

Health Plan Report Card- Supplement #1

Understanding the Scores for the Health Plans:

- ★★★★ 4 stars: **well above** the average of all health plans (by **more than** 1.96 standard deviations)*
- ★★★ 3 stars: **above** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★★ 2 stars: **below** the average of all health plans (by **less than** 1.96 standard deviations)*
- ★ 1 star: **well below** the average of all health plans (by **more than** 1.96 standard deviations)*

Supplemental Report Card

This Graph Shows:

The percentage of people who said "Poor," "Fair," "Good," "Very Good," or "Excellent."

Overall Health Rating

	Excellent	Very good	Good	Fair	Poor
ALL HEALTH PLANS	15%	46%	31%	7%	1%
ANTHEM BLUE NORTHWEST	10%	45%	34%	8%	2%
ANTHEM BLUE SOUTHEAST	11%	40%	37%	12%	1%
ARISE HEALTH PLAN	15%	43%	35%	6%	1%
DEAN HEALTH PLAN	13%	49%	30%	6%	2%
GHC OF EAU CLAIRE	15%	50%	30%	5%	0%
GHC OF SCW	21%	51%	21%	5%	1%
GUNDERSEN LUTHERAN	16%	42%	34%	8%	1%
HEALTH TRADITION	14%	49%	28%	8%	0%
HUMANA EASTERN	12%	47%	33%	8%	0%
HUMANA WESTERN	23%	47%	29%	1%	0%
MEDICAL ASSOCIATES	13%	49%	32%	5%	1%
MERCYCARE	10%	53%	29%	7%	1%
NETWORK	14%	40%	36%	8%	1%
PHYSICIANS PLUS	18%	49%	26%	7%	1%
SECURITY HEALTH PLAN	14%	50%	28%	7%	1%
STANDARD PLAN	11%	37%	34%	15%	2%
UNITEDHEALTHCARE NE	13%	41%	38%	8%	0%
UNITEDHEALTHCARE SE	13%	45%	33%	8%	1%
UNITY COMMUNITY	18%	43%	28%	8%	2%
UNITY UW HEALTH	22%	47%	26%	4%	1%
WPS METRO CHOICE	15%	42%	32%	11%	1%

Supplemental Report Card

This Graph Shows:

The age of respondents.

Age of Respondent

Health Plan Name	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74
ALL HEALTH PLANS	1%	14%	17%	26%	29%	13%
ANTHEM BLUE NORTHWEST	0%	8%	9%	18%	36%	29%
ANTHEM BLUE SOUTHEAST	1%	14%	23%	28%	29%	5%
ARISE HEALTH PLAN	1%	9%	14%	24%	34%	18%
DEAN HEALTH PLAN	1%	10%	16%	33%	27%	13%
GHC OF EAU CLAIRE	0%	9%	16%	29%	37%	8%
GHC OF SCW	3%	38%	17%	18%	17%	7%
GUNDERSEN LUTHERAN	2%	7%	16%	30%	29%	16%
HEALTH TRADITION	1%	11%	23%	25%	29%	12%
HUMANA EASTERN	1%	15%	21%	24%	27%	13%
HUMANA WESTERN	1%	10%	13%	24%	31%	21%
MEDICAL ASSOCIATES	1%	9%	12%	28%	33%	17%
MERCYCARE	1%	10%	19%	30%	33%	7%
NETWORK	0%	9%	20%	27%	33%	10%
PHYSICIANS PLUS	1%	13%	14%	26%	33%	13%
SECURITY HEALTH PLAN	0%	8%	18%	30%	33%	10%
STANDARD PLAN	1%	4%	3%	8%	24%	61%
UNITEDHEALTHCARE NE	1%	10%	17%	29%	32%	11%
UNITEDHEALTHCARE SE	1%	19%	20%	30%	25%	5%
UNITY COMMUNITY	1%	16%	22%	31%	26%	5%
UNITY UW HEALTH	2%	24%	13%	26%	24%	10%
WPS METRO CHOICE	3%	16%	23%	30%	25%	3%

Supplemental Report Card

This Graph Shows:

The education level of respondents.

Education Level of Respondent

Health Plan Name	Some high school, but did not graduate	High school graduate or GED	Some college or 2-year degree	4-year college graduate	More than 4-year college degree
ALL HEALTH PLANS	1%	12%	24%	22%	42%
ANTHEM BLUE NORTHWEST	3%	19%	21%	21%	37%
ANTHEM BLUE SOUTHEAST	1%	7%	28%	26%	38%
ARISE HEALTH PLAN	1%	14%	22%	29%	35%
DEAN HEALTH PLAN	1%	18%	24%	24%	34%
GHC OF EAU CLAIRE	0%	10%	27%	21%	42%
GHC OF SCW	0%	5%	13%	18%	64%
GUNDERSEN LUTHERAN	0%	14%	24%	19%	42%
HEALTH TRADITION	0%	15%	30%	23%	32%
HUMANA EASTERN	0%	7%	23%	28%	42%
HUMANA WESTERN	2%	13%	19%	22%	43%
MEDICAL ASSOCIATES	1%	19%	26%	13%	41%
MERCYCARE	0%	13%	35%	21%	31%
NETWORK	1%	18%	34%	20%	28%
PHYSICIANS PLUS	1%	11%	21%	23%	45%
SECURITY HEALTH PLAN	0%	11%	27%	22%	39%
STANDARD PLAN	1%	15%	13%	11%	60%
UNITEDHEALTHCARE NE	1%	14%	33%	20%	32%
UNITEDHEALTHCARE SE	0%	9%	19%	32%	40%
UNITY COMMUNITY	0%	11%	34%	24%	30%
UNITY UW HEALTH	0%	6%	19%	21%	53%
WPS METRO CHOICE	0%	2%	16%	21%	61%

Supplemental Report Card

This Graph Shows:

The percentage of people who responded “less than 1 year,” “at least 1 year but less than 2 years,” “at least 2 years but less than 5 years,” or “5 or more years.”

Q38: How many years in a row have you been in this health plan?

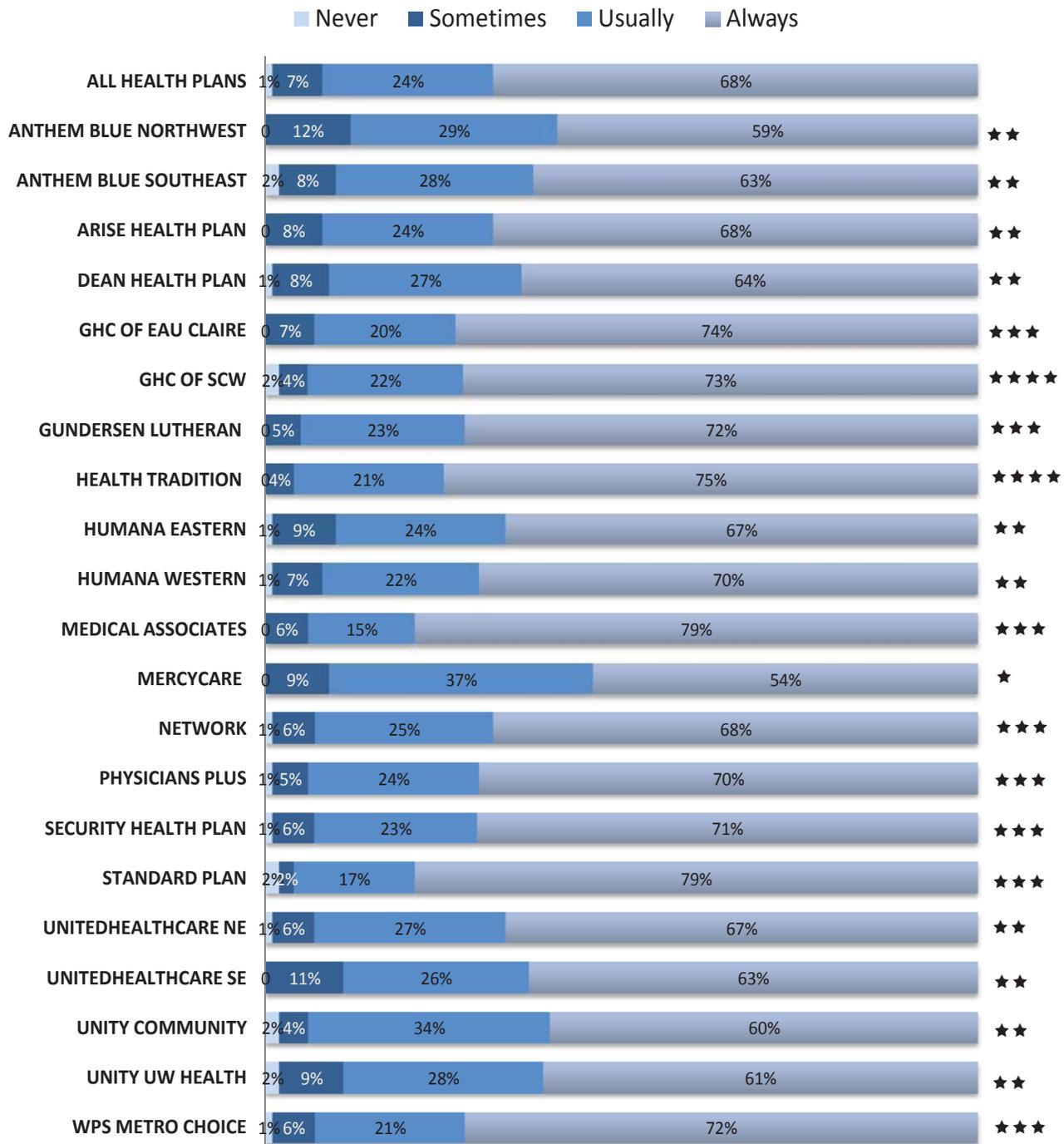
	Less than 1 year	At least 1 year, but less than 2 years	At least 2 years, but less than 5 years	5 or more years
ALL HEALTH PLANS	2%	12%	33%	54%
ANTHEM BLUE NORTHWEST	1%	18%	55%	26%
ANTHEM BLUE SOUTHEAST	3%	19%	50%	28%
ARISE HEALTH PLAN	2%	15%	34%	50%
DEAN HEALTH PLAN	0%	4%	13%	84%
GHC OF EAU CLAIRE	1%	18%	51%	31%
GHC OF SCW	1%	14%	25%	60%
GUNDERSEN LUTHERAN	1%	8%	16%	74%
HEALTH TRADITION	2%	3%	31%	64%
HUMANA EASTERN	2%	10%	38%	50%
HUMANA WESTERN	3%	17%	27%	53%
MEDICAL ASSOCIATES	0%	5%	12%	83%
MERCYCARE	1%	7%	19%	73%
NETWORK	1%	5%	17%	77%
PHYSICIANS PLUS	1%	5%	14%	80%
SECURITY HEALTH PLAN	1%	13%	70%	15%
STANDARD PLAN	3%	6%	20%	71%
UNITEDHEALTHCARE NE	1%	7%	37%	54%
UNITEDHEALTHCARE SE	5%	35%	55%	4%
UNITY COMMUNITY	2%	18%	45%	35%
UNITY UW HEALTH	2%	11%	27%	60%
WPS METRO CHOICE	29%	20%	49%	3%

Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q4: In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed?



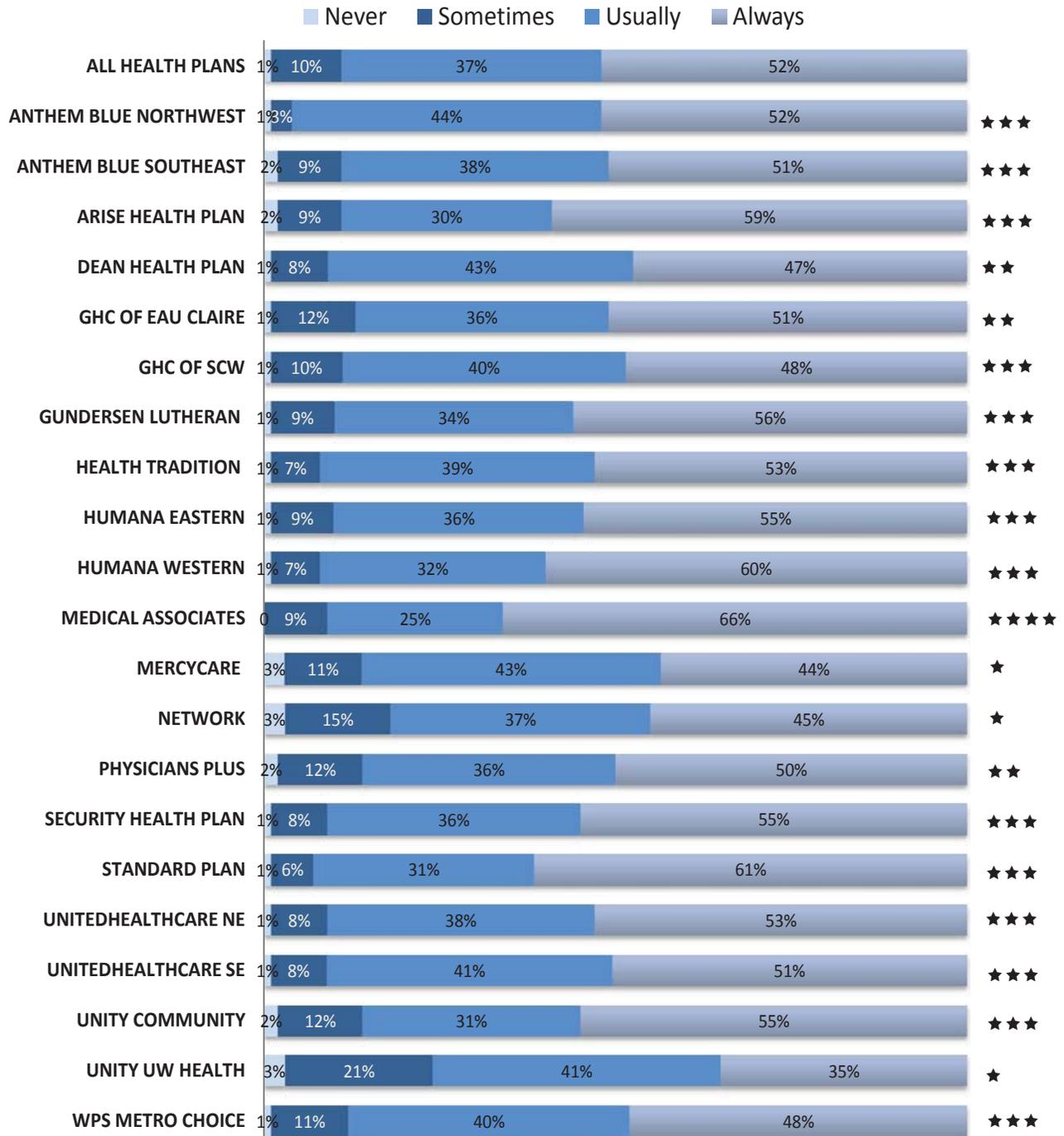
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said "always," "usually," "sometimes," or "never."

Q6: In the last 12 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?



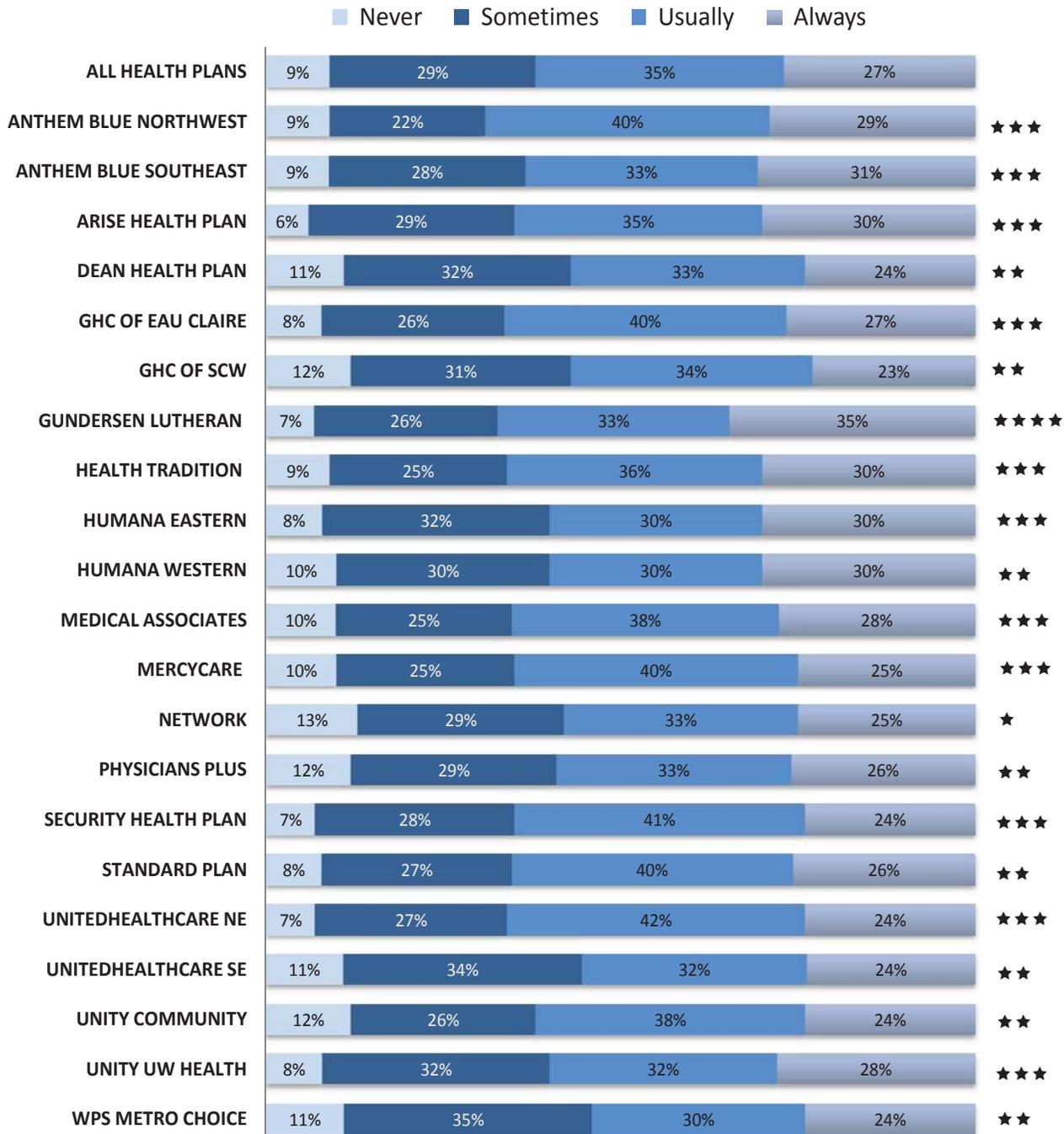
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q8: In the last 12 months, how often did you and a doctor/health provider talk about specific things you could do to prevent illness?



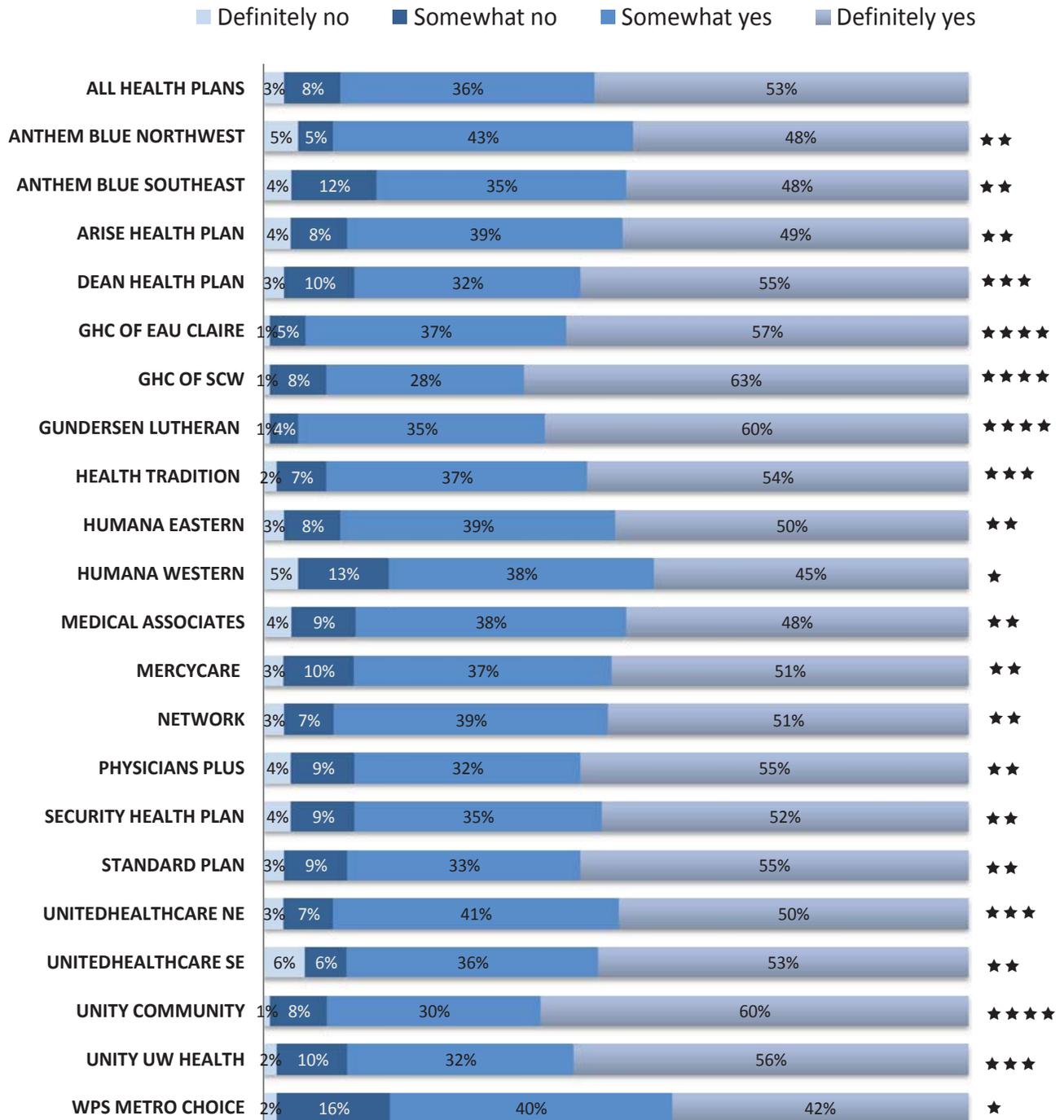
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “Definitely No,” “Somewhat No,” “Somewhat Yes,” or “Definitely Yes.”

Q11: In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best?



See page 1 for a description of the star rating system.

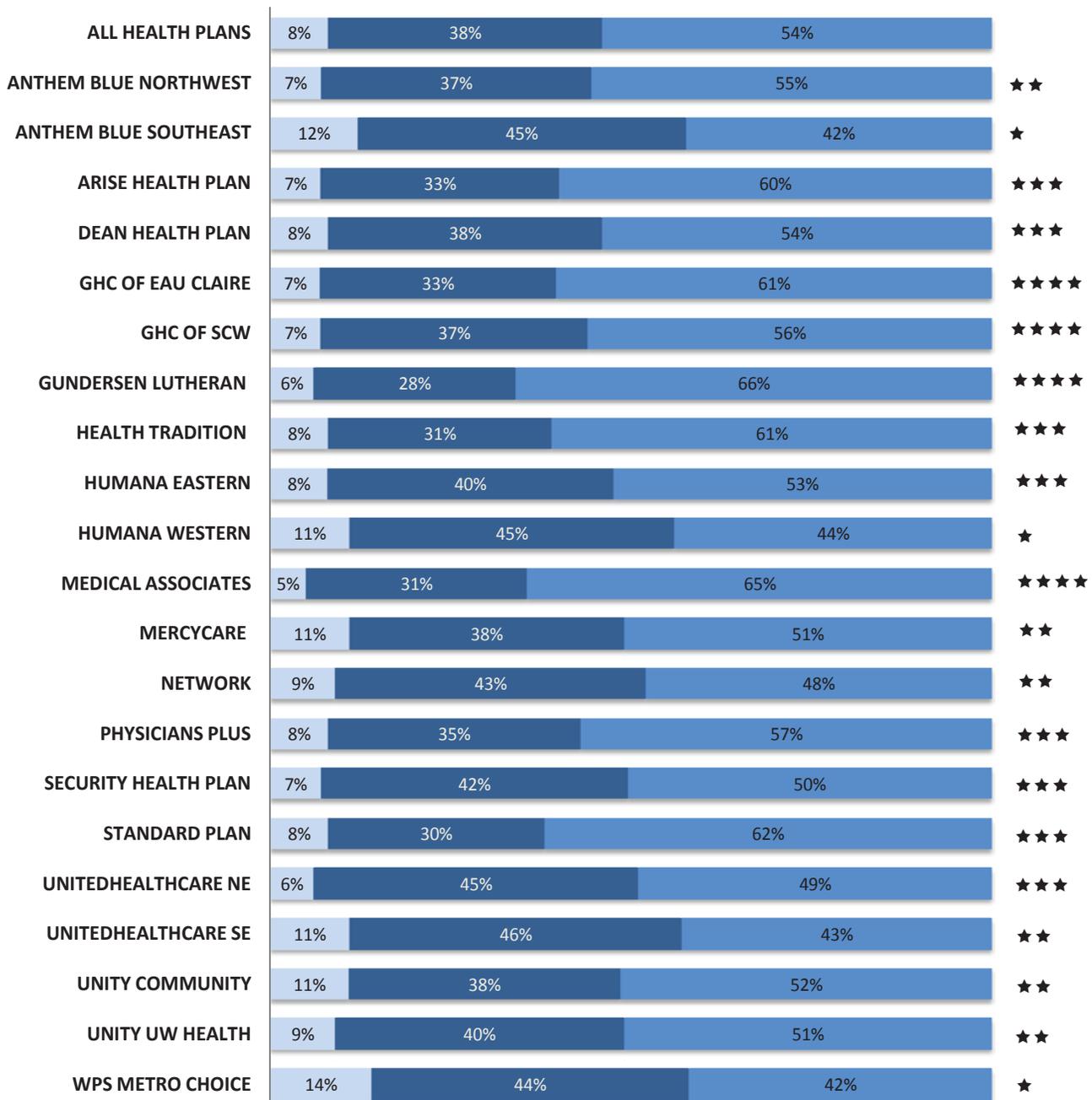
Supplemental Report Card

This Graph Shows:

The percentage of people who rated their health care from “0 to 6,” “7 to 8,” or “9 to 10.” Everyone who was surveyed was asked to rate their health care on a scale from 0 to 10 with 0 meaning “worst possible” and 10 meaning “best possible.”

Q12: Rating of your healthcare

■ % Rating 0 to 6 ■ % Rating 7 or 8 ■ % Rating 9 or 10



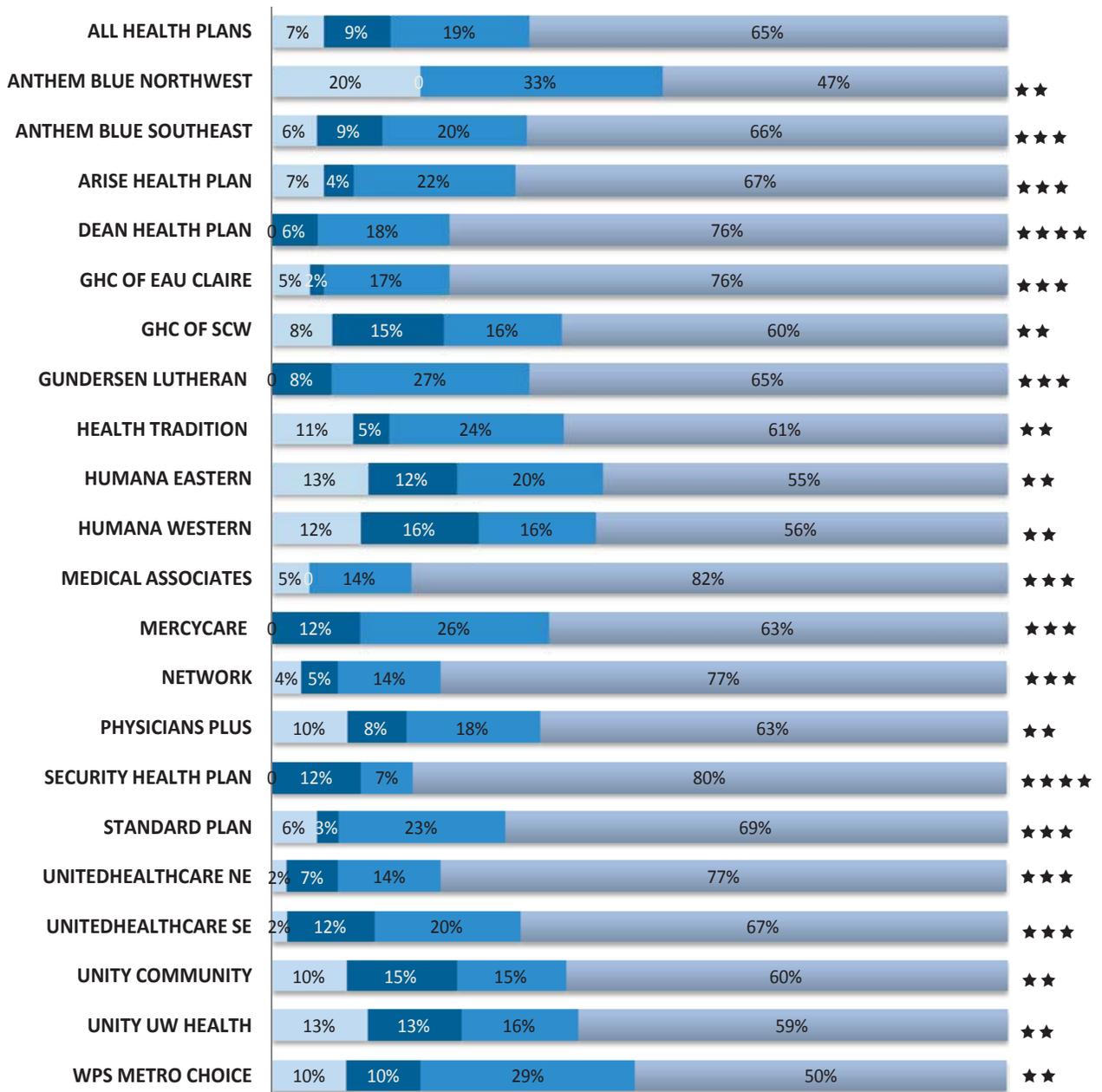
Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q12b: In the last 12 months, how often were you able to get the treatment or counseling you needed through your health plan?

Never Sometimes Usually Always



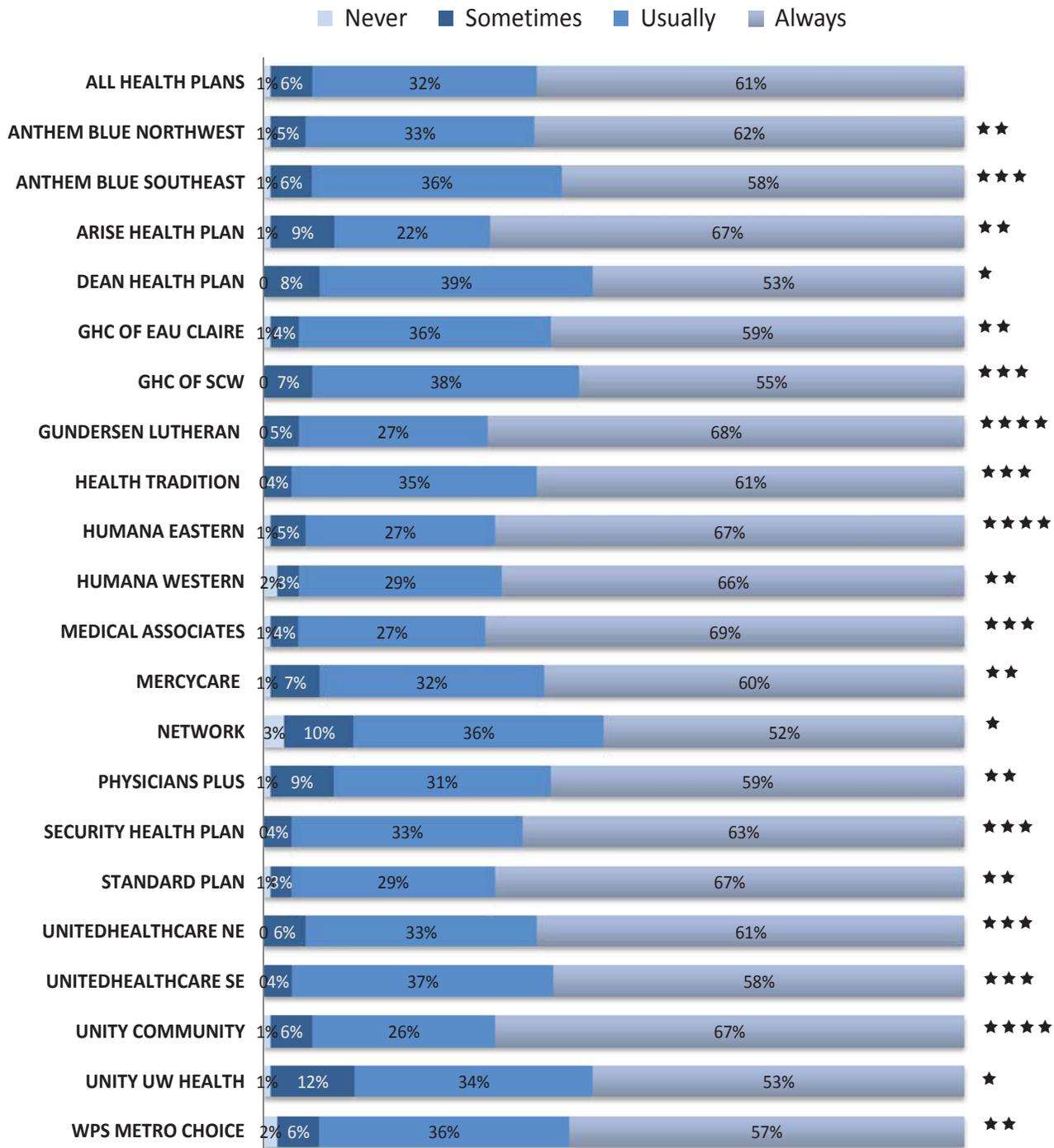
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q14a: In the last 12 months, when you visited your doctor’s office or clinic, how often were you able to see your provider and receive care and/or



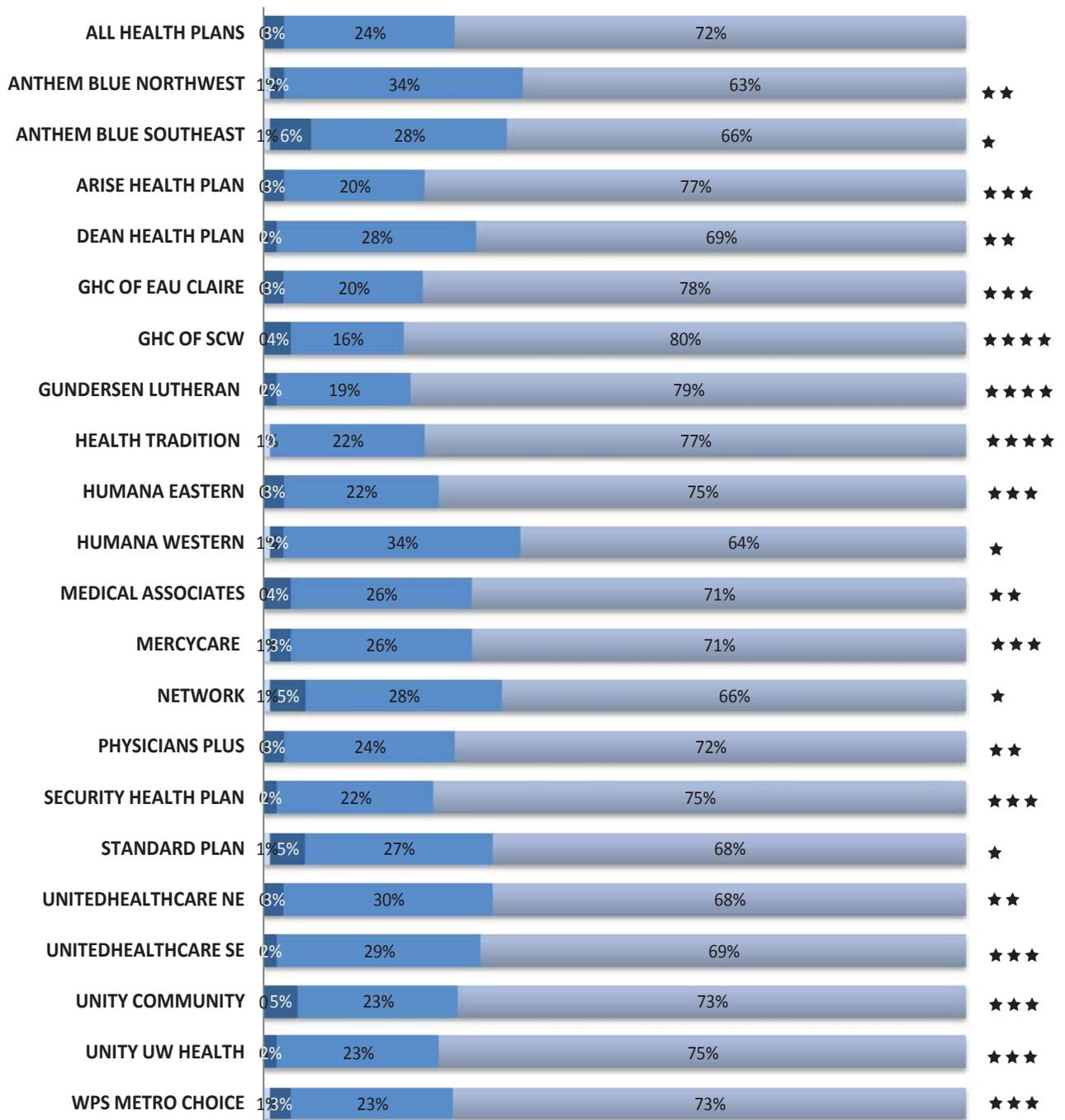
Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q15: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

■ Never ■ Sometimes ■ Usually ■ Always

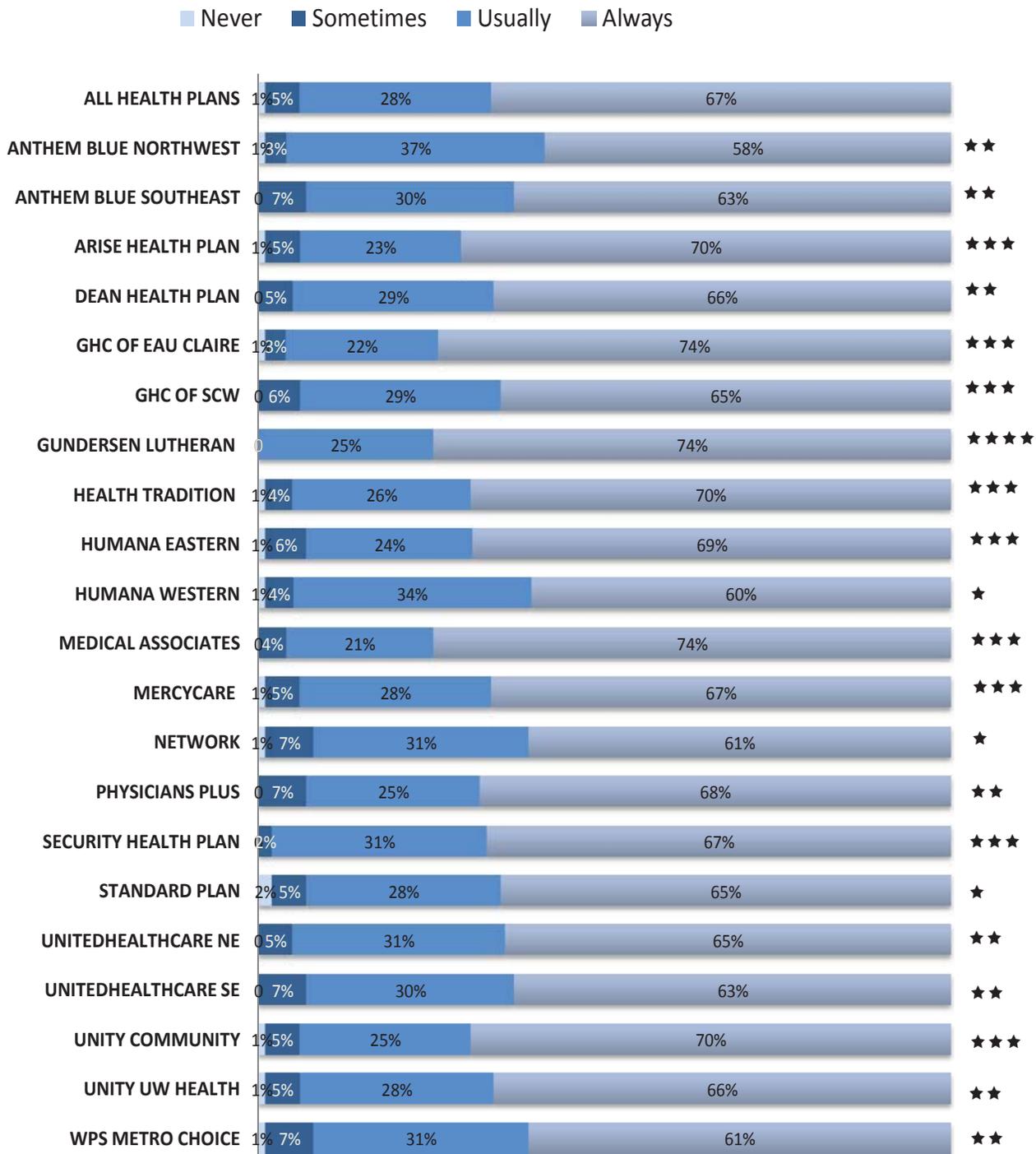


Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q16: In the last 12 months, how often did your personal doctor listen carefully to you?



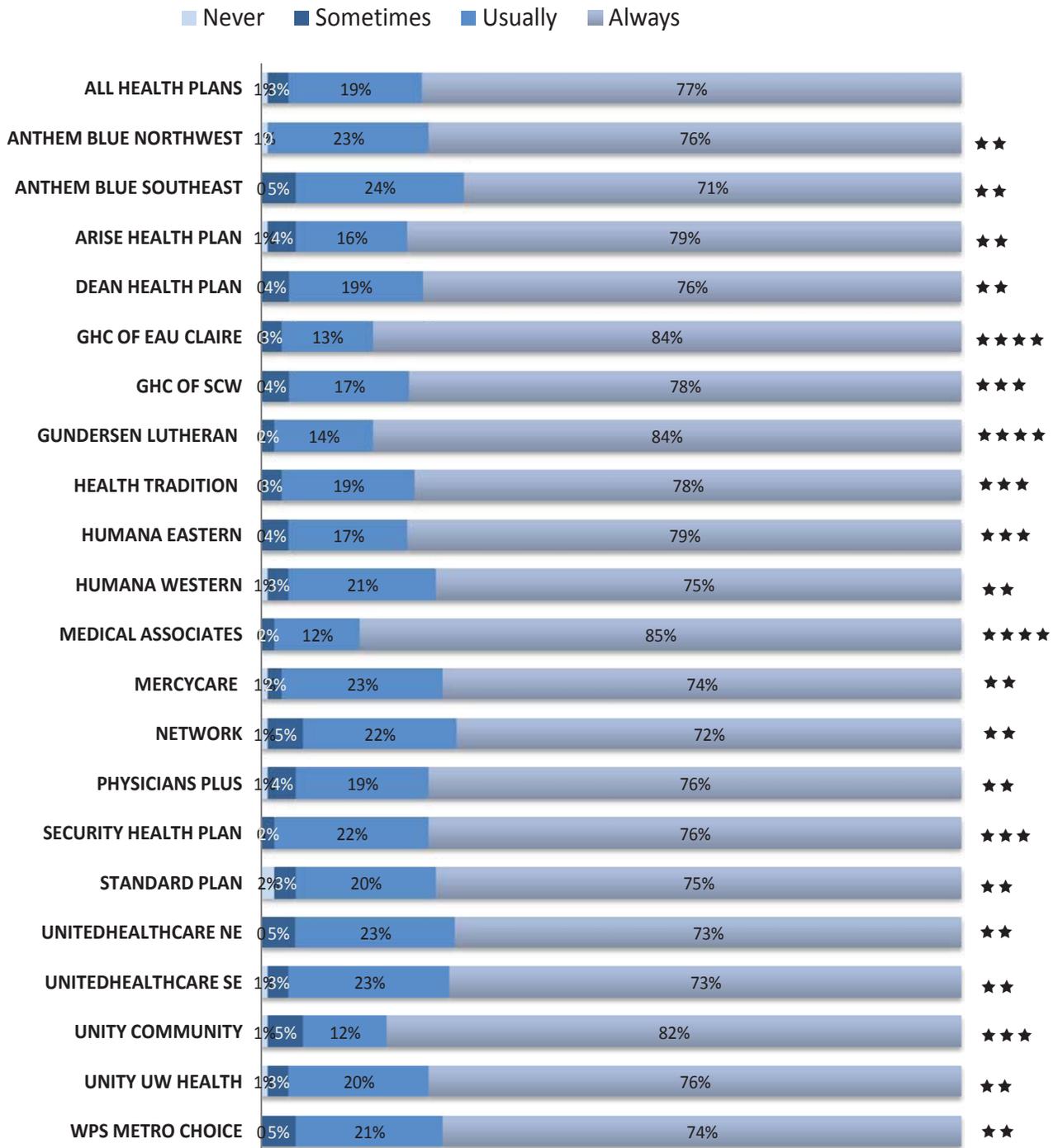
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q17: In the last 12 months, how often did your personal doctor show respect for what you had to say?



See page 1 for a description of the star rating system.

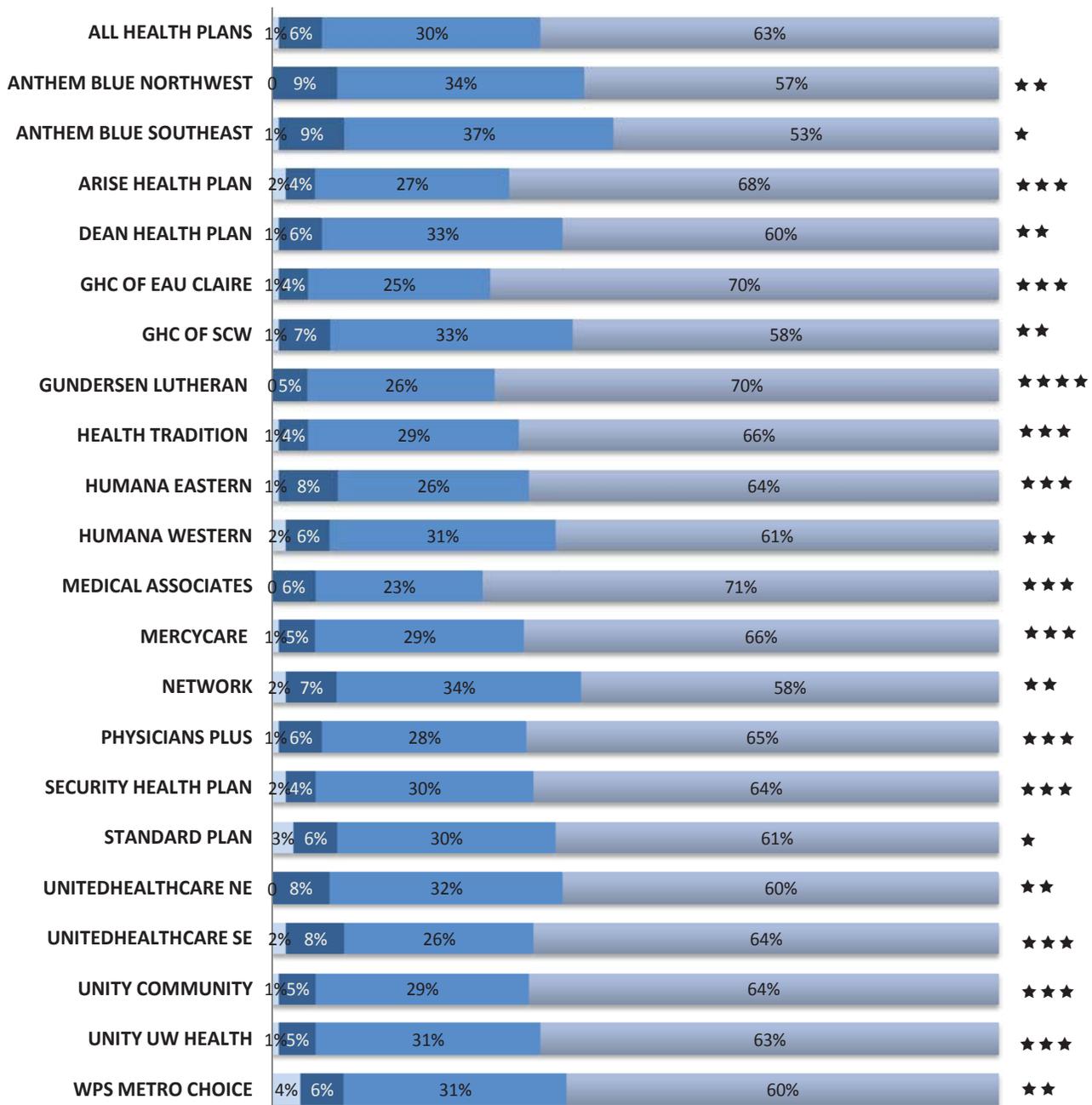
Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q18: In the last 12 months, how often did your personal doctor spend enough time with you?

Never Sometimes Usually Always



See page 1 for a description of the star rating system.

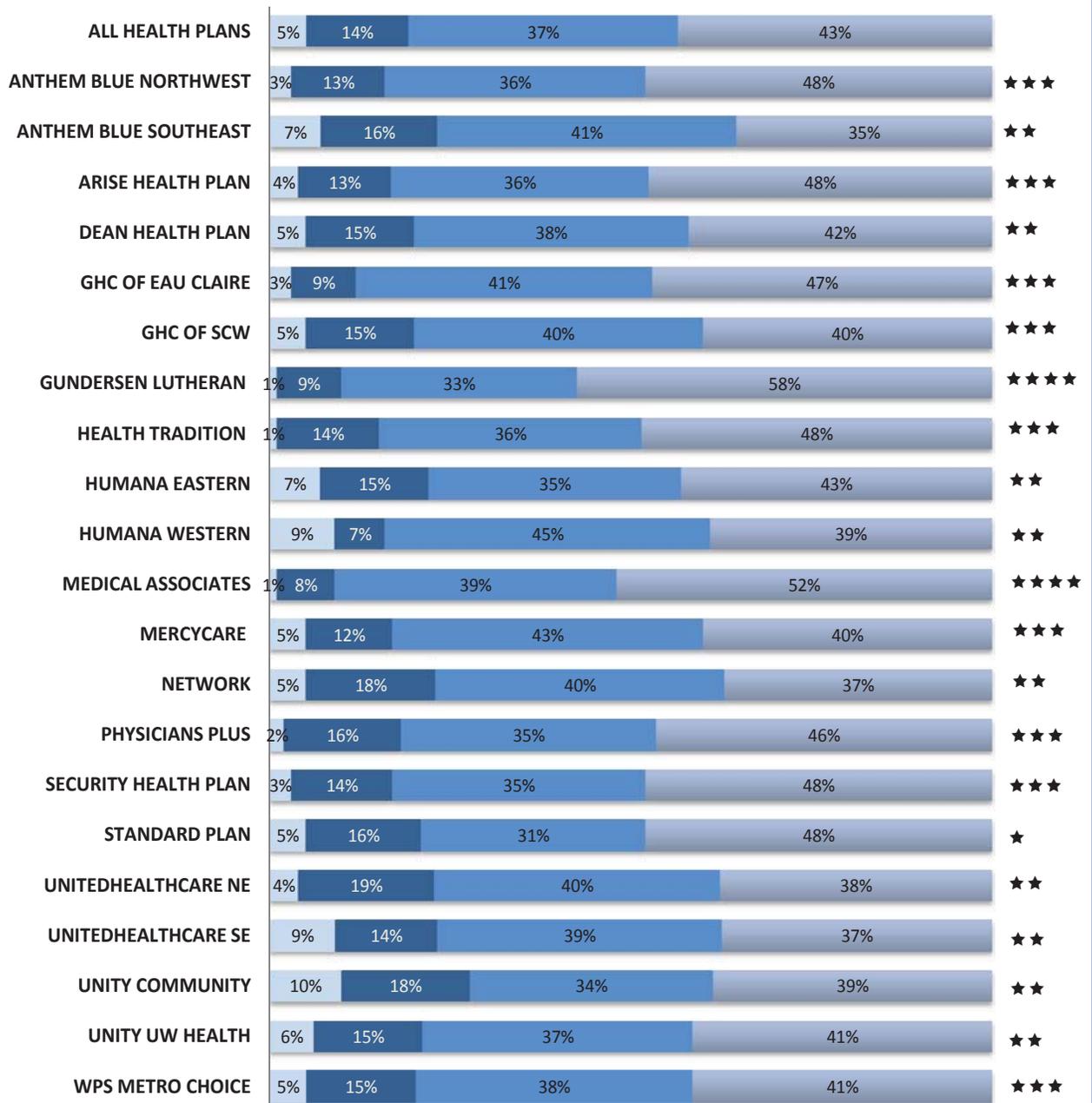
Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q20: In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Never Sometimes Usually Always



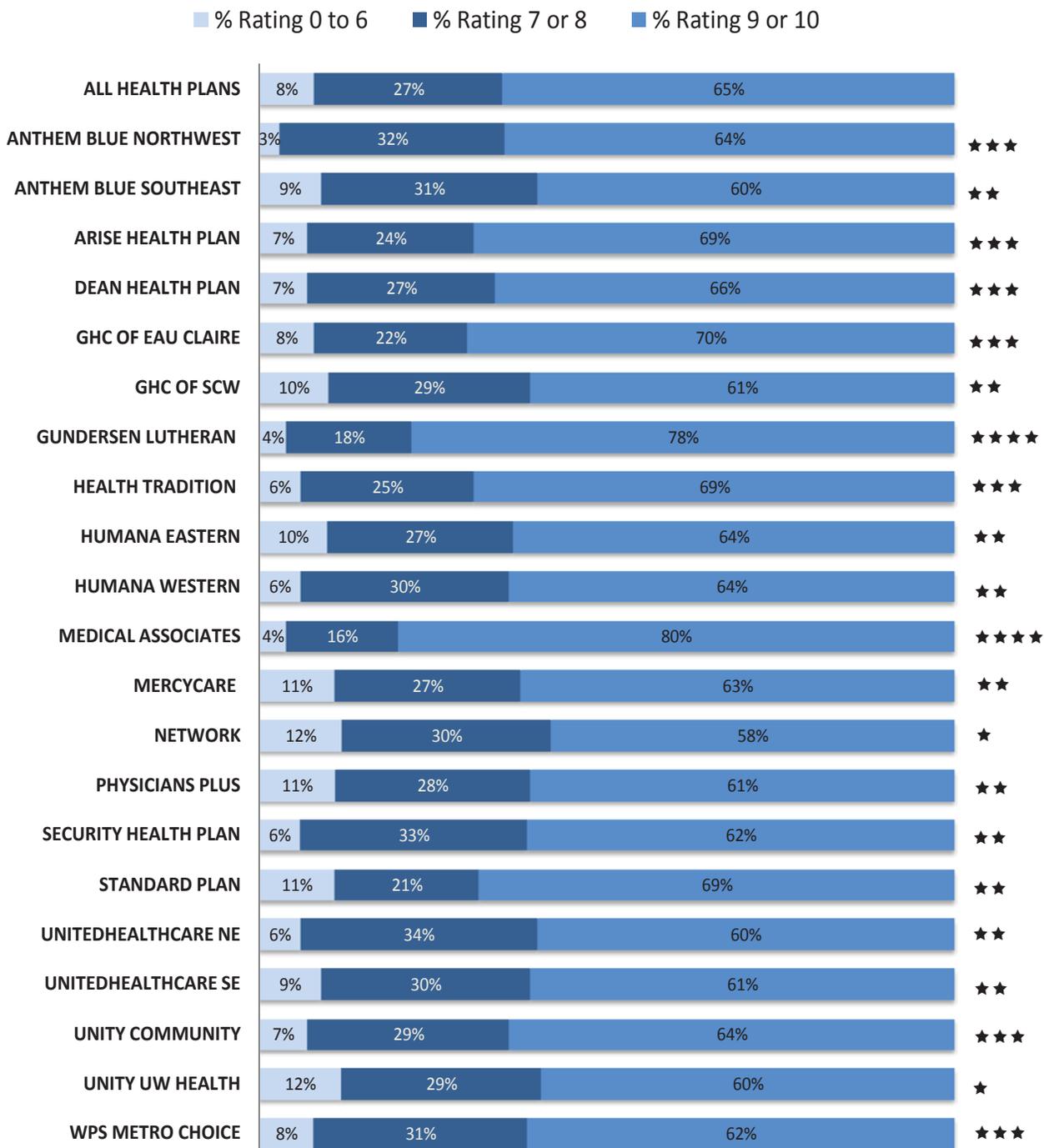
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who rated their health care from "0 to 6," "7 to 8," or "9 to 10." Everyone who was surveyed was asked to rate their health care on a scale from 0 to 10 with 0 meaning "worst possible" and 10 meaning "best possible."

Q21: Rating of your personal doctor

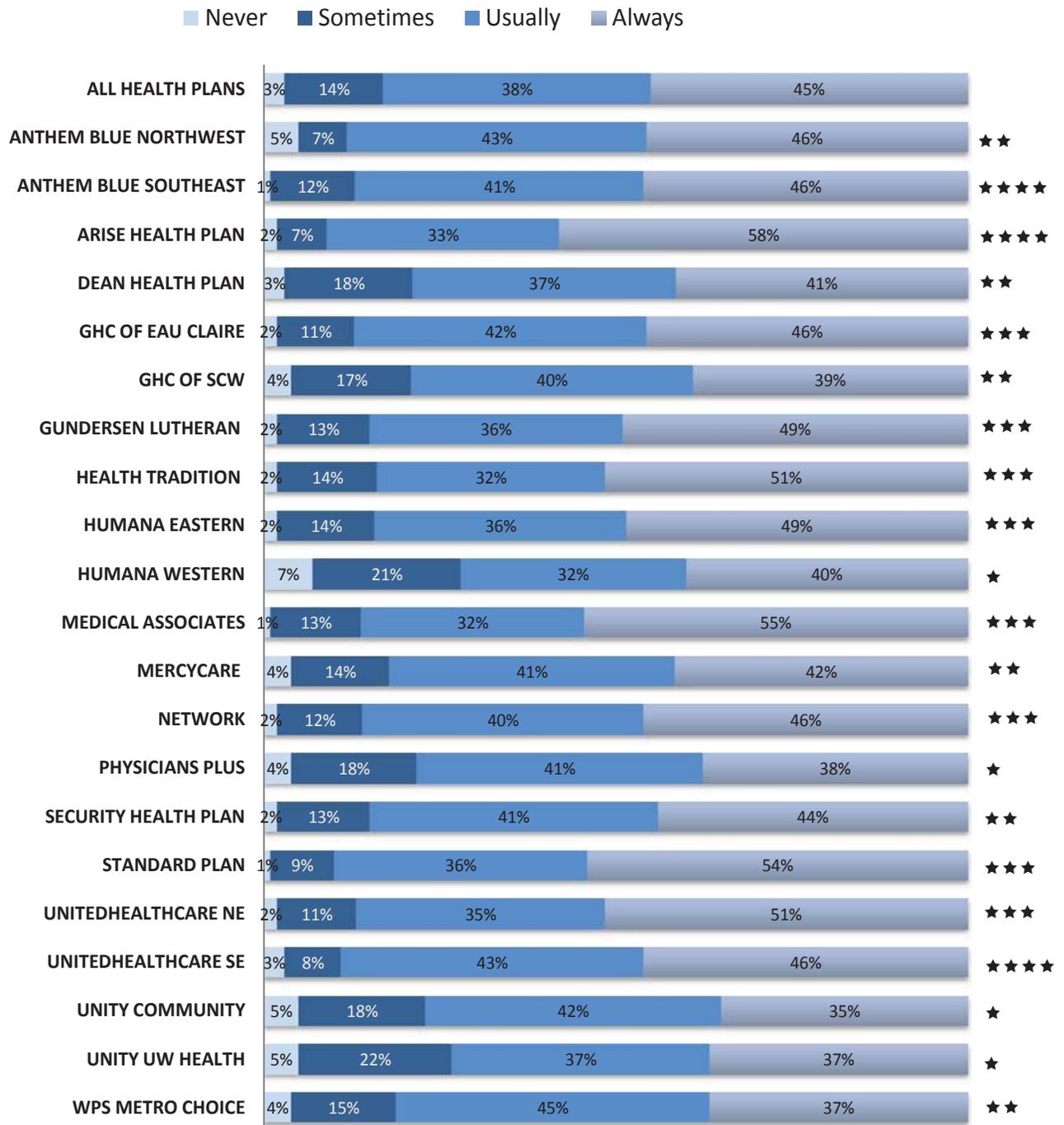


Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q23: In the last 12 months, how often was it easy to get appointments with specialists?



See page 1 for a description of the star rating system.

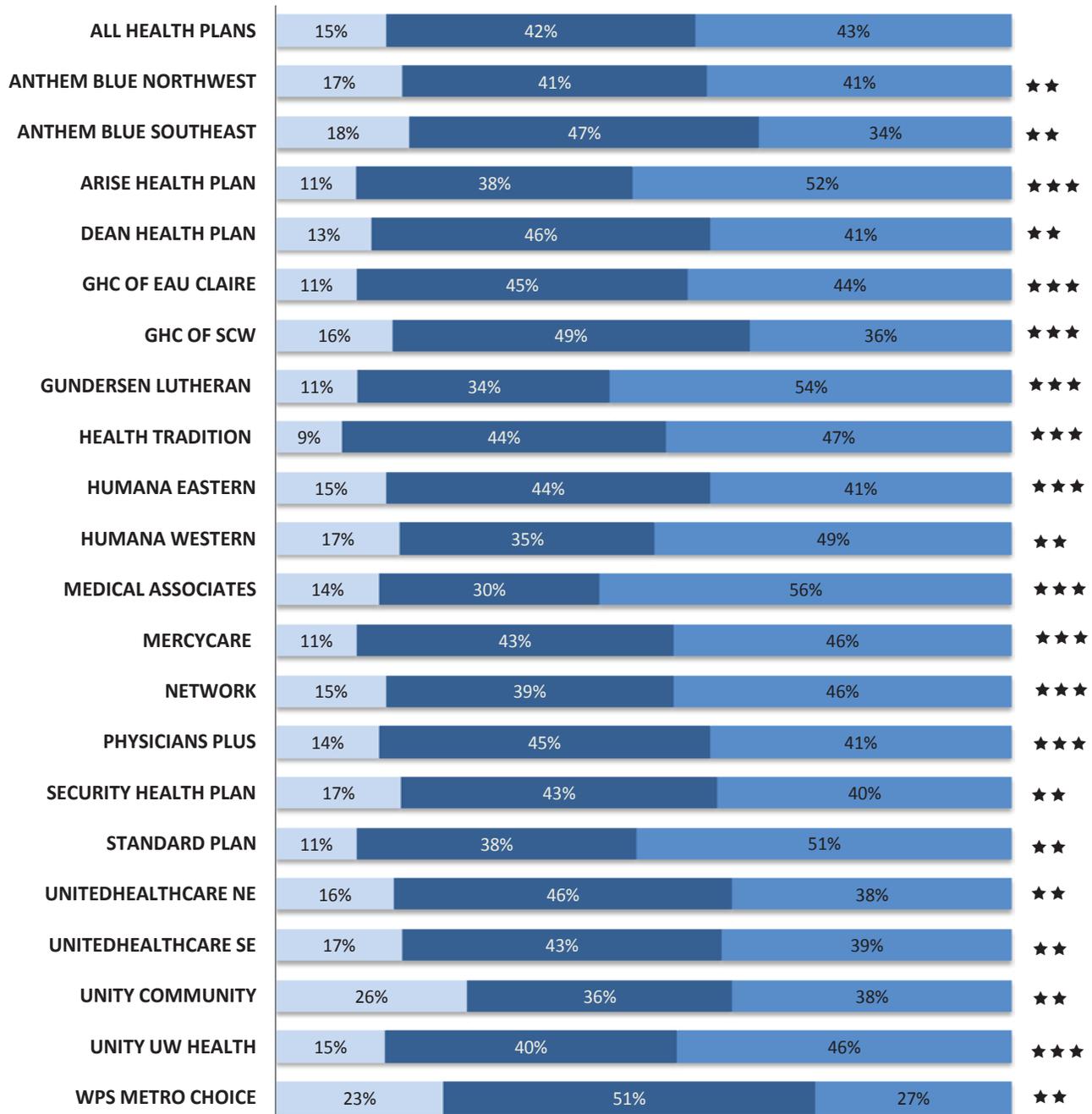
Supplemental Report Card

This Graph Shows:

The percentage of people who rated their health care from "0 to 6," "7 to 8," or "9 to 10." Everyone who was surveyed was asked to rate their health care on a scale from 0 to 10 with 0 meaning "worst possible" and 10 meaning "best possible."

Q25: Rating of your specialist

■ % Rating 0 to 6 ■ % Rating 7 or 8 ■ % Rating 9 or 10

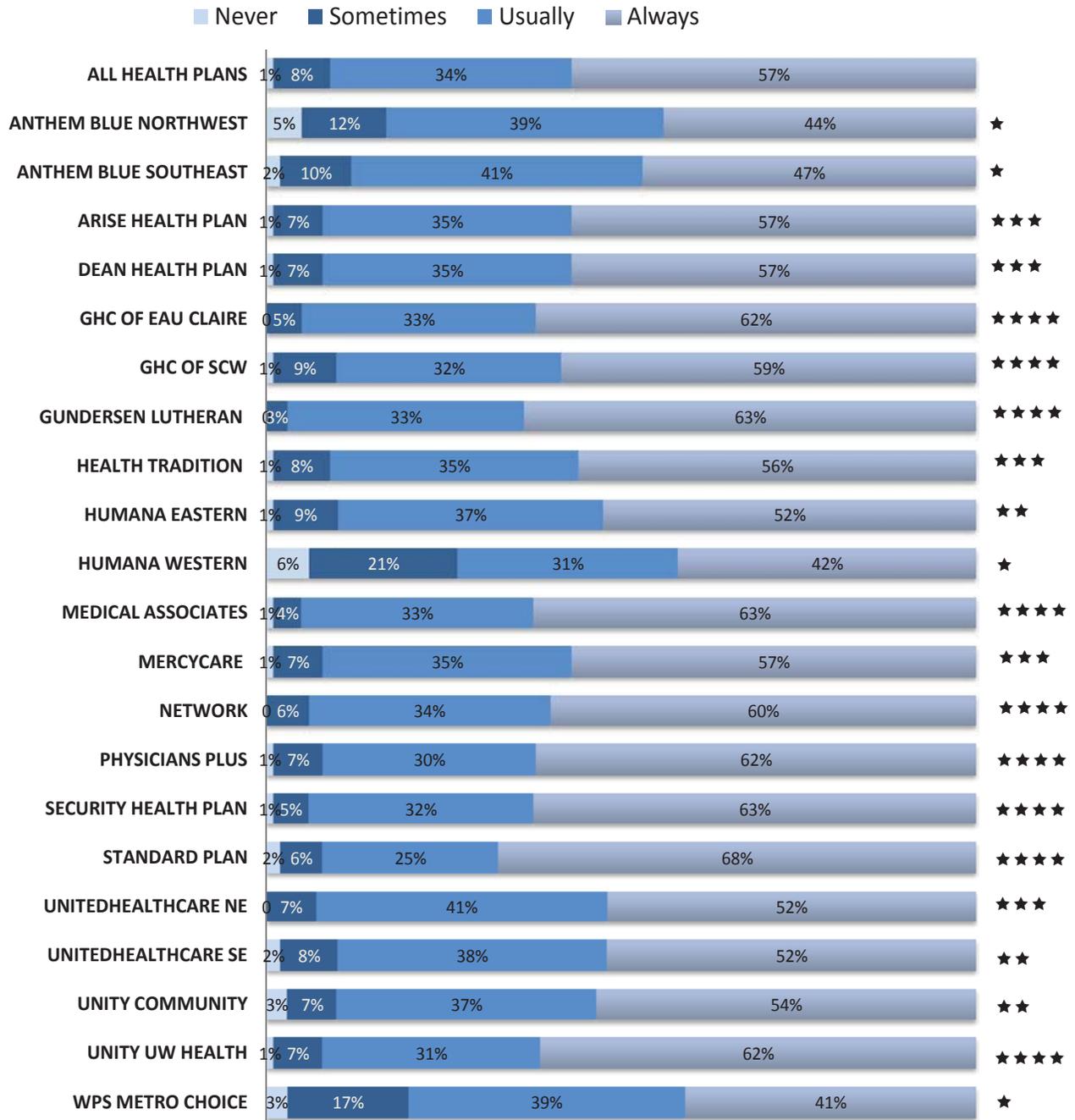


Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q27: In the last 12 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?



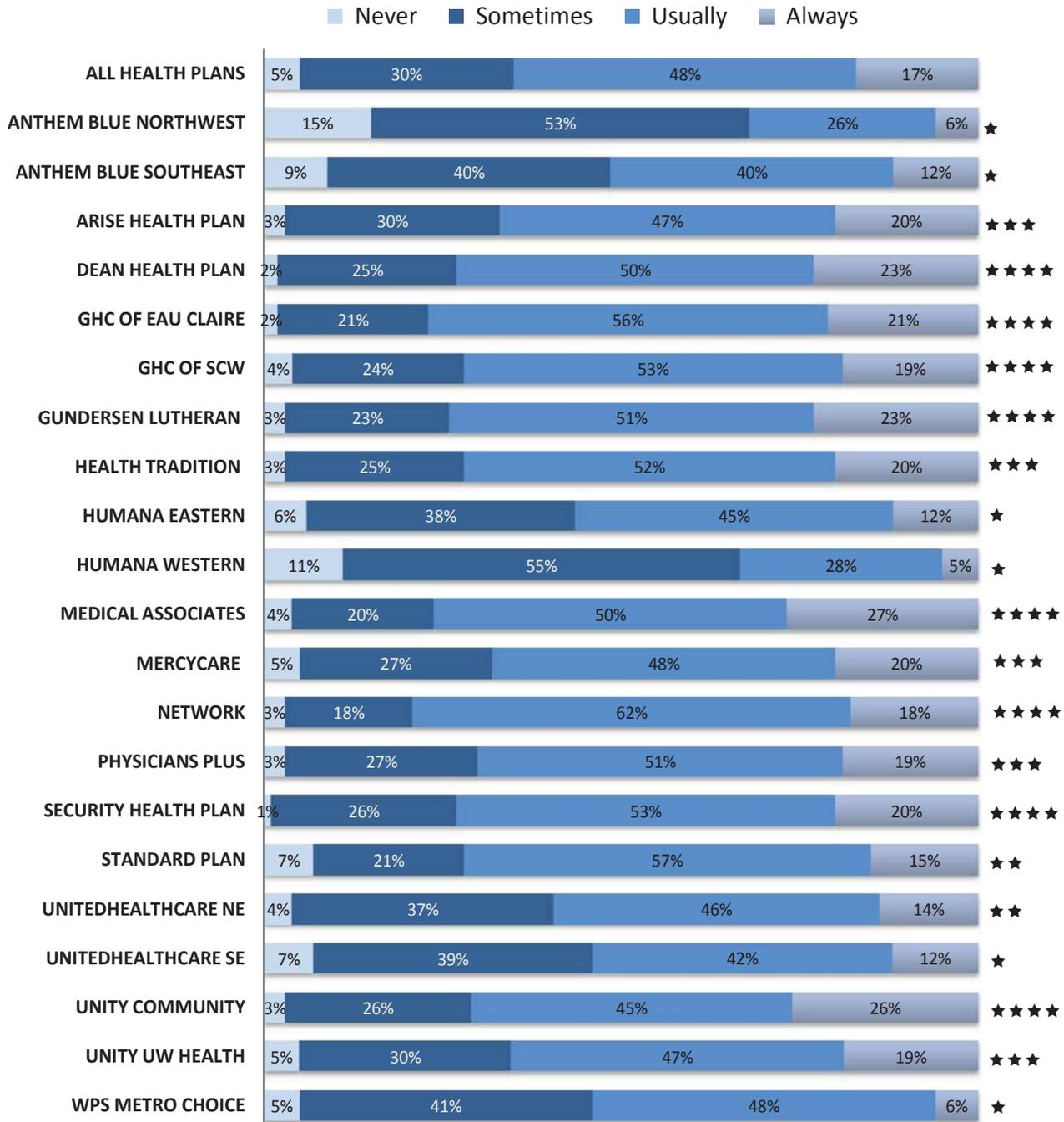
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q29: In the last 12 months, how often did written materials/internet provide information you needed about how your plan works?



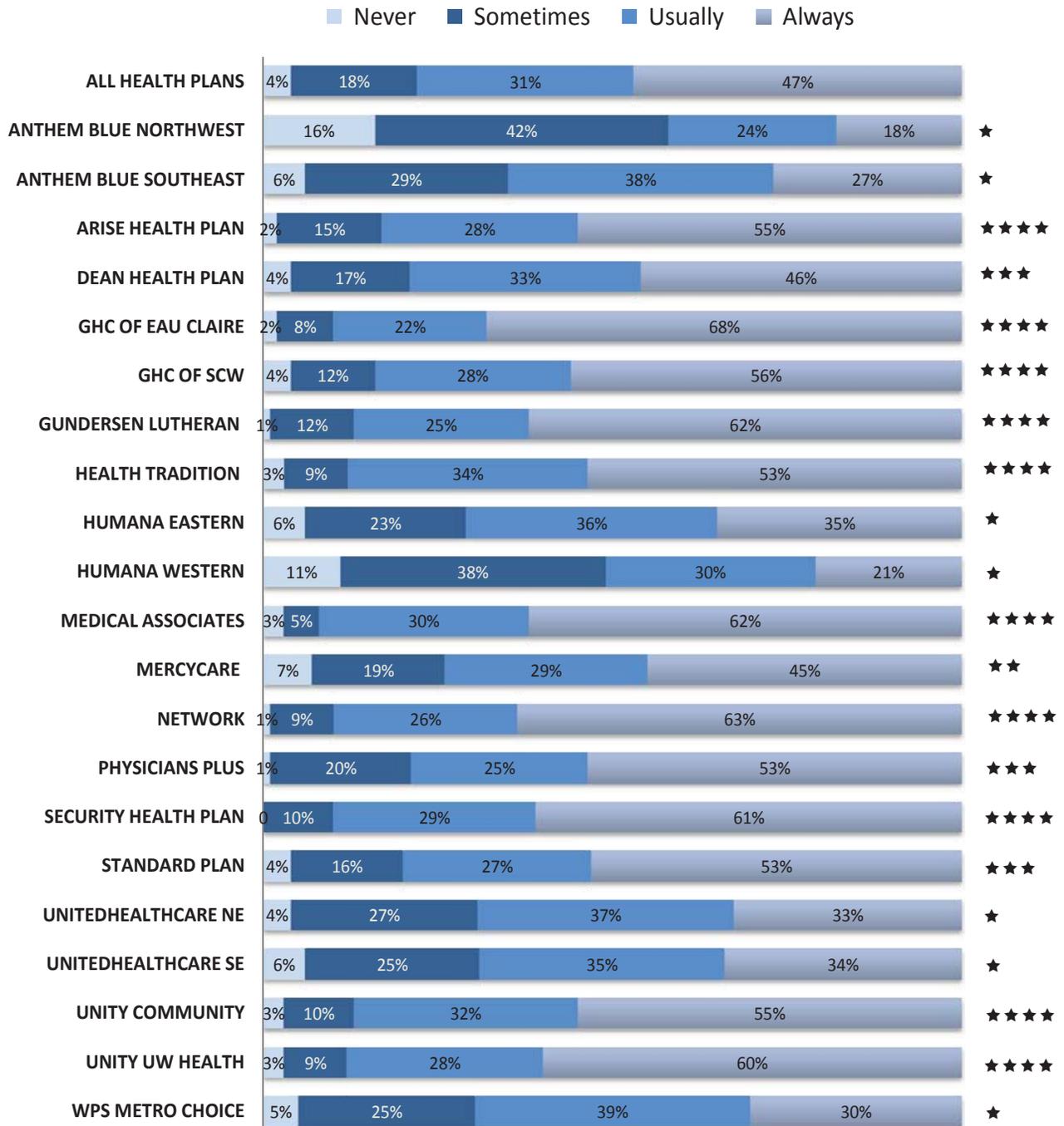
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q35: In the last 12 months, how often did your health plan’s customer service department give you the information or help you needed?



See page 1 for a description of the star rating system.

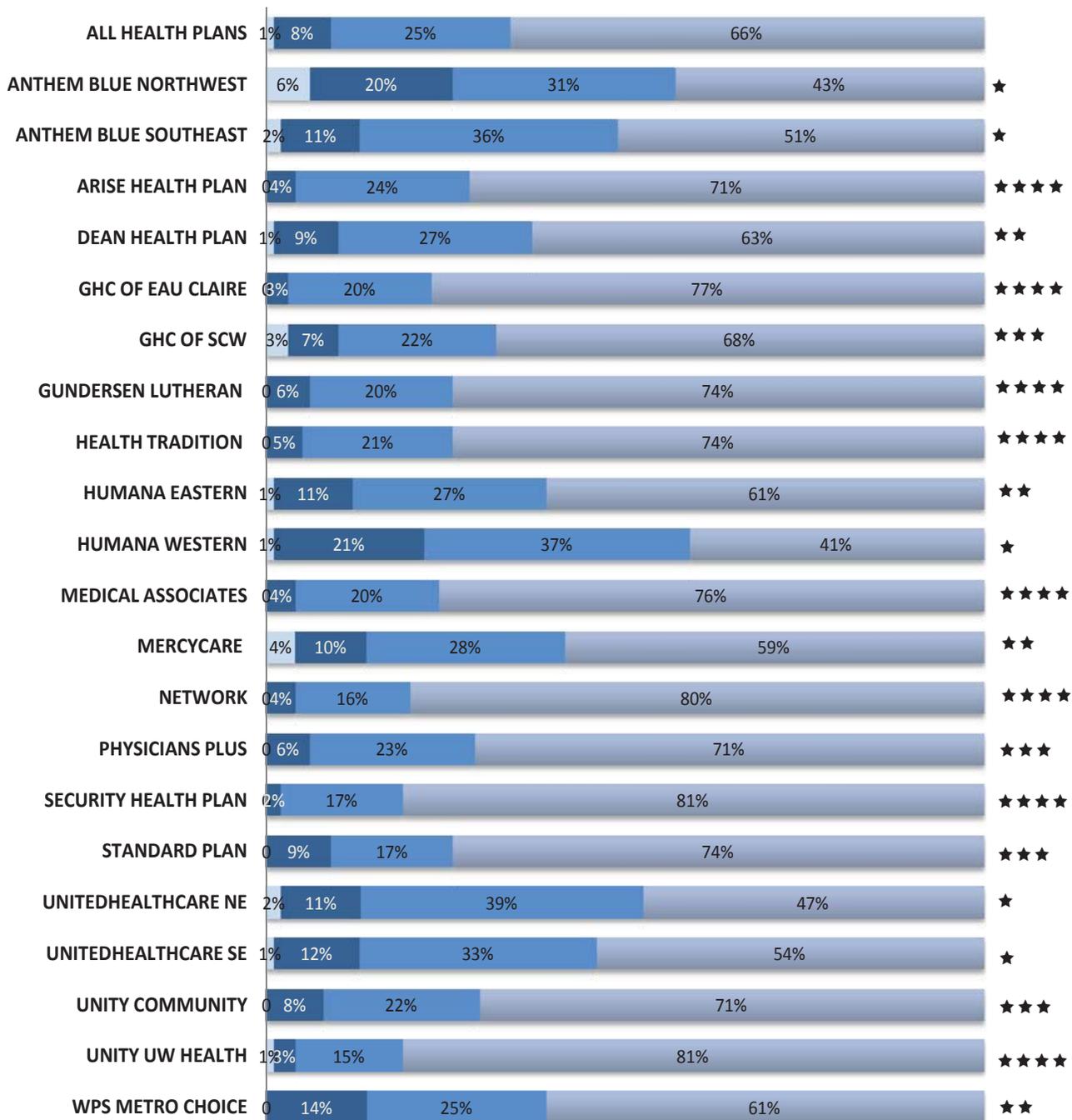
Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q36: In the last 12 months, how often did your health plans customer service staff treat you with courtesy/respect?

Never Sometimes Usually Always

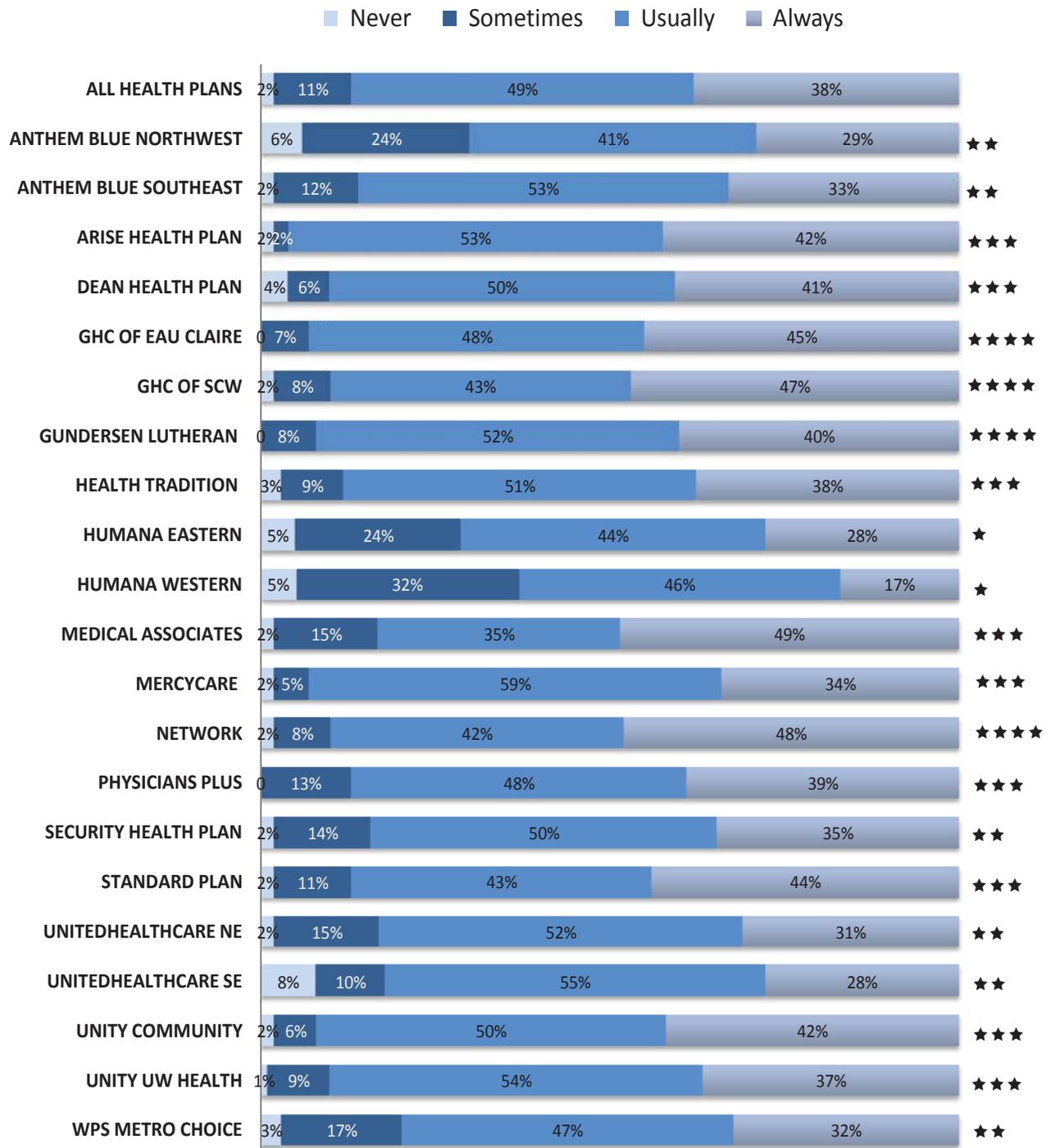


Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q38: In the last 12 months, how often were the forms from your health plan easy to fill out?

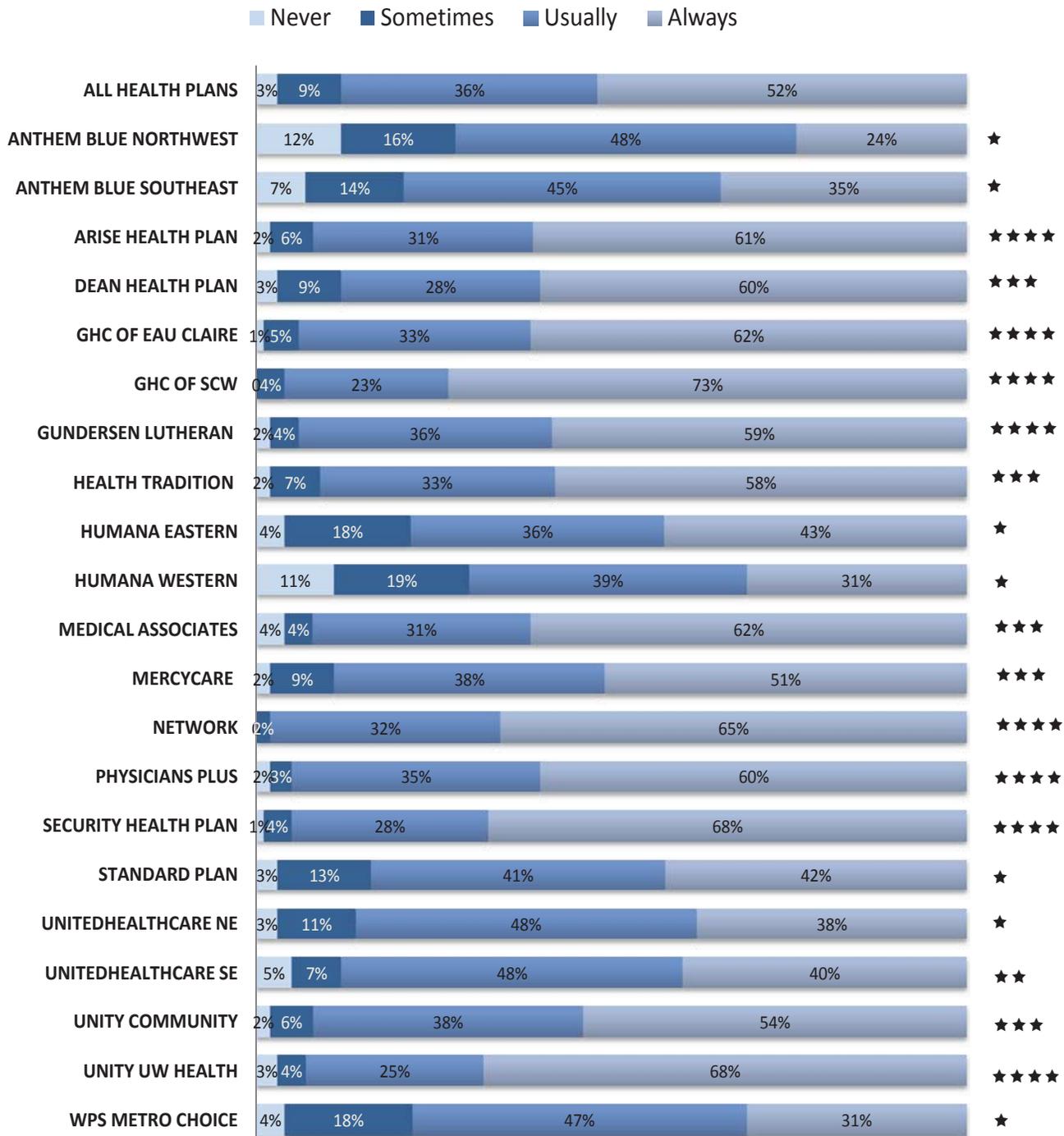


Supplemental Report Card

This Graph Shows:

The percentage of people who said “always,” “usually,” “sometimes,” or “never.”

Q40: In the last 12 months, how often did your health plan handle your claims quickly?



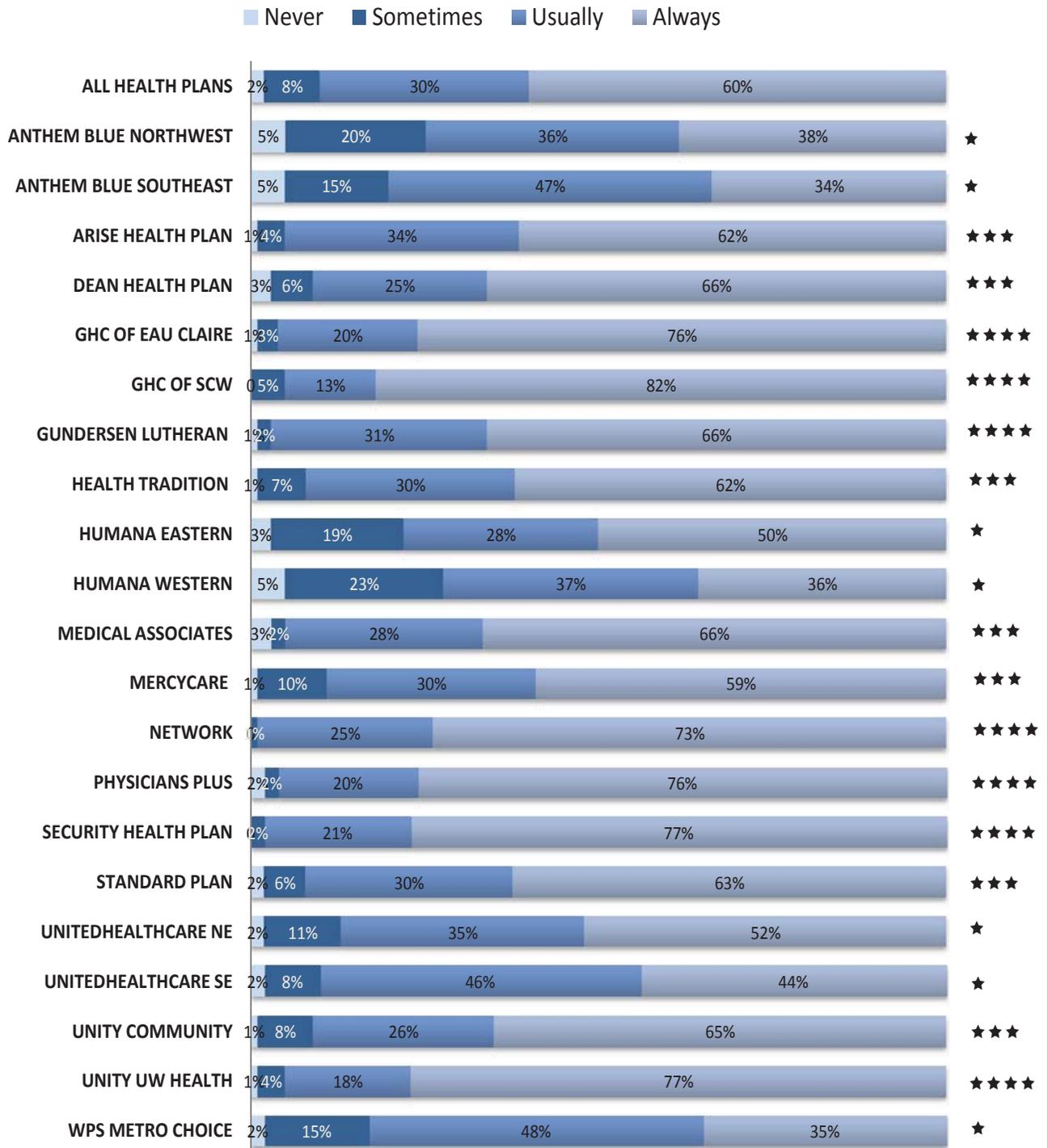
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said "always," "usually," "sometimes," or "never."

Q41: In the last 12 months, how often did your health plan handle your claims correctly?



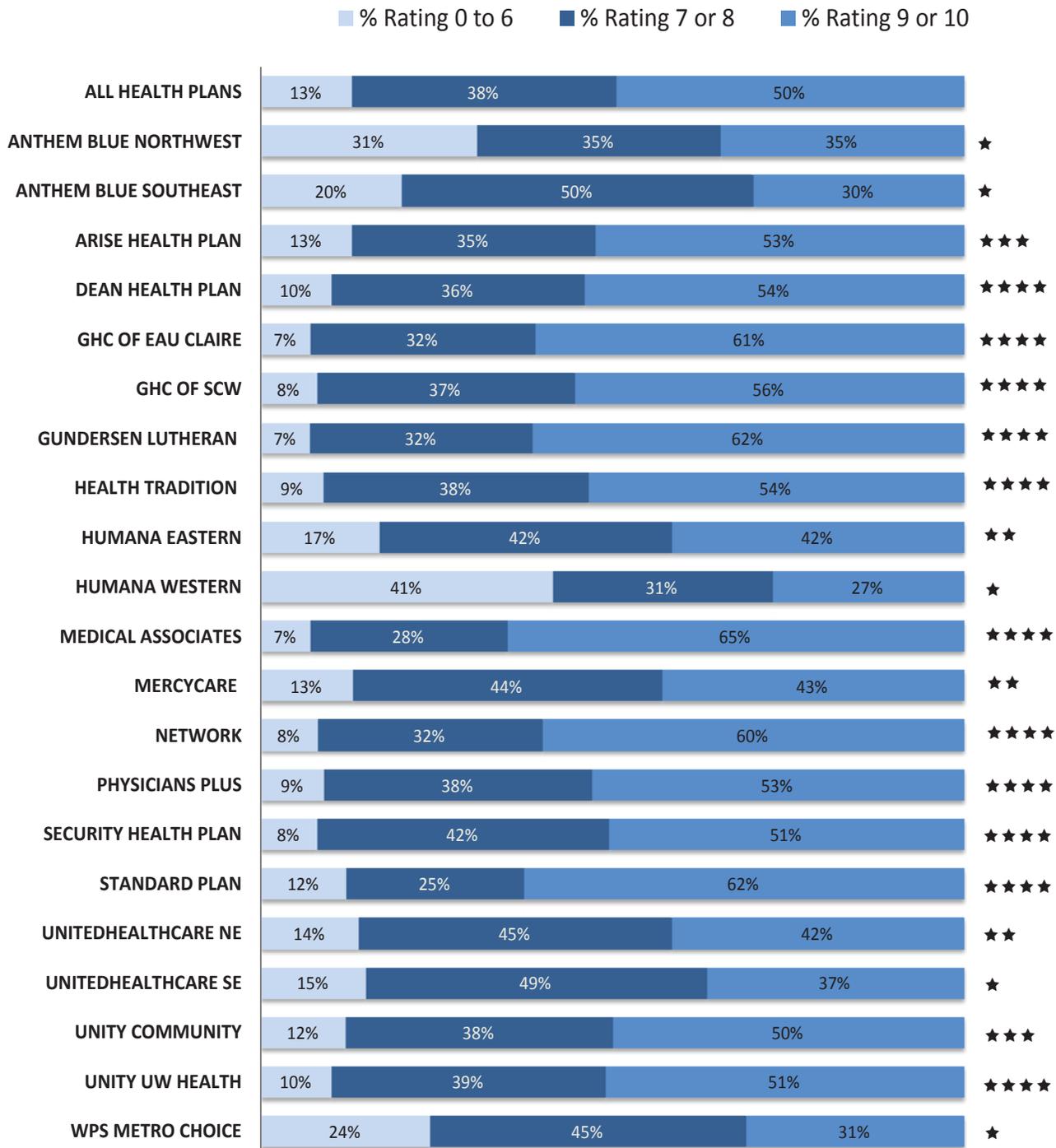
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who rated their health care from “0 to 6,” “7 to 8,” or “9 to 10.” Everyone who was surveyed was asked to rate their health care on a scale from 0 to 10 with 0 meaning “worst possible” and 10 meaning “best possible.”

Q42: Rating of health plan

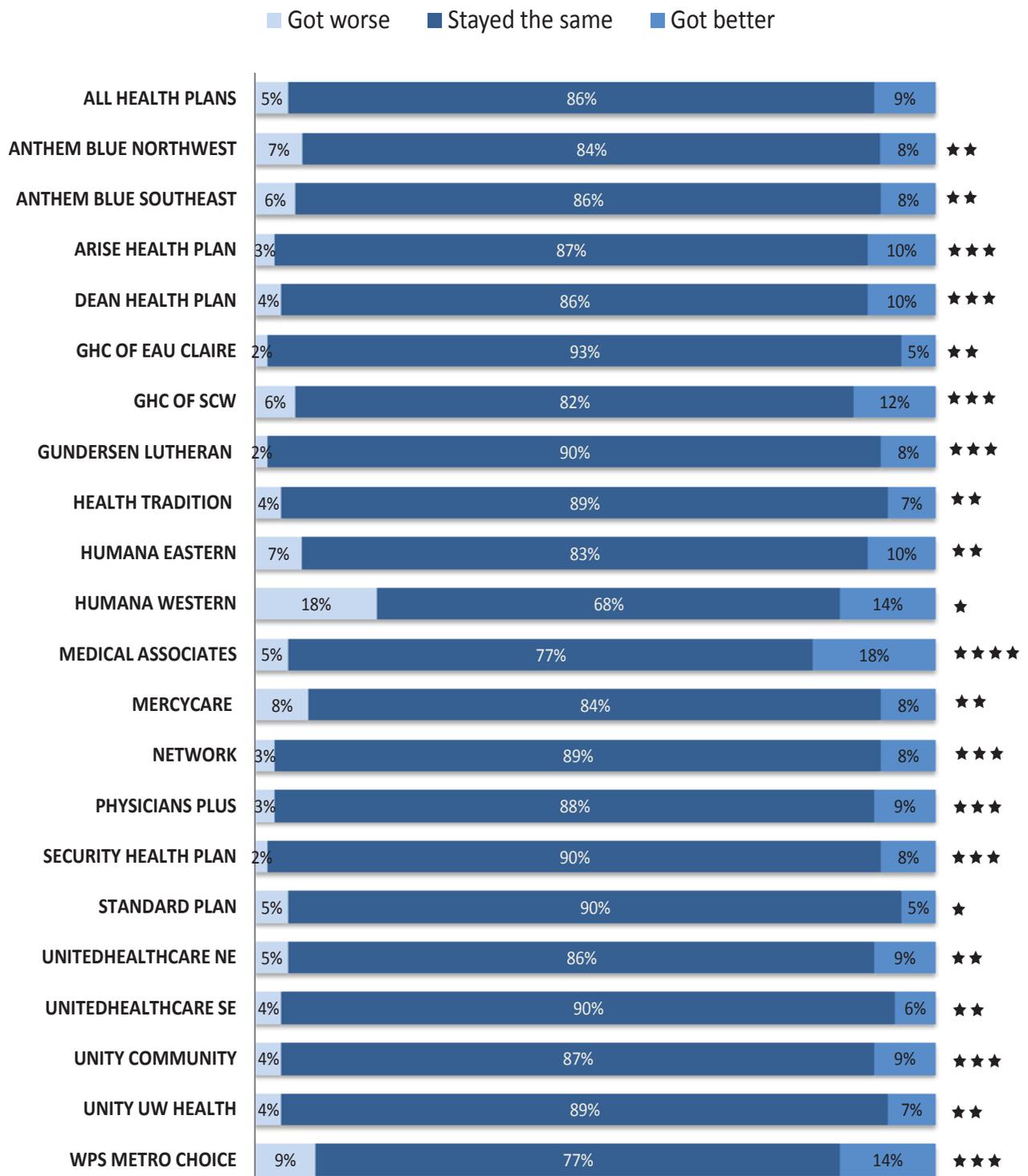


Supplemental Report Card

This Graph Shows:

The percentage of people who said "Got Worse," "Stayed the Same," or "Got Better."

Q42a: In the last 12 months, did your plan's overall performance get better, stay the same, or get worse?



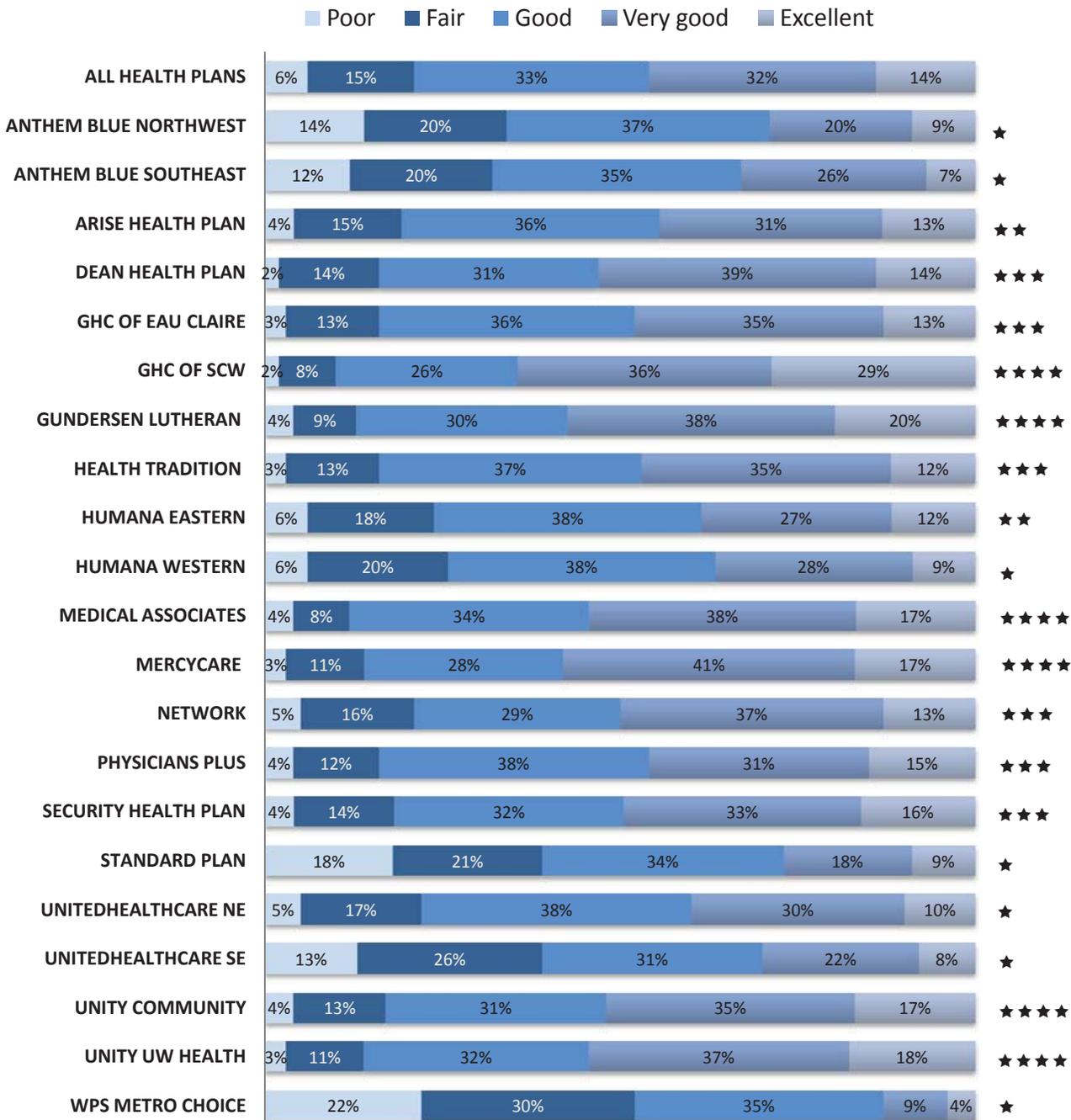
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said "Poor," "Fair," "Good," "Very Good," or "Excellent."

Q42b: How would you rate your plan's effort to provide you or your family with educational information on health and wellness issues ?



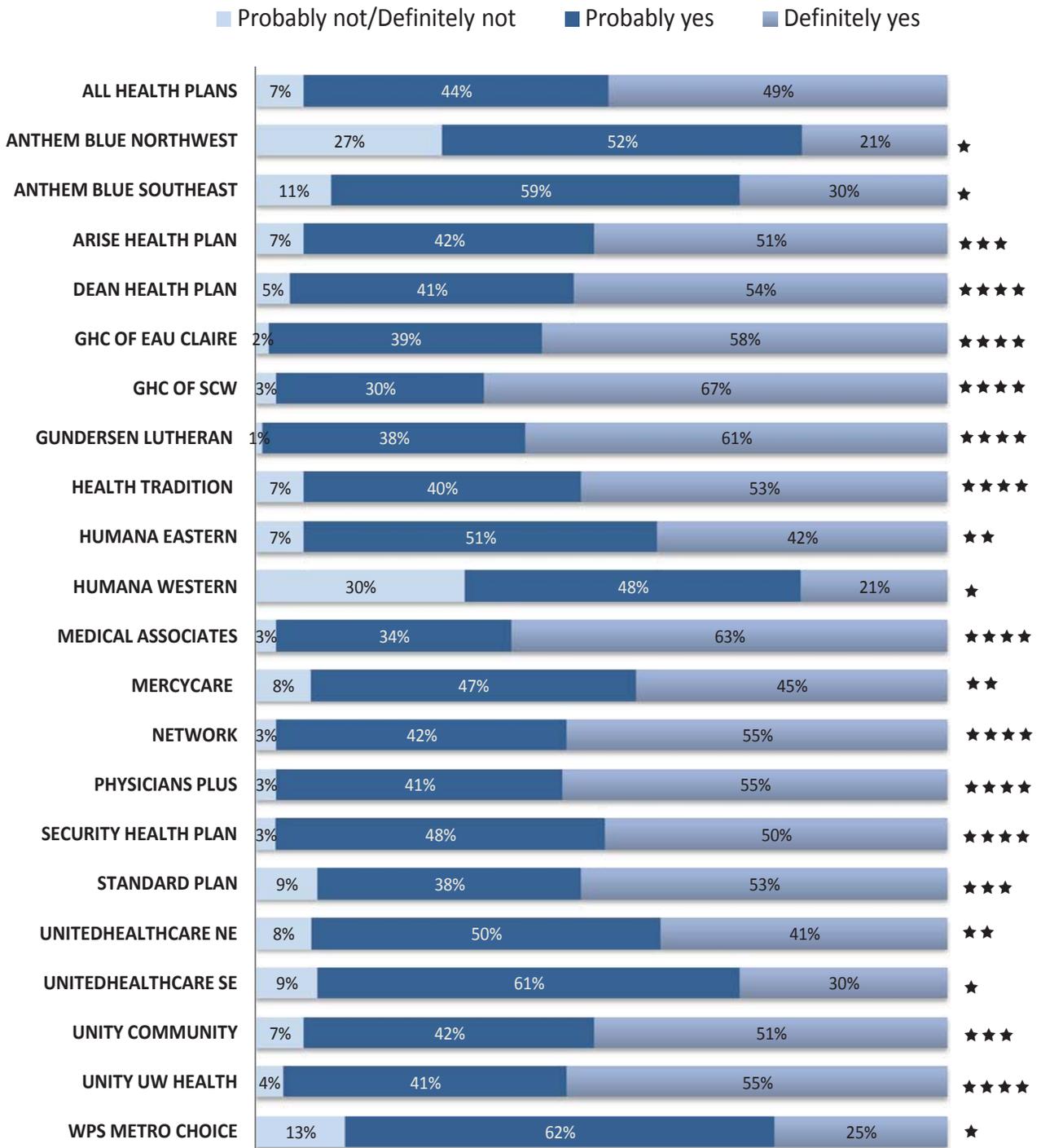
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “Probably not/Definitely not,” or “Definitely Yes.”

Q42d: Would you recommend your health plan to your family or friends?



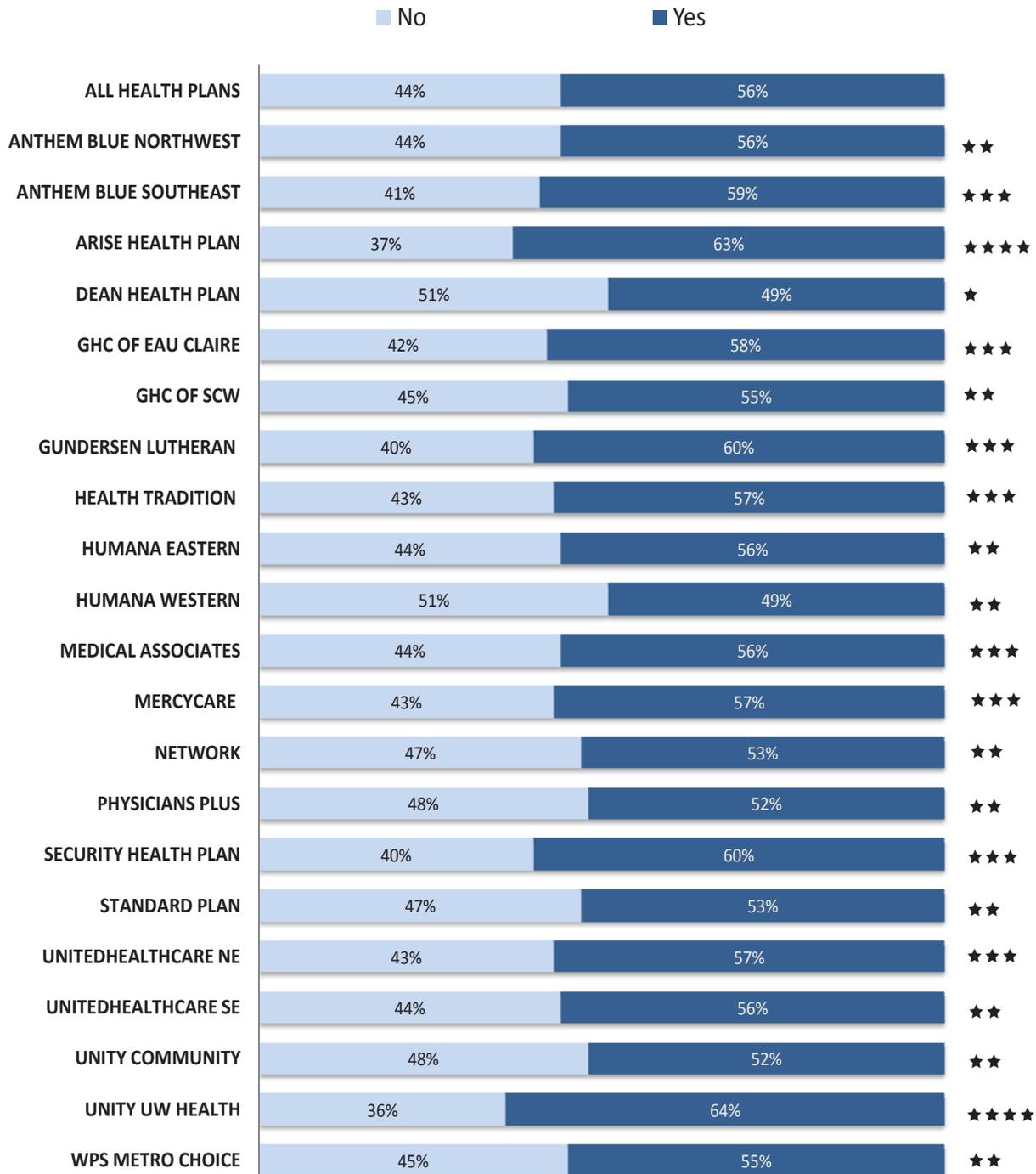
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “No,” or “Yes.”

Q44a: In the last 12 months, did a doctor, nurse, or other health care professional ask you about your dietary habits?



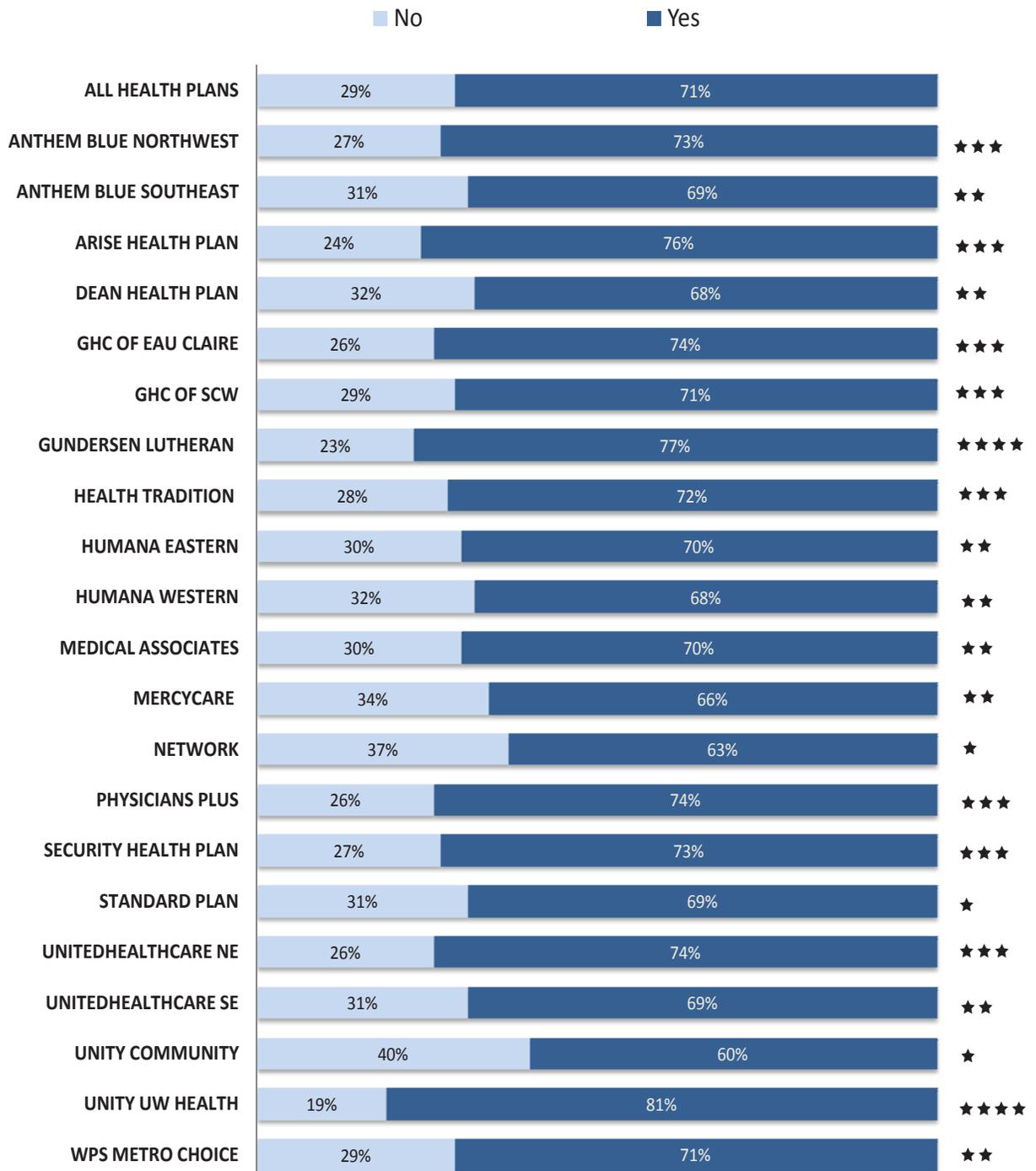
See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “No,” or “Yes.”

Q44b: In the last 12 months, did a doctor, nurse, or other health care professional ask you about your exercise habits?



See page 1 for a description of the star rating system.

Supplemental Report Card

This Graph Shows:

The percentage of people who said “No,” or “Yes.”

Q44c: In the last 12 months, did a doctor, nurse, or other health care professional ask whether or not you smoke or use tobacco in any form?

