

2007 Health Plan Features Comparison: Locals

HEALTH PLAN	24-Hour Nurse Line*	Referral, certification or authorization needed for outpatient mental health or out-patient alcohol and other drug abuse from a plan provider*	Does the Plan have an Electronic Diabetes Registry that is used to send reminders to people with diabetes*	Tobacco Cessation Incentives and/or Counseling*	Offers Dental Benefit	ETF Specific Information Available on Plan Website*	Call Answer Timeliness rate (caller reached a live voice within 30 seconds)	Call Abandonment rate (caller hung up before reaching a live voice- a lower % is a better score)	Number of OCI complaints per 10,000 members
CompcareBlue Northwest	YES*	NO*	YES*	YES*	NO	YES*	63.6%	5.3%	13
CompcareBlue Southeast	YES*	NO*	YES*	YES*	NO	YES*	63.6%	5.3%	13
Dean Health Plan	YES*	NO*	YES*	YES*	NO	YES*	85.1%	1.3%	2
GHC-Eau Claire	YES*	NO*	YES*	NO*	NO	NO*	91.6%	0.6%	0
GHC-South Central WI	NO*	NO*	YES*	YES*	YES	YES*	77.2%	4.5%	2
Gundersen Lutheran	YES*	NO*	YES*	YES*	YES	NO*	75.5%	4.1%	5
Health Tradition	YES*	NO*	NO*	YES*	YES	NO*	NA	NA	2
Humana-Eastern	YES*	YES*	YES*	YES*	YES	YES*	81.6%	3.6%	8
Humana-Western	YES*	NO*	YES*	YES*	YES	YES*	81.6%	3.6%	8
Medical Associates	YES*	YES*	YES*	NO*	YES	NO*	NA	NA	0
MercyCare Health Plan	YES*	NO*	YES*	YES*	NO	NO*	NA	3.0%	1
Network Health Plan	YES*	NO*	YES*	YES*	YES	YES*	86.1%	1.7%	1
Physicians Plus – Meriter & UW	YES*	YES*	YES*	YES*	NO	YES*	35.0%	11.8%	2
Security Health Plan	YES*	NO*	YES*	YES*	NO	NO*	70.9%	11.3%	1
UnitedHealthcare NE	YES*	YES*	NO*	NO*	YES	NO*	82.8%	1.5%	6
UnitedHealthcare SE	YES*	YES*	NO*	NO*	YES	NO*	82.8%	1.5%	6
Unity-Community	NO*	YES*	YES*	YES*	NO	YES*	94.2%	1.4%	1
Unity-UW Health	NO*	YES*	YES*	YES*	NO	YES*	94.2%	1.4%	1
WPS Patient Choice Plan 1	NO*	NO*	YES*	NO*	NO	YES*	77.2%	1.5%	NA
WPS Patient Choice Plan 2	NO*	NO*	YES*	NO*	NO	YES*	77.2%	1.5%	NA
WPS Prevea Health Plan	NO*	NO*	YES*	YES*	NO	YES*	58.3%	5.2%	3

* The response to this question was self-reported by each individual health plan.

Health Plan Features Descriptions

<p>24-Hour Nurse Line available to members? <i>A help line that is staffed by a registered nurse 24-hours a day to provide members with information and assessment of emerging medical needs. (Not an “on call” answering service).</i></p>
<p>Referral needed for mental health services and Alcohol and Other Drug Abuse (AODA) services? <i>A referral, certification or authorization is required prior to obtaining OUTPATIENT mental health services or prior to obtaining OUTPATIENT AODA services from a plan provider.</i></p>
<p>Does the Plan have an Electronic Diabetes Registry that is used to send screening reminders to people with Diabetes? <i>In order to receive a "YES", health plans must have a software/computer based diabetes registry (a database) that at minimum, tracks name, contact information, last visit and physician. The registry should be used by the health plan to alert patients and their physicians about needed tests and clinical visits. Plans must send screening notices (by mail, email or phone) to all patients with diabetes at least twice a year. For more information on how successful each health plan has been in providing care to their members with diabetes, please see pages E-42 and E-43 of the Health Plan Report Cards in this booklet.</i></p>
<p>Tobacco Cessation Incentives and/or Counseling <i>In order to receive a “YES”, health plans must offer a financial incentive such as a class discount or a covered Counseling benefit such as Quit line.</i></p>
<p>Offers Dental Benefit? <i>Dental benefits can include preventive services, restorative services, orthodontic services, and oral surgery. Covered benefits, deductibles and co-insurance vary from health plan to health plan. Members who place a high value on dental services should check covered benefits and provider availability carefully before making a health plan selection.</i></p>
<p>ETF Specific Information Available on Health Plan Website? <i>Health plans may have information such as covered benefits or providers listings that that is specific to state and local employees, continuants, and retirees on their website. In order to receive a “YES”, the health plan must at minimum have provider listing on their website that is easy to identify and access.</i></p>
<p>Call Answer Timeliness rate <i>This measure reports the percentage of calls received by member services call centers (during operating hours) during the measurement year (2005) that were answered by a live voice within 30 seconds.</i></p>
<p>Call Abandonment rate <i>This measure reports the percentage of calls received by member services call centers (during operating hours) during the measurement year (2005) that were abandoned by the caller before being answered by a live voice.</i></p>
<p>Number of complaints filed by members in 2005 with the Office of the Commissioner of Insurance. <i>The number of complaints (per 10,000 members) filed with the Office of the Commissioner of Insurance regarding the health plan. Complaints maybe filed by consumers or providers. The complaints reported are for a health plan’s entire block of business, not just for ETF members. For health plans with more than one network, the number of complaints are for the health plan, not each individual network.</i></p>