	67	1	2	2						
499	FIRSTCARE (Abilene) (HMO) ⁴	64	3	1	—						
501	FIRSTCARE (Lubbock) (HMO) ⁴	63	3	1	—						

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
TEXAS (continued)											
502	FIRSTCARE (Amarillo) (HMO) ⁴	63	3	1	—						
503	FIRSTCARE (Waco) (HMO) ⁴	62	2	1	—						
UTAH											
254	SelectHealth (HMO/POS)	81	2	3	3				●	●	
360	Altius Health Plans (HMO/POS)	79	3	2	2				●	●	
438	United HealthCare Services (PPO)	77	1	1	2		●	●	●	●	
438	UnitedHealthcare Insurance (PPO)	77	1	1	2		●	●	●	●	
455	Aetna Life Insurance (PPO)	76	1	1	2		●		●		
480	Humana Insurance (PPO)	75	1	1	2	●					
VERMONT											
37	Blue Cross and Blue Shield of Vermont (POS)	87	5	5	5		●		●	●	✓
45	Martin's Point US Family Health Plan (HMO)	86	5	4	4					●	
46	MVP Health Care (HMO/POS)	86	5	4	4						
58	Cigna Health and Life Insurance (PPO)	85	4	4	4	●	●		●	●	✓
58	Connecticut General Life Insurance (Cigna) (PPO)	85	4	4	4	●	●		●	●	✓
78	Vermont Health Plan (HMO/POS)	84	3	4	4	●	●		●	●	✓
84	Blue Cross and Blue Shield of Vermont (PPO)	84	4	4	4		●	●	●		✓
233	Aetna Life Insurance (PPO) ⁵	81	3	3	4	●			●		
VIRGINIA											
13	Kaiser Foundation Health Plan of the Mid-Atlantic States (HMO)	88	5	5	5	●	●		●	●	✓
139	Aetna Life Insurance (PPO)	83	3	4	4				●	●	
140	Optima Health Plan (HMO/POS)	83	3	4	3			●			

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National Rank	Plan	Overall Score	PERFORMANCE			AVOIDING OVERUSE MEASURES					Avoiding Overuse
			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
VIRGINIA (continued)											
146	Coventry Health Care of Virginia (HMO/POS)	83	3	4	4			●	●	●	✓
181	Cigna Health and Life Insurance (HMO/POS)	82	3	4	3				●	●	
181	Cigna Health and Life Insurance (PPO)	82	3	4	3				●	●	
181	Connecticut General Life Insurance (Cigna) (HMO/POS)	82	3	4	3				●	●	
181	Connecticut General Life Insurance (Cigna) (PPO)	82	3	4	3				●	●	
191	MD - Individual Practice Association (HMO/POS)	82	2	4	3						
195	HealthKeepers (HMO/POS)	82	3	4	3						
206	Humana Health Plan of Tennessee (HMO/POS)	82	5	3	3				●	●	
246	Aetna Health (Pennsylvania) (HMO/POS)	81	2	3	3					●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
251	Anthem Blue Cross Blue Shield in Virginia (PPO)	81	3	3	3						
252	Group Hospitalization and Medical Services (PPO)	81	3	3	3				●	●	
281	CareFirst BlueChoice (HMO/POS)	80	2	3	3			●		●	
281	Group Hospitalization and Medical Services (HMO/POS)	80	2	3	3			●		●	
287	Optima Health Insurance (PPO)	80	3	3	3						
288	United HealthCare Services (PPO)	80	1	3	3						
288	UnitedHealthcare Insurance (PPO)	80	1	3	3						
299	Humana Insurance (PPO)	80	3	3	2				●	●	
314	UnitedHealthcare of the Mid-Atlantic (HMO/POS)	80	2	3	2						
318	UnitedHealthcare Plan of the River Valley (HMO/POS)	80	3	2	2			●	●		

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			Consumer Satisfaction	Prevention	Treatment	Antibiotics	Imaging	Readmissions	Emergency Department	Heart Procedures	
VIRGINIA (continued)											
318	UnitedHealthCare Services of the River Valley (HMO/POS)	80	3	2	2			●	●		
359	Optimum Choice (HMO/POS)	79	1	3	2						
WASHINGTON											
5	Kaiser Foundation Health Plan of the Northwest (HMO)	90	4	5	5	●	●		●	●	✓
70	Group Health Cooperative (HMO)	85	3	4	4	●	●	●	●	●	✓
150	Group Health Options (HMO/POS)	82	3	4	4	●	●		●	●	✓
230	Cigna Health and Life Insurance (PPO)	81	2	3	4	●			●	●	✓
230	Connecticut General Life Insurance (Cigna) (PPO)	81	2	3	4	●			●	●	✓
276	Premera Blue Cross (PPO)	80	2	3	3						
304	Aetna Life Insurance (PPO)	80	1	2	4	●		●	●	●	
321	United HealthCare Services (PPO)	80	2	2	3	●	●	●	●	●	
321	UnitedHealthcare Insurance (PPO)	80	2	2	3	●	●	●	●	●	
389	Lifewise Health Plan of Washington (PPO)	79	1	2	3		●				
500	Health Net of Oregon (PPO) ¹	63	1	2	2	●					
WEST VIRGINIA											
22	HealthAssurance Pennsylvania (POS)	87	5	5	5			●	●	●	✓
153	Health Plan of the Upper Ohio Valley (HMO)	82	4	4	3				●	●	
247	Coventry Health Care of West Virginia (HMO/POS)	81	3	3	2						
359	Optimum Choice (HMO/POS)	79	1	3	2						
371	Highmark West Virginia (PPO)	79	3	3	2				●	●	
427	Aetna Life Insurance (PPO)	77	3	2	2			●			

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WISCONSIN											
14	Group Health Cooperative of South Central Wisconsin (HMO)	88	3	5	5	●	●				
26	HealthPartners Administrators (HMO/POS/PPO)	87	4	4	5	●	●		●	●	✓
38	Unity Health Plans (HMO/POS)	86	4	5	5		●		●	●	✓
41	Security Health Plan of Wisconsin (HMO/POS)	86	5	4	5			●	●	●	✓
44	Network Health Plan (HMO/POS)	86	4	4	5		●	●	●	●	✓
57	Physicians Plus Insurance (HMO/POS)	85	4	4	5				●	●	
71	Dean Health Plan (HMO)	85	4	4	4		●				
73	Gundersen Health Plan (HMO)	85	5	4	4	●		●	●		✓
85	MercyCare Insurance (HMO)	84	5	4	4	●	●			●	✓
87	Medical Associates Health Plans (HMO/POS) ⁵	84	4	4	4		●	●			
90	Medica (HMO/POS)	84	3	4	5	●	●		●	●	✓
90	Medica Insurance Company (MIC) (PPO)	84	3	4	5	●	●		●	●	✓
90	Medica Self-Insured (MSI) (PPO)	84	3	4	5	●	●		●	●	✓
98	UnitedHealthcare of Wisconsin (HMO/POS)	84	4	4	4			●	●		
147	Humana Wisconsin Health Organization Insurance (HMO/POS) ⁵	82	4	3	3	●				●	
199	United HealthCare Services (PPO)	82	3	3	3				●	●	
199	UnitedHealthcare Insurance (PPO)	82	3	3	3				●	●	
217	Anthem Blue Cross and Blue Shield in Wisconsin (HMO/POS)	81	4	3	3						
224	Humana Insurance (Wisconsin) (PPO)	81	3	3	3				●	●	
227	WPS Health Plan (HMO/POS)	81	4	3	3		●	●	●	●	✓

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WISCONSIN (continued)											
238	Aetna Life Insurance (PPO)	81	2	3	4				●	●	
250	Humana Health Plan - Kentucky (HMO/POS)	81	3	3	2				●	●	
265	HMO Illinois and Blue Advantage HMO (HMO)	81	3	3	3						
370	Humana Insurance (Illinois) (PPO)	79	3	2	3				●	●	
408	Cigna Health and Life Insurance (PPO)	78	4	2	2				●		
408	Connecticut General Life Insurance (Cigna) (PPO)	78	4	2	2				●		
489	Health Tradition Health Plan (HMO) ¹	70	5	4	4	●	●		●		
492	Group Health Cooperative of Eau Claire (HMO) ¹	69	4	4	4						
WYOMING											
360	Altius Health Plans (HMO/POS)	79	3	2	2				●	●	
468	Aetna Life Insurance (PPO)	75	3	1	1		●	●			
483	United HealthCare Services (PPO)	74	1	1	1			●			
483	UnitedHealthcare Insurance (PPO)	74	1	1	1			●			

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