

Complaint Rates for Medicare Advantage Prescription Drug Plans

Data range: 06/01/06 to 06/30/06 †

Organization Name	Total Complaints	Benefits / Access Complaints	Enrollment / Disenrollment Complaints	Pricing and Co-insurance Complaints	Other Complaints
	Rate per 1,000 enrollees	Rate per 1,000 enrollees	Rate per 1,000 enrollees	Rate per 1,000 enrollees	Rate per 1,000 enrollees
Advantage Health Solutions	4.4	0.0	3.0	1.5	0.0
Aetna Inc.	3.0	0.2	2.1	0.4	0.4
Affinity Health System	1.3	0.0	1.3	0.0	0.0
AIDS Healthcare Foundation	*	*	*	*	*
Alexian Brothers Community Services	*	*	*	*	*
AlohaCare	*	*	*	*	*
Altamed Health Services Corporation	*	*	*	*	*
Amarillo Multisvc Ctr Fr the Aging Inc	*	*	*	*	*
American Health Plan	0.0	0.0	0.0	0.0	0.0
America's Health Choice Medical Plans, Inc	0.3	0.0	0.3	0.0	0.0
AMERIGROUP Corporation	3.7	0.4	2.4	0.7	0.2
Arcadian Management Services Inc.	7.3	0.1	6.2	0.6	0.4
Ardent Health Services.	0.2	0.0	0.2	0.0	0.0
ATRIO Health Plans	0.7	0.0	0.3	0.0	0.3
Aveta, LLC.	*	*	*	*	*
AvMed Health Plans	0.7	0.1	0.4	0.2	0.1
Baptist St. Anthony's Health System	*	*	*	*	*
Bienvivir Senior Health Services	*	*	*	*	*
Blue Cross & Blue Shield of Rhode Island	1.2	0.1	0.8	0.2	0.1
Blue Cross and Blue Shield of Florida	0.7	0.0	0.5	0.1	0.0
Blue Cross and Blue Shield of Massachusetts	0.3	0.0	0.2	0.1	0.1
Blue Cross and Blue Shield of Minnesota	0.6	0.0	0.5	0.0	0.1
Blue Cross Blue Shield of Michigan	5.5	0.2	4.0	0.7	0.6
Blue Cross of Idaho Health Services, Inc.	0.7	0.0	0.6	0.1	0.0
Blue Shield of California	0.5	0.0	0.4	0.0	0.0
Blue Shield of Puerto Rico	2.3	0.1	2.0	0.0	0.3
BlueCross BlueShield of Alabama	4.6	0.4	3.9	0.0	0.4
BlueCross BlueShield of South Carolina (BCBSSC)	8.8	0.0	7.4	0.7	0.7
BlueCross BlueShield of Tennessee	9.8	0.9	8.0	0.4	0.4
Brookdale University and Hospital	6.1	0.0	3.8	1.5	0.8
CalOptima	1.5	0.0	1.4	0.1	0.0
Cambridge Health Alliance	*	*	*	*	*
Capital BlueCross	1.0	0.2	0.8	0.1	0.0
Capital District Physicians' Health Plan, Inc.	1.5	0.0	0.9	0.4	0.2
Care1st Health Plan	5.8	0.0	5.0	0.0	0.8
CareMore Medical Enterprises	0.7	0.1	0.6	0.0	0.1
CareOne Health Plan, Inc.	*	*	*	*	*
CareOregon, Inc.	1.1	0.0	1.1	0.0	0.0
Carolina Care Plan, Inc	*	*	*	*	*
Catholic Med Ctr/Diocese of Brooklyn	*	*	*	*	*
Center For Elders Independence	*	*	*	*	*
Central Health Plan of California	*	*	*	*	*
Central Oregon Independent Health Services	2.7	0.0	2.4	0.3	0.0
Chinese Community Health Plan	0.0	0.0	0.0	0.0	0.0
CIGNA	1.2	0.1	0.9	0.1	0.1
Citrus Health Care, Inc.	*	*	*	*	*
Colorado Access	2.6	0.0	1.7	0.0	0.9
Commonwealth Care Alliance	*	*	*	*	*
Community Care Organization, Inc.	*	*	*	*	*
Community Health Partnership, Inc.	*	*	*	*	*
Community Living Alliance	*	*	*	*	*
Comprehensive Care Management Corp.	0.0	0.0	0.0	0.0	0.0
Concordia Care	*	*	*	*	*
Cooperativa de Seguros de Vida de Puerto Rico	7.6	0.0	7.6	0.0	0.0
Covenant Health & Mountain States Health Alliance	2.1	0.0	1.7	0.2	0.1
Coventry Health Care Inc.	1.3	0.1	1.1	0.1	0.1
Deere & Company	0.3	0.0	0.2	0.1	0.1
Denver Health Medical Center	*	*	*	*	*
DoctorCare, Inc.	5.0	0.3	4.6	0.0	0.2
Elder Care of Wisconsin	*	*	*	*	*

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Elder Health, Inc.	1.2	0.0	0.9	0.2	0.0
Elder Service Plan of the North Shore	*	*	*	*	*
Elder Svc Pln/E Boston Health Center	*	*	*	*	*
Empire BlueCross BlueShield	0.8	0.0	0.6	0.1	0.1
Essence Inc.	0.2	0.0	0.2	0.0	0.0
Excellus, Inc	1.4	0.0	1.1	0.2	0.1
Fallon Community Health Plan	0.4	0.0	0.2	0.1	0.0
FamilyCare Incorporated	*	*	*	*	*
Fidelis SecureCare	*	*	*	*	*
First Medical Health Plan	1.7	0.0	1.7	0.0	0.0
Florida PACE Centers, Inc.	*	*	*	*	*
Francis Hospital and St. John Medical Center	0.9	0.0	0.7	0.1	0.1
Freedom Health, Inc	2.3	0.0	2.0	0.0	0.3
Geisinger Health System	0.9	0.0	0.6	0.1	0.2
GlobalHealth Incorporated	1.6	0.0	1.6	0.0	0.0
Group Health Cooperative	0.9	0.0	0.6	0.2	0.0
Group Health Incorporated (GHI)	5.5	0.4	4.4	0.4	0.3
Gunderson Lutheran, Inc.	0.3	0.0	0.3	0.0	0.0
Halifax Community Health System	0.7	0.0	0.5	0.0	0.1
Harbor Health Services	*	*	*	*	*
Harvard Pilgrim Health Care	0.5	0.0	0.3	0.1	0.1
Hawaii Medical Service Association	0.3	0.0	0.2	0.0	0.0
Health Alliance Medical Plans	0.7	0.0	0.4	0.0	0.4
Health Alliance Plan (HAP)	0.9	0.0	0.6	0.1	0.1
Health Care Service Corporation	6.2	0.0	5.4	0.8	0.0
Health First	0.3	0.0	0.2	0.0	0.0
Health Net, Inc.	1.2	0.1	0.9	0.1	0.1
Health Plan of San Mateo	0.1	0.0	0.1	0.0	0.0
HealthNow New York Inc.	3.3	0.0	2.8	0.4	0.1
HealthPartners	2.1	0.1	1.6	0.3	0.1
HealthPartners, Inc.	1.0	0.2	0.7	0.0	0.1
HealthPlus of Michigan	1.1	0.0	1.1	0.0	0.0
HealthSun Health Plans, Inc	1.6	0.0	1.1	0.0	0.5
Henry Ford Health System	*	*	*	*	*
Highmark Inc.	1.0	0.1	0.8	0.1	0.1
HIP, Health Plan of New York	0.7	0.0	0.4	0.2	0.1
Hometown Health	0.4	0.0	0.4	0.0	0.0
Honored Citizens Choice Health Plan	0.0	0.0	0.0	0.0	0.0
Horizon Blue Cross Blue Shield of New Jersey	4.6	0.1	4.0	0.3	0.3
Hospital Auxilio Mutuo	5.6	0.0	5.6	0.0	0.0
Humana Inc.	2.4	0.1	1.9	0.2	0.2
IASIS Healthcare	4.1	0.5	3.6	0.0	0.0
Independence Blue Cross	1.4	0.2	1.0	0.2	0.1
Independent Health Benefits Corporation	0.9	0.0	0.5	0.4	0.0
Independent Living For Seniors	*	*	*	*	*
Independent Living Svcs of Central NY	*	*	*	*	*
InterValley Health Plan	0.1	0.1	0.0	0.0	0.0
Itasca County Health & Human Services	*	*	*	*	*
Johns Hopkins Bayview Medical Center	*	*	*	*	*
Kaiser Permanente	0.3	0.0	0.3	0.0	0.0
Leon Medical Centers Health Plans, Inc.	0.3	0.0	0.2	0.0	0.0
Liberty Health Advantage, Inc.	*	*	*	*	*
Living Independence for the Elderly	*	*	*	*	*
Managed Health, Inc.	1.9	0.1	1.2	0.4	0.1
MAPFRE PRAICO	5.5	0.0	4.6	0.6	0.3
Marion Polk Community Health Plan LLC	0.3	0.3	0.0	0.0	0.0
Marshfield Clinic.	0.0	0.0	0.0	0.0	0.0
McKinley Life Insurance Company	0.4	0.1	0.2	0.1	0.1
Medcore HP	*	*	*	*	*
Medica	1.1	0.1	0.8	0.1	0.1
Medica Healthcare Plans, Inc.	0.8	0.0	0.7	0.1	0.0
Medical Card System, Inc.	2.4	0.0	2.1	0.1	0.2

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Metropolitan Health Networks, Inc.	1.6	0.3	0.9	0.3	0.0
Metropolitan Health Plan	*	*	*	*	*
Metropolitan Jewish Health System (MJHS)	0.6	0.0	0.6	0.0	0.0
Mid Rogue Community Health Plan	*	*	*	*	*
Midwest Health Plan, Inc.	*	*	*	*	*
MMM Healthcare	0.5	0.0	0.4	0.0	0.0
Molina Healthcare, Inc.	2.2	1.1	1.1	0.0	0.0
New West Health Services	*	*	*	*	*
NewQuest Health Solutions LLC	2.1	0.1	1.6	0.3	0.1
On Lok SeniorHealth	*	*	*	*	*
OSF Saint Francis, Inc.	0.9	0.2	0.7	0.0	0.0
PACE Organization of Rhode Island	*	*	*	*	*
Palmetto Health Alliance	*	*	*	*	*
PARTNERS National Health Plans of North Carolina, Inc.	0.6	0.0	0.5	0.1	0.0
Physician's United Plan, Inc.	*	*	*	*	*
Pittsburgh Care Partnership, Inc.	*	*	*	*	*
Preferred Care Partners Inc	1.2	0.1	1.0	0.1	0.0
Preferred Health Management	1.0	0.1	0.9	0.0	0.0
Presbyterian Healthcare Services	1.0	0.0	0.7	0.1	0.1
PrimeWest Health System	0.5	0.0	0.0	0.5	0.0
PriorityHealth	2.9	0.0	2.4	0.2	0.2
Promedica Health System	0.3	0.0	0.1	0.1	0.0
Providence Health System	0.4	0.0	0.2	0.0	0.1
Providence Health System - Oregon	*	*	*	*	*
PSO Health Services, LLC	3.3	0.0	2.7	0.3	0.3
Quality Health Plans, Inc.	4.6	0.2	3.3	0.4	0.7
Rochester Area Health Maintenance Organization	0.9	0.0	0.4	0.3	0.1
Rocky Mountain Health Plans (RMHP)	0.9	0.1	0.5	0.2	0.1
Samaritan Health Services	0.8	0.0	0.8	0.0	0.0
SCAN Health Plan, Inc.	0.3	0.0	0.2	0.0	0.1
Scott and White	0.9	0.0	0.4	0.4	0.1
SDM Healthcare Management, Inc.	*	*	*	*	*
Senior Care Connection, Inc.	*	*	*	*	*
Senior Whole Health, LLC	0.0	0.0	0.0	0.0	0.0
Sentara Healthcare	*	*	*	*	*
Sierra Health Services, Inc	1.0	0.1	0.7	0.1	0.1
Sisters of Mercy Health System-St. Louis.	0.2	0.1	0.1	0.0	0.1
South Country Health Alliance	0.4	0.0	0.4	0.0	0.0
South Dakota Medical Association	*	*	*	*	*
Southwest Catholic Health Network	1.5	0.0	1.2	0.1	0.1
St Agnes Medical Center	*	*	*	*	*
Sterling Insurance Group	*	*	*	*	*
SummaCare Inc.	0.3	0.0	0.3	0.0	0.0
Sun Health Corporation	0.3	0.0	0.2	0.1	0.1
Suncoast Physicians Health Plan	*	*	*	*	*
Sutter Health Sacramento Sierra Region	*	*	*	*	*
Tenet Healthcare Corporation	0.7	0.1	0.7	0.0	0.0
The ODS Companies (ODS)	*	*	*	*	*
The Regence Group	0.7	0.0	0.4	0.1	0.2
Three Rivers Health Group	1.3	0.1	1.0	0.1	0.1
Total Community Care, LLC	*	*	*	*	*
Total Longterm Care, Inc.	*	*	*	*	*
Touchstone Health Partnership, Inc	3.7	0.0	2.9	0.4	0.4
TriHealth SeniorLink	*	*	*	*	*
Trinity Health	0.5	0.0	0.3	0.1	0.0
Trustees of the University of Pennsylvania	*	*	*	*	*
Tufts Associated Health Plans	0.4	0.0	0.3	0.0	0.0
UAB Health System	0.4	0.0	0.4	0.0	0.0
UCare Minnesota	0.6	0.0	0.4	0.1	0.1
UHP Healthcare	2.0	0.1	1.5	0.4	0.0
United HealthCare / Pacificare	1.1	0.1	0.8	0.2	0.1
Universal American Financial Corporation	1.8	0.1	1.2	0.3	0.2

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UNIVERSAL CARE	*	*	*	*	*
Universal Health Care Inc.	3.6	0.1	2.9	0.1	0.5
University Health Care, Inc.	0.9	0.1	0.5	0.1	0.2
University Hospitals Health System in Ohio	4.4	0.0	3.8	0.6	0.0
University of Pittsburgh Medical Center	4.8	0.4	3.7	0.5	0.1
Uphams Corner Health Committee, Inc.	*	*	*	*	*
Valley Baptist Health System	2.6	0.0	1.3	1.3	0.0
Vanguard Health Systems	0.8	0.0	0.8	0.0	0.0
Via Christi Outreach Pgrm. Elders, Inc	*	*	*	*	*
VISTA	1.8	0.1	1.5	0.1	0.1
Washoe Medical Center	1.1	0.0	0.4	0.4	0.2
WellCare Health Plans, Inc.	4.0	0.2	3.3	0.2	0.3
Wellmark, Inc	*	*	*	*	*
Wellpoint, Inc.	2.5	0.1	2.0	0.2	0.2
Western Health Advantage	*	*	*	*	*
Windsor Health Group	4.4	0.2	2.7	0.8	0.8
XLHealth Corporation	*	*	*	*	*
Total for All MA-PDs	1.4	0.1	1.1	0.1	0.1

† Source: Medicare Complaint Tracking Module (CTM) data as of 07/17/06. Does not include data not able to be assigned to a contract number. Includes complaints only for plans offering Part D. If offered, employer 800 series plans are included as part of a contract. May not include all complaints reported by pharmacies.

* Indicates that stable complaint rates could not be calculated due to the small enrollment size of the plan (less than 1,200 beneficiaries).

Note: The total complaint rate threshold for MA-PD sponsors in the highest top 10% is 4.6 per 1,000 enrollees and the highest top 5% is 5.8 per 1,000 enrollees.