

Appendix 9: 2004 Overall Levels of Satisfaction by Health Plan

	How people rate their Health Plan			How people rate their Health Care			How people rate their Primary Doctors			How people rate their Specialists		
	ETF	NCBD*	Percentile**	ETF	NCBD*	Percentile**	ETF	NCBD*	Percentile**	ETF	NCBD*	Percentile**
CompCareBlue Aurora Family	BELOW	ABOVE	84th	BELOW	SAME	74th	BELOW	SAME	82nd	SAME	SAME	93rd
CompCareBlue Southeast	BELOW	ABOVE	89th	SAME	ABOVE	99th	SAME	ABOVE	96th	SAME	SAME	89th
Dean Health Plan	ABOVE	ABOVE	99th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	93rd
GHC-Eau Claire	ABOVE	ABOVE	99th	ABOVE	ABOVE	99th	ABOVE	ABOVE	99th	SAME	ABOVE	99th
GHC-South Central	ABOVE	ABOVE	99th	SAME	ABOVE	99th	SAME	ABOVE	99th	BELOW	SAME	16th
Gundersen Lutheran	ABOVE	ABOVE	99th	ABOVE	ABOVE	99th	SAME	ABOVE	99th	ABOVE	ABOVE	96th
Health Tradition	ABOVE	ABOVE	99th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	88th
Humana-Eastern	BELOW	SAME	68th	BELOW	SAME	78th	SAME	ABOVE	91st	SAME	SAME	60th
Humana-Western	BELOW	ABOVE	91st	ABOVE	ABOVE	99th	ABOVE	ABOVE	99th	SAME	SAME	99th
Medical Associates	ABOVE	ABOVE	99th	ABOVE	ABOVE	99th	ABOVE	ABOVE	99th	SAME	SAME	72nd
MercyCare Health Plan	SAME	ABOVE	97th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	84th
Network Health Plan	ABOVE	ABOVE	99th	SAME	ABOVE	98th	BELOW	SAME	84th	SAME	SAME	83rd
Physicians Plus	SAME	ABOVE	99th	SAME	ABOVE	99th	BELOW	SAME	92nd	SAME	SAME	99th
Standard Plan	SAME	ABOVE	98th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	75th
State Maintenance Plan	BELOW	BELOW	39th	BELOW	SAME	85th	SAME	ABOVE	98th	SAME	SAME	93rd
UnitedHealthcare NE	BELOW	ABOVE	85th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	93rd
Unity-Community	SAME	ABOVE	98th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	34th
Unity-UW Health	ABOVE	ABOVE	99th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	84th
WPS Prevea Health Plan	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	ABOVE	99th	SAME	SAME	93rd
*Individual health plan performance as compared to the National CAHPS Benchmarking Database												
**2005 Quality Compass ranking												