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NCQA Report Card 2011: Massachusetts Health Plans Again the Country's Best

Boston, MA – The nation's premiere health care quality assessment committee has again ranked several members of the Massachusetts Association of Health Plans (MAHP) among the nation's best.

In its annual report card ranking the quality and member satisfaction of health plans, the National Committee for Quality Assurance (NCQA) recognized the high performance of Massachusetts commercial, Medicaid and Medicare health plans. Among the rankings:

- Four (4) of the top 13 Commercial Health Plans, including the top health plan and top PPO;
- Four (4) of the top 7 Medicaid Health Plans, including the top health plan; and
- Two (2) of the top 12 Medicare Health Plans.

NCQA evaluated 483 private health plans, ranking 390 of those based on clinical performance, member satisfaction, and NCQA Accreditation. Additionally, NCQA evaluated over 200 Medicaid health plans and ranked 99 of those based on the same criteria.

In response to the rankings, MAHP President and CEO, Lora Pellegrini, made the following statement:

"Year-after-year, MAHP member health plans consistently set the standard of excellence. These rankings are another validation of the superior work happening in our state's health plans and a validation of their work to improve patient health outcomes, well-being and the overall care experience.

"At the same time, the single greatest challenge our entire health care system faces is finding ways to better control health care costs, particularly for small businesses, which are so important to our economy. Report after report has shown that the key to controlling costs is addressing the underlying factors driving health care costs – specifically the market clout of certain providers and the rates they charge. We are heartened by proposals now moving forward in the Legislature to address this key cost driver and are committed to working with the Governor, Legislature and our partners in the health care community to bring meaningful change this year to small businesses and working families."

The results and in-depth rankings are available online at <http://www.ncqa.org>

The Massachusetts Association of Health Plans represents 13 health plans covering more than 2.3 million Massachusetts residents. It is dedicated to improving health for all in Massachusetts by promoting affordable, safe and coordinated health care.

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Best Commercial Plans

Rank	Plan	State
1	Harvard Pilgrim Health Care (HMO/POS)	MA, ME
2	Tufts Associated Health Maintenance Organization (HMO/POS)	MA, NH, RI
3	Capital Health Plan (HMO)	FL
4	Tufts Health Plan (PPO)	MA, NH, RI
5	Harvard Pilgrim Health Care of New England (HMO/POS)	NH
6	Kaiser Foundation Health Plan of Colorado (HMO)	CO
7	Group Health Cooperative of South Central Wisconsin (HMO)	WI
8	Geisinger Health Plan (HMO/POS)	PA
9	Harvard Pilgrim Health Care (PPO)	MA
10	Health New England (HMO/POS)	MA
11	Grand Valley Health Plan	MI
12	Kaiser Foundation Health Plan of Southern California (HMO)	CA
13	Fallon Community Health Plan (HMO/POS)	MA

Best Medicaid Plans

Rank	Plan	State
1	Fallon Community Health Plan (HMO)	MA
2	Kaiser Foundation Health Plan of Hawaii (HMO)	HI
3	Boston Medical Center HealthNet Plan (HMO)	MA
4	Neighborhood Health Plan (HMO)	MA
5	Capital District Physicians' Health Plan (HMO)	NY
6	Security Health Plan of Wisconsin (HMO)	WI
7	Network Health (HMO)	MA

Best Medicare Plans

Rank	Plan	State
1	Kaiser Foundation Health Plan of Northern California (HMO)	CA
2	Kaiser Foundation Health Plan of Southern California (HMO)	CA
3	Kaiser Foundation Health Plan of Colorado (HMO)	CO
4	Kaiser Foundation Health Plan of the Northwest (HMO)	OR, WA
5	Gundersen Lutheran Health Plan (HMO)	WI
6	Capital Health Plan (HMO)	FL

7	Kaiser Foundation Health Plan of Hawaii (HMO)	HI
8	Tufts Associated Health Maintenance Organization (HMO)	MA
9	Geisinger Gold Classic (HMO)	PA
10	Kaiser Foundation Health Plan of the Northwest (HMO)	OR, WA
11	Group Health (HMO)	MN, WI
12	Fallon Community Health Plan (HMO)	MA