A Consumer's Guide to

Commercial HMO Managed Care in Central New York

2016

Choosing a health plan - information to consider

The area where a health plan operates and the cost of premiums are often used in selecting a health plan. The quality information presented in this guide provides additional information about the performance of health plans for various services that may be of interest to you depending on the needs of you and your family. The New York State of Health Marketplace (**www.nystateofhealth.ny.gov**) also has quality information about health insurance plans. You can compare health plan options and quality ratings as you enroll in coverage. The Marketplace is open to all New York State residents.

Health Plan	Website	Member Services	BROOME	CAYUGA	CHENANGO	CORTLAND	HERKIMER	JEFFERSON	LEWIS	MADISON	ONEIDA	ONONDAGA	OSWEGO	ST. LAWRENCE	TIOGA	TOMPKINS
Aetna	www.aetna.com	1-800-872-3862	✓	✓								✓	✓		✓	
CDPHP	www.cdphp.com	1-800-777-2273	✓		✓		✓			✓	✓				✓	
Excellus BlueCross BlueShield	www.excellusbcbs.com	1-800-722-7884	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HIP (EmblemHealth)	www.emblemhealth.com	1-800-447-8255	✓													
HealthNow New York Inc.	www.healthnowny.com	1-866-231-0847										✓	✓			
MVP Health Care	www.mvphealthcare.com	1-888-687-6277	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

✓ Commercial plan available

NOTE: Not every plan may be accepting new enrollment. Please call the plan member services number listed above to confirm availability.

If you have a problem with your health plan, first contact the plan's Member Services Department. If you cannot resolve the problem to your satisfaction, call the appropriate State agency for assistance.

For issues concerning payment, reimbursement, coverage, benefits, rates, and premiums, contact:
New York State Department of Financial Services
Consumer Services
www.dfs.ny.gov/consumer/fileacomplaint.htm
1-800-342-3736

If you have been denied coverage of health care services because the service is considered experimental, investigational, or not medically necessary, contact:
New York State Department of Financial Services
New York State External Appeal
www.dfs.ny.gov/insurance/extapp/extappqa.htm
1-800-400-8882

For issues concerning HMO Quality of Care, contact:
New York State Department of Health
Division of Managed Care
www.health.ny.gov
1-800-206-8125

A Consumer's Guide to

Commercial HMO Managed Care in Central New York

2016

Health Plan	Preventive and Well-Care for Adults and Children				Quality of Care Provided to Members with Illness				Patient Satisfaction with Access and Service	Overall Rating
	Child and Adolescent Care	Women's Preventive Care	Maternal Care	Adult Care	Care for Respiratory Conditions	Diabetes Care	Cardiovascular Care	Mental Health	Satisfaction with Adult Care	
CDPHP	★★★★	★★★★★	★★★	★★★★★	★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Excellus BlueCross BlueShield	★★★	★★★	★★★	★★★	★★	★★★	★★★	★★	★★★	★★★
HIP (EmblemHealth)	★★	★★★★	★★	★★★★	★★★	★★★	★★★	★★★	★	★★★
HealthNow New York Inc.	★★★★	★★★★	★★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★	★★★★
MVP Health Care	★★★	★★	★★	★★★	★★★	★★★	★★★	★★	★★★	★★★

KEY:
More stars mean **better** health plan performance, with 5 stars being the best.

Ratings are based on a comparison of plan rates to statewide averages. **Quality** ratings are from information submitted by the health plans.
Patient Satisfaction ratings are from member surveys conducted by certified vendors for the health plans.

The quality of care measures used in this guide represent some, but not all of the measures from health plans.
For additional information about the individual measures used in each category, as well as other quality of care measures available,
please see the New York State Department of Health website: **www.health.ny.gov**.