



**Rutgers** Center for  
State Health Policy

*The Institute for Health, Health Care Policy, and Aging Research*

**Technical Report on HEDIS Data Analysis,  
2005  
Part I: NJ HMO Performance Report  
Measures**

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# Technical Report on HEDIS Data Analysis, 2005

## Part I: NJ HMO Performance Report Measures

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### Introduction

The New Jersey Department of Health and Senior Services (NJDHSS) issues a yearly report for the general public describing the performance of commercial health maintenance organizations (HMOs) in delivering quality health care services. This report was developed with the cooperation of New Jersey health plans to provide a profile of managed care plan services that New Jersey residents, policy makers, payers, and providers can use to compare different health care plans. This report is based on the HEDIS (Health Plan Employer Data and Information Set) measurement system, a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) in conjunction with a wide variety of public and private partners. It includes measures collected by health plans in a standardized manner and verified by an independent auditor. Data on some measures are collected by reviewing health plan records (referred to in this document as HEDIS measures), and data on others are obtained from consumer surveys conducted by independent survey organizations (referred to in this document as CAHPS measures—for Consumer Assessment of Health Plans Study). More information on these measures is available online at [www.ncqa.org](http://www.ncqa.org).

NJDHSS contracted with the Center for State Health Policy at Rutgers (CSHP) to independently analyze the data collected by New Jersey health plans in two waves:

- 1) the measures used for the *2005 New Jersey HMO Performance Report*, including analyses contained in the report and background analyses for department use, and
- 2) additional measures to be used for future department analyses.

This technical report, Part I, contains the analyses performed for item 1. The analyses for item 2 utilize similar methodology and are described in Part II.

The goal of this analysis was to generate reliable, useful and understandable information that can be used to make relative comparisons of the quality of health care provided by health

plans in New Jersey. Therefore, the analysis compares plan-to-plan performance directly and ensures that differences between plans are statistically reliable.

The following health plans were included in the analysis:

Aetna Health, Inc.—New Jersey  
AmeriHealth HMO  
CIGNA HealthCare of New Jersey  
Health Net of New Jersey, Inc.  
Horizon Healthcare of New Jersey  
Oxford Health Plans—New Jersey  
United Healthcare of New Jersey, Inc.  
WellChoice HMO of New Jersey

The following analyses were completed for published measures:

- Comparison of New Jersey plans to statewide average for individual HEDIS measures
- Comparison of New Jersey plans to statewide average for individual CAHPS measures
- Comparison of New Jersey plans to statewide average for summary scores on domains of Service and Access, Doctors and Medical Care, Staying Healthy, and Getting Better/Living with Illness
- Comparison of New Jersey averages with averages for the nation, the region, New York, and Pennsylvania
- Comparison between 2005 and 2004 for New Jersey plans and New Jersey averages
- Comparison of trends for New Jersey plans and New Jersey averages
- Comparison of New Jersey trends with national, regional, New York, and Pennsylvania trends.

The methodology for these comparisons is detailed in separate sections of the report, and the appendix contains tables with the results of the analyses.



## **Process for Producing Aetna Statewide Combined Rate**

The State of New Jersey requires all commercial Health Plans, including Aetna, to submit a single, statewide combined-HEDIS Data Submission Tool (DST) via the NCQA HEDIS Data Submission System. Aetna has applied for, and received, NCQA Accreditation status for the two separate entities operating in New Jersey: Aetna Health Inc. - Southern New Jersey, and Aetna Health Inc. - Northern New Jersey. These two separate entities submit individual DSTs to NCQA.

The following details the procedure which Aetna uses for combining the two separate entities into one DST for submission for the NJ HMO Performance Report.

The general formula for any given hybrid based measure is:

$$wr = (w1 * r1) + (w2 * r2) ; \text{ Where}$$

wr = weighted rate

w1 = weight for sample 1 ( or 2)

r1 = rate for sample 1 ( or 2)

and the weights were calculated as:

$$w1 = EPOP1 / (EPOP1 + EPOP2)$$

$$w2 = EPOP2 / (EPOP1 + EPOP2)$$

For the combined submission, weighted hybrid weighted denominators are constructed by simply substituting the entity-specific sample denominator for the rate in the formula above. This may result in fractional cases, but this is insignificant.

The new numerator is derived by multiplying the weighted rate by the weighted denominator. The 95% confidence intervals are calculated using the standard formula resulting in precision estimates that are directly comparable across all plans.

## Methodology for New Jersey Plan Individual HEDIS Measure Comparisons

This section summarizes and explains the methodology used to determine whether plan rates for each HEDIS measure differed significantly from the corresponding overall New Jersey average for all plans reporting that measure. For each measure, it was determined if a plan was above average, average, or below average, as compared to the overall average of the plans, using confidence intervals (95%) for the difference between each plan rate and the overall New Jersey average. A general confidence interval formula for differences between two values would be calculated as:

$$difference \pm 1.96 * SE_{diff} ,$$

where  $SE_{diff}$  represents the standard error of the difference. In this analysis, if the confidence interval overlaps zero, it generally means the two values cannot be said to be different. For confidence intervals for the difference between a plan rate and the overall average, a plan was considered above average if the entire interval was above zero, average if the interval overlapped zero, and below average if the entire interval was below zero. The formula for the confidence interval is

$$(plan\ rate - NJ\ avg) \pm 1.96 \sqrt{(SE_{plan})^2 + (SE_{NJ\ avg})^2 - (Cov)}$$

where  $SE_{plan}$  is the standard error of the plan rate. This error indicates how much the plan rate could vary on average if different samples of plan members were selected.  $SE_{NJ\ avg}$  is the standard error of the New Jersey average, which is a measure of the variability around the state average.  $Cov$  is the covariance between the plan rate and the New Jersey average, which is a measure of how the plan rate and the state average vary together. Since the plan rate is included in the overall average, one will vary when the other does. The confidence interval formula was modified to reflect that each plan is being compared to the average of the other plans.

It can be shown that

$$(plan\ rate - NJ\ avg) = \left[ \left( \frac{n-1}{n} \right) plan\ rate - \frac{1}{n} \sum_i^{n*} planrate_i \right]$$

where  $\sum_i^{n*}$  is the sum of all the plan rates with the plan rate of interest being removed, and  $n$  is the total number of plans. In this case the first term is not included in the

second term (as was the problem before), so a covariance term is not needed. However, the difference remains the same. The confidence interval formula can then be re-written as

$$\left( \left( \frac{n-1}{n} \right) plan\ rate - \frac{1}{n} \sum_i^{n^*} planrate_i \right) \pm 1.96 \sqrt{\left( \left( \frac{n-1}{n} \right) SE_{plan} \right)^2 + (SE_{NJ\ avg^*})^2}$$

where  $NJAvg^* = \frac{1}{n} \sum_i^{n^*} planrate_i$ .

The formulas used to estimate the two standard errors needed are based on a two-stage cluster sampling procedure. In the first stage a random sample of plans are taken from all health plans in New Jersey. In the second stage a random sample of members are selected from each plan selected in the first stage. For this report, however, it was then assumed that all New Jersey plans were included, as opposed to just a sample of plans. Under the assumption that the population is large, the standard error for a proportion for a two-stage cluster sampling procedure is

$$\sqrt{\frac{(N-n)}{N} \left( \frac{1}{n} \right) \sum_{i=1}^n \frac{(p_i - \bar{p})^2}{n-1} + \frac{1}{nN} \sum_{i=1}^n \frac{p_i(1-p_i)}{m_i-1}}$$

Here, N stands for the total number of clusters (in this case, health care plans), n is the number sampled in the first stage,  $p_i$  is the proportion observed in plan  $i$ ,  $\bar{p}$  is the average of the  $p_i$  over the sample of n plans, and  $m_i$  is the number of individuals sampled from each plan in the second stage. Since for this report we are assuming that all New Jersey plans are included,  $N = n$ , and the first term disappears. So the standard error for the proportion for one plan ( $SE_{plan}$ ) is

$$\sqrt{\frac{p(1-p)}{m-1}}$$

For the adjusted group rate ( $SE_{NJavg^*}$ ) the standard error is

$$\sqrt{\frac{1}{n^2} \sum_i^{P^*} \frac{1}{(m_i-1)} p_i(1-p_i)}$$

## Methodology for New Jersey Plan Individual CAHPS Measure Comparisons

The CAHPS survey questionnaire for adult commercial plans was developed as part of an initiative by the Agency for Healthcare Research and Quality (AHRQ), which involved building an integrated set of carefully tested and standardized questionnaires and reporting formats that could be used to collect and report meaningful and reliable information about the experiences of consumers enrolled in health plans. More information about the CAHPS is available at [www.ahrq.gov/qual/cahpfact.htm](http://www.ahrq.gov/qual/cahpfact.htm).

The analysis of individual CAHPS measures was completed using Version 3.4 of the SAS analysis program contained in the CAHPS Survey and Reporting Kit which was developed by the Harvard Medical School, Research Triangle Institute, and RAND. This kit is available from the CAHPS Survey Users Network ([www.cahps-sun.org](http://www.cahps-sun.org)), which is coordinated and managed by Westat as part of its role as the CAHPS technical assistance contractor. This program combines individual questions into composite measures where appropriate and allows the user to adjust composite scores for enrollee age and self-reported health status.

Table 1 shows the rating scales reported by New Jersey. Three of these scales use global ratings, intended to capture overall ratings of the health care experience of respondents: Rating of Health Plan, Rating of Personal Doctor, and Rating of Quality of Care. The other rating scales are standard CAHPS composite measures which combine two or more questions as recommended in NCQA guidelines. The composite measures analyzed for the *2005 New Jersey HMO Performance Report* are Getting Care Needed, Customer Service, Claims Processing, Getting Care Quickly, and How Well Doctors Communicate. Each composite is composed only of questions with the same set of response choices. In these composites, each question is weighted equally, regardless of the number of members responding to each. Missing response choices are not included in composite calculations.

New Jersey also combines several CAHPS rating scales into two summary scales, Service and Access and Doctors and Medical Care, which are used for overall comparisons of New Jersey plans. Table 1 indicates the rating scales included in each summary scale.

For these analyses, all responses to CAHPS questions were simplified to two categories (referred to as 'top box' coding in the CAHPS Survey and Reporting Kit). The CAHPS survey uses three different rating scales for different items: 1) ten-point scale items ask respondents to rate an item from 0 to 10; 2) 'how often' scales utilize response categories of always, usually, sometimes, or never; and 3) 'problem' scale items allow responses of big problem, small problem, or no problem at all. For these analyses, ten-point scale questions compared responses of '9' and '10' to '0' through '8'. 'How often' scales were recoded to compare 'always' to

‘usually’, ‘sometimes’, or ‘never’. For problem scales, responses of ‘not a problem’ were compared to ‘big problem’ or ‘small problem’.

The SAS analysis program compares the ratings of individual health plans with the global mean for each item. Two tests are calculated by the SAS program. The first test is a global F-test which is intended to determine whether there is evidence for differences among plan means. According to the *Instructions for Using the CAHPS Analysis Program*, if this test does not find significant differences, it is not necessarily appropriate to report results by plan on the corresponding item or composite. In simulations, the F-test has been found to be slightly conservative, so that significant differences are less likely to be declared. In the second test, each plan mean is compared to the mean of all other plans using a *t*-test., which again is slightly conservative.

A plan’s rating is determined to be higher or lower than the New Jersey global mean if the difference is significantly different at the level of  $p \leq .05$  and the plan rating is different from the New Jersey mean by at least four percentage points, thus satisfying criteria of both statistical and substantive significance. The SAS output indicates comparisons by assigning three stars (\*\*\*) if a plan’s rating is significantly higher than the New Jersey mean, two stars if a plan’s rating is not significantly different from the New Jersey mean, and one star if it is significantly lower than the New Jersey mean.

The results of this analysis differ from NCQA’s reporting of responses for Quality Compass in two ways: 1) NCQA does not recode responses in the same manner as NJDHSS; and 2) NCQA does not adjust results, while these analyses adjust results for age and health status. The CAHPS development team recommends the use of case-mix adjusters to minimize the effects of differences between plans in characteristics of members. However, these differences in reporting prevent the direct comparison of report card measures to the results reported in Quality Compass.

**Table 1: Description of HEDIS/CAHPS 3.0H Rating Scales**

<b>Summary Scale: Service and Access</b>			
<b>Rating Scales</b>	<b>Survey Questions</b>	<b>Response Format</b>	<b>Recoded Scale</b>
<i>Getting Care Needed</i>	<p><b>Q7</b> Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?</p> <p><b>Q9</b> In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?</p> <p><b>Q24</b> In the last 12 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?</p> <p><b>Q25</b> In the last 12 months, did you need approval from your health plan for any care, tests, or treatment? Yes or No OR</p> <p><b>Q26</b> In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?</p> <p><i>*Note: Members who select 'No' to Q25 are instructed to skip Q26 and are scored as 'not a problem' for Q26.</i></p>	<p><i>Problem Scale:</i></p> <p>big problem, small problem, not a problem</p>	<p>not a problem big problem, small problem</p>
<i>Customer Service</i>	<p><b>Q40</b> In the last 12 months, how much of a problem, if any, was it to find or understand this information?</p> <p><b>Q42</b> In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?</p> <p><b>Q47</b> In the last 12 months, did you fill out any paperwork for you health plan? OR</p> <p><b>Q48</b> In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?</p> <p><i>*Note: Members who select 'No' to Q47 are instructed to skip Q26 and are scored as 'not a problem' for Q48.</i></p>	<p><i>Problem Scale:</i></p> <p>big problem, small problem, not a problem</p>	<p>not a problem big problem, small problem</p>
<i>Claims Processing</i>	<p><b>Q36</b> In the last 12 months, how often did your health plan handle your claims in a reasonable time?</p> <p><b>Q37</b> In the last 12 months, how often did you health plan handle your claims correctly?</p>	<p><i>How Often Scale:</i></p> <p>always, usually, sometimes, never</p>	<p>always usually, sometimes, never</p>

<i>Rating of Health Plan</i>	<b>Q49</b> Using any number on a scale from 0 to10 where 0 is the worst health insurance plan possible and 10 is the best health insurance plan possible, what number would you use to rate your health plan?	<i>Rating Scale:</i>  0-10 scale, with 10 being the highest rating	9 or 10 0 thru 8
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<b>Summary Scale: Doctors and Medical Care</b>			
<b>Rating Scales</b>	<b>Survey Questions</b>	<b>Response Format</b>	<b>Recoded Scale</b>
<i>Rating of Personal Doctor</i>	<b>Q5</b> Using any number on a scale from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?	<i>Rating Scale:</i>  0-10 scale, with 10 being the highest rating	9 or 10 0 thru 8
<i>Rating of All Health Care</i>	<b>Q34</b> Using any number on a scale from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?	<i>Rating Scale:</i>  0-10 scale, with 10 being the highest rating	9 or 10 0 thru 8
<i>Getting Care Quickly</i>	<b>Q14</b> In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed? <b>Q16</b> In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted? <b>Q19</b> In the last 12 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted? <b>Q27</b> In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?	<i>How Often Scale:</i>  always, usually, sometimes, never	always usually, sometimes, never
<i>How Well Doctors Communicate</i>	<b>Q30</b> In the last 12 months, how often did doctors or other health providers listen carefully to you? <b>Q31</b> In the last 12 months, how often did doctors or other health providers explain things in a way you could understand? <b>Q32</b> In the last 12 months, how often did doctors or other health providers show respect for what you had to say? <b>Q33</b> In the last 12 months, how often did doctors or other health providers spend enough time with you?	<i>How Often Scale:</i>  always, usually, sometimes, never	always usually, sometimes, never



## Methodology for New Jersey Plan Summary Score Comparisons

The summary scores for the health plans were created by first finding the standardized scores for each proportion (the proportion minus the mean proportion for all plans, divided by the standard deviation for all plans), and then summing these standardized scores over the measures included in the summary score. Since standardized scores measure how much a value differs from an average, this sum gives an overall view of how a plan compares to the other plans. For example, a plan that is above average in some measures, but below average in others could have a summary score near 0, indicating that, overall, it is average compared to all other plans.

For some measures, plan data were missing, because either a plan did not have sufficient data to report the measure or the plan chose not to report data for that measure. There are three issues involving the replacement of missing values in this analysis. The first involves which pool of observed (non-missing) plans should be used to derive replacement values for missing data. The second issue concerns how replacement values are chosen. Alternatives were fixed values (such as zero or the 25<sup>th</sup> percentile for all plans in the nation), calculated values (such as means or regression estimates), or probabilistic selected values (such as multiply imputed values). The third issue is that the method used to replace missing values should not provide an incentive for plans that perform poorly to purposefully fail to report data (for example, if missing values are replaced with the mean of non-missing cases, scores for plans that perform below the mean for a measure would be increased if they fail to report that measure).

In accordance with the approach used previously by NCQA, we used plans in New Jersey as the pool from which replacement values for missing data were generated. Plans are sometimes unable to provide suitable data despite their willingness to do so (for example, if too few of their members meet the eligibility criteria for a measure). These missing data are classified as “not applicable” (NA). Plans sometimes elect not to submit data even though it is possible for them to do so. These missing data are classified by NCQA as “did not report” (NR).

We replaced missing values where a plan had reported data for at least 50% of the indicators in a measurement category. If a plan was missing more than 50% of the indicators that compose a measurement category, the plan was given a designation of “insufficient data” for that measurement category. We replaced missing values differently for NA and NR missing data. We replaced NA values with the mean of non-missing observations for that measure, and NR values with the minimum value of the non-missing observations. This procedure minimizes any disadvantage to plans that are willing but unable to report data while insuring that plans are not advantaged by intentionally failing to report data.

To examine whether a summary score is significantly different from 0, confidence intervals were also calculated for the difference in these scores from the overall group mean. The methodology used to create these intervals is similar to that used to find the confidence intervals for the individual measures. The difference score is calculated in a similar way—taking adjusted values to eliminate the covariance term. The standard errors were also calculated taking into account the sampling scheme, as well as the method used to calculate the summary score. The standard error of the summary score for an individual plan is

$$\sqrt{\frac{\sum_{j=1}^K \frac{1}{c_j^2} \frac{p_j(1-p_j)}{m_j-1}},}$$

where  $c_j$  is the standard deviation for all plans for measure  $j$ , and  $K$  is the number of measures used to find the summary score. The standard error for the adjusted New Jersey average for the summary score is

$$\sqrt{\frac{1}{n^2} \sum_{i=1}^{n^*} \sum_{j=1}^K \frac{1}{c_j^2} \frac{p_{ij}(1-p_{ij})}{m_{ij}-1}}.$$

The sums are over all plans except the plan being compared ( $n^*$ ), and the number of measures in the summary score ( $K$ ). The value  $p_{ij}$  indicates the proportion for the  $j$ th measure in the  $i$ th plan.

### **Methodology for Comparing New Jersey Plan HEDIS Rates for 2004 and 2005**

This section describes the methodology to determine which plan rates for HEDIS 2005 differed significantly from their HEDIS 2004 rate. 95% confidence intervals (CI) of the difference between the plan’s 2005 and 2004 rates were calculated. If the CI contained a range of only negative numbers, the plan’s HEDIS 2005 rate was considered below its HEDIS 2004 rate. If the CI contained zero the rates were considered to be the same, and if the CI contained a range of only positive numbers the plan’s HEDIS 2005 rate was considered above its HEDIS 2004 rate. The formula for calculating the CI looks like:

$$(plan\ rate\ year\ 2 - plan\ rate\ year\ 1) \pm 1.96 * SE_{diff}$$

The following formula shows the Standard Error for the difference.

$$SE_{diff} = \sqrt{\frac{p_1q_1}{n_1} + \frac{p_2q_2}{n_2}}$$

Where:

$n_1$  is the sample population (denominator) for year 1

$n_2$  is the sample population (denominator) for year 2

$p_1$  is the plan's rate for year 1

$p_2$  is the plan's rate for year 2

$q_1$  is  $(1-p_1)$

$q_2$  is  $(1-p_2)$

Comparisons between any two years can be done by this method if plan rates and denominators are available for each plan.

### **Methodology for Comparing the New Jersey Averages to Regional and National Averages**

New Jersey averages were also compared to regional and national averages. The regional analyses used health plans from the states of New York and Pennsylvania. The national averages were calculated with the New Jersey numbers removed. Confidence intervals (95%) were again constructed for this comparison. If the confidence interval was completely below 0, New Jersey was considered below average for the measure as compared to the region or nation. If the confidence interval contained 0, New Jersey was considered average. If the confidence interval was completely above 0, then New Jersey was considered above average by comparison. The general formula for these confidence intervals is

$$(NJ_{avg} - REG_{avg}) \pm 1.96\sqrt{(SE_{NJ_{avg}})^2 + (SE_{REG_{avg}})^2} .$$

Here  $NJ_{avg}$  is the New Jersey average rate, and  $REG_{avg}$  is the regional average rate. The regional average is replaced by the national average when comparing those rates. Since

neither the regional average nor the national average includes New Jersey values, there is no covariance term to consider, and therefore no adjustment to the rates needs to be made.

Again, the standard errors were based on the two-stage cluster sampling procedure. For the New Jersey average (again assuming all plans are included), the standard error is

$$\sqrt{\frac{1}{n^2} \sum_i^n \frac{1}{(m_i - 1)} p_i (1 - p_i)}.$$

For the regional analysis, 30 plans (excluding New Jersey plans) were included in Quality Compass by NCQA, out of 55 commercial plans in the region. Therefore the standard error for the regional average, with N equal to 55, is

$$\sqrt{\frac{N - n}{Nn(n - 1)} \sum_i^n (p_i - \bar{p})^2 + \frac{1}{nN} \sum_i^n \frac{1}{(m_i - 1)} p_i (1 - p_i)}.$$

For the national average, 264 plans were included in Quality Compass, out of 424 plans in the nation (InterStudy Publications). So the standard error of the national average has the same formula as the regional average, except that N is equal to 424. The number of plans actually reporting (n) varies by measure.

For some regional and national measures (the administrative measures), the two-stage cluster sampling procedure does not apply. The plan-level rates were calculated using the entire eligible population. In this case the second term in the standard error formula drops out.

### **Methodology for Comparing Trends in New Jersey Averages to Trends in National and Regional Averages**

The purpose of this analysis was to examine multi-year trends on twelve HEDIS measures which appeared in the HMO Performance Report for New Jersey in 2000 through 2005. These trends for HMOs in New Jersey were compared to corresponding trends for New York, Pennsylvania, New York and Pennsylvania combined, and the United States. A linear regression framework was used to determine whether trends in NJ were statistically different from trends in other areas. Specifically, models were estimated with each HEDIS measure as the dependent

variable and time interacted with location as the main independent variable. If the coefficient for this interaction term is significantly different from zero, we conclude that a difference exists between the trend in NJ and the comparison group.

These models were estimated with the xtreg command in Stata 8.0 to account for the panel structure of the data (i.e., the same HMO's over time). Since not every plan in each location reports in all years, the analysis compares unbalanced panels. It is common practice to estimate these models using the random effects estimator unless the Hausman test reveals that random effects in the model are correlated with other variables in the model. When the Hausman test revealed a problem, we used the fixed effects model instead (Stata Corporation, 2003).

The tables in this report show the pattern of means from 2000 through 2005 for each location and indicate the significance level of the difference in four-year trends between locations. The analysis can be repeated with additional years of data as this becomes available.

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## Statistical Comparisons, New Jersey Plans (HEDIS)

<b>Abbreviations</b>	<b>HEDIS Measure</b>	<b>Page</b>
AMM, Contacts	Antidepressant Medication Management - Optimal Practitioner Contacts	A-2
ASM, 5-17	Use of Appropriate Medications for People with Asthma, Ages 5 to 17	A-3
BBH	Beta Blocker Treatment After Heart Attack	A-4
BCS	Breast Cancer Screening	A-5
CBP	Controlling High Blood Pressure	A-6
CCS	Cervical Cancer Screening	A-7
CDC, Eye	Comprehensive Diabetes Care - Eye Exams	A-8
CDC, Sugar Test	Comprehensive Diabetes Care - Blood Sugar Testing	A-9
CHM	Cholesterol Management - LDL-C Level <130 mg/dL	A-10
CIS1	Childhood Immunization Status - Combo 1	A-11
FUH30	Follow-up After Hospitalization for Mental Illness - Within 30 Days	A-12
PPC, Post	Postpartum Care	A-13

**Antidepressant Medication Management -  
Optimal Practitioner Contacts (Data Year, 2004)**

**AMM, Contacts**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	1398	295	0.211	-0.0630	-0.0890	-0.0371	Below Avg.
<b>AmeriHealth</b>	154	31	0.201	-0.0727	-0.1296	-0.0159	Below Avg.
<b>CIGNA</b>	333	111	0.333	0.0593	0.0126	0.1060	Above Avg.
<b>Health Net</b>	680	223	0.328	0.0539	0.0187	0.0891	Above Avg.
<b>Horizon</b>	256	66	0.258	-0.0162	-0.0653	0.0328	Average
<b>Oxford</b>	493	143	0.290	0.0160	-0.0227	0.0547	Average
<b>United</b>	192	57	0.297	0.0228	-0.0350	0.0807	Average
<b>WellChoice</b>	12	5	NA	NA	NA	NA	NA
<b>NJ Average</b>			0.274				



**Use of Appropriate Medications for  
People with Asthma, Ages 5 to 17 (Data Year, 2004)**

**ASM, 5-17**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	2614	1911	0.731	0.0087	-0.0109	0.0283	Average
<b>AmeriHealth</b>	338	234	0.692	-0.0301	-0.0738	0.0137	Average
<b>CIGNA</b>	894	648	0.725	0.0025	-0.0257	0.0306	Average
<b>Health Net</b>	1241	953	0.768	0.0456	0.0216	0.0695	Above Avg.
<b>Horizon</b>	490	340	0.694	-0.0285	-0.0655	0.0085	Average
<b>Oxford</b>	839	590	0.703	-0.0192	-0.0485	0.0102	Average
<b>United</b>	378	281	0.743	0.0210	-0.0186	0.0606	Average
<b>WellChoice</b>	27	10	NA	NA	NA	NA	NA
<b>NJ Average</b>			0.722				

**Beta Blocker Treatment After Heart Attack (Data Year, 2004)**

**BBH**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	123	116	0.943	-0.0219	-0.0593	0.0155	Average
<b>AmeriHealth</b>	96	92	0.958	-0.0066	-0.0433	0.0301	Average
<b>CIGNA</b>	143	140	0.979	0.0140	-0.0103	0.0383	Average
<b>Health Net</b>	124	121	0.976	0.0108	-0.0160	0.0377	Average
<b>Horizon</b>	107	107	1.000	0.0350	0.0211	0.0489	Above Avg.
<b>Oxford</b>	123	117	0.951	-0.0138	-0.0489	0.0214	Average
<b>United</b>	57	54	0.947	-0.0176	-0.0690	0.0337	Average
<b>WellChoice</b>	6	6	NA	NA	NA	NA	NA
<b>NJ Average</b>			0.965				

**Breast Cancer Screening (Data Year, 2004)**

**BCS**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	367	243	0.662	-0.0128	-0.0579	0.0324	Average
<b>AmeriHealth</b>	389	265	0.681	0.0063	-0.0372	0.0498	Average
<b>CIGNA</b>	366	249	0.680	0.0054	-0.0392	0.0501	Average
<b>Health Net</b>	344	227	0.660	-0.0150	-0.0615	0.0315	Average
<b>Horizon</b>	411	292	0.710	0.0355	-0.0060	0.0771	Average
<b>Oxford</b>	376	264	0.702	0.0272	-0.0162	0.0706	Average
<b>United</b>	411	283	0.689	0.0137	-0.0286	0.0559	Average
<b>WellChoice</b>	384	236	0.615	-0.0603	-0.1057	-0.0150	Below Avg.
<b>NJ Average</b>			0.675				

## Controlling High Blood Pressure (Data Year, 2004)

### CBP

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	394	259	0.657	-0.0206	-0.0645	0.0232	Average
<b>AmeriHealth</b>	368	253	0.688	0.0095	-0.0347	0.0538	Average
<b>CIGNA</b>	403	281	0.697	0.0193	-0.0230	0.0615	Average
<b>Health Net</b>	428	286	0.668	-0.0098	-0.0518	0.0323	Average
<b>Horizon</b>	411	318	0.774	0.0957	0.0570	0.1345	Above Avg.
<b>Oxford</b>	376	282	0.750	0.0720	0.0306	0.1134	Above Avg.
<b>United</b>	411	215	0.523	-0.1549	-0.1999	-0.1099	Below Avg.
<b>WellChoice</b>	282	188	0.667	-0.0113	-0.0618	0.0392	Average
<b>NJ Average</b>			0.678				

**Cervical Cancer Screening (Data Year, 2004)**

**CCS**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	275	219	0.796	0.0059	-0.0383	0.0500	Average
<b>AmeriHealth</b>	334	255	0.763	-0.0270	-0.0695	0.0155	Average
<b>CIGNA</b>	305	243	0.797	0.0062	-0.0360	0.0484	Average
<b>Health Net</b>	296	241	0.814	0.0237	-0.0178	0.0652	Average
<b>Horizon</b>	411	335	0.815	0.0246	-0.0115	0.0607	Average
<b>Oxford</b>	300	248	0.827	0.0362	-0.0042	0.0765	Average
<b>United</b>	411	314	0.764	-0.0265	-0.0654	0.0124	Average
<b>WellChoice</b>	305	228	0.748	-0.0430	-0.0881	0.0021	Average
<b>NJ Average</b>			0.791				

**Comprehensive Diabetes Care - Eye Exams (Data Year, 2004)**

**CDC, Eye**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	429	216	0.503	0.0278	-0.0167	0.0723	Average
<b>AmeriHealth</b>	433	224	0.517	0.0416	-0.0027	0.0859	Average
<b>CIGNA</b>	411	197	0.479	0.0036	-0.0417	0.0489	Average
<b>Health Net</b>	446	211	0.473	-0.0026	-0.0463	0.0411	Average
<b>Horizon</b>	407	250	0.614	0.1385	0.0940	0.1830	Above Avg.
<b>Oxford</b>	456	193	0.423	-0.0525	-0.0954	-0.0095	Below Avg.
<b>United</b>	411	154	0.375	-0.1010	-0.1451	-0.0569	Below Avg.
<b>WellChoice</b>	257	108	0.420	-0.0555	-0.1106	-0.0003	Below Avg.
<b>NJ Average</b>			0.476				

**Comprehensive Diabetes Care - Blood Sugar Testing (Data Year, 2004)**

**CDC, Sugar Test**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	429	349	0.814	-0.0097	-0.0444	0.0249	Average
<b>AmeriHealth</b>	433	359	0.829	0.0059	-0.0277	0.0394	Average
<b>CIGNA</b>	411	349	0.849	0.0259	-0.0069	0.0588	Average
<b>Health Net</b>	446	362	0.812	-0.0116	-0.0458	0.0226	Average
<b>Horizon</b>	407	340	0.835	0.0121	-0.0218	0.0461	Average
<b>Oxford</b>	456	382	0.838	0.0145	-0.0178	0.0467	Average
<b>United</b>	411	340	0.827	0.0040	-0.0304	0.0384	Average
<b>WellChoice</b>	257	201	0.782	-0.0411	-0.0869	0.0047	Average
<b>NJ Average</b>			0.823				

**Cholesterol Management - LDL-C Level <130 mg/dL (Data Year, 2004)**

**CHM**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	422	310	0.735	0.0342	-0.0067	0.0752	Average
<b>AmeriHealth</b>	240	154	0.642	-0.0587	-0.1139	-0.0035	Below Avg.
<b>CIGNA</b>	311	241	0.775	0.0745	0.0304	0.1187	Above Avg.
<b>Health Net</b>	416	284	0.683	-0.0177	-0.0606	0.0252	Average
<b>Horizon</b>	306	214	0.699	-0.0010	-0.0490	0.0469	Average
<b>Oxford</b>	415	314	0.757	0.0562	0.0159	0.0966	Above Avg.
<b>United</b>	155	95	0.613	-0.0875	-0.1556	-0.0194	Below Avg.
<b>WellChoice</b>	17	9	NA	NA	NA	NA	NA
<b>NJ Average</b>			0.700				



**Childhood Immunization Status - Combo 1 (Data Year, 2004)**

**CIS1**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	359	280	0.780	0.0034	-0.0374	0.0443	Average
<b>AmeriHealth</b>	375	302	0.805	0.0288	-0.0098	0.0675	Average
<b>CIGNA</b>	335	266	0.794	0.0175	-0.0237	0.0587	Average
<b>Health Net</b>	381	298	0.782	0.0056	-0.0341	0.0454	Average
<b>Horizon</b>	411	338	0.822	0.0459	0.0097	0.0821	Above Avg.
<b>Oxford</b>	383	281	0.734	-0.0428	-0.0848	-0.0009	Below Avg.
<b>United</b>	411	295	0.718	-0.0587	-0.1001	-0.0174	Below Avg.
<b>WellChoice</b>	112	87	0.777	0.0003	-0.0689	0.0695	Average
<b>NJ Average</b>			0.777				

**Follow-up After Hospitalization For Mental Illness, Within 30 Days  
(Data Year, 2004)**

**FUH30**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	1503	1213	0.807	0.0466	0.0217	0.0715	Above Avg.
<b>AmeriHealth</b>	264	193	0.731	-0.0294	-0.0783	0.0195	Average
<b>CIGNA</b>	261	194	0.743	-0.0172	-0.0657	0.0313	Average
<b>Health Net</b>	509	376	0.739	-0.0218	-0.0589	0.0154	Average
<b>Horizon</b>	259	218	0.842	0.0812	0.0394	0.1231	Above Avg.
<b>Oxford</b>	354	253	0.715	-0.0458	-0.0896	-0.0019	Below Avg.
<b>United</b>	154	115	0.747	-0.0137	-0.0748	0.0473	Average
<b>WellChoice</b>	15	10	NA	NA	NA	NA	NA
<b>NJ Average</b>			0.760				

**Postpartum Care (Data Year, 2004)**

**PPC, Post**

<i>HMO</i>	<i>Denominator</i>	<i>Numerator</i>	<i>Raw Rate</i>	<i>Diff from NJ Avg.</i>	<i>Diff CI Lower</i>	<i>Diff CI Upper</i>	<i>HMO Rating</i>
<b>Aetna</b>	321	253	0.788	0.0081	-0.0343	0.0506	Average
<b>AmeriHealth</b>	293	225	0.768	-0.0121	-0.0574	0.0332	Average
<b>CIGNA</b>	229	196	0.856	0.0759	0.0328	0.1189	Above Avg.
<b>Health Net</b>	320	253	0.791	0.0106	-0.0317	0.0529	Average
<b>Horizon</b>	411	361	0.878	0.0983	0.0660	0.1307	Above Avg.
<b>Oxford</b>	342	252	0.737	-0.0432	-0.0871	0.0008	Average
<b>United</b>	411	289	0.703	-0.0769	-0.1188	-0.0349	Below Avg.
<b>WellChoice</b>	146	105	0.719	-0.0608	-0.1265	0.0048	Average
<b>NJ Average</b>			0.780				

## Statistical Comparisons, New Jersey Plans, CAHPS, 2005

<b>Abbreviations</b>	<b>CAHPS Measure</b>	<b>Page</b>
Rate Plan	Rating of Health Plan	B-2
Needed Care	Getting Needed Care	B-2
Claims	Claims Processing	B-3
Cust. Serv.	Customer Service	B-3
Rate Care	Rating of Health Care	B-4
Care Quickly	Getting Care Quickly	B-4
Rate Doc	Rating of Personal Doctor	B-5
Docs Commun.	How Well Doctors Communicate	B-5

### Rating of Health Plan (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	700	0.408	0.0592	0.0179	Above Avg.
AmeriHealth	392	0.326	-0.0220	0.0219	Average
CIGNA	367	0.310	-0.0382	0.0223	Average
Health Net	366	0.357	0.0087	0.0229	Average
Horizon	415	0.342	-0.0069	0.0217	Average
Oxford	358	0.366	0.0177	0.0233	Average
United	301	0.342	-0.0061	0.0250	Average
WellChoice	619	0.336	-0.0123	0.0183	Average
NJ Average		0.348			

### Getting Needed Care (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	704	0.811	0.0417	0.0110	Above Avg.
AmeriHealth	390	0.766	-0.0031	0.0159	Average
CIGNA	370	0.760	-0.0096	0.0153	Average
Health Net	357	0.772	0.0031	0.0163	Average
Horizon	398	0.771	0.0016	0.0154	Average
Oxford	338	0.750	-0.0190	0.0160	Average
United	304	0.798	0.0289	0.0151	Average
WellChoice	600	0.726	-0.0436	0.0145	Below Avg.
NJ Average		0.769			

### Claims Processing (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	359	0.553	0.1037	0.0239	Above Avg.
AmeriHealth	197	0.430	-0.0190	0.0307	Average
CIGNA	222	0.443	-0.0064	0.0295	Average
Health Net	194	0.457	0.0073	0.0311	Average
Horizon	231	0.440	-0.0089	0.0285	Average
Oxford	167	0.444	-0.0056	0.0324	Average
United	198	0.425	-0.0248	0.0302	Average
WellChoice	278	0.403	-0.0464	0.0257	Average
NJ Average		0.449			

### Customer Service (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	720	0.757	0.0570	0.0150	Above Avg.
AmeriHealth	394	0.728	0.0277	0.0193	Average
CIGNA	372	0.671	-0.0295	0.0193	Average
Health Net	372	0.675	-0.0246	0.0199	Average
Horizon	409	0.731	0.0307	0.0193	Average
Oxford	355	0.672	-0.0278	0.0220	Average
United	311	0.681	-0.0188	0.0208	Average
WellChoice	626	0.685	-0.0146	0.0174	Average
NJ Average		0.700			

### Rating of Health Care (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	650	0.515	0.0282	0.0189	Average
AmeriHealth	356	0.470	-0.0171	0.0244	Average
CIGNA	352	0.486	-0.0013	0.0247	Average
Health Net	323	0.492	0.0054	0.0250	Average
Horizon	358	0.485	-0.0015	0.0243	Average
Oxford	300	0.521	0.0342	0.0261	Average
United	284	0.497	0.0097	0.0267	Average
WellChoice	453	0.429	-0.0575	0.0218	Below Avg.
NJ Average		0.487			

### Getting Care Quickly (Data Year 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	688	0.429	-0.0072	0.0138	Average
AmeriHealth	373	0.427	-0.0096	0.0179	Average
CIGNA	364	0.439	0.0025	0.0179	Average
Health Net	347	0.414	-0.0227	0.0182	Average
Horizon	386	0.443	0.0064	0.0183	Average
Oxford	331	0.472	0.0352	0.0192	Average
United	287	0.438	0.0017	0.0201	Average
WellChoice	515	0.430	-0.0063	0.0171	Average
NJ Average		0.437			

### Rating of Personal Doctor (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	655	0.525	0.0154	0.0191	Average
AmeriHealth	333	0.506	-0.0037	0.0256	Average
CIGNA	331	0.495	-0.0153	0.0257	Average
Health Net	313	0.523	0.0131	0.0261	Average
Horizon	376	0.492	-0.0175	0.0241	Average
Oxford	287	0.562	0.0524	0.0267	Above Avg.
United	255	0.511	0.0007	0.0289	Average
WellChoice	478	0.465	-0.0451	0.0218	Below Avg.
NJ Average		0.510			

### How Well Doctors Communicate (Data Year, 2004)

HMO	Number of Respondents Analyzed	Adjusted Rate	Diff from NJ Avg.	Diff SE	HMO Rating
Aetna	652	0.604	0.0091	0.0157	Average
AmeriHealth	359	0.600	0.0055	0.0206	Average
CIGNA	352	0.589	-0.0059	0.0206	Average
Health Net	327	0.634	0.0392	0.0205	Average
Horizon	361	0.555	-0.0404	0.0204	Below Avg.
Oxford	301	0.639	0.0446	0.0206	Above Avg.
United	281	0.556	-0.0391	0.0234	Average
WellChoice	455	0.582	-0.0129	0.0182	Average
NJ Average		0.595			



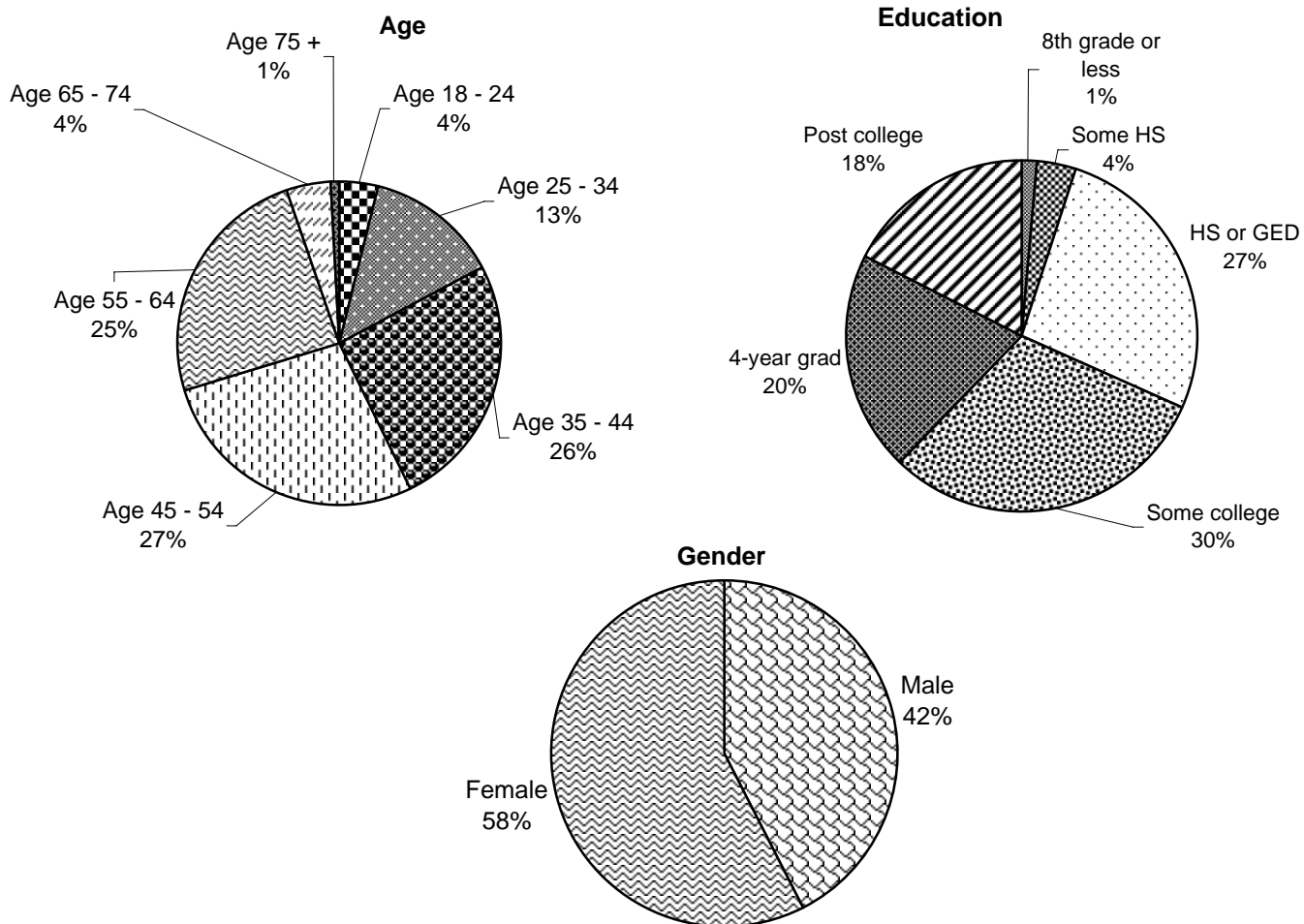
**CAHPS Sample and Respondent Characteristics, 2005**

	<b>Page</b>
Information on CAHPS survey by HMO	C-2
Respondent Characteristics: Age, Education, Gender	C-3
Respondent Characteristics: Ethnicity, Race	C-4
Respondent Characteristics: Years covered, Personal doctor, Visits	C-5
Respondent Characteristics: Health Status, Needed Specialist, ER Visits	C-6

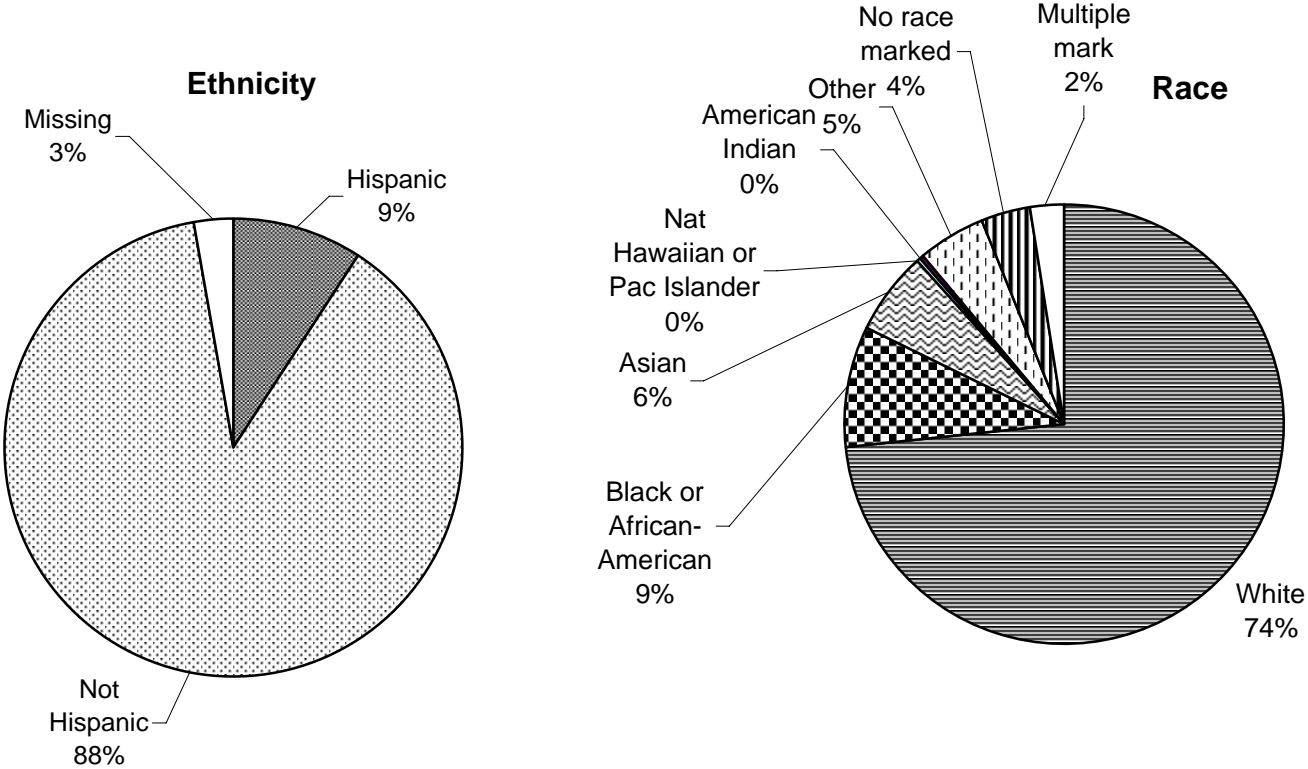
Information on CAHPS survey by HMO (Data year, 2004)

Plan	Vendor Organization Name	Vendor-Survey Methodology	Vendor-Sample Frame Size	Vendor-Final Sample Size	Vendor- MCO Oversampled?	Vendor-Oversampling Rate	Total Response Rate
Aetna Health Inc. - New Jersey	CSS	Standard HEDIS Mixed methodology	471996	2278	Yes, the MCO oversampled to eliminate disenrollees AND achieve higher number of complete surveys	15	0.347908745
AmeriHealth HMO Inc.	GHS, LLC	Standard HEDIS Mixed methodology	73956	1100	No, the MCO did not oversample	0	0.385948027
CIGNA HealthCare of New Jersey, Inc.	CSS	Pre-approved enhanced survey methodology (Mixed methodology)	120143	1430	Yes, the MCO oversampled to eliminate disenrollees AND achieve a higher number of complete surveys	30	0.30459307
Health Net of New Jersey, Inc	DSS Research	Standard HEDIS Mixed methodology	148223	1320	Yes, the MCO oversampled in order to achieve a higher number of complete surveys	20	0.329341317
Horizon Healthcare of New Jersey, Inc.	Intelliscan, Inc.	Standard HEDIS Mixed methodology	88304	1265	Yes, the MCO oversampled in order to achieve a higher number of complete surveys	15	0.352272727
Oxford Health Plans (NJ), Inc.	DSS Research	Standard HEDIS Mixed methodology	118539	1100	No, the MCO did not oversample	0	0.355339806
United Healthcare of New Jersey, Inc.	CSS	Pre-approved enhanced survey methodology (Mixed methodology)	48310	1265	Yes, the MCO oversampled to eliminate disenrollees AND achieve higher number of complete surveys	15	0.314650934
WellChoice HMO of New Jersey	DSS Research	Pre-approved Standard Internet Protocol Enhancement (Mixed methodology)	5018	1485	Yes, the MCO oversampled in order to achieve a higher number of complete surveys	35	0.45851216

### Respondent Characteristics-CAHPS-all HMOs (Data Year, 2004)

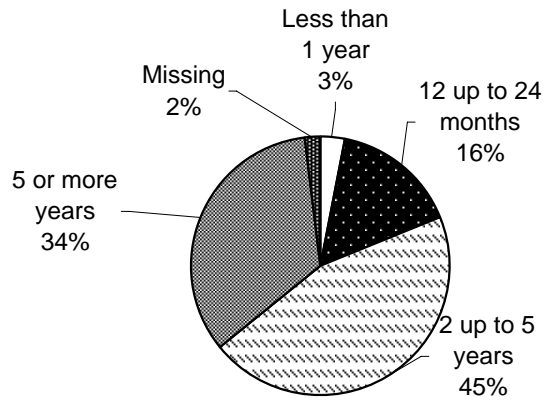


**Respondent Characteristics-CAHPS-all HMOs (Data Year, 2004)**

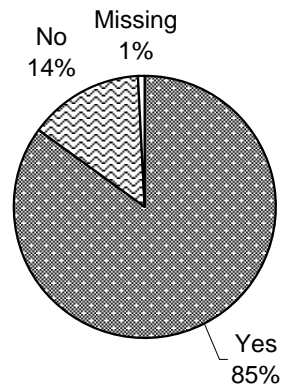


**Respondent Characteristics-CAHPS-all HMOs (Data Year, 2004)**

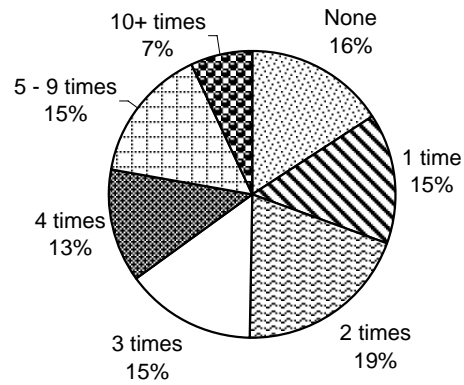
**Years covered by plan**



**Have a personal doctor**

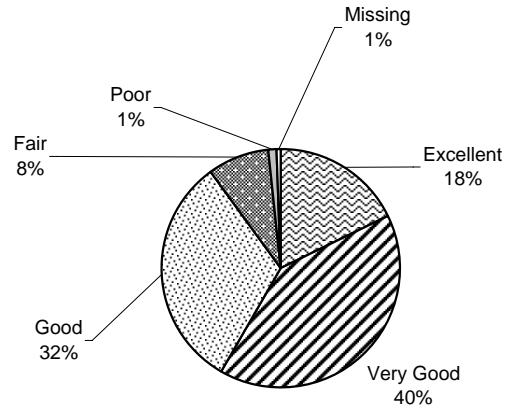


**Visit to doctor's office**

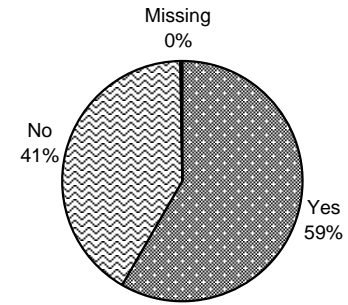


**Respondent Characteristics-CAHPS-all HMOs (Data Year, 2004)**

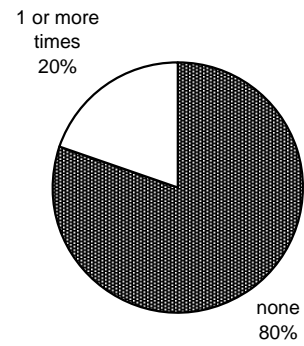
**Health Status**



**Needed a specialist**



**Visits to emergency room**



CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q01. CORRECT HMO</b>																
Yes count	732	100%	401	100%	378	100%	385	100%	434	100%	366	100%	320	100%	641	100%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q03. YRS IN PLAN</b>																
Less than 1 year	21	3%	10	2%	5	1%	9	2%	22	5%	7	2%	7	2%	25	4%
12 up to 24 months	95	13%	61	15%	41	11%	73	19%	74	17%	48	13%	58	18%	133	21%
2 yrs to 5 years	233	32%	196	49%	152	40%	187	49%	167	38%	166	45%	183	57%	369	58%
5 or more years	366	50%	128	32%	173	46%	105	27%	163	38%	140	38%	61	19%	99	15%
Multiple mark	0	0%	2	0%	1	0%	2	1%	0	0%	0	0%	0	0%	2	0%
Missing	17	2%	4	1%	6	2%	9	2%	8	2%	5	1%	11	3%	13	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q04. HAVE A PERSONAL DCTR</b>																
Yes	651	89%	342	85%	334	88%	323	84%	386	89%	297	81%	264	83%	487	76%
No	75	10%	52	13%	40	11%	60	16%	45	10%	65	18%	55	17%	147	23%
Multiple mark	0	0%	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	1	0%
Missing	6	1%	5	1%	4	1%	2	1%	2	0%	4	1%	1	0%	6	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q05. RATING OF PERSONAL DOCTOR	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
0 - Worst	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
1	4	1%	1	0%	0	0%	3	1%	0	0%	1	0%	0	0%	5	1%
2	2	0%	2	0%	0	0%	4	1%	4	1%	0	0%	1	0%	4	1%
3	4	1%	3	1%	0	0%	4	1%	2	0%	0	0%	2	1%	6	1%
4	7	1%	5	1%	3	1%	2	1%	3	1%	3	1%	5	2%	4	1%
5	38	5%	17	4%	18	5%	11	3%	24	6%	15	4%	15	5%	31	5%
6	23	3%	16	4%	19	5%	7	2%	23	5%	9	2%	5	2%	25	4%
7	67	9%	35	9%	39	10%	39	10%	49	11%	29	8%	31	10%	63	10%
8	156	21%	83	21%	84	22%	82	21%	86	20%	69	19%	67	21%	121	19%
9	113	15%	46	11%	68	18%	65	17%	61	14%	71	19%	59	18%	93	15%
10 - Best	232	32%	127	32%	96	25%	103	27%	128	29%	93	25%	73	23%	127	20%
Don't have personal doctor	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	75	10%	52	13%	40	11%	60	16%	45	10%	65	18%	55	17%	147	23%
Multiple mark	1	0%	3	1%	1	0%	0	0%	2	0%	1	0%	0	0%	1	0%
Missing	9	1%	11	3%	9	2%	5	1%	7	2%	10	3%	6	2%	12	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q06. HAVE SAME DOCTOR	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	367	50%	219	55%	188	50%	202	52%	195	45%	168	46%	166	52%	236	37%
No	280	38%	122	30%	141	37%	115	30%	187	43%	127	35%	92	29%	246	38%
Appropriately skipped	75	10%	52	13%	40	11%	60	16%	45	10%	65	18%	55	17%	147	23%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	10	1%	8	2%	9	2%	8	2%	7	2%	6	2%	7	2%	12	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>



CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q07. HAPPY DR. CHOICES</b>																
A big problem	34	5%	21	5%	19	5%	17	4%	18	4%	19	5%	9	3%	40	6%
A small problem	69	9%	41	10%	43	11%	35	9%	59	14%	43	12%	44	14%	68	11%
Not a problem	243	33%	110	27%	117	31%	114	30%	150	35%	125	34%	90	28%	281	44%
Appropriately skipped	367	50%	219	55%	188	50%	202	52%	195	45%	168	46%	166	52%	236	37%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	19	3%	10	2%	11	3%	17	4%	12	3%	11	3%	11	3%	16	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q08. NEED SPECIALIST</b>																
Yes	461	63%	253	63%	243	64%	229	59%	260	60%	217	59%	169	53%	290	45%
No	268	37%	147	37%	134	35%	152	39%	171	39%	145	40%	148	46%	350	55%
Multiple Mark	1	0%	1	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%
Missing	2	0%	0	0%	1	0%	3	1%	2	0%	4	1%	3	1%	1	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q09. REFERRAL EASY</b>																
A big problem	29	4%	14	3%	28	7%	22	6%	20	5%	19	5%	6	2%	44	7%
A small problem	58	8%	40	10%	46	12%	44	11%	36	8%	47	13%	32	10%	69	11%
Not a problem	368	50%	196	49%	169	45%	163	42%	199	46%	147	40%	128	40%	176	27%
Appropriately skipped	268	37%	147	37%	134	35%	152	39%	171	39%	145	40%	148	46%	350	55%
Multiple mark	0	0%	1	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%
Missing	9	1%	3	1%	1	0%	4	1%	7	2%	7	2%	6	2%	2	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q10. SEE SPECIALIST	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	469	64%	254	63%	242	64%	230	60%	266	61%	217	59%	172	54%	280	44%
No	261	36%	145	36%	136	36%	147	38%	165	38%	147	40%	145	45%	356	56%
Multiple Mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	2	0%	2	0%	0	0%	8	2%	3	1%	2	1%	3	1%	5	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q11. RATING OF SPECIALIST	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
0 - Worst	2	0%	1	0%	2	1%	4	1%	1	0%	2	1%	0	0%	2	0%
1	3	0%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	3	0%
2	5	1%	0	0%	0	0%	2	1%	3	1%	0	0%	1	0%	3	0%
3	5	1%	1	0%	4	1%	0	0%	5	1%	5	1%	1	0%	3	0%
4	4	1%	3	1%	2	1%	0	0%	4	1%	2	1%	1	0%	5	1%
5	20	3%	8	2%	10	3%	6	2%	9	2%	11	3%	8	3%	12	2%
6	16	2%	14	3%	6	2%	8	2%	9	2%	12	3%	6	2%	14	2%
7	40	5%	28	7%	20	5%	19	5%	35	8%	23	6%	16	5%	26	4%
8	110	15%	53	13%	70	19%	50	13%	50	12%	52	14%	42	13%	70	11%
9	89	12%	50	12%	55	15%	65	17%	60	14%	35	10%	44	14%	58	9%
10 - Best	172	23%	94	23%	70	19%	75	19%	88	20%	72	20%	52	16%	82	13%
Didn't need specialist	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	261	36%	145	36%	136	36%	147	38%	165	38%	147	40%	145	45%	356	56%
Multiple mark	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	4	1%	3	1%	1	0%	9	2%	5	1%	5	1%	4	1%	7	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q12. SPECIALIST IS PERS DCTR	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	57	8%	26	6%	27	7%	36	9%	28	6%	28	8%	23	7%	48	7%
No	403	55%	225	56%	212	56%	192	50%	234	54%	188	51%	148	46%	227	35%
Appropriately skipped	261	36%	145	36%	136	36%	147	38%	165	38%	147	40%	145	45%	356	56%
Multiple Mark	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	10	1%	5	1%	3	1%	10	3%	7	2%	3	1%	4	1%	10	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q13. PHONE DCTR FOR ADVICE	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	518	71%	249	62%	268	71%	244	63%	272	63%	221	60%	205	64%	304	47%
No	210	29%	151	38%	108	29%	140	36%	161	37%	141	39%	114	36%	333	52%
Multiple mark	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%	1	0%
Missing	4	1%	1	0%	1	0%	0	0%	1	0%	4	1%	1	0%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q14. PHONE DCTR: HOW OFTEN GET ADVICE	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	8	1%	6	1%	4	1%	3	1%	5	1%	4	1%	8	3%	11	2%
Sometimes	53	7%	28	7%	37	10%	27	7%	35	8%	22	6%	17	5%	44	7%
Usually	166	23%	63	16%	79	21%	79	21%	76	18%	66	18%	56	18%	92	14%
Always	290	40%	152	38%	146	39%	132	34%	155	36%	125	34%	124	39%	152	24%
Appropriately skipped	210	29%	151	38%	108	29%	140	36%	161	37%	141	39%	114	36%	333	52%
Multiple mark	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%
Missing	5	1%	1	0%	4	1%	3	1%	1	0%	8	2%	1	0%	9	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q15. GO TO EMERGENCY ROOM	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	271	37%	158	39%	136	36%	150	39%	151	35%	121	33%	125	39%	190	30%
No	459	63%	243	61%	241	64%	234	61%	281	65%	245	67%	195	61%	442	69%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	2	0%	0	0%	1	0%	1	0%	2	0%	0	0%	0	0%	9	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q16. SEE DCTR QKLY FOR ILLNSS: HOW OFTEN WHEN NEEDED	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	5	1%	2	0%	4	1%	5	1%	1	0%	4	1%	3	1%	12	2%
Sometimes	29	4%	13	3%	14	4%	14	4%	17	4%	10	3%	13	4%	20	3%
Usually	82	11%	45	11%	31	8%	41	11%	38	9%	21	6%	25	8%	47	7%
Always	155	21%	97	24%	85	22%	89	23%	95	22%	85	23%	84	26%	110	17%
Appropriately skipped	459	63%	243	61%	241	64%	234	61%	281	65%	245	67%	195	61%	442	69%
Multiple mark	0	0%	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
Missing	2	0%	0	0%	3	1%	1	0%	2	0%	1	0%	0	0%	10	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q17. DCTRS OFFC: HOW LONG WAIT FOR APPT	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Same day	146	20%	90	22%	80	21%	93	24%	88	20%	68	19%	73	23%	95	15%
1 day	46	6%	31	8%	20	5%	24	6%	24	6%	24	7%	23	7%	34	5%
2 days	25	3%	13	3%	9	2%	10	3%	13	3%	8	2%	10	3%	13	2%
3 days	17	2%	10	2%	5	1%	4	1%	10	2%	4	1%	5	2%	14	2%
4-7 days	22	3%	7	2%	11	3%	6	2%	6	1%	6	2%	9	3%	18	3%
8-14 days	8	1%	3	1%	7	2%	5	1%	2	0%	2	1%	1	0%	6	1%
15 days or longer	5	1%	1	0%	2	1%	3	1%	4	1%	1	0%	1	0%	4	1%
Appropriately skipped	459	63%	243	61%	241	64%	234	61%	281	65%	245	67%	195	61%	442	69%
Multiple mark	1	0%	2	0%	2	1%	3	1%	3	1%	5	1%	3	1%	3	0%
Missing	3	0%	1	0%	1	0%	3	1%	3	1%	3	1%	0	0%	12	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q18. MAKE APPT REG CARE	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	576	79%	316	79%	305	81%	306	79%	327	75%	273	75%	243	76%	399	62%
No	154	21%	82	20%	68	18%	76	20%	104	24%	93	25%	75	23%	236	37%
Multiple mark	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	2	0%	2	0%	5	1%	3	1%	3	1%	0	0%	2	1%	6	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q19. GET APPT REG CARE</b>																
Never	10	1%	9	2%	4	1%	10	3%	4	1%	3	1%	9	3%	15	2%
Sometimes	78	11%	48	12%	47	12%	51	13%	55	13%	35	10%	36	11%	57	9%
Usually	225	31%	131	33%	110	29%	124	32%	125	29%	109	30%	105	33%	152	24%
Always	263	36%	125	31%	144	38%	118	31%	141	32%	124	34%	93	29%	172	27%
Appropriately skipped	154	21%	82	20%	68	18%	76	20%	104	24%	93	25%	75	23%	236	37%
Multiple mark	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Missing	2	0%	5	1%	5	1%	6	2%	5	1%	2	1%	2	1%	8	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q20. # DAYS WAIT SEE DCTR ROUTINE</b>																
Same day	73	10%	31	8%	36	10%	29	8%	41	9%	32	9%	21	7%	62	10%
1 day	92	13%	54	13%	44	12%	38	10%	48	11%	34	9%	34	11%	57	9%
2-3 days	126	17%	72	18%	77	20%	79	21%	85	20%	70	19%	52	16%	95	15%
4-7 days	133	18%	72	18%	69	18%	56	15%	62	14%	59	16%	53	17%	102	16%
8-14 days	79	11%	39	10%	45	12%	51	13%	48	11%	31	8%	30	9%	41	6%
15-30 days	43	6%	29	7%	17	4%	26	7%	22	5%	23	6%	23	7%	25	4%
31 days+	20	3%	10	2%	10	3%	11	3%	11	3%	12	3%	19	6%	9	1%
Appropriately skipped	154	21%	82	20%	68	18%	76	20%	104	24%	93	25%	75	23%	236	37%
Multiple mark	4	1%	6	1%	1	0%	4	1%	3	1%	4	1%	5	2%	2	0%
Missing	8	1%	6	1%	11	3%	15	4%	10	2%	8	2%	8	3%	12	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q21. GO TO EMERGENCY ROOM: # OF TIMES	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
None	593	81%	314	78%	288	76%	305	79%	343	79%	306	84%	260	81%	515	80%
1	97	13%	74	18%	70	19%	58	15%	69	16%	46	13%	44	14%	87	14%
2	23	3%	11	3%	13	3%	13	3%	14	3%	10	3%	10	3%	18	3%
3	12	2%	0	0%	2	1%	4	1%	4	1%	3	1%	1	0%	9	1%
4	2	0%	1	0%	2	1%	2	1%	4	1%	0	0%	2	1%	5	1%
5 to 9	4	1%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	3	0%
10 or more	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Multiple mark	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	1	0%	1	0%	1	0%	3	1%	0	0%	1	0%	2	1%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q22. GO TO DCTRS OFFICE: # OF TIMES	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
None	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
1	109	15%	53	13%	60	16%	60	16%	61	14%	66	18%	46	14%	90	14%
2	139	19%	77	19%	89	24%	77	20%	63	15%	69	19%	60	19%	141	22%
3	114	16%	68	17%	57	15%	44	11%	69	16%	56	15%	54	17%	75	12%
4	110	15%	68	17%	41	11%	53	14%	56	13%	34	9%	46	14%	57	9%
5 to 9	123	17%	54	13%	69	18%	65	17%	79	18%	57	16%	38	12%	74	12%
10 or more	47	6%	32	8%	25	7%	35	9%	39	9%	23	6%	30	9%	24	4%
Multiple Mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q23. NEEDED CARE PER DCTR	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	509	70%	301	75%	277	73%	257	67%	293	68%	232	63%	213	67%	331	52%
No	130	18%	49	12%	59	16%	73	19%	68	16%	73	20%	60	19%	126	20%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%
Missing	3	0%	2	0%	4	1%	3	1%	6	1%	0	0%	1	0%	4	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q24. PROBLEM GETTING NEEDED TX	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
A big problem	17	2%	12	3%	12	3%	10	3%	14	3%	11	3%	7	2%	19	3%
A small problem	65	9%	56	14%	48	13%	40	10%	38	9%	37	10%	34	11%	66	10%
Not a problem	425	58%	232	58%	216	57%	201	52%	238	55%	184	50%	171	53%	242	38%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	220	30%	98	24%	96	25%	124	32%	135	31%	134	37%	106	33%	306	48%
Multiple mark	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Missing	5	1%	3	1%	6	2%	10	3%	8	2%	0	0%	2	1%	8	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>



CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q25. NEEDED APPROVAL FROM PLAN FOR TX</b>																
Yes	314	43%	179	45%	156	41%	101	26%	184	42%	165	45%	74	23%	187	29%
No	326	45%	170	42%	179	47%	228	59%	178	41%	139	38%	196	61%	268	42%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Missing	2	0%	3	1%	6	2%	5	1%	4	1%	1	0%	4	1%	6	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q26. WAIT FOR PLAN APPROVAL FOR CARE</b>																
A big problem	25	3%	19	5%	11	3%	8	2%	17	4%	12	3%	7	2%	34	5%
A small problem	76	10%	52	13%	50	13%	31	8%	50	12%	36	10%	19	6%	50	8%
Not a problem	211	29%	105	26%	91	24%	62	16%	116	27%	114	31%	47	15%	100	16%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	416	57%	219	55%	216	57%	279	72%	245	56%	200	55%	242	76%	448	70%
Multiple Mark	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%
Missing	4	1%	6	1%	9	2%	5	1%	6	1%	4	1%	4	1%	9	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q27. DCTRS OFFC: HOW OFTEN WAIT MORE THAN 15 MINUTES	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	127	17%	90	22%	75	20%	67	17%	68	16%	57	16%	58	18%	101	16%
Sometimes	174	24%	98	24%	99	26%	106	28%	108	25%	77	21%	73	23%	124	19%
Usually	243	33%	111	28%	113	30%	114	30%	134	31%	118	32%	103	32%	160	25%
Always	94	13%	50	12%	52	14%	37	10%	51	12%	49	13%	40	13%	75	12%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	0	0%	0	0%	2	1%	0	0%	2	1%	0	0%	1	0%
Missing	4	1%	3	1%	2	1%	8	2%	6	1%	2	1%	0	0%	0	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q28. DOCTORS OFFC: HOW OFTEN STAFF COURTEOUS	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	8	1%	3	1%	1	0%	1	0%	4	1%	3	1%	1	0%	3	0%
Sometimes	26	4%	15	4%	17	4%	20	5%	18	4%	14	4%	13	4%	30	5%
Usually	163	22%	85	21%	92	24%	70	18%	92	21%	63	17%	62	19%	110	17%
Always	444	61%	248	62%	231	61%	242	63%	249	57%	224	61%	198	62%	314	49%
Appropriately skipped	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
No visits	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Missing	1	0%	0	0%	0	0%	1	0%	4	1%	1	0%	0	0%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>1</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q29. DCTRS OFF: HOW OFTEN STAFF HELPFUL</b>																
Never	13	2%	4	1%	4	1%	3	1%	3	1%	3	1%	2	1%	10	2%
Sometimes	47	6%	31	8%	37	10%	30	8%	48	11%	26	7%	21	7%	54	8%
Usually	235	32%	120	30%	123	33%	109	28%	134	31%	102	28%	92	29%	157	24%
Always	345	47%	196	49%	177	47%	190	49%	180	41%	173	47%	158	49%	235	37%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
Missing	2	0%	0	0%	0	0%	1	0%	2	0%	1	0%	1	0%	5	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q30. DCTRS OFFC: HOW OFTEN DCTR LISTEN CAREFULLY</b>																
Never	3	0%	1	0%	0	0%	2	1%	6	1%	1	0%	1	0%	3	0%
Sometimes	37	5%	27	7%	21	6%	22	6%	25	6%	20	5%	14	4%	41	6%
Usually	212	29%	100	25%	116	31%	93	24%	128	29%	84	23%	102	32%	150	23%
Always	386	53%	222	55%	204	54%	216	56%	202	47%	197	54%	156	49%	266	41%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	1	0%	2	0%	0	0%	1	0%	1	0%	2	1%	0	0%	1	0%
Missing	3	0%	0	0%	0	0%	0	0%	5	1%	1	0%	1	0%	0	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q31. DCTRS OFFCE: HOW OFTEN DCTR EXPLAIN THINGS	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	5	1%	2	0%	3	1%	2	1%	6	1%	3	1%	1	0%	2	0%
Sometimes	27	4%	16	4%	15	4%	15	4%	25	6%	14	4%	13	4%	31	5%
Usually	197	27%	111	28%	102	27%	93	24%	121	28%	82	22%	95	30%	146	23%
Always	411	56%	222	55%	220	58%	223	58%	213	49%	204	56%	163	51%	279	44%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	1	0%
Missing	1	0%	1	0%	1	0%	1	0%	2	0%	1	0%	1	0%	2	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q32. DCTRS OFFCE: HOW OFTEN DCTR SHOWS RESPECT	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	7	1%	4	1%	1	0%	1	0%	6	1%	0	0%	0	0%	3	0%
Sometimes	25	3%	23	6%	19	5%	11	3%	27	6%	13	4%	10	3%	36	6%
Usually	197	27%	99	25%	95	25%	89	23%	114	26%	77	21%	95	30%	139	22%
Always	411	56%	224	56%	226	60%	232	60%	213	49%	215	59%	167	52%	281	44%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Missing	2	0%	1	0%	0	0%	1	0%	7	2%	0	0%	2	1%	0	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q33. DCTRS OFFC: HOW OFTEN DCTR SPEND TIME	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	14	2%	11	3%	6	2%	6	2%	10	2%	6	2%	3	1%	9	1%
Sometimes	54	7%	36	9%	28	7%	35	9%	45	10%	24	7%	19	6%	69	11%
Usually	228	31%	120	30%	144	38%	110	29%	138	32%	107	29%	119	37%	153	24%
Always	345	47%	183	46%	163	43%	181	47%	173	40%	167	46%	131	41%	229	36%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	0	0%	0	0%	0	0%	1	0%	0	0%	1	0%	1	0%	1	0%
Missing	1	0%	2	0%	0	0%	1	0%	1	0%	0	0%	1	0%	0	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q34. RATING OF OVERALL HEALTHCARE	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
0 - Worst	1	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	1	0%
1	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
2	2	0%	1	0%	0	0%	0	0%	3	1%	1	0%	0	0%	2	0%
3	4	1%	2	0%	1	0%	3	1%	4	1%	1	0%	1	0%	8	1%
4	4	1%	4	1%	7	2%	1	0%	7	2%	2	1%	3	1%	13	2%
5	31	4%	19	5%	18	5%	13	3%	16	4%	20	5%	9	3%	36	6%
6	25	3%	19	5%	13	3%	19	5%	23	5%	10	3%	8	3%	29	5%
7	67	9%	44	11%	43	11%	38	10%	41	9%	24	7%	47	15%	51	8%
8	172	23%	94	23%	88	23%	91	24%	94	22%	86	23%	70	22%	125	20%
9	153	21%	72	18%	90	24%	79	21%	76	18%	83	23%	60	19%	104	16%
10-Best	179	24%	95	24%	80	21%	85	22%	99	23%	77	21%	75	23%	87	14%
No visits	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	90	12%	49	12%	37	10%	51	13%	67	15%	61	17%	46	14%	180	28%
Multiple mark	1	0%	2	0%	1	0%	0	0%	2	0%	1	0%	0	0%	0	0%
Missing	2	0%	0	0%	0	0%	4	1%	1	0%	0	0%	1	0%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q35. CLAIMS FORMS: SENT	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	428	58%	206	51%	236	62%	240	62%	263	61%	201	55%	221	69%	310	48%
No	220	30%	128	32%	96	25%	107	28%	127	29%	131	36%	65	20%	273	43%
Don't Know	77	11%	63	16%	41	11%	35	9%	37	9%	30	8%	32	10%	56	9%
Multiple mark	0	0%	2	0%	1	0%	0	0%	0	0%	2	1%	0	0%	1	0%
Missing	7	1%	2	0%	4	1%	3	1%	7	2%	2	1%	2	1%	1	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q36. CLAIMS FORMS: HOW OFTEN HNDLD RSNBLE TIME	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Never	14	2%	10	2%	10	3%	16	4%	13	3%	5	1%	9	3%	15	2%
Sometimes	32	4%	24	6%	30	8%	30	8%	30	7%	26	7%	16	5%	43	7%
Usually	110	15%	60	15%	70	19%	61	16%	77	18%	56	15%	79	25%	101	16%
Always	154	21%	64	16%	77	20%	79	21%	84	19%	65	18%	77	24%	104	16%
Don't Know	111	15%	47	12%	49	13%	52	14%	55	13%	49	13%	40	13%	46	7%
No claims	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	297	41%	191	48%	137	36%	142	37%	164	38%	161	44%	97	30%	329	51%
Multiple mark	2	0%	1	0%	0	0%	1	0%	3	1%	0	0%	0	0%	0	0%
Missing	12	2%	4	1%	5	1%	4	1%	8	2%	4	1%	2	1%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q37. CLAIMS FORMS: HOW OFTEN HNDLD CORRECT</b>																
Never	14	2%	10	2%	10	3%	16	4%	13	3%	5	1%	9	3%	15	2%
Sometimes	32	4%	24	6%	30	8%	30	8%	30	7%	26	7%	16	5%	43	7%
Usually	110	15%	60	15%	70	19%	61	16%	77	18%	56	15%	79	25%	101	16%
Always	154	21%	64	16%	77	20%	79	21%	84	19%	65	18%	77	24%	104	16%
Don't Know	111	15%	47	12%	49	13%	52	14%	55	13%	49	13%	40	13%	46	7%
No claims	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	297	41%	191	48%	137	36%	142	37%	164	38%	161	44%	97	30%	329	51%
Multiple mark	2	0%	1	0%	0	0%	1	0%	3	1%	0	0%	0	0%	0	0%
Missing	12	2%	4	1%	5	1%	4	1%	8	2%	4	1%	2	1%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q38. CLAIMS FORMS: HOW OFTEN PAYMENT CLEAR</b>																
Never	10	1%	4	1%	6	2%	6	2%	12	3%	2	1%	5	2%	10	2%
Sometimes	37	5%	28	7%	26	7%	25	6%	28	6%	23	6%	19	6%	50	8%
Usually	95	13%	60	15%	75	20%	64	17%	83	19%	60	16%	76	24%	101	16%
Always	179	24%	80	20%	80	21%	92	24%	98	23%	78	21%	80	25%	112	17%
Don't Know	100	14%	34	8%	48	13%	52	14%	41	9%	38	10%	41	13%	36	6%
No claims	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	297	41%	191	48%	137	36%	142	37%	164	38%	161	44%	97	30%	329	51%
Multiple mark	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
Missing	13	2%	4	1%	6	2%	3	1%	8	2%	4	1%	2	1%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>



CAHPS Responses by Plan, 2005

Q39. LOOK FOR WRITTEN INFO FROM PLAN	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	240	33%	137	34%	147	39%	156	41%	145	34%	138	38%	134	42%	186	29%
No	484	67%	263	66%	229	61%	228	59%	281	66%	225	62%	185	58%	451	71%
Don't know	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Multiple mark	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
<b>Total n</b>	<b>724</b>	<b>100%</b>	<b>400</b>	<b>100%</b>	<b>376</b>	<b>100%</b>	<b>384</b>	<b>100%</b>	<b>427</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>319</b>	<b>100%</b>	<b>637</b>	<b>100%</b>

Q40. PROBLEM TO FUND/UNDERSTAND INFO	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
A big problem	26	4%	13	3%	17	4%	21	5%	10	2%	17	5%	16	5%	29	5%
A small problem	69	9%	43	11%	63	17%	58	15%	40	9%	52	14%	57	18%	56	9%
Not a problem	142	19%	81	20%	67	18%	76	20%	93	21%	69	19%	61	19%	100	16%
Didn't need info	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	484	66%	263	66%	229	61%	228	59%	281	65%	225	61%	185	58%	451	70%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	11	2%	1	0%	2	1%	2	1%	10	2%	3	1%	1	0%	5	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q41. CSTMR SRVCE: CALLED FOR ASSISTANCE</b>																
Yes	326	45%	183	46%	217	57%	177	46%	213	49%	158	43%	156	49%	302	47%
No	401	55%	216	54%	160	42%	207	54%	218	50%	205	56%	164	51%	338	53%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	5	1%	2	0%	1	0%	1	0%	3	1%	3	1%	0	0%	1	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q42. CSTMR SRVCE: RECEIVED HELP</b>																
A big problem	39	5%	22	5%	35	9%	31	8%	30	7%	19	5%	16	5%	38	6%
A small problem	72	10%	43	11%	65	17%	39	10%	53	12%	46	13%	46	14%	84	13%
Not a problem	213	29%	116	29%	115	30%	106	28%	129	30%	93	25%	90	28%	179	28%
Didn't need info	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	401	55%	216	54%	160	42%	207	54%	218	50%	205	56%	164	51%	338	53%
Multiple mark	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%
Missing	7	1%	3	1%	3	1%	2	1%	4	1%	3	1%	3	1%	2	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q43. CSTMR SRVCE: CALLED WITH COMPLAINT</b>																
Yes	77	11%	74	18%	69	18%	67	17%	84	19%	46	13%	61	19%	120	19%
No	650	89%	327	82%	308	81%	316	82%	348	80%	316	86%	259	81%	520	81%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	5	1%	0	0%	1	0%	2	1%	2	0%	4	1%	0	0%	1	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q44. CSTMR SRVCE: HOW LONG TO RESOLVE COMPLAINT</b>																
Same day	24	3%	14	3%	15	4%	9	2%	20	5%	8	2%	16	5%	43	7%
2-7 days	10	1%	10	2%	11	3%	6	2%	15	3%	11	3%	9	3%	19	3%
8-14 days	3	0%	6	1%	6	2%	6	2%	5	1%	1	0%	6	2%	9	1%
15-21 days	3	0%	4	1%	2	1%	8	2%	3	1%	5	1%	1	0%	7	1%
More than 21 days	13	2%	11	3%	11	3%	13	3%	16	4%	11	3%	12	4%	14	2%
Still waiting	23	3%	27	7%	22	6%	23	6%	25	6%	10	3%	15	5%	24	4%
Appropriately skipped	650	89%	327	82%	308	81%	316	82%	348	80%	316	86%	259	81%	520	81%
Multiple mark	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Missing	5	1%	2	0%	2	1%	4	1%	2	0%	4	1%	1	0%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q45. CSTMR SRVCE: COMPLAINT RESOLVED</b>																
Yes	39	5%	40	10%	36	10%	27	7%	53	12%	28	8%	34	11%	74	12%
No	13	2%	5	1%	7	2%	14	4%	6	1%	7	2%	9	3%	16	2%
Still waiting	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
No complaints	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	673	92%	354	88%	330	87%	339	88%	373	86%	326	89%	274	86%	544	85%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	7	1%	2	0%	5	1%	5	1%	2	0%	5	1%	3	1%	7	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q46. HOW LONG BEEN WAITING FOR HEALTH PLAN TO RESOLVE COMPLAINT</b>																
1-7 days	0	0%	1	0%	2	1%	1	0%	1	0%	0	0%	0	0%	1	0%
8-14 days	1	0%	2	0%	1	0%	1	0%	0	0%	0	0%	1	0%	0	0%
15-21 days	2	0%	1	0%	1	0%	0	0%	0	0%	2	1%	0	0%	0	0%
More than 21 days	11	2%	22	5%	16	4%	18	5%	18	4%	6	2%	13	4%	19	3%
Still waiting	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
No complaints	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	703	96%	372	93%	353	93%	358	93%	407	94%	352	96%	303	95%	612	95%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	15	2%	3	1%	5	1%	7	2%	8	2%	6	2%	3	1%	9	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q47. PAPERWORK: COMPLETED SOME</b>																
Yes	138	19%	82	20%	95	25%	63	16%	93	21%	70	19%	69	22%	116	18%
No	585	80%	315	79%	277	73%	313	81%	335	77%	289	79%	245	77%	516	80%
Multiple mark	1	0%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%
Missing	8	1%	4	1%	6	2%	7	2%	6	1%	7	2%	6	2%	9	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q48. PAPERWORK: HOW MUCH PROBLEM</b>																
A big problem	8	1%	8	2%	10	3%	7	2%	6	1%	5	1%	8	3%	13	2%
A small problem	35	5%	19	5%	25	7%	16	4%	23	5%	21	6%	13	4%	33	5%
Not a problem	93	13%	54	13%	59	16%	39	10%	63	15%	43	12%	48	15%	69	11%
No paperwork	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Appropriately skipped	585	80%	315	79%	277	73%	313	81%	335	77%	289	79%	245	77%	516	80%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	11	2%	5	1%	7	2%	10	3%	7	2%	8	2%	6	2%	10	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q49. RATING OF HEALTH PLAN	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
0 - Worst	5	1%	5	1%	4	1%	3	1%	6	1%	0	0%	1	0%	9	1%
1	7	1%	4	1%	3	1%	3	1%	3	1%	2	1%	1	0%	12	2%
2	10	1%	2	0%	3	1%	9	2%	5	1%	3	1%	4	1%	12	2%
3	11	2%	8	2%	8	2%	7	2%	9	2%	3	1%	5	2%	14	2%
4	5	1%	6	1%	12	3%	6	2%	11	3%	9	2%	11	3%	21	3%
5	49	7%	41	10%	35	9%	39	10%	37	9%	38	10%	28	9%	57	9%
6	53	7%	36	9%	24	6%	31	8%	35	8%	26	7%	28	9%	48	7%
7	94	13%	61	15%	61	16%	56	15%	75	17%	56	15%	60	19%	108	17%
8	183	25%	102	25%	107	28%	85	22%	98	23%	91	25%	65	20%	140	22%
9	136	19%	68	17%	71	19%	62	16%	78	18%	59	16%	56	18%	121	19%
10 - Best	153	21%	65	16%	43	11%	72	19%	65	15%	74	20%	50	16%	86	13%
Multiple mark	2	0%	1	0%	1	0%	0	0%	0	0%	0	0%	2	1%	1	0%
Missing	24	3%	2	0%	6	2%	12	3%	12	3%	5	1%	9	3%	12	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q50. RATE OVERALL HEALTH	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Excellent	124	17%	69	17%	53	14%	81	21%	69	16%	64	17%	73	23%	118	18%
Very good	313	43%	163	41%	151	40%	164	43%	144	33%	152	42%	122	38%	253	39%
Good	220	30%	127	32%	137	36%	101	26%	162	37%	120	33%	92	29%	206	32%
Fair	56	8%	35	9%	31	8%	27	7%	46	11%	26	7%	21	7%	57	9%
Poor	14	2%	3	1%	3	1%	3	1%	6	1%	2	1%	7	2%	4	1%
Multiple mark	0	0%	3	1%	1	0%	1	0%	1	0%	0	0%	0	0%	0	0%
Missing	5	1%	1	0%	2	1%	8	2%	6	1%	2	1%	5	2%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q51. HAD FLU SHOT SINCE SEPT 2002	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
Yes	115	16%	71	18%	51	13%	64	17%	63	15%	63	17%	50	16%	79	12%
No	614	84%	327	82%	279	74%	310	81%	366	84%	297	81%	267	83%	558	87%
Don't Know	2	0%	1	0%	1	0%	4	1%	0	0%	2	1%	0	0%	3	0%
Multiple Mark	0	0%	1	0%	0	0%	1	0%	0	0%	1	0%	0	0%	1	0%
Missing	1	0%	1	0%	47	12%	6	2%	5	1%	3	1%	3	1%	0	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q52. EVER SMOKED 100 OR MORE CIGS</b>																
Yes	288	39%	180	45%	134	36%	152	40%	199	46%	131	36%	125	40%	189	30%
No	435	60%	217	54%	238	64%	225	59%	226	53%	228	63%	189	60%	439	69%
Don't Know	7	1%	3	1%	2	1%	2	1%	4	1%	2	1%	1	0%	12	2%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total n</b>	<b>730</b>	<b>100%</b>	<b>400</b>	<b>100%</b>	<b>374</b>	<b>100%</b>	<b>379</b>	<b>100%</b>	<b>429</b>	<b>100%</b>	<b>361</b>	<b>100%</b>	<b>315</b>	<b>100%</b>	<b>640</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q53. SMOKE DAILY</b>																
Everyday	71	10%	51	13%	25	7%	34	9%	41	9%	34	9%	22	7%	57	9%
Some days	28	4%	21	5%	9	2%	28	7%	25	6%	11	3%	14	4%	25	4%
Not at all	185	25%	106	26%	99	26%	88	23%	131	30%	84	23%	85	27%	104	16%
Don't know	1	0%	2	0%	0	0%	0	0%	1	0%	2	1%	2	1%	0	0%
Appropriately skipped	442	60%	220	55%	240	63%	227	59%	230	53%	230	63%	190	59%	451	70%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%
Missing	5	1%	1	0%	5	1%	8	2%	6	1%	5	1%	6	2%	4	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>



CAHPS Responses by Plan, 2005

Q54. HOW LONG SINCE QUIT SMOKING	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
12 months or less	9	1%	4	1%	3	1%	14	4%	10	2%	3	1%	3	1%	7	1%
More than 12 months	165	23%	99	25%	91	24%	70	18%	112	26%	76	21%	79	25%	93	15%
Don't know	5	1%	2	0%	4	1%	2	1%	7	2%	2	1%	3	1%	3	0%
Appropriately skipped	542	74%	294	73%	274	72%	289	75%	297	68%	277	76%	228	71%	533	83%
Multiple mark	3	0%	0	0%	0	0%	0	0%	2	0%	2	1%	0	0%	0	0%
Missing	8	1%	2	0%	6	2%	10	3%	6	1%	6	2%	7	2%	5	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

Q55. ADVISED TO QUIT SMOKING	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
1 visit	18	3%	13	3%	11	3%	16	4%	12	3%	11	3%	7	2%	21	3%
2 to 4 visits	33	5%	26	7%	11	3%	24	7%	23	6%	19	5%	11	4%	23	4%
5 to 9 visits	10	1%	5	1%	2	1%	3	1%	5	1%	2	1%	3	1%	6	1%
10 or more visits	6	1%	1	0%	1	0%	4	1%	3	1%	3	1%	1	0%	7	1%
No visits	8	1%	8	2%	3	1%	6	2%	6	1%	0	0%	4	1%	3	0%
Appropriately skipped	612	87%	320	84%	333	90%	299	82%	350	85%	310	87%	272	89%	547	89%
Multiple mark	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Missing	16	2%	8	2%	9	2%	11	3%	11	3%	11	3%	9	3%	9	1%
<b>Total n</b>	<b>703</b>	<b>100%</b>	<b>381</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>411</b>	<b>100%</b>	<b>356</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>616</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q56. HOW MANY VISITS MEDS RECOMMENDED TO HELP QUIT SMOKING	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
None	54	7%	39	10%	22	6%	42	11%	45	10%	26	7%	25	8%	48	7%
1 visit	19	3%	13	3%	4	1%	18	5%	8	2%	9	2%	7	2%	11	2%
2 to 4 visits	18	2%	12	3%	8	2%	6	2%	11	3%	10	3%	2	1%	15	2%
5 to 9 visits	2	0%	1	0%	0	0%	2	1%	1	0%	0	0%	1	0%	5	1%
10 or more visits	1	0%	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	2	0%
No visits	8	1%	8	2%	3	1%	6	2%	6	1%	0	0%	4	1%	3	0%
Appropriately skipped	612	84%	320	80%	333	88%	299	78%	350	81%	310	85%	272	85%	547	85%
Multiple mark	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Missing	18	2%	6	1%	8	2%	12	3%	11	3%	11	3%	9	3%	10	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

Q57. HOW MANY VISITS OTHER STRATEGIES RECOMMENDED TO QUIT SMOKING	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
None	55	8%	49	12%	24	6%	42	11%	47	11%	25	7%	25	8%	53	8%
1 visit	12	2%	4	1%	3	1%	13	3%	4	1%	10	3%	5	2%	11	2%
2 to 4 visits	24	3%	12	3%	7	2%	10	3%	12	3%	9	2%	4	1%	10	2%
5 to 9 visits	1	0%	0	0%	0	0%	2	1%	1	0%	0	0%	0	0%	7	1%
10 or more visits	2	0%	2	0%	0	0%	1	0%	1	0%	1	0%	0	0%	1	0%
No visits	8	1%	8	2%	3	1%	6	2%	6	1%	0	0%	4	1%	3	0%
Appropriately skipped	612	84%	320	80%	333	88%	299	78%	350	81%	310	85%	272	85%	547	85%
Multiple mark	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Missing	18	2%	6	1%	8	2%	12	3%	12	3%	11	3%	10	3%	9	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q58. AGE</b>																
18 to 24	38	5%	21	5%	15	4%	9	2%	14	3%	14	4%	15	5%	17	3%
25 to 34	78	11%	54	13%	46	12%	62	16%	49	11%	49	13%	53	17%	94	15%
35 to 44	149	20%	79	20%	97	26%	111	29%	92	21%	93	25%	90	28%	217	34%
45 to 54	217	30%	127	32%	97	26%	105	27%	102	24%	101	28%	81	25%	158	25%
55 to 64	200	27%	96	24%	94	25%	75	19%	155	36%	77	21%	68	21%	124	19%
65 to 74	42	6%	18	4%	21	6%	11	3%	17	4%	24	7%	7	2%	24	4%
75 or older	5	1%	4	1%	6	2%	8	2%	2	0%	3	1%	3	1%		0%
Multiple mark	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	2	0%	1	0%	2	1%	4	1%	3	1%	5	1%	3	1%	7	1%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q59. SEX PER RESPONDENT</b>																
Male	276	38%	159	40%	173	46%	145	38%	173	40%	144	39%	119	37%	349	54%
Female	451	62%	240	60%	203	54%	240	62%	256	59%	222	61%	199	62%	289	45%
Multiple mark	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%
Missing	5	1%	1	0%	2	1%	0	0%	5	1%	0	0%	1	0%	3	0%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q60. EDUCATION</b>																
8th grade or less	10	1%	3	1%	5	1%	2	1%	5	1%	4	1%	4	1%	13	2%
Some high school	19	3%	18	4%	8	2%	15	4%	21	5%	5	1%	12	4%	35	5%
High school or GED	216	30%	124	31%	73	19%	86	22%	142	33%	87	24%	69	22%	172	27%
Some college	237	32%	139	35%	115	30%	117	30%	122	28%	91	25%	96	30%	189	29%
4-year grad	119	16%	60	15%	86	23%	92	24%	78	18%	93	25%	72	23%	123	19%
Post college	125	17%	55	14%	88	23%	67	17%	57	13%	84	23%	62	19%	96	15%
Missing	6	1%	2	0%	3	1%	6	2%	9	2%	2	1%	5	2%	13	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q61. HISPANIC</b>																
Hispanic	57	8%	13	3%	29	8%	40	10%	37	9%	28	8%	34	11%	101	16%
Not Hispanic	654	89%	375	94%	336	89%	331	86%	380	88%	322	88%	278	87%	524	82%
Multiple mark	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%
Missing	21	3%	13	3%	13	3%	14	4%	17	4%	15	4%	8	3%	16	2%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q62. RACE: WHITE</b>																
No	148	20%	73	18%	85	22%	86	22%	115	26%	80	22%	77	24%	262	41%
Yes	584	80%	328	82%	293	78%	299	78%	319	74%	286	78%	243	76%	379	59%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q62. RACE: BLACK</b>																
No	661	90%	363	91%	339	90%	349	91%	367	85%	336	92%	305	95%	592	92%
Yes	71	10%	38	9%	39	10%	36	9%	67	15%	30	8%	15	5%	49	8%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q62. RACE: ASIAN</b>																
No	698	95%	389	97%	354	94%	368	96%	417	96%	348	95%	285	89%	557	87%
Yes	34	5%	12	3%	24	6%	17	4%	17	4%	18	5%	35	11%	84	13%
<b>Total n</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q62. RACE: NAT HAWAII OR PAC ISLANDER</b>																
No	731	100%	401	100%	376	99%	385	100%	432	100%	365	100%	318	99%	641	100%
Yes	1	0%	0	0%	2	1%	0	0%	2	0%	1	0%	2	1%	0	0%
<b>Total</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q62. RACE: AMERICAN INDIAN</b>																
No	724	99%	399	100%	376	99%	380	99%	424	98%	364	99%	317	99%	639	100%
Yes	8	1%	2	0%	2	1%	5	1%	10	2%	2	1%	3	1%	2	0%
<b>Total</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q62. RACE: OTHER</b>																
No	692	95%	385	96%	361	96%	358	93%	406	94%	343	94%	288	90%	583	91%
Yes	40	5%	16	4%	17	4%	27	7%	28	6%	23	6%	32	10%	58	9%
<b>Total</b>	<b>732</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>366</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

CAHPS Responses by Plan, 2005

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q63. HELP WITH SURVEY</b>																
Yes	27	4%	16	4%	11	3%	21	8%	15	3%	10	4%	15	5%	30	8%
No	603	96%	347	96%	301	96%	249	92%	336	77%	253	96%	263	95%	354	92%
Appropriately skipped	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Missing	1	0%	0	0%	3	1%	1	0%	83	19%	0	0%	0	0%	0	0%
<b>Total n</b>	<b>631</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>315</b>	<b>100%</b>	<b>271</b>	<b>100%</b>	<b>434</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>384</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q64. HELP: READ QUESTIONS</b>																
No	20	3%	11	3%	3	1%	13	5%	10	3%	8	3%	8	3%	19	5%
Yes	7	1%	5	1%	8	3%	8	3%	4	1%	2	1%	7	3%	11	3%
Appropriately skipped	603	96%	347	96%	301	96%	249	92%	337	96%	253	96%	263	95%	354	92%
<b>Total n</b>	<b>630</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>270</b>	<b>100%</b>	<b>351</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>384</b>	<b>100%</b>

	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
<b>Q64. HELP: WROTE ANSWERS</b>																
No	21	3%	13	4%	8	3%	16	6%	11	3%	7	3%	12	4%	19	5%
Yes	6	1%	3	1%	3	1%	5	2%	3	1%	3	1%	3	1%	11	3%
Appropriately skipped	603	96%	347	96%	301	96%	249	92%	337	96%	253	96%	263	95%	354	92%
<b>Total n</b>	<b>630</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>270</b>	<b>100%</b>	<b>351</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>384</b>	<b>100%</b>



CAHPS Responses by Plan, 2005

Q64. HELP: ANSWERED QUESTIONS	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
No	20	3%	12	3%	11	4%	10	4%	10	3%	9	3%	10	4%	29	8%
Yes	7	1%	4	1%	0	0%	11	4%	4	1%	1	0%	5	2%	1	0%
Appropriately skipped	603	96%	347	96%	301	96%	249	92%	337	96%	253	96%	263	95%	354	92%
<b>Total n</b>	<b>630</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>270</b>	<b>100%</b>	<b>351</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>384</b>	<b>100%</b>

Q64. HELP: TRANSLATED QUESTIONS	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
No	20	3%	13	4%	5	2%	19	7%	11	3%	6	2%	9	3%	18	5%
Yes	7	1%	3	1%	6	2%	2	1%	3	1%	4	2%	6	2%	12	3%
Appropriately skipped	603	96%	347	96%	301	96%	249	92%	337	96%	253	96%	263	95%	354	92%
<b>Total n</b>	<b>630</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>270</b>	<b>100%</b>	<b>351</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>384</b>	<b>100%</b>

Q64. HELP: SOME OTHER WAY	Organization Name															
	Aetna Health Inc. - New Jersey		AmeriHealth HMO Inc.		CIGNA HealthCare of New Jersey		Health Net of New Jersey, Inc.		Horizon Healthcare of New Jersey, Inc. d/b/a Horizon HMO		Oxford Health Plans - New Jersey		United Healthcare of New Jersey, Inc.		WellChoice HMO of New Jersey	
No	21	3%	9	2%	11	4%	19	7%	11	3%	7	3%	15	5%	29	8%
Yes	6	1%	7	2%	0	0%	2	1%	3	1%	3	1%	0	0%	1	0%
Appropriately skipped	603	96%	347	96%	301	96%	249	92%	337	96%	253	96%	263	95%	354	92%
<b>Total n</b>	<b>630</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>270</b>	<b>100%</b>	<b>351</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>384</b>	<b>100%</b>

## Summary Score Comparisons, 2005

<b>Abbreviations</b>	<b>Summary Score Comparisons</b>	<b>Source</b>	<b>Page</b>
Serv_Accs	Service and Access	CAHPS	E-2
Doc_Mcare	Doctors and Medical Care	CAHPS	E-3
Stay_Hlth	Staying Healthy	HEDIS	E-4
GB_LWI	Getting Better/Living with Illness	HEDIS	E-5

### Summary Score Comparisons, Service and Access, 2005

HMO	Adjusted Summary Score	Diff Score	Lower CI	Upper CI	Summary Rating
Aetna	1.673	1.673	1.004	2.341	Above Average
AmeriHealth	-0.233	-0.233	-1.089	0.623	Average
CIGNA	-0.683	-0.683	-1.538	0.172	Average
Health Net	0.122	0.122	-0.768	1.011	Average
Horizon	-0.003	-0.003	-0.808	0.803	Average
Oxford	-0.104	-0.104	-1.009	0.801	Average
United	-0.125	-0.125	-0.999	0.749	Average
WellChoice	-0.647	-0.647	-1.361	0.068	Average

HMO	Individual Measures			
	Rating of health plan	Getting needed care	Claims processing	Customer service
Aetna	Above Avg.	Above Avg.	Above Avg.	Above Avg.
AmeriHealth	Average	Average	Average	Average
CIGNA	Average	Average	Average	Average
Health Net	Average	Average	Average	Average
Horizon	Average	Average	Average	Average
Oxford	Average	Average	Average	Average
United	Average	Average	Average	Average
WellChoice	Average	Below Avg.	Average	Average

Note: *Service and Access* is a composite of *Rating of health plan*, *Getting needed care*, *Claims processing*, and *Customer service*.

## Summary Score Comparisons, Doctors and Medical Care, 2005

HMO	Adjusted Summary Score	Diff Score	Lower CI	Upper CI	Summary Rating
Aetna	0.420	0.420	-0.512	1.352	Average
AmeriHealth	-0.188	-0.188	-1.364	0.988	Average
CIGNA	-0.174	-0.174	-1.360	1.012	Average
Health Net	0.222	0.222	-0.968	1.413	Average
Horizon	-0.424	-0.424	-1.602	0.754	Average
Oxford	1.352	1.352	0.168	2.537	Above Average
United	-0.195	-0.195	-1.519	1.129	Average
WellChoice	-1.013	-1.013	-2.056	0.029	Average

HMO	Individual Measures			
	Rating of health care	Getting care quickly	Rating of personal doctor	How well doctors communicate
Aetna	Average	Average	Average	Average
AmeriHealth	Average	Average	Average	Average
CIGNA	Average	Average	Average	Average
Health Net	Average	Average	Average	Average
Horizon	Average	Average	Average	Below Avg.
Oxford	Average	Average	Above Avg.	Above Avg.
United	Average	Average	Average	Average
WellChoice	Below Avg.	Average	Below Avg.	Average

Note: *Doctors and Medical Care* is a composite of *Rating of health care*, *Getting care quickly*, *Rating of personal doctor*, and *How well doctors communicate*.

### Summary Score Comparisons, Staying Healthy, 2005

HMO	Adjusted Summary Score	Adjusted Group Average	Diff Score	Lower CI	Upper CI	Summary Rating
Aetna	0.005	-0.001	0.005	-2.644	2.655	Average
AmeriHealth	-0.084	0.012	-0.096	-2.654	2.461	Average
CIGNA	1.849	-0.264	2.114	-0.488	4.715	Average
Health Net	0.570	-0.081	0.651	-1.952	3.254	Average
Horizon	4.310	-0.616	4.926	2.656	7.196	Above Average
Oxford	0.215	-0.031	0.245	-2.303	2.794	Average
United	-2.953	0.422	-3.375	-5.847	-0.903	Below Average
WellChoice	-3.911	0.559	-4.470	-7.766	-1.173	Below Average

HMO	Individual measures			
	Testing for breast cancer	Testing for cervical cancer	Check-ups for new mothers	Immunizations for children
Aetna	Average	Average	Average	Average
AmeriHealth	Average	Average	Average	Average
CIGNA	Average	Average	Above Avg.	Average
Health Net	Average	Average	Average	Average
Horizon	Average	Average	Above Avg.	Above Avg.
Oxford	Average	Average	Average	Below Avg.
United	Average	Average	Below Avg.	Below Avg.
WellChoice	Below Avg.	Average	Average	Average

Note: *Staying Healthy* is a composite of *Testing for breast cancer*, *Testing for cervical cancer*, *Check-ups for new mothers*, and *Immunizations for children*.

### Summary Score Comparisons, Getting Better/Living with Illness, 2005

HMO	Adjusted Summary Score	Adjusted Group Average	Diff Score	Lower CI	Upper CI	Summary Rating
Aetna	-1.316	0.219	-1.536	-5.082	2.011	Average
AmeriHealth	-3.307	0.551	-3.858	-7.960	0.245	Average
CIGNA	3.799	-0.633	4.432	0.987	7.877	Above Average
Health Net	0.699	-0.117	0.816	-2.567	4.199	Average
Horizon	4.696	-0.783	5.478	2.023	8.934	Above Average
Oxford	-0.329	0.055	-0.384	-3.965	3.198	Average
United	-4.242	0.707	-4.949	-9.600	-0.298	Below Average
WellChoice	Insufficient data					

HMO	Individual measures							
	Mgt. of medicine for depression	Care after hosp. for mental illness	Appropriate meds for asthma (children)	Controlling high blood pressure	Cholesterol mgt. of heart patients	Beta blocker after heart attack	Blood sugar testing, Diabetes	Eye exams, Diabetes
Aetna	Below Avg.	Above Avg.	Average	Average	Average	Average	Average	Average
AmeriHealth	Below Avg.	Average	Average	Average	Below Avg.	Average	Average	Average
CIGNA	Above Avg.	Average	Average	Average	Above Avg.	Average	Average	Average
Health Net	Above Avg.	Average	Above Avg.	Average	Average	Average	Average	Average
Horizon	Average	Above Avg.	Average	Above Avg.	Average	Above Avg.	Average	Above Avg.
Oxford	Average	Below Avg.	Average	Above Avg.	Above Avg.	Average	Average	Below Avg.
United	Average	Average	Average	Below Avg.	Below Avg.	Average	Average	Below Avg.
WellChoice	NA	NA	NA	Average	NA	NA	Average	Below Avg.

*Note: Getting Better/Living with Illness is a composite of Management of medicine for depression, Care after hospitalization for mental illness, Appropriate medications for asthma (children), Controlling high blood pressure, Cholesterol management of heart patients, Beta blocker after a heart attack, Blood sugar testing for people with diabetes, Eye exams for people with diabetes.*

## Geographic Comparisons, 2005

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**Comparison of NJ with Nation -- 2005 (Data Year, 2004)**

MEASURE	NJ Mean	National Mean	Difference	Diff. SE	LCI	UCI	Rating
AMM Antidepressant Med. Mgt	0.274	0.199	0.075	0.010	0.055	0.095	Higher
ASM 5-17 Meds Used for Asthma - Age 5 - 17	0.722	0.726	-0.003	0.008	-0.018	0.012	Same
BBH Beta Blocker Heart Attack	0.965	0.964	0.001	0.007	-0.012	0.015	Same
BCS Breast Cancer Screening	0.675	0.741	-0.066	0.008	-0.082	-0.050	Lower
CBP Controlling High Blood Pressure	0.678	0.671	0.007	0.009	-0.010	0.023	Same
CCS Cervical Cancer Screening	0.791	0.817	-0.027	0.008	-0.042	-0.012	Lower
CDCE Comprehensive Diabetes Care (Eye Exams)	0.476	0.520	-0.044	0.009	-0.062	-0.025	Lower
CDCH Comprehensive Diabetes Care (HbA1c testing)	0.823	0.870	-0.047	0.007	-0.060	-0.034	Lower
CHM Cholesterol Mgt. (LDL-C level)	0.700	0.685	0.015	0.011	-0.006	0.037	Same
CIS Childhood Immunization Status - Combo 1	0.777	0.773	0.004	0.009	-0.014	0.021	Same
FUH Follow-up Hosp. Mental Illness - 30 days	0.760	0.763	-0.003	0.010	-0.023	0.018	Same
PPC Postpartum Care	0.780	0.817	-0.037	0.009	-0.055	-0.020	Lower

Note: National and regional means exclude NJ

**Comparison of NJ with Region -- 2005 (Data Year, 2004)**

MEASURE	NJ Mean	Regional Mean	Difference	Diff. SE	LCI	UCI	Rating
AMM Antidepressant Med. Mgt	0.274	0.224	0.050	0.016	0.018	0.082	Higher
ASM 5-17 Meds Used for Asthma - Age 5 - 17	0.722	0.736	-0.013	0.011	-0.034	0.008	Same
BBH Beta Blocker Heart Attack	0.965	0.974	-0.009	0.007	-0.024	0.006	Same
BCS Breast Cancer Screening	0.675	0.741	-0.066	0.011	-0.087	-0.045	Lower
CBP Controlling High Blood Pressure	0.678	0.710	-0.032	0.011	-0.054	-0.009	Lower
CCS Cervical Cancer Screening	0.791	0.821	-0.031	0.010	-0.050	-0.012	Lower
CDCE Comprehensive Diabetes Care (Eye Exams)	0.476	0.548	-0.072	0.012	-0.096	-0.047	Lower
CDCH Comprehensive Diabetes Care (HbA1c testing)	0.823	0.888	-0.064	0.008	-0.080	-0.049	Lower
CHM Cholesterol Mgt. (LDL-C level)	0.700	0.723	-0.023	0.013	-0.048	0.003	Same
CIS Childhood Immunization Status - Combo 1	0.777	0.800	-0.023	0.012	-0.048	0.001	Same
FUH Follow-up Hosp. Mental Illness - 30 days	0.760	0.770	-0.010	0.013	-0.035	0.015	Same
PPC Postpartum Care	0.780	0.820	-0.040	0.012	-0.063	-0.016	Lower

Note: National and regional means exclude NJ



Comparison of NJ with NY -- 2005 (Data Year, 2004)

MEASURE	NJ Mean	NY Mean	Difference	Diff. SE	LCI	UCI	Rating
AMM Antidepressant Med. Mgt	0.274	0.258	0.016	0.018	-0.020	0.051	Same
ASM 5-17 Meds Used for Asthma - Age 5 - 17	0.722	0.730	-0.008	0.012	-0.031	0.016	Same
BBH Beta Blocker Heart Attack	0.965	0.973	-0.008	0.008	-0.023	0.007	Same
BCS Breast Cancer Screening	0.675	0.741	-0.066	0.012	-0.089	-0.043	Lower
CBP Controlling High Blood Pressure	0.678	0.709	-0.031	0.013	-0.057	-0.005	Lower
CCS Cervical Cancer Screening	0.791	0.818	-0.027	0.010	-0.047	-0.008	Lower
CDCE Comprehensive Diabetes Care (Eye Exams)	0.476	0.552	-0.077	0.013	-0.101	-0.052	Lower
CDCH Comprehensive Diabetes Care (HbA1c testing)	0.823	0.883	-0.059	0.009	-0.076	-0.042	Lower
CHM Cholesterol Mgt. (LDL-C level)	0.700	0.713	-0.012	0.015	-0.042	0.018	Same
CIS Childhood Immunization Status - Combo 1	0.777	0.776	0.001	0.015	-0.029	0.031	Same
FUH Follow-up Hosp. Mental Illness - 30 days	0.760	0.760	0.000	0.015	-0.029	0.030	Same
PPC Postpartum Care	0.780	0.810	-0.030	0.013	-0.056	-0.005	Lower

Comparison of NJ with PA -- 2005 (Data Year, 2004)

MEASURE	NJ Mean	PA Mean	Difference	Diff. SE	LCI	UCI	Rating
AMM Antidepressant Med. Mgt	0.274	0.173	0.101	0.022	0.059	0.144	Higher
ASM 5-17 Meds Used for Asthma - Age 5 - 17	0.722	0.743	-0.021	0.016	-0.052	0.010	Same
BBH Beta Blocker Heart Attack	0.965	0.976	-0.011	0.010	-0.031	0.009	Same
BCS Breast Cancer Screening	0.675	0.741	-0.066	0.016	-0.098	-0.035	Lower
CBP Controlling High Blood Pressure	0.678	0.710	-0.032	0.013	-0.058	-0.005	Lower
CCS Cervical Cancer Screening	0.791	0.826	-0.035	0.016	-0.066	-0.005	Lower
CDCE Comprehensive Diabetes Care (Eye Exams)	0.476	0.540	-0.064	0.021	-0.106	-0.023	Lower
CDCH Comprehensive Diabetes Care (HbA1c testing)	0.823	0.895	-0.072	0.010	-0.091	-0.053	Lower
CHM Cholesterol Mgt. (LDL-C level)	0.700	0.738	-0.037	0.016	-0.068	-0.006	Lower
CIS Childhood Immunization Status - Combo 1	0.777	0.830	-0.053	0.013	-0.078	-0.028	Lower
FUH Follow-up Hosp. Mental Illness - 30 days	0.760	0.783	-0.023	0.016	-0.053	0.008	Same
PPC Postpartum Care	0.780	0.834	-0.054	0.018	-0.088	-0.019	Lower

## HEDIS Measures, Two-Year Comparisons of 2004 - 2005

<b>Abbreviations</b>	<b>HEDIS Measure</b>	<b>Page</b>
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New Jersey Averages for HEDIS Measures, 2004 & 2005

HEDIS Measure	2004		2005		SE	Difference	LCI	UCI	Performance 04 to 05
	Denom	Rate	Denom	Rate					
Antidepressant Med. Management, Contacts	3810	0.265	3506	0.274	0.010	0.009	-0.011	0.030	Same
Appropriate Meds for Children with Asthma, 5-17	5527	0.726	6794	0.722	0.008	-0.003	-0.019	0.013	Same
Beta Blocker Treatment After Heart Attack	986	0.960	773	0.965	0.009	0.005	-0.013	0.023	Same
Breast Cancer Screening	2826	0.696	3048	0.675	0.012	-0.021	-0.045	0.003	Same
Controlling High Blood Pressure	3220	0.593	3073	0.678	0.012	0.086	0.062	0.109	Improved
Cervical Cancer Screening	2347	0.796	2637	0.791	0.012	-0.006	-0.028	0.017	Same
Comprehensive Diabetes Care, Eye Exams	3309	0.464	3250	0.476	0.012	0.012	-0.012	0.036	Same
Comprehensive Diabetes Care, Sugar Test	3309	0.798	3250	0.823	0.010	0.025	0.006	0.044	Improved
Cholesterol Management - LDL-C Level <130 mg/dL	2305	0.727	2265	0.700	0.013	-0.026	-0.052	0.000	Same
Childhood Immunization, Combo 1	2777	0.751	2767	0.777	0.011	0.025	0.003	0.048	Improved
Follow-up After Hosp. For Mental Illness, 30 Days	3382	0.749	3304	0.761	0.011	0.012	-0.009	0.032	Same
Postpartum Care	2431	0.756	2473	0.780	0.012	0.024	0.001	0.048	Improved

**New Jersey Averages for HEDIS Measures, 2004 & 2005**

**NJ Average -- Plans reporting in  
Both Years\***

HEDIS Measure	2004		2005		SE	Difference	LCI	UCI	Performance 04 to 05
	Denom	Rate	Denom	Rate					
<b>Antidepressant Med. Management, Contacts</b>	3810	0.265	3506	0.274	0.010	0.009	-0.011	0.030	Same
<b>Appropriate Meds for Children with Asthma, 5-17</b>	5527	0.726	6794	0.722	0.008	-0.003	-0.019	0.013	Same
<b>Beta Blocker Treatment After Heart Attack</b>	986	0.960	773	0.965	0.009	0.005	-0.013	0.023	Same
<b>Breast Cancer Screening</b>	2826	0.696	3048	0.675	0.012	-0.021	-0.045	0.003	Same
<b>Controlling High Blood Pressure</b>	3220	0.593	3073	0.678	0.012	0.086	0.062	0.109	Improved
<b>Cervical Cancer Screening</b>	2347	0.796	2637	0.791	0.012	-0.006	-0.028	0.017	Same
<b>Comprehensive Diabetes Care, Eye Exams</b>	3309	0.464	3250	0.476	0.012	0.012	-0.012	0.036	Same
<b>Comprehensive Diabetes Care, Blood Sugar Test</b>	3309	0.798	3250	0.823	0.010	0.025	0.006	0.044	Improved
<b>Cholesterol Management - LDL-C Level &lt;130 mg/dL</b>	2305	0.727	2265	0.700	0.013	-0.026	-0.052	0.000	Same
<b>Childhood Immunization, Combo 1</b>	2777	0.751	2767	0.777	0.011	0.025	0.003	0.048	Improved
<b>Follow-up After Hosp. For Mental Illness, 30 Days</b>	3382	0.749	3304	0.761	0.011	0.012	-0.009	0.032	Same
<b>Postpartum Care</b>	2431	0.756	2473	0.780	0.012	0.024	0.001	0.048	Improved

\* Plans reporting in both years: *Aetna, AmeriHealth, CIGNA, Health Net, Horizon, Oxford, United, WellChoice*. All plans did not report all measures.

### Antidepressant Medication Management, Optimal Practitioner Contacts

AMM, Contacts

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	1285	0.251	1398	0.211	0.016	-0.040	-0.072	-0.009	Declined
AmeriHealth	532	0.107	154	0.201	0.035	0.094	0.026	0.163	Improved
CIGNA	352	0.270	333	0.333	0.035	0.063	-0.005	0.132	Same
Health Net	710	0.320	680	0.328	0.025	0.008	-0.041	0.057	Same
Horizon	244	0.369	256	0.258	0.041	-0.111	-0.192	-0.030	Declined
Oxford	537	0.278	493	0.290	0.028	0.013	-0.043	0.068	Same
United	150	0.260	192	0.297	0.049	0.037	-0.059	0.132	Same
WellChoice	NA	NA	NA	NA					NA
NJ Average	3810	0.265	3506	0.274					

**Appropriate Medications for Children with Asthma, Ages 5 to 17**

ASM, 5-17

<b>Plan Name</b>	<b>2004 Denom</b>	<b>2004 Rate</b>	<b>2005 Denom</b>	<b>2005 Rate</b>	<b>SE</b>	<b>Diff</b>	<b>LCI</b>	<b>UCI</b>	<b>Performance 04-05</b>
<b>Aetna</b>	2061	0.740	2614	0.731	0.013	-0.009	-0.035	0.016	Same
<b>AmeriHealth</b>	261	0.717	338	0.692	0.038	-0.024	-0.098	0.049	Same
<b>CIGNA</b>	807	0.729	894	0.725	0.022	-0.004	-0.046	0.039	Same
<b>Health Net</b>	1115	0.761	1241	0.768	0.018	0.007	-0.028	0.041	Same
<b>Horizon</b>	295	0.729	490	0.694	0.033	-0.035	-0.100	0.030	Same
<b>Oxford</b>	781	0.707	839	0.703	0.023	-0.004	-0.048	0.041	Same
<b>United</b>	207	0.696	378	0.743	0.039	0.048	-0.029	0.124	Same
<b>WellChoice</b>	NA	NA	NA	NA					NA
<b>NJ Average</b>	5527	0.726	6794	0.722					

**Beta Blocker Treatment After Heart Attack**

BBH

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	270	0.941	123	0.943	0.025	0.002	-0.047	0.052	Same
AmeriHealth	100	0.970	96	0.958	0.027	-0.012	-0.064	0.040	Same
CIGNA	197	0.959	143	0.979	0.019	0.020	-0.017	0.056	Same
Health Net	184	0.935	124	0.976	0.023	0.041	-0.004	0.086	Same
Horizon	83	1.000	107	1.000	0.000	0.000	0.000	0.000	Same
Oxford	108	0.935	123	0.951	0.031	0.016	-0.044	0.076	Same
United	44	0.977	57	0.947	0.037	-0.030	-0.103	0.043	Same
WellChoice	NA	NA	NA	NA					NA
NJ Average	986	0.960	773	0.965					

**Breast Cancer Screening**

BCS

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	365	0.688	367	0.662	0.035	-0.026	-0.093	0.042	Same
AmeriHealth	381	0.698	389	0.681	0.033	-0.017	-0.082	0.048	Same
CIGNA	360	0.672	366	0.680	0.035	0.008	-0.060	0.076	Same
Health Net	349	0.728	344	0.660	0.035	-0.068	-0.136	0.001	Same
Horizon	288	0.826	411	0.711	0.032	-0.116	-0.178	-0.054	Declined
Oxford	365	0.685	376	0.702	0.034	0.017	-0.049	0.084	Same
United	335	0.639	411	0.689	0.035	0.050	-0.018	0.118	Same
WellChoice	383	0.632	384	0.615	0.035	-0.017	-0.086	0.051	Same
NJ Average	2826	0.696	3048	0.675					



### Controlling High Blood Pressure

CBP

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	447	0.604	394	0.657	0.033	0.053	-0.012	0.119	Same
AmeriHealth	442	0.701	368	0.688	0.033	-0.014	-0.078	0.050	Same
CIGNA	398	0.575	403	0.697	0.034	0.122	0.056	0.188	Improved
Health Net	412	0.575	428	0.668	0.033	0.093	0.028	0.158	Improved
Horizon	411	0.771	411	0.774	0.029	0.002	-0.055	0.060	Same
Oxford	420	0.688	376	0.750	0.032	0.062	0.000	0.124	Same
United	411	0.409	411	0.523	0.035	0.114	0.047	0.182	Improved
WellChoice	279	0.416	282	0.667	0.041	0.251	0.171	0.331	Improved
NJ Average	3220	0.593	3073	0.678					

### Cervical Cancer Screening

CCS

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	280	0.814	275	0.796	0.034	-0.018	-0.084	0.048	Same
AmeriHealth	330	0.746	334	0.764	0.033	0.018	-0.048	0.084	Same
CIGNA	250	0.768	305	0.797	0.035	0.029	-0.040	0.098	Same
Health Net	271	0.790	296	0.814	0.034	0.025	-0.041	0.090	Same
Horizon	296	0.892	411	0.815	0.026	-0.077	-0.128	-0.025	Declined
Oxford	290	0.786	300	0.827	0.033	0.041	-0.023	0.104	Same
United	288	0.813	411	0.764	0.031	-0.049	-0.110	0.013	Same
WellChoice	342	0.763	305	0.748	0.034	-0.016	-0.082	0.051	Same
NJ Average	2347	0.796	2637	0.791					

### Comprehensive Diabetes Care, Eye Exams

CDC, Eye

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	459	0.490	429	0.504	0.034	0.013	-0.053	0.079	Same
AmeriHealth	438	0.553	433	0.517	0.034	-0.035	-0.101	0.031	Same
CIGNA	411	0.453	411	0.479	0.035	0.027	-0.042	0.095	Same
Health Net	446	0.442	446	0.473	0.033	0.031	-0.034	0.097	Same
Horizon	411	0.701	407	0.614	0.033	-0.086	-0.151	-0.022	Declined
Oxford	446	0.352	456	0.423	0.032	0.071	0.008	0.135	Improved
United	411	0.377	411	0.375	0.034	-0.002	-0.069	0.064	Same
WellChoice	287	0.342	257	0.420	0.042	0.079	-0.003	0.160	Same
NJ Average	3309	0.464	3250	0.476					

### Comprehensive Diabetes Care, Blood Sugar Testing

CDC, Sugar Test

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	459	0.811	429	0.814	0.026	0.003	-0.048	0.054	Same
AmeriHealth	438	0.836	433	0.829	0.025	-0.007	-0.056	0.043	Same
CIGNA	411	0.757	411	0.849	0.028	0.092	0.038	0.146	Improved
Health Net	446	0.825	446	0.812	0.026	-0.013	-0.064	0.037	Same
Horizon	411	0.864	407	0.835	0.025	-0.028	-0.077	0.021	Same
Oxford	446	0.805	456	0.838	0.026	0.033	-0.017	0.083	Same
United	411	0.754	411	0.827	0.028	0.073	0.018	0.128	Improved
WellChoice	287	0.735	257	0.782	0.037	0.047	-0.025	0.119	Same
NJ Average	3309	0.798	3250	0.823					

**Cholesterol Management - LDL-C Level <130 mg/dL**

CHM

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
Aetna	436	0.727	422	0.735	0.030	0.008	-0.052	0.067	Same
AmeriHealth	280	0.711	240	0.642	0.041	-0.069	-0.150	0.012	Same
CIGNA	411	0.706	311	0.775	0.033	0.069	0.005	0.133	Improved
Health Net	418	0.689	416	0.683	0.032	-0.006	-0.069	0.057	Same
Horizon	227	0.828	306	0.699	0.036	-0.129	-0.200	-0.058	Declined
Oxford	431	0.719	415	0.757	0.030	0.037	-0.022	0.097	Same
United	102	0.706	155	0.613	0.060	-0.093	-0.210	0.024	Same
WellChoice	NA	NA	NA	NA					NA
NJ Average	2305	0.727	2265	0.700					

**Childhood Immunization Status, Combo 1**

CIS1

<b>Plan Name</b>	<b>2004 Denom</b>	<b>2004 Rate</b>	<b>2005 Denom</b>	<b>2005 Rate</b>	<b>SE</b>	<b>Diff</b>	<b>LCI</b>	<b>UCI</b>	<b>Performance 04-05</b>
<b>Aetna</b>	389	0.764	359	0.780	0.031	0.016	-0.044	0.077	Same
<b>AmeriHealth</b>	360	0.753	375	0.805	0.031	0.053	-0.007	0.112	Same
<b>CIGNA</b>	366	0.787	335	0.794	0.031	0.007	-0.053	0.067	Same
<b>Health Net</b>	389	0.735	381	0.782	0.031	0.047	-0.013	0.107	Same
<b>Horizon</b>	360	0.786	411	0.822	0.029	0.036	-0.020	0.093	Same
<b>Oxford</b>	403	0.742	383	0.734	0.031	-0.008	-0.070	0.053	Same
<b>United</b>	411	0.696	411	0.718	0.032	0.022	-0.040	0.084	Same
<b>WellChoice</b>	99	0.748	112	0.777	0.059	0.029	-0.086	0.145	Same
<b>NJ Average</b>	2777	0.751	2767	0.777					

**Follow-up After Hospitalization For Mental Illness, Within 30 Days**

FUH30

<b>Plan Name</b>	<b>2004 Denom</b>	<b>2004 Rate</b>	<b>2005 Denom</b>	<b>2005 Rate</b>	<b>SE</b>	<b>Diff</b>	<b>LCI</b>	<b>UCI</b>	<b>Performance 04-05</b>
<b>Aetna</b>	1386	0.788	1503	0.807	0.015	0.019	-0.010	0.049	Same
<b>AmeriHealth</b>	333	0.706	264	0.731	0.037	0.025	-0.047	0.098	Same
<b>CIGNA</b>	347	0.749	261	0.743	0.036	-0.006	-0.076	0.064	Same
<b>Health Net</b>	539	0.735	509	0.739	0.027	0.004	-0.049	0.057	Same
<b>Horizon</b>	277	0.841	259	0.842	0.032	0.001	-0.061	0.062	Same
<b>Oxford</b>	402	0.771	354	0.715	0.032	-0.056	-0.119	0.006	Same
<b>United</b>	98	0.653	154	0.747	0.060	0.094	-0.023	0.210	Same
<b>WellChoice</b>	NA	NA	NA	NA					NA
<b>NJ Average</b>	3382	0.749	3304	0.761					

**Postpartum Care**

PPC, Post

Plan Name	2004 Denom	2004 Rate	2005 Denom	2005 Rate	SE	Diff	LCI	UCI	Performance 04-05
<b>Aetna</b>	369	0.729	321	0.788	0.033	0.059	-0.005	0.123	Same
<b>AmeriHealth</b>	299	0.756	293	0.768	0.035	0.012	-0.057	0.081	Same
<b>CIGNA</b>	250	0.848	229	0.856	0.033	0.008	-0.056	0.072	Same
<b>Health Net</b>	335	0.767	320	0.791	0.032	0.023	-0.040	0.087	Same
<b>Horizon</b>	230	0.874	411	0.878	0.027	0.004	-0.049	0.058	Same
<b>Oxford</b>	370	0.749	342	0.737	0.033	-0.012	-0.076	0.053	Same
<b>United</b>	411	0.642	411	0.703	0.033	0.061	-0.003	0.125	Same
<b>WellChoice</b>	167	0.683	146	0.719	0.052	0.037	-0.065	0.138	Same
<b>NJ Average</b>	2431	0.756	2473	0.780					



## Comparisons of Trends for NJ Plans and NJ Averages

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**Comparison of NJ Averages for HEDIS Measures -- 1997 through 2005 -- All Plans Reporting in Each Year**

Measure	1997	1998	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Antidepressant Med. Management, Contacts						22	23	27	27	NS	
Appropriate Meds for Children with Asthma					60	60	63	73	72	Improved	**
Beta Blocker Heart Attack			82	83	90	90	96	96	97	Improved	**
Breast Cancer Screening	61	62	66	65	69	71	70	70	67	Improved	**
Controlling High Blood Pressure					43	53	55	59	68	Improved	**
Cervical Cancer Screening	64	63	65	67	74	78	78	80	79	Improved	**
Comprehensive Diabetes Care (Eye exams)	34	32	39	38	43	51	50	46	47	Improved	**
Comprehensive Diabetes Care (HbA1c testing)				70	71	78	79	80	82	Improved	**
Cholesterol Mgt. (LDL-C level <130 mg/dL)				38	56	62	66	73	70	Improved	**
Childhood Immun. Status - Combo 1	57	63	63	64	64	70	72	75	78	Improved	**
Follow-up Hosp. Mental Illness - 30 days	74	67	51	69	68	70	73	75	76	Improved	*
Postpartum Care	43	51	69	69	69	74	74	76	78	Improved	**

**NOTES:** Sig. Levels - \* p <= .05, \*\* p <= .01, NS -- not significant.  
 Comparison not done for measures with fewer than 3 points of observation.  
 Comparisons made with linear regression

**Effectiveness of Care: Comparison of NJ Statewide Averages for HEDIS Measures, 2000-2005 (Cohort of plans appearing in each year)**

Measure	2000	2001	2002	2003	2004	2005	Change	Significance
Antidepressant Medication Management-Optimal Practitioner			22	23	27	27	5	NS
Appropriate Medications for Children with Asthma Ages 5-17		57	60	63	73	72	15	Improved**
Beta Blocker Treatment After Heart Attack	82	90	90	96	96	97	15	Improved**
Breast Cancer Screening	69	70	71	70	70	67	-1	NS
Cervical Cancer Screening	68	77	78	78	80	79	11	Improved**
Childhood Immunizations Status - Combo 1	68	73	72	74	75	78	10	Improved**
Cholesterol Management-LDL-C Level	41	56	62	66	73	70	29	Improved**
Comprehensive Diabetes Care-Eye Exams	42	43	50	50	46	47	5	NS
Comprehensive Diabetes Care-HbA1c Testing	69	72	76	79	80	82	13	Improved**
Controlling High Blood Pressure		44	56	55	59	68	24	Improved**
Follow-up After Mental Illness Hospitalization - 30 days	66	68	70	73	75	76	10	Improved**
Postpartum Care	68	71	74	74	76	78	10	Improved**

**NOTES:** Sig. Levels - \* p <= .05, \*\* p <= .01, NS -- not significant.  
 Comparison not done for measures with fewer than 3  
 Comparisons made with linear regression

**Comparison of NJ Averages for CAHPS Measures -- 2000 through 2005 -- All Plans Reporting in Each Year**

Measure	2000	2001	2002	2003	2004	2005	Change	Sig.
Rating of health plan	28	32	33	33	34	35	Improved	**
Getting needed care	75	74	76	75	78	77	Improved	*
Claims processing	30	34	37	40	43	45	Improved	**
Customer service	61	63	66	69	71	70	Improved	**
Rating of health care	42	45	46	48	49	49	Improved	**
Getting care quickly	45	44	42	42	44	44	NS	
Rating of personal doctor	46	48	50	49	51	51	Improved	**
How well doctors communicate	57	58	57	55	59	59	NS	

**NOTES:** Sig. Levels - \* p <= .05, \*\* p <= .01, NS -- not significant.

Comparison not done for measures with fewer than 3 points of observation.

Comparisons made with linear regression

Getting needed care and getting care quickly are not trendable due to changes in several of the questions that make up each composite in 2004. Significance tests for those measures should be interpreted with caution.

**Antidepressant Med. Management, Contacts**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna				20	21	25	21	NS	
AmeriHealth				18	11	11	20	NS	
CIGNA				27	28	27	33	NS	
HealthNet				30	26	32	33	NS	
Horizon				13	24	37	26	NS	
Oxford				20	24	28	29	Improved	**
United				25	26	26	30	NS	
WellChoice				NA	NA	NA	NA	NA	
Cohort average				22	23	27	27		

**Appropriate Meds for Children with Asthma**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna			59	64	63	74	73	Improved	**
AmeriHealth			51	64	67	72	69	Improved	*
CIGNA			63	56	59	73	72	NS	
HealthNet			45	54	64	76	77	Improved	**
Horizon			55	NR	NR	73	69	NS	
Oxford			70	66	62	71	70	NS	
United			56	56	62	70	74	Improved	**
WellChoice			NA	NA	NA	NA	NA	NA	
Cohort average			57	60	63	73	72		

**NOTES:** Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different from zero. Comparison not done for plans or measures with fewer than 3 points of observation.

### Beta Blocker Heart Attack

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	90	93	94	88	91	94	94	NS	
AmeriHealth	94	90	98	100	99	97	96	NS	
CIGNA	59	66	93	94	95	96	98	Improved	**
HealthNet	73	68	76	92	95	93	98	Improved	**
Horizon	95	83	85	62	99	100	100	NS	
Oxford	84	93	98	93	95	94	95	NS	
United	74	NR	89	98	98	98	95	Improved	**
WellChoice			NA	NA	NA	NA	NA	NA	
<b>Cohort average</b>		82	90	90	96	96	97		

### Breast Cancer Screening

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	69	69	73	73	68	69	66	NS	
AmeriHealth	69	76	76	69	70	70	68	NS	
CIGNA	56	63	68	74	68	67	68	NS	
HealthNet	67	69	72	73	72	73	66	NS	
Horizon	61	63	65	76	78	83	71	Improved	**
Oxford	72	75	74	71	71	68	70	Declined	*
United	62	65	65	70	72	64	69	NS	
WellChoice			NA	61	58	63	61	NS	
<b>Cohort average</b>		69	70	71	70	70	67		

**NOTES:** Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different from zero. Comparison not done for plans or measures with fewer than 3 points of observation.

### Controlling High Blood Pressure

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna			43	69	NR	60	66	NS	
AmeriHealth			52	50	54	70	69	Improved	**
CIGNA			41	55	59	58	70	Improved	**
HealthNet			31	52	50	58	67	Improved	**
Horizon			54	62	76	77	77	Improved	**
Oxford			56	63	67	69	75	Improved	**
United			35	49	34	41	52	NS	
WellChoice			39	48	43	42	67	NS	
<b>Cohort average</b>			44	56	55	59	68		

### Cervical Cancer Screening

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	71	69	80	86	80	81	80	NS	
AmeriHealth	67	68	78	76	76	75	76	Improved	*
CIGNA	61	65	76	79	83	77	80	Improved	**
HealthNet	60	65	76	77	81	79	81	Improved	**
Horizon	60	66	74	71	78	89	82	Improved	**
Oxford	67	79	80	80	80	79	83	Improved	*
United	59	64	73	76	78	81	76	Improved	**
WellChoice			NA	NA	71	76	75	NS	
<b>Cohort Average</b>		68	77	78	78	80	79		

**NOTES:** Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different from zero. Comparison not done for plans or measures with fewer than 3 points of observation.

**Comprehensive Diabetes Care (Eye exams)**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	50	50	55	58	53	49	50	NS	
AmeriHealth	38	44	50	56	54	55	52	Improved	**
CIGNA	23	27	40	55	56	45	48	Improved	**
HealthNet	33	54	35	47	50	44	47	NS	
Horizon	42	44	51	64	66	70	61	Improved	**
Oxford	41	43	48	49	49	35	42	NS	
United	37	34	39	42	37	38	37	NS	
WellChoice			26	32	38	34	42	Improved	**
<b>Cohort average</b>		42	43	50	50	46	47		

**Comprehensive Diabetes Care (HbA1c testing)**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna		69	79	82	75	81	81	NS	
AmeriHealth		68	74	78	80	84	83	Improved	**
CIGNA		74	72	75	83	76	85	Improved	*
HealthNet		69	69	73	80	83	81	Improved	**
Horizon		64	69	74	83	86	84	Improved	**
Oxford		69	75	77	80	80	84	Improved	**
United		NR	71	76	74	75	83	Improved	*
WellChoice			67	70	76	74	78	Improved	**
<b>Cohort average</b>		69	72	76	79	80	82		

**NOTES:** Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different from zero. Comparison not done for plans or measures with fewer than 3 points of observation.



**Cholesterol Mgt. (LDL-C level <130 mg/dL)**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	64	46	58	63	70	73	73	Improved	**
AmeriHealth	70	42	54	59	65	71	64	Improved	**
CIGNA	40	45	63	68	71	71	77	Improved	**
HealthNet	18	24	41	42	66	69	68	Improved	**
Horizon	66	54	61	69	77	83	70	Improved	*
Oxford	66	55	65	69	69	72	76	Improved	**
United	41	22	53	61	43	71	61	NS	
WellChoice			NA	NA	NA	NA	NA	NA	
<b>Cohort average</b>		41	56	62	66	73	70		

**Childhood Immun. Status - Combo 1**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	61	67	76	74	71	76	78	Improved	**
AmeriHealth	71	73	79	78	79	75	81	Improved	*
CIGNA	60	69	77	78	75	79	79	Improved	**
HealthNet	57	64	64	68	73	74	78	Improved	**
Horizon	66	71	71	62	74	79	82	Improved	*
Oxford	68	65	70	69	71	74	73	Improved	**
United	66	NR	65	60	60	70	72	NS	
WellChoice			NA	72	68	75	78	NS	
<b>Cohort average</b>		68	72	70	72	75	78		

**NOTES:** Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different from zero. Comparison not done for plans or measures with fewer than 3 points of observation.

**Follow-up Hosp. Mental Illness - 30 days**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	47	79	74	80	79	79	81	Improved	*
AmeriHealth	58	66	69	66	70	71	73	Improved	**
CIGNA	67	72	73	60	74	75	74	NS	
HealthNet	6	44	60	69	72	73	74	Improved	**
Horizon	69	75	69	70	87	84	84	Improved	**
Oxford	32	69	65	73	72	77	71	Improved	*
United	NR	60	NA	70	60	65	75	NS	
WellChoice			NA	NA	NA	NA	NA	NA	
<b>Cohort Average</b>		66	68	70	73	75	76		

**Postpartum Care**

Plan	1999	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	72	72	78	81	68	73	79	NS	
AmeriHealth	64	60	74	79	80	76	77	Improved	**
CIGNA	60	61	76	80	83	85	86	Improved	**
HealthNet	68	68	57	70	76	77	79	Improved	*
Horizon	78	81	73	70	84	87	88	NS	
Oxford	72	69	74	72	71	75	74	NS	
United	67	67	68	65	61	64	70	NS	
WellChoice			69	73	69	68	72	NS	
<b>Cohort Average</b>		68	71	74	74	76	78		

**NOTES:** Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different from zero. Comparison not done for plans or measures with fewer than 3 points of observation.

### Rating of health plan

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	35	37	35	38	35	41	NS	
AmeriHealth	31	35	32	35	36	33	NS	
CIGNA	23	28	28	23	34	31	NS	
HealthNet	28	35	35	37	39	36	Improved *	
Horizon	30	30	34	30	33	34	NS	
Oxford	25	32	42	35	36	37	NS	
United	24	30	40	34	28	34	NS	
WellChoice	NA	33	26	33	29	34	NS	
NJ average	28	31	33	33	34	35		

### Getting needed care\*

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	79	80	82	78	79	81	NS	
AmeriHealth	77	79	81	78	83	77	NS	
CIGNA	70	72	74	71	77	76	Improved *	
HealthNet	76	78	80	78	80	77	NS	
Horizon	77	76	77	74	76	77	NS	
Oxford	76	76	74	75	78	75	NS	
United	74	75	79	75	77	80	NS	
WellChoice	NA	72	70	74	72	73	NS	
NJ average	75	74	76	75	78	77		

\* Getting needed care is not trendable due to changes in two of the questions that make up the composite in 2003. Significance tests for this measure should be interpreted with caution.

**NOTES:** Comparison not done for plans with fewer than 3 points of observation. Rates are taken from New Jersey HMO Performance report and use case-mix adjustment. Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different

**Claims processing**

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	43	46	52	49	49	55	Improved	**
AmeriHealth	36	46	42	39	40	43	NS	
CIGNA	24	32	36	29	39	44	Improved	**
HealthNet	29	31	29	42	53	46	Improved	**
Horizon	30	36	39	39	42	44	Improved	**
Oxford	30	35	36	47	52	44	Improved	**
United	31	26	40	34	36	42	NS	
WellChoice	NA	34	30	38	37	40	NS	
NJ average	30	34	37	40	43	45		

**Customer service**

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	69	68	69	72	71	76	Improved	**
AmeriHealth	60	67	64	70	77	73	Improved	**
CIGNA	59	62	62	63	68	67	Improved	**
HealthNet	65	67	71	70	73	68	NS	
Horizon	65	65	72	73	72	73	Improved	**
Oxford	63	65	67	72	74	67	NS	
United	64	63	67	64	66	68	NS	
WellChoice	NA	67	61	70	68	69	NS	
NJ average	61	63	66	69	71	70		

**NOTES:** Comparison not done for plans with fewer than 3 points of observation. Rates are taken from New Jersey HMO Performance report and use case-mix adjustment. Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different

### Rating of health care

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	50	49	46	48	50	52	NS	
AmeriHealth	53	49	48	54	55	47	NS	
CIGNA	36	38	41	39	46	49	Improved	**
HealthNet	46	46	49	48	53	49	Improved	*
Horizon	39	44	44	43	49	49	Improved	**
Oxford	38	45	52	47	50	52	Improved	*
United	34	41	48	54	46	50	Improved	*
WellChoice	NA	50	45	47	47	43	NS	
NJ average	42	45	46	48	49	49		

### Getting care quickly

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	51	47	46	44	46	43	Declined	**
AmeriHealth	49	50	46	44	47	43	Declined	*
CIGNA	39	42	42	36	43	44	NS	
HealthNet	45	44	43	44	44	41	Declined	*
Horizon	46	45	39	42	43	44	NS	
Oxford	43	46	42	41	47	47	NS	
United	43	39	41	38	38	44	NS	
WellChoice	NA	47	40	45	44	43	NS	
NJ average	45	44	42	42	44	44		

\* Getting care quickly is not trendable due to changes in two of the questions that make up the composite in 2003. Significance tests for this measure should be interpreted with caution.

**NOTES:** Comparison not done for plans with fewer than 3 points of observation. Rates are taken from New Jersey HMO Performance report and use case-mix adjustment. Sig. Levels - \*  $p \leq .1$ , \*\*  $p \leq .05$ , NS -- slope of trend line not significantly different

**Rating of personal doctor**

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	48	53	50	46	51	53	NS	
AmeriHealth	55	54	53	54	54	51	Declined	*
CIGNA	40	42	39	45	45	49	Improved	**
HealthNet	48	54	58	49	56	52	NS	
Horizon	43	49	47	45	53	49	NS	
Oxford	46	48	52	51	53	56	Improved	**
United	39	46	50	51	47	51	Improved	*
WellChoice	NA	51	47	53	52	46	NS	
NJ average	46	48	50	49	51	51		

**How well doctors communicate**

Plan	2000	2001	2002	2003	2004	2005	Change	Sig.
Aetna	66	63	55	55	57	60	NS	
AmeriHealth	63	62	59	58	60	60	NS	
CIGNA	49	50	52	49	54	59	Improved	*
HealthNet	58	58	60	58	62	63	Improved	**
Horizon	55	57	54	54	59	55	NS	
Oxford	57	60	58	56	62	64	NS	
United	51	50	55	53	54	56	Improved	*
WellChoice	NA	63	58	57	61	58	NS	
NJ average	57	58	57	55	59	59		

**NOTES:** Comparison not done for plans with fewer than 3 points of observation. Rates are taken from New Jersey HMO Performance report and use case-mix adjustment. Sig. Levels - \* p <= .1, \*\* p <= .05, NS -- slope of trend line not significantly different

**Four-Year Trends for New Jersey, the Middle Atlantic Region, the US, New York, and Pennsylvania,  
2000-2005**

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**Antidepressant Medication Mgmt. Optimal Practitioner Contacts for Medication Management**

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey		NA	22.00	22.80	26.49	27.40	
National - All LOB's			19.79	19.18	20.30	19.91	Improving
Middle Atlantic - All LOB's			23.95	22.84	23.06	23.31	Improving
New York - All LOB's			25.78	24.80	24.29	25.9	Improving
Pennsylvania - All LOB's			22.40	20.18	18.95	17.26	Improving

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

**Use of Appropriate Medications for People With Asthma Ages 5-17**

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	NA	60	60	62.9	72.55	72.24	
National - All LOB's		60	63.8	67.40	70.82	72.55	Improving
Middle Atlantic - All LOB's		61	64.7	66.50	72.32	73.33	Improving
New York - All LOB's		61.4	64.5	65.70	71.45	72.99	Same
Pennsylvania - All LOB's		65	67.7	69.30	73.01	74.33	Improving

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.



### Beta Blocker Treatment After a Heart Attack

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	83	90	90.00	95.90	95.96	96.50	
National - All LOB's	85	89.35	92.47	93.54	94.33	96.16	Same
Middle Atlantic - All LOB's	87	91.77	93.83	94.83	95.64	97.2	Same
New York - All LOB's	83.04	92.01	93.89	94.27	94.43	97.27	Same
Pennsylvania - All LOB's	87.9	92.02	96.22	95.68	97.50	97.61	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

### Breast Cancer Screening

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	65	69	71.00	69.80	69.6	67.49	
National - All LOB's	73.43	74.46	75.40	74.93	75.30	73.41	Same
Middle Atlantic - All LOB's	73.27	74.75	76.02	74.04	74.02	71.87	Same
New York - All LOB's	74.05	76.02	77.15	74.37	73.69	73.73	Same
Pennsylvania - All LOB's	75.3	76.72	77.26	77.33	77.67	74.11	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

### Controlling High Blood Pressure

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	NA	43	53	54.70	59.25	67.80	
National - All LOB's		51.5	55.40	58.37	62.20	66.84	Improving
Middle Atlantic - All LOB's		52.3	57.60	58.86	64.37	69.55	Improving
New York - All LOB's		55.6	59.10	60.42	64.90	69.87	Improving
Pennsylvania - All LOB's		52.9	58.30	59.53	67.59	70.97	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

### Cervical Cancer Screening

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	67	74	78.00	78.30	79.64	79.05	
National - All LOB's	71.8	78.1	79.90	80.46	81.77	80.88	Same
Middle Atlantic - All LOB's	73.88	78.76	80.61	80.63	81.74	80.95	Improving
New York - All LOB's	76.78	80.08	81.79	81.37	82.28	81.61	Improving
Pennsylvania - All LOB's	73.54	79.67	80.42	81.08	82.14	82.59	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

### Comprehensive Diabetes Care Eye Exam

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
<b>New Jersey</b>	38	43	51.00	50.40	46.35	47.57	
<b>National - All LOB's</b>	45.3	48.09	51.99	51.71	48.77	50.95	Improving
<b>Middle Atlantic - All LOB's</b>	49.69	53.61	56.72	55.48	52.15	52.63	Same
<b>New York - All LOB's</b>	56.85	55.27	57.78	56.09	52.93	54.7	Improving
<b>Pennsylvania - All LOB's</b>	46.5	56.79	58.69	58.24	55.25	54.02	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

### Comprehensive Diabetes Care HbA1c Testing

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
<b>New Jersey</b>	70	71	78.00	78.80	79.83	82.32	
<b>National - All LOB's</b>	75.07	78.42	81.39	82.58	84.55	86.5	Improving
<b>Middle Atlantic - All LOB's</b>	77.77	80.2	82.74	83.15	84.99	86.79	Improving
<b>New York - All LOB's</b>	78.98	80.44	83.16	83.66	85.28	87.68	Improving
<b>Pennsylvania - All LOB's</b>	80.92	84.98	85.24	86.54	88.63	89.54	Improving

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

**Cholesterol Mgmt. After Acute Cardio. Events LDL-C Level of <130 mg/dL 60-365 days**

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
<b>New Jersey</b>	38	57	62.00	65.70	72.65	70.04	
<b>National - All LOB's</b>	45.3	53.42	59.25	61.40	65.05	67.95	Improving
<b>Middle Atlantic - All LOB's</b>	46.82	59.4	64.71	66.50	71.21	72.36	Improving
<b>New York - All LOB's</b>	43.52	58.81	65.09	67.14	69.85	72.2	Improving
<b>Pennsylvania - All LOB's</b>	53.31	61.4	65.76	65.40	72.26	73.76	Improving

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

**Childhood Immunization Status (Combo 1)**

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
<b>New Jersey</b>	64	64	70.00	71.50	75.12	77.65	
<b>National - All LOB's</b>	63.73	66.77	67.90	68.55	74.41	76.35	Same
<b>Middle Atlantic - All LOB's</b>	72	74.81	76.55	73.37	77.35	79.33	Same
<b>New York - All LOB's</b>	69.85	76.97	77.08	73.79	74.90	78.13	Same
<b>Pennsylvania - All LOB's</b>	72.68	76.43	78.18	74.07	82.70	82.99	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

**Follow-up After Hospitalization for Mental Illness W/in 30 days of discharge**

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	69	68	70.00	73.40	74.9	76.05	
National - All LOB's	70.08	71.18	73.18	73.56	74.42	75.95	Same
Middle Atlantic - All LOB's	67.91	72.96	76.23	74.20	76.04	77.79	Same
New York - All LOB's	67.4	76.26	80.06	75.44	77.37	77.78	Same
Pennsylvania - All LOB's	67.25	70.61	73.90	71.66	74.11	78.32	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.

**Prenatal and Postpartum Care: Postpartum Care**

State	2000	2001	2002	2003	2004	2005	NJ Trend compared to National/Regional/State Trend
New Jersey	69	69	73.00	74.00	75.59	78.00	
National - All LOB's	72.34	74.1	76.87	77.04	80.26	80.65	Same
Middle Atlantic - All LOB's	76	77.65	78.23	77.02	79.33	80.56	Improving
New York - All LOB's	76.39	77.72	77.75	76.53	78.70	80.48	Improving
Pennsylvania - All LOB's	77.2	81.79	81.23	81.03	83.13	83.36	Same

Notes: National and regional averages include New Jersey plans, but statistical comparisons were made by comparing New Jersey plans to all other plans in the nation or region. Trend comparisons were made using all plans reporting in each year.