

Medicare Stand-alone Prescription Drug Plan Average Hold Times at Beneficiary and Pharmacy Call Centers

Data range: 08/03/06 to 08/31/06;[‡] Data excludes employer sponsored organizations.

Organization Name	Contract ID	Beneficiary Call Center		Pharmacy Call Center	
		Did the Plan Have an Average Hold Time ≤ 5 Minutes?	Did the Plan Have an Average Hold Time ≤ 2.5 Minutes?	Did the Plan Have an Average Hold Time ≤ 5 Minutes?	Did the Plan Have an Average Hold Time ≤ 2.5 Minutes?
Aetna Medicare	S5810	Yes	Yes	Yes	Yes
American Progressive Life & Health Ins Co of NY	S5825	Yes	Yes	Yes	Yes
America's Health Choice	S9086	Yes	No	Yes	Yes
AmeriHealth Advantage	S2770	Yes	Yes	Yes	Yes
AmeriHealth Advantage	S5783	Yes	Yes	Yes	Yes
AmeriHealth Rx	S2321	Yes	Yes	Yes	Yes
Arkansas Blue Cross and Blue Shield	S5795	Yes	Yes	Yes	Yes
Asuris Northwest Health	S5609	Yes	Yes	Yes	Yes
Avalon Insurance Company	S8067	Yes	Yes	Yes	Yes
Blue Cross and Blue Shield of Florida, Inc.	S5904	Yes	Yes	Yes	Yes
Blue Cross and Blue Shield of Louisiana	S5937	Yes	Yes	Yes	Yes
BLUE CROSS AND BLUE SHIELD OF OKLAHOMA	S5566	Yes	Yes	Yes	Yes
Blue Cross Blue Shield Northern Plains Alliance	S5743	Yes	Yes	Yes	Yes
Blue Cross Blue Shield of Michigan	S5584	Yes	Yes	Yes	Yes
Blue Cross Blue Shield of North Carolina	S5540	Yes	Yes	Yes	Yes
Blue Cross Blue Shield of South Carolina	S5953	Yes	Yes	Yes	Yes
Blue MedicareRx	S2893	Yes	Yes	Yes	No
Blue MedicareRx	S5596	Yes	Yes	Yes	No
Blue MedicareRx	S5726	Yes	Yes	Yes	No
Blue Shield of California	S2468	Yes	Yes	Yes	Yes
Bravo by Elder Health	S1566	Yes	Yes	Yes	Yes
Bravo by Elder Health	S5822	Yes	Yes	Yes	Yes
CIGNA HealthCare	S5617	Yes	Yes	Yes	Yes
Coventry AdvantraRx	S0197	Yes	Yes	Yes	Yes
Coventry AdvantraRx	S5670	Yes	Yes	Yes	Yes
Coventry AdvantraRx	S5674	Yes	Yes	Yes	Yes
Dean Health Insurance, Inc.	S5954	Yes	Yes	Yes	Yes
Educators Mutual Insurance Association	S5877	Yes	Yes	Yes	Yes
First Health Part D	S5569	Yes	Yes	Yes	Yes
First Health Part D	S5768	Yes	Yes	Yes	Yes
First United American Life Insurance Company	S5580	Yes	Yes	Yes	Yes
FOX Insurance Company	S5557	Yes	Yes	Yes	Yes
Generations Healthcare	S5704	Yes	Yes	Yes	Yes
GHI Medicare Prescription Drug Plan	S5966	Yes	Yes	Yes	Yes
Health Net	S5678	Yes	Yes	Yes	Yes
HealthNow New York Inc.	S5585	Yes	Yes	Yes	Yes
HealthSpring	S5578	Yes	Yes	Yes	Yes
HealthSpring	S5815	Yes	Yes	Yes	Yes
HealthSpring Prescription Drug Plan	S5932	Yes	Yes	Yes	Yes
Highmark Senior Resources Inc.	S5593	Yes	Yes	Yes	Yes
HIP Insurance Company of New York	S5741	Yes	Yes	Yes	Yes
HISC - Blue Cross Blue Shield of IL, TX, and NM	S5715	Yes	Yes	Yes	Yes
Horizon Blue Cross Blue Shield of New Jersey, Inc.	S5993	Yes	Yes	Yes	Yes
Humana Insurance Company	S5884	Yes	Yes	Yes	Yes
Humana Insurance Company of New York	S5552	Yes	Yes	Yes	Yes
InStil Health Insurance Company	S5946	Yes	Yes	Yes	Yes
Marquette National Life Insurance Company	S5581	Yes	Yes	Yes	Yes
MCS Classicare	S5555	Yes	Yes	Yes	Yes
Medco YOURx PLAN	S5660	Yes	Yes	Yes	Yes
Medco YOURx PLAN	S5983	Yes	Yes	Yes	Yes

Organization Name	Contract ID	Beneficiary Call Center		Pharmacy Call Center	
		Did the Plan Have an Average Hold Time ≤ 5 Minutes?	Did the Plan Have an Average Hold Time ≤ 2.5 Minutes?	Did the Plan Have an Average Hold Time ≤ 5 Minutes?	Did the Plan Have an Average Hold Time ≤ 2.5 Minutes?
Medi-CareFirst BlueCross BlueShield	S5766	Yes	Yes	Yes	Yes
MEMBERHEALTH	S5803	Yes	Yes	Yes	Yes
ODS Advantage Rx	S5975	Yes	Yes	Yes	Yes
Paramount Prescription Drug Plan	S5588	Yes	Yes	Yes	Yes
Pennsylvania Life Insurance Company	S5597	Yes	Yes	Yes	Yes
PerformRx	S5650	Yes	Yes	Yes	Yes
Pharmacy Insurance Corporation of America - PICA	S5775	Yes	Yes	Yes	Yes
Preferred Medicare Choice, Inc.	S0043	Yes	No	Yes	Yes
Presbyterian Prescription Drug Plan	S5902	Yes	Yes	Yes	Yes
Priority Medicare Rx	S5857	Yes	Yes	Yes	Yes
Regence Life and Health	S5916	Yes	Yes	Yes	Yes
Rocky Mountain Health Plans	S5860	Yes	No	Yes	No
RxAmerica	S5644	Yes	Yes	Yes	No
SierraRx	S5917	Yes	Yes	Yes	Yes
SilverScript	S5601	Yes	Yes	Yes	Yes
Simply Prescriptions	S3521	Yes	Yes	Yes	Yes
Sterling Prescription Drug Plan	S4802	Yes	Yes	Yes	Yes
Texas HealthSpring Prescription Drug Plan	S5740	Yes	Yes	Yes	Yes
Texas Rx Plan	S5915	Yes	Yes	Yes	Yes
Triple-S	S5907	Yes	Yes	Yes	Yes
Unicare	S5960	Yes	Yes	Yes	Yes
United American Insurance Company	S5755	Yes	Yes	Yes	Yes
UnitedHealthcare	S5805	Yes	Yes	Yes	Yes
UnitedHealthcare	S5820	Yes	Yes	Yes	Yes
UnitedHealthcare	S5921	Yes	Yes	Yes	Yes
Universal Health Care, Inc.	S4231	Yes	Yes	Yes	Yes
UPMC Health Plan	S3389	Yes	Yes	Yes	Yes
WellCare	S5967	Yes	Yes	Yes	Yes
WPS Health Insurance	S5753	Yes	Yes	Yes	Yes

† Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation Surveillance Data.