

## About the rankings

These rankings of private, Medicare, and Medicaid health-insurance plans (HMOs and PPOs) are based on data and calculations from the National Committee for Quality Assurance (NCQA), an independent nonprofit group. A total of 830 plans are ranked in three categories: 390 private plans that people enroll in through work or on their own, 341 that serve Medicare beneficiaries in the Medicare Advantage program, and 99 that Medicaid beneficiaries enroll in.

Because of space considerations, we are presenting the rankings of health plans in three regional editions. Within categories, plans are listed by state. A complete national list is available at [ConsumerReports.org/health](http://ConsumerReports.org/health), where consumers can also access additional details on insurance plans and compare up to five at a time free of charge until Nov. 15.

**Overall score** on a scale of 1 to 100 (higher is better) is based on performance on dozens of measures encompassing consumer satisfaction, treatment, and prevention. Whether a plan is accredited by the NCQA is also part of its score. Non-accredited plans, marked with an asterisk (\*), score lower on average because accreditation can add up to 15 points. Accreditation is a plus but is no guarantee of quality care. Plans pay a fee to the NCQA to be evaluated for accreditation; the amount varies by plan size. **Performance** covers the subcategories of treatment, prevention, and consumer satisfaction, scored from 1 to 5. **National rank** shows where each plan stands among all plans nationwide in that category. A lower number signifies a higher ranking and better performance.

## Your questions answered

▶ **Why can't I find my plan?** Not all plans submit data to the National Committee for Quality Assurance (NCQA). Some that do choose not to make the information public. And some plans don't submit enough data for valid statistical analysis.

▶ **I purchase insurance on my own instead of getting it through a job. Can I buy all of these plans?** You can buy some of the private plans listed, but many are offered only to employers as group plans. Even so, many insurers sell similar health plans to companies and to individuals. But the name of the insurance product or plan and the range of benefits sold to individuals may be different from the group version's. For more details on plans offered to individuals, we recommend using the plan-finder feature at the federal government's consumer health website, [Healthcare.gov](http://Healthcare.gov).

▶ **What about the Medicare and Medicaid plans?** If you are a Medicare beneficiary, you can obtain any of the Medicare Advantage plans ranked in your state when you initially sign up or during Medicare's annual open enrollment period, which this year runs from Oct. 15 to Dec. 7. Medicaid plans are available only to households that meet their state's eligibility requirements.

▶ **What goes into the scores on treatment, prevention, and customer satisfaction?** Treatment scores reflect how well a plan takes care of common conditions such as diabetes and heart

disease. Prevention scores cover services such as prenatal care, cancer screenings, and immunizations. Consumer satisfaction looks at satisfaction with a plan's doctors and services, such as customer service.

▶ **How can I use the scores and rankings to pick a good plan?** Don't focus too much on minor differences, such as between plans with scores of, say, 82 and 86. Instead, pay attention to larger differences. The same goes for the performance scores for treatment, prevention, and consumer satisfaction. The difference between 2 and 3 is not as telling as the difference between 1 or 2 and 5. If you have a particular condition, look at our online rankings for scores pertinent to that condition, if available. Healthy individuals and families with children might want to pay close attention to how well plans do on prevention.

▶ **Why are HMOs and PPOs ranked together but listed separately?** PPOs score lower than HMOs on average. That is most likely because PPOs collect performance data somewhat differently than HMOs do. And fewer PPOs are accredited, which lowers their scores. Differences may also reflect actual lower performance.

▶ **Why is information missing for some plans?** Some plans don't offer some measured services or have too few enrollees using them. And a plan can choose not to submit data for a particular measure.

## Private health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ALABAMA</b>					
UnitedHealthcare of Alabama	77	2	1	1	307
UnitedHealthcare Insurance (Alabama)	77	3	1	1	305
Aetna Life Insurance Company (Alabama)	77	3	1	1	310
<b>CONNECTICUT</b>					
ConnectiCare	87	3	5	5	31
Anthem Blue Cross and Blue Shield-Connecticut	87	5	5	4	34
Cigna HealthCare of Connecticut	85	3	4	4	73
Oxford Health Plans (CT)	84	3	4	4	92
Aetna Health-Connecticut	84	3	4	4	94

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>CONNECTICUT continued</b>					
UnitedHealthcare of New England	84	2	4	4	101
Aetna Life Insurance Company (Connecticut)	84	3	4	4	81
UnitedHealthcare Insurance (New England)	83	3	4	4	108
Oxford Health Insurance-Connecticut	81	1	3	3	175
Cigna (CT)*	70	4	4	4	332
<b>DELAWARE</b>					
Blue Cross Blue Shield of Delaware	84	4	4	3	102
AmeriHealth HMO (Delaware)	83	3	4	4	111
Aetna Health (Pennsylvania)-Delaware	83	3	3	3	129
Optimum Choice	81	1	3	3	216

HMO PPO

1 2 3 4 5  
Worse than average Better than average

HMO PPO  
 1 2 3 4 5  
 Worse than average Better than average

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>DELAWARE</b> <i>continued</i>					
Coventry Health Care of Delaware*	66	1	4	3	361
Aetna Life Insurance Company (Delaware)	82	4	3	2	164
UnitedHealthcare Insurance (Delaware)	79	3	2	2	279
Cigna (DE)*	65	3	2	2	380
<b>DISTRICT OF COLUMBIA</b>					
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	3	5	4	33
Cigna HealthCare Mid-Atlantic	84	3	4	4	79
Aetna Health (Pennsylvania)-Maryland	83	3	4	3	131
MD-Individual Practice Association	82	2	4	3	137
CareFirst BlueChoice	81	1	4	3	194
Optimum Choice	81	1	3	3	216
UnitedHealthcare of the Mid-Atlantic	81	1	3	3	225
Aetna Life Insurance Company (MD/DC)	82	3	4	3	140
UnitedHealthcare Insurance (Mid-Atlantic)	81	3	3	2	184
BluePreferred	81	2	3	3	210
Cigna (MD, DC)*	68	3	3	3	347
<b>FLORIDA</b>					
Capital Health Plan	90	4	5	5	3
Health First Health Plans	83	3	4	3	117
AvMed Health Plans	82	3	4	3	143
Cigna HealthCare of Florida	82	4	3	3	147
UnitedHealthcare of Florida	82	4	3	2	157
Aetna Health-Florida	81	3	3	3	203
Humana Medical Plan of Florida	81	2	3	2	227
Health Options	80	4	3	1	246
Neighborhood Health Partnership	80	2	3	2	259
Florida Health Care Plans*	69	4	4	3	334
Aetna Life Insurance Company (Florida)	81	3	3	2	180
UnitedHealthcare Insurance (Florida)	81	4	3	2	223
Cigna (FL)*	67	4	3	3	352
<b>GEORGIA</b>					
Kaiser Foundation Health Plan of Georgia (HMO)	86	4	5	3	52
Cigna HealthCare of Georgia	83	4	3	3	126
Kaiser Foundation Health Plan of Georgia (POS)	82	3	4	2	158
Aetna Health-Georgia	82	3	3	3	163
Blue Cross Blue Shield Healthcare Plan of Georgia	82	2	4	3	172
UnitedHealthcare of Georgia	81	3	3	2	217
Humana Employers Health Plan of Georgia	80	2	2	3	250
Aetna Life Insurance Company (Georgia)	82	3	3	3	161
UnitedHealthcare Insurance (Georgia)	80	4	2	2	266
Blue Cross Blue Shield Healthcare Plan of Georgia	77	3	1	1	314
Cigna (GA)*	66	3	3	3	364
<b>KENTUCKY</b>					
Anthem Blue Cross and Blue Shield in Kentucky	84	4	4	3	91
Cigna Ohio Managed Care	84	4	3	4	107

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>KENTUCKY</b> <i>continued</i>					
Humana Health Plan of Ohio	83	3	4	3	120
Humana Health Plan of Kentucky	81	2	3	3	196
UnitedHealthcare of Ohio	81	2	3	3	197
Aetna Health (Pennsylvania)-Ohio	81	2	3	3	201
UnitedHealthcare of Kentucky	80	3	2	2	268
Welborn Health Plans*	68	4	4	3	337
Humana Health Plan of Kentucky	80	3	2	2	249
Anthem Blue Cross and Blue Shield in Kentucky	79	4	2	2	276
UnitedHealthcare Insurance (Kentucky)	78	3	2	1	303
Aetna Life Insurance Company (Kentucky)	77	2	2	1	306
Cigna (KY)*	63	4	2	1	384
<b>MAINE</b>					
Harvard Pilgrim Health Care	92	5	5	5	1
Anthem Blue Cross and Blue Shield in Maine	87	4	5	5	29
Aetna Health-Maine	83	2	3	4	121
Martin's Point Health Care*	74	5	4	5	328
Aetna Life Insurance Company (Maine)	81	2	3	3	214
Cigna (ME)*	68	3	3	3	346
<b>MARYLAND</b>					
Johns Hopkins US Family Health Plan	88	5	5	5	23
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	3	5	4	33
Cigna HealthCare Mid-Atlantic	84	3	4	4	79
Employer Health Programs	84	2	4	3	106
Aetna Health (Pennsylvania)-Maryland	83	3	4	3	131
MD-Individual Practice Association	82	2	4	3	137
CareFirst BlueChoice	81	1	4	3	194
Optimum Choice	81	1	3	3	216
UnitedHealthcare of the Mid-Atlantic	81	1	3	3	225
Coventry Health Care of Delaware*	66	1	4	3	361
Aetna Life Insurance Company (MD/DC)	82	3	4	3	140
UnitedHealthcare Insurance (Mid-Atlantic)	81	3	3	2	184
BluePreferred	81	2	3	3	210
Cigna (MD, DC)*	68	3	3	3	347
<b>MASSACHUSETTS</b>					
Harvard Pilgrim Health Care	92	5	5	5	1
Tufts Associated Health Maintenance Organization	91	5	5	5	2
Health New England	89	3	5	5	10
Fallon Community Health Plan	88	3	5	5	13
Blue Cross and Blue Shield of Massachusetts	88	3	5	5	15
ConnectiCare	87	3	5	5	31
ConnectiCare of Massachusetts	87	3	5	5	31
Neighborhood Health Plan	86	2	5	5	42
Aetna Health (Pennsylvania)-Massachusetts	85	1	4	5	71
Cigna HealthCare of Massachusetts	85	3	4	4	77

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MASSACHUSETTS <i>continued</i></b>					
UnitedHealthcare of New England	84	2	4	4	101
Tufts Health Plan	90	5	5	5	4
Harvard Pilgrim Health Care	89	5	5	5	9
Blue Cross and Blue Shield of Massachusetts	88	3	5	5	16
Aetna Life Insurance Company (Massachusetts)	84	1	4	4	98
UnitedHealthcare Insurance (New England)	83	3	4	4	108
Cigna (MA)*	69	2	4	4	333
<b>MICHIGAN</b>					
Grand Valley Health Plan	89	5	5	5	11
Priority Health	87	5	5	4	41
HealthPlus of Michigan	86	5	4	4	43
Health Alliance Plan of Michigan	86	4	4	4	51
Physicians Health Plan	85	4	4	4	62
Blue Care Network of Michigan	84	3	4	4	85
Total Health Care	81	1	4	2	221
Aetna Life Insurance Company (Michigan)	81	3	3	3	215
UnitedHealthcare Insurance (Michigan)	80	3	3	2	253
Health Alliance Plan of Michigan*	65	3	2	3	375
<b>NEW HAMPSHIRE</b>					
Tufts Associated Health Maintenance Organization	91	5	5	5	2
Harvard Pilgrim Health Care of New England	90	5	5	5	5
Anthem Blue Cross and Blue Shield in New Hampshire	87	4	5	5	25
Anthem Health Plan of New Hampshire	87	4	5	5	25
Cigna HealthCare of New Hampshire	87	5	4	5	35
UnitedHealthcare of New England	84	2	4	4	101
Martin's Point Health Care*	74	5	4	5	328
Tufts Health Plan	90	5	5	5	4
UnitedHealthcare Insurance (New England)	83	3	4	4	108
Aetna Life Insurance Company (NH/VT)	81	2	3	3	204
Cigna (NH)*	69	4	3	4	335
<b>NEW JERSEY</b>					
Cigna HealthCare of New Jersey	85	4	4	4	64
Aetna Health (New Jersey)-Southern New Jersey	84	4	4	4	82
AmeriHealth HMO (New Jersey)	83	3	4	4	110
Aetna Health (New Jersey)-Northern New Jersey	83	2	3	4	132
Oxford Health Plans (NJ)	82	1	3	3	162
UnitedHealthcare Insurance (New Jersey)	81	1	3	3	189
Horizon Healthcare of New Jersey	81	2	3	4	192
Horizon Blue Cross Blue Shield of New Jersey*	68	4	3	4	339
Aetna Life Insurance Company (New Jersey)	82	2	4	3	141
UnitedHealthcare Insurance (New Jersey)	81	3	4	2	190
Oxford Health Insurance-New Jersey	81	2	3	3	202
Cigna (NJ)*	68	3	3	4	340
Horizon Blue Cross Blue Shield of New Jersey*	66	3	3	3	360

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>NEW YORK</b>					
Excellus BlueCross BlueShield	88	4	5	5	20
Capital District Physicians' Health Plan	88	5	5	4	22
Capital District Physicians' Healthcare Network	87	5	5	4	27
Independent Health Association	87	5	5	4	28
MVP Health Care	86	5	5	4	47
HealthNow New York	86	4	5	4	49
Univera Healthcare	85	3	4	4	63
HIP Health Plan of New York	85	2	4	5	66
Cigna HealthCare of New York	84	2	4	5	83
Empire BlueCross BlueShield	84	2	4	5	88
Oxford Health Plans of New York	84	2	4	4	97
Aetna Health-New York	84	2	4	4	103
UnitedHealthcare Insurance of New York	83	1	4	4	113
Martin's Point Health Care*	74	5	4	5	328
Universal Benefits	87	5	5	4	40
Capital District Physicians' Healthcare Network (Self-Funded)	86	5	5	4	45
HealthNow New York	86	4	5	4	49
Univera Healthcare	85	3	4	4	63
Excellus BlueCross BlueShield	85	3	5	4	76
Oxford Health Insurance-New York	84	2	4	4	99
Aetna Life Insurance Company (New York)	83	2	4	4	124
UnitedHealthcare Insurance of New York	82	2	4	3	150
Cigna (NY)*	68	3	4	4	336
<b>NORTH CAROLINA</b>					
Cigna HealthCare of North Carolina	83	4	3	3	119
Aetna Health (Pennsylvania)-North Carolina	82	2	3	3	165
UnitedHealthcare of North Carolina	81	3	3	2	209
Aetna Life Insurance Company (North Carolina)	82	3	4	3	155
UnitedHealthcare Insurance (North Carolina)	81	4	3	3	185
BlueCross BlueShield of North Carolina	81	4	3	3	198
Cigna (NC)	67	3	3	3	350
<b>OHIO</b>					
SummaCare	85	5	4	4	54
AultCare HMO	85	5	3	4	61
Anthem Blue Cross and Blue Shield in Ohio	85	4	4	4	67
Kaiser Foundation Health Plan of Ohio	85	4	4	4	68
Cigna Ohio Managed Care	84	4	3	4	107
Paramount Health Care	83	4	4	3	109
Humana Health Plan of Ohio	83	3	4	3	120
Medical Mutual of Ohio	83	4	3	3	122
Health Plan of the Upper Ohio Valley, The	82	5	4	2	152
UnitedHealthcare of Ohio	81	2	3	3	197
Aetna Health (Pennsylvania)-Ohio	81	2	3	3	201
SummaCare	83	4	3	3	116

Plan name	Overall score	Performance			
		Consumer satisfaction	Prevention	Treatment	National rank
<b>OHIO</b> <i>continued</i>					
Medical Mutual of Ohio	83	4	3	3	122
Humana Insurance Company (Ohio)	82	3	3	3	148
Aetna Life Insurance Company (Ohio)	82	3	3	3	159
UnitedHealthcare Insurance (Ohio)	82	3	3	3	167
UnitedHealthcare Insurance of Ohio	82	3	3	3	167
AultCare	80	5	2	3	255
Anthem Blue Cross and Blue Shield in Ohio	79	3	2	2	272
Cigna (OH)*	66	3	2	3	371
<b>PENNSYLVANIA</b>					
Geisinger Health Plan	89	4	5	5	8
UPMC Health Plan	88	5	5	4	18
UPMC Benefit Management Services	88	5	5	4	18
HealthAmerica	87	4	4	5	30
Highmark Health Insurance	87	5	5	4	36
Keystone Health Plan Central	85	4	4	3	74
Capital Advantage Insurance	85	4	4	3	75
Keystone Health Plan East	84	3	4	4	96
AmeriHealth HMO (Pennsylvania)	83	3	4	4	111
First Priority Health	83	5	4	3	114
Aetna Health-Pennsylvania	83	3	3	3	128
Cigna HealthCare of Pennsylvania	83	2	3	4	130
Geisinger Health Plan	88	3	5	5	17
UPMC Health Network	85	5	4	4	59
UPMC Benefit Management Services	85	5	4	4	59
QCC Insurance (Personal Choice)	85	5	4	3	69
Aetna Life Insurance Company (Pennsylvania)	82	2	4	3	146
UnitedHealthcare Insurance (Pennsylvania)	80	2	3	2	244
Cigna (PA)*	68	4	3	4	342
<b>RHODE ISLAND</b>					
Tufts Associated Health Maintenance Organization	91	5	5	5	2
UnitedHealthcare of New England	84	2	4	4	101
Tufts Health Plan	90	5	5	5	4
UnitedHealthcare Insurance (New England)	83	3	4	4	108
Aetna Life Insurance Company (Rhode Island)	81	1	3	3	219
Cigna (RI)*	67	3	3	3	355
<b>SOUTH CAROLINA</b>					
BlueChoice BlueShield of South Carolina	82	3	2	3	149
Aetna Health (Pennsylvania)-North Carolina	82	2	3	3	165
Cigna HealthCare of South Carolina	81	4	2	3	200
UnitedHealthcare of North Carolina	81	3	3	2	209
Aetna Life Insurance Company (South Carolina)	80	3	2	2	235
UnitedHealthcare Insurance (South Carolina)	79	2	2	2	287
Cigna (SC)*	65	4	2	2	381
<b>TENNESSEE</b>					
Cigna HealthCare of Tennessee	82	5	3	2	145

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			
		Consumer satisfaction	Prevention	Treatment	National rank
<b>TENNESSEE</b> <i>continued</i>					
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
Aetna Health (Pennsylvania)-Tennessee	80	3	2	3	242
Humana Health Plan of Tennessee*	67	4	3	3	356
BlueCross BlueShield of Tennessee	82	5	3	2	151
Aetna Life Insurance Company (Tennessee)	81	3	3	2	220
UnitedHealthcare Insurance (Tennessee)	80	4	2	2	237
Cigna (TN)*	67	4	3	2	358
<b>VERMONT</b>					
Blue Cross and Blue Shield of Vermont	86	5	4	5	44
MVP Health Care	86	5	5	4	47
Vermont Health Plan, The	84	3	4	4	105
Martin's Point Health Care*	74	5	4	5	328
Blue Cross and Blue Shield of Vermont	84	3	3	4	100
Aetna Life Insurance Company (NH/VT)	81	2	3	3	204
Cigna (VT)*	66	3	3	3	362
<b>VIRGINIA</b>					
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	3	5	4	33
Southern Health Services	85	5	4	4	55
Cigna HealthCare Mid-Atlantic	84	3	4	4	79
Optima Health Plan	84	4	4	3	84
HealthKeepers	83	4	4	3	123
Aetna Health (Pennsylvania)-Maryland	83	3	4	3	131
MD-Individual Practice Association	82	2	4	3	137
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
CareFirst BlueChoice	81	1	4	3	194
Optimum Choice	81	1	3	3	216
UnitedHealthcare of the Mid-Atlantic	81	1	3	3	225
Optima Health Insurance Company	83	3	3	3	133
Aetna Life Insurance Company (Virginia)	82	2	3	3	170
UnitedHealthcare Insurance (Mid-Atlantic)	81	3	3	2	184
BluePreferred	81	2	3	3	210
Anthem Blue Cross Blue Shield in Virginia	79	4	2	1	283
Cigna (VA)*	67	3	3	3	351
<b>WEST VIRGINIA</b>					
Health Plan of the Upper Ohio Valley, The	82	5	4	2	152
Carelink Health Plans	81	4	3	2	207
Optimum Choice	81	1	3	3	216
Aetna Life Insurance Company (West Virginia)	78	4	2	1	299

# Medicare health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ALABAMA</b>					
UnitedHealthcare of Alabama	78	3	2	1	162
HealthSpring (H0150)*	65	3	2	2	279
Windsor Health Plan*	61	2	1	1	330
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Alabama)	77	3	1	1	173
Blue Cross and Blue Shield of Alabama*	64	3	3	1	296
Pyramid Life Insurance*	63	2	2	2	309
<b>CONNECTICUT</b>					
Aetna Health-Connecticut	84	3	3	5	73
Health Net of Connecticut*	70	4	5	4	188
ConnectiCare*	70	3	3	5	193
Anthem Blue Cross and Blue Shield-Connecticut*	69	3	4	4	211
Oxford Health Plans (CT)*	68	3	3	4	232
WellCare of Connecticut*	64	1	3	3	289
Aetna Life Insurance Company (Connecticut)	84	3	4	4	46
UnitedHealthcare Insurance (CT, MA, RI, VT)*	67	3	3	4	239
UnitedHealthcare Insurance (Connecticut)*	65	3	3	3	274
<b>DELAWARE</b>					
UnitedHealthcare Insurance for EverCare (MD/DC/VA/DE)*	63	2	1	3	307
<b>DISTRICT OF COLUMBIA</b>					
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	4	5	5	17
UnitedHealthcare Insurance-Virginia	78	2	2	2	166
Bravo Health Mid-Atlantic	78	2	3	2	168
Aetna Life Insurance Company (MD/DC)	84	3	4	4	46
UnitedHealthcare Insurance for EverCare (MD/DC/VA/DE)*	63	2	1	3	307
<b>FLORIDA</b>					
Capital Health Plan	88	4	5	5	6
Health First Health Plans	86	4	4	5	22
AvMed Health Plans	83	4	3	4	81
Aetna Health-Florida	82	2	3	4	97
UnitedHealthcare of Florida (H1080)	82	3	3	3	104
Humana Medical Plan of Florida	82	3	3	3	105
UnitedHealthcare of Florida (H9011)	80	3	2	3	140
Health Options	80	2	3	3	143
Humana Medical Plan of Florida (AdvantageCare)	80	2	3	3	146
Freedom Health	80	2	3	3	149
Optimum Healthcare	79	2	3	3	159
Universal Health Care	78	2	3	2	164
Florida Health Care Plans*	70	3	5	4	195
Leon Medical Centers Health Plans*	70	4	4	4	196
Preferred Care Partners Health Plan*	68	4	3	4	225

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>FLORIDA continued</b>					
CarePlus Health Plans*	67	3	3	3	249
Physicians United Plan*	65	2	3	3	272
Medica Healthcare Plans*	64	4	1	2	300
WellCare of Florida*	63	2	3	2	303
HealthSun Health Plans*	63	4	1	1	313
Citrus Health Care*	61	1	2	2	331
Aetna Life Insurance Company (Florida)	84	3	4	4	46
UnitedHealthcare Insurance (Florida Regional)	80	3	3	3	144
Humana Insurance Company	80	3	3	2	151
UnitedHealthcare Insurance (Florida)*	66	3	3	3	260
Health Options*	65	3	3	3	265
Universal Health Care*	63	2	2	2	306
Pyramid Life Insurance*	63	2	2	2	309
<b>GEORGIA</b>					
Kaiser Foundation Health Plan of Georgia	86	4	5	4	31
Aetna Health-Georgia	82	3	4	3	107
UnitedHealthcare of Georgia (H1111)	78	3	2	2	161
Blue Cross Blue Shield of Georgia*	65	2	3	3	278
UnitedHealthcare of Georgia (H2182)*	64	3	2	2	295
WellCare of Georgia*	62	1	3	2	316
Arcadian Health Plan (Southeast Community Care-H5578)*	59	1	1	1	339
Humana Insurance Company (Georgia)	81	3	3	3	111
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Pyramid Life Insurance*	63	2	2	2	309
UnitedHealthcare Insurance (Georgia)*	63	2	2	2	310
<b>KENTUCKY</b>					
Anthem Blue Cross and Blue Shield in Kentucky	81	4	3	2	123
Aetna Life Insurance Company (Kentucky)	84	3	4	4	46
Anthem Blue Cross and Blue Shield in Kentucky	82	3	3	4	100
Anthem Blue Cross and Blue Shield in Indiana (Regional)	81	3	3	3	114
Humana Insurance Company (Indiana)	80	4	2	3	130
Humana Insurance Company (Ohio)	80	3	2	2	142
Humana Insurance Company	80	3	3	2	151
<b>MAINE</b>					
Aetna Health-Maine	86	5	4	5	20
Martin's Point Health Care*	72	5	4	5	179
Arcadian Health Plan (Northeast Community Care)*	68	4	3	4	220
Aetna Life Insurance Company (Maine)	84	3	4	4	46
UnitedHealthcare Insurance (Maine)	84	4	4	4	68
<b>MARYLAND</b>					
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	4	5	5	17

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MARYLAND</b> <i>continued</i>					
Aetna Health (Pennsylvania)-Maryland	82	<span style="color: red;">2</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	93
Bravo Health Mid-Atlantic	78	<span style="color: red;">2</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	168
UnitedHealthcare Insurance (Maryland)*	71	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">3</span>	185
Aetna Life Insurance Company (MD/DC)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
UnitedHealthcare Insurance for EverCare (MD/DC/VA/DE)*	63	<span style="color: red;">2</span>	<span style="color: red;">1</span>	<span style="color: red;">3</span>	307
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>MASSACHUSETTS</b>					
Tufts Associated Health Maintenance Organization	88	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	8
Fallon Community Health Plan	88	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	12
Blue Cross and Blue Shield of Massachusetts	86	<span style="color: red;">4</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	28
Commonwealth Care Alliance*	70	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">5</span>	200
UnitedHealthcare of Massachusetts (Evercare)*	67	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	241
Blue Cross and Blue Shield of Massachusetts*	70	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	194
UnitedHealthcare Insurance (CT, MA, RI, VT)*	67	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	239
UnitedHealthcare Insurance (Massachusetts/Rhode Island)*	67	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	240
<b>MICHIGAN</b>					
HealthPlus of Michigan	86	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	21
Health Alliance Plan of Michigan	85	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	34
Blue Care Network of Michigan	85	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	39
Priority Health*	73	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	177
Molina Healthcare of Michigan*	62	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	321
Aetna Life Insurance Company (Michigan)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
Health Alliance Plan of Michigan*	67	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	235
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>NEW JERSEY</b>					
AmeriHealth HMO	83	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	84
Aetna Health (New Jersey)-Southern New Jersey	83	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	91
Aetna Health (New Jersey)-Northern New Jersey	83	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	92
Oxford Health Plans New Jersey	79	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	160
Horizon Healthcare of New Jersey*	67	<span style="color: red;">2</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	248
Healthfirst Health Plan of New Jersey*	62	<span style="color: red;">1</span>	<span style="color: red;">1</span>	<span style="color: red;">3</span>	323
WellCare of New Jersey*	60	<span style="color: red;">1</span>	<span style="color: red;">1</span>	<span style="color: red;">2</span>	335
Aetna Life Insurance Company (New Jersey)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>NEW YORK</b>					
MVP Health Care (Rochester Area)	87	<span style="color: red;">4</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	15
Capital District Physicians' Health Plan	87	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	16
MVP Health Care	87	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	18
Independent Health Association	86	<span style="color: red;">4</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	23
Univera Healthcare	86	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	25
Excellus BlueCross BlueShield	86	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	26
Empire BlueCross BlueShield	85	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	37
Aetna Health-New York	85	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	41
HealthNow New York	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	66

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>NEW YORK</b> <i>continued</i>					
HIP Health Plan of New York (H3330)	83	<span style="color: red;">2</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	75
Oxford Health Plans (NY)	81	<span style="color: red;">2</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	127
UnitedHealthcare of New York (H3379)	79	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	157
Fidelis Care New York*	67	<span style="color: red;">2</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	244
Managed Health*	65	<span style="color: red;">1</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	271
Touchstone Health (H3327)*	65	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	275
WellCare of New York*	63	<span style="color: red;">1</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	301
Liberty Health Advantage*	59	<span style="color: red;">1</span>	<span style="color: red;">1</span>	<span style="color: red;">1</span>	337
HealthNow New York	85	<span style="color: red;">4</span>	<span style="color: red;">5</span>	<span style="color: red;">4</span>	32
Excellus BlueCross BlueShield	85	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	36
Aetna Life Insurance Company (New York)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
UnitedHealthcare Insurance of New York	80	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	145
Independent Health Association*	70	<span style="color: red;">4</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	186
Empire BlueCross BlueShield*	70	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	187
MVP Health Care (H3346)*	70	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	189
MVP Health Care (H9615)*	70	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	192
Universal Benefits*	69	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	205
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>NORTH CAROLINA</b>					
UnitedHealthcare of North Carolina	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	137
BlueCross BlueShield of North Carolina*	70	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	191
Arcadian Health Plan (Southeast Community Care-H2899)*	60	<span style="color: red;">2</span>	<span style="color: red;">1</span>	<span style="color: red;">1</span>	334
Aetna Life Insurance Company (North Carolina)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
UnitedHealthcare of North Carolina	82	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	94
Humana Insurance Company (North Carolina)	80	<span style="color: red;">3</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	147
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
BlueCross BlueShield of North Carolina*	68	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	218
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>OHIO</b>					
Kaiser Foundation Health Plan of Ohio	87	<span style="color: red;">4</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	19
SummaCare	84	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	42
PrimeTime Health Plan	84	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	45
UPMC Health Plan	84	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	69
Paramount Health Care	83	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	88
Health Plan of the Upper Ohio Valley, The (H3672)	82	<span style="color: red;">5</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	95
Aetna Health (Pennsylvania)-Ohio	82	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	99
Anthem Blue Cross and Blue Shield in Ohio	81	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	112
Health Plan of the Upper Ohio Valley, The (H5151)	81	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	119
UnitedHealthcare of Ohio	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	131
Mt. Carmel Health Plan*	68	<span style="color: red;">5</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	229
WellCare of Ohio*	61	<span style="color: red;">1</span>	<span style="color: red;">1</span>	<span style="color: red;">2</span>	329
UPMC Health Plan	84	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	43
Aetna Life Insurance Company (Ohio)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
Anthem Blue Cross and Blue Shield in Ohio	83	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	83
Anthem Blue Cross and Blue Shield in Indiana (Regional)	81	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	114

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>OHIO continued</b>					
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company (Ohio)	80	3	2	2	142
Humana Insurance Company	80	3	3	2	151
HealthAmerica Advantra (H5522)*	70	3	3	5	201
Pyramid Life Insurance*	63	2	2	2	309
<b>PENNSYLVANIA</b>					
Geisinger Gold Classic	88	5	5	5	9
HealthAmerica Advantra	86	4	4	5	24
Keystone Health Plan Central	85	4	5	4	33
Aetna Health-Pennsylvania	85	4	4	4	38
Highmark Health Insurance	84	4	4	3	67
UPMC Health Plan	84	4	4	4	69
Keystone Health Plan East	84	3	4	4	74
Bravo Health Pennsylvania	79	2	3	3	155
Bravo Health Pennsylvania (Senior Partners)	79	2	3	2	156
Gateway Health Plan*	66	3	3	3	259
QCC Insurance (Personal Choice)	85	4	4	4	40
UPMC Health Plan	84	4	4	4	43
Aetna Life Insurance Company (Pennsylvania)	84	3	4	4	46
Humana Insurance Company	80	3	3	2	151
HealthAmerica Advantra (H5522)*	70	3	3	5	201
Keystone Health Plan Central*	69	4	4	4	204
Highmark Health Insurance (H3916)*	69	4	5	3	214
Geisinger Health Plan*	69	4	4	4	216
UnitedHealthcare Insurance (Pennsylvania Evercare)*	65	2	3	3	263
Highmark Health Insurance (H5106)*	65	3	4	2	268
Pyramid Life Insurance*	63	2	2	2	309
<b>RHODE ISLAND</b>					
UnitedHealthcare of New England	84	4	4	4	65
UnitedHealthcare Insurance (CT, MA, RI, VT)*	67	3	3	4	239
UnitedHealthcare Insurance (Massachusetts/Rhode Island)*	67	3	3	4	240
<b>SOUTH CAROLINA</b>					
Arcadian Health Plan (Southeast Community Care-H5783)*	63	3	2	2	308
Windsor Health Plan*	61	2	1	1	330
Humana Insurance Company (South Carolina)	80	3	2	2	148
Humana Insurance Company	80	3	3	2	151

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>SOUTH CAROLINA continued</b>					
Pyramid Life Insurance*	63	2	2	2	309
BlueChoice BlueShield of South Carolina*	62	3	1	1	318
<b>TENNESSEE</b>					
Cariten Health Plan	82	4	3	3	98
UnitedHealthcare Plan of the River Valley (H4456)	81	3	3	3	126
UnitedHealthcare of Tennessee	77	2	2	1	170
HealthSpring of Tennessee (H4454)*	68	4	4	3	231
HealthSpring of Tennessee (H4407)*	65	3	3	2	276
Windsor Health Plan*	61	2	1	1	330
Aetna Life Insurance Company (Tennessee)	84	3	4	4	46
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Pyramid Life Insurance*	63	2	2	2	309
<b>VERMONT</b>					
UnitedHealthcare Insurance (CT, MA, RI, VT)*	67	3	3	4	239
<b>VIRGINIA</b>					
Kaiser Foundation Health Plan of the Mid-Atlantic States	87	4	5	5	17
UnitedHealthcare Plan of the River Valley (H4456)	81	3	3	3	126
UnitedHealthcare Insurance-Virginia	78	2	2	2	166
Aetna Life Insurance Company (Virginia)	84	3	4	4	46
Humana Insurance Company (Virginia)	81	3	3	2	129
Humana Insurance Company	80	3	3	2	151
Optima Health Plan*	67	3	3	3	242
Anthem Blue Cross Blue Shield in Virginia*	67	3	3	3	247
UnitedHealthcare Insurance for EverCare (MD/DC/VA/DE)*	63	2	1	3	307
Pyramid Life Insurance*	63	2	2	2	309
<b>WEST VIRGINIA</b>					
UPMC Health Plan	84	4	4	4	69
Health Plan of the Upper Ohio Valley, The (H3672)	82	5	3	3	95
Health Plan of the Upper Ohio Valley, The (H5151)	81	4	3	3	119
UPMC Health Plan	84	4	4	4	43
Humana Insurance Company (Ohio)	80	3	2	2	142
Humana Insurance Company	80	3	3	2	151
Highmark Health Insurance (H3916)*	69	4	5	3	214
Highmark Health Insurance (H5106)*	65	3	4	2	268

# Medicaid health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>DELAWARE</b>					
Delaware Physicians Care*	70	4	4	4	85

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>DISTRICT OF COLUMBIA</b>					
DC Chartered Health Plan	82	2	4	4	49

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>FLORIDA</b>					
Humana Medical Plan of Florida	84	4	3	4	32
Sunshine State Health Plan (Reform Counties)	80	3	3	3	56
Sunshine State Health Plan (Non-Reform Counties)	77	3	2	3	73
Universal Health Care (Reform Counties)	75	3	1	3	78
Universal Health Care (Nonreform Counties)	73	1	2	3	81
<b>GEORGIA</b>					
Peach State Health Plan	82	3	3	3	43
Amerigroup Georgia Managed Care	81	3	3	3	52
WellCare of Georgia	78	2	3	2	72
<b>KENTUCKY</b>					
Passport Health Plan	87	3	4	4	13
<b>MARYLAND</b>					
Priority Partners	83	3	4	4	33
MedStar Family Choice	83	3	3	4	40
Jai Medical Systems*	70	1	5	5	84
Coventry Health Care of Delaware*	63	1	3	3	94
<b>MASSACHUSETTS</b>					
Fallon Community Health Plan	92	5	5	5	1
Boston Medical Center HealthNet Plan	90	4	5	5	3
Neighborhood Health Plan	90	4	5	5	4
Network Health	87	4	5	5	7
<b>MICHIGAN</b>					
Priority Health	87	4	5	5	9
BlueCaid of Michigan	87	3	4	5	12
Midwest Health Plan	87	3	5	4	14
UnitedHealthcare Great Lakes	86	5	4	4	17
Total Health Care	86	3	5	4	18
Upper Peninsula Health Plan	86	4	4	5	20
HealthPlus of Michigan	85	3	4	4	27
McLaren Health Plan	85	4	4	4	28
OmniCare Health Plan	84	3	4	3	31
Molina Healthcare of Michigan	83	3	4	4	38
Physicians Health Plan	82	3	4	4	44
Health Plan of Michigan*	71	3	5	4	83
CareSource Michigan*	65	2	3	3	92
<b>NEW JERSEY</b>					
Horizon NJ Health*	67	2	4	3	88
<b>NEW YORK</b>					
Capital District Physicians' Health Plan	88	5	4	5	5
Excelsus BlueCross BlueShield	86	3	5	5	15
HealthNow New York	86	4	5	4	19
Independent Health Association	86	3	4	4	21
<b>OHIO</b>					
Buckeye Community Health Plan	80	3	3	2	59

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>OHIO continued</b>					
Molina Healthcare of Ohio	79	3	3	2	64
Paramount Advantage	79	3	3	2	65
CareSource*	66	3	3	3	89
WellCare of Ohio*	54	2	-	-	99
<b>PENNSYLVANIA</b>					
UPMC For You	87	5	5	4	10
AmeriHealth Mercy Health Plan	85	4	4	4	22
Gateway Health Plan	85	4	4	4	23
Keystone Mercy Health Plan	85	4	4	4	25
Health Partners of Philadelphia	83	3	4	4	34
UnitedHealthcare of Pennsylvania	83	3	4	3	41
<b>RHODE ISLAND</b>					
Neighborhood Health Plan of Rhode Island	87	4	5	5	8
UnitedHealthcare of New England	86	3	5	4	16
<b>SOUTH CAROLINA</b>					
Select Health of South Carolina	82	3	3	3	46
UnitedHealthcare of South Carolina	80	3	2	3	61
<b>TENNESSEE</b>					
Amerigroup Tennessee	83	3	3	4	37
UnitedHealthcare Plan of the River Valley (Middle)	83	5	3	3	39
UnitedHealthcare Plan of the River Valley (East)	82	3	3	3	47
Volunteer State Health Plan (BlueCare)	81	3	3	3	51
UnitedHealthcare Plan of the River Valley (West)	80	3	3	2	58
Volunteer State Health Plan (BlueCare-West)	80	3	3	3	60
Volunteer State Health Plan (TennCare Select)	78	5	2	3	69
<b>VIRGINIA</b>					
Virginia Premier Health Plan	85	3	4	4	26
HealthKeepers	84	5	4	4	30
Optima Health Plan	83	5	3	3	35
Southern Health Services	83	3	3	3	42
Amerigroup Virginia	82	2	3	5	48
<b>WEST VIRGINIA</b>					
UniCare Health Plan of West Virginia	78	2	3	-	70
Carelink Health Plans*	64	3	3	-	93

\*Not accredited by the NCQA. Dash (-) indicates insufficient data.

Published with permission from the National Committee for Quality Assurance based on data collected in 2010 and 2011. Some information and data on health plans in the NCQA rankings comes from the 2011 Directory of Health Plans published by Atlantic Information Services, Inc. ([www.aishealth.com](http://www.aishealth.com)).



## About the rankings

These rankings of private, Medicare, and Medicaid health-insurance plans (HMOs and PPOs) are based on data and calculations from the National Committee for Quality Assurance (NCQA), an independent nonprofit group. A total of 830 plans are ranked in three categories: 390 private plans that people enroll in through work or on their own, 341 that serve Medicare beneficiaries in the Medicare Advantage program, and 99 that Medicaid beneficiaries enroll in.

Because of space considerations, we are presenting the rankings of health plans in three regional editions. Within categories, plans are listed by state. A complete national list is available at [ConsumerReports.org/health](http://ConsumerReports.org/health), where consumers can also access additional details on insurance plans and compare up to five at a time free of charge until Nov. 15.

**Overall score** on a scale of 1 to 100 (higher is better) is based on performance on dozens of measures encompassing consumer satisfaction, treatment, and prevention. Whether a plan is accredited by the NCQA is also part of its score. Non-accredited plans, marked with an asterisk (\*), score lower on average because accreditation can add up to 15 points. Accreditation is a plus but is no guarantee of quality care. Plans pay a fee to the NCQA to be evaluated for accreditation; the amount varies by plan size. **Performance** covers the subcategories of treatment, prevention, and consumer satisfaction, scored from 1 to 5. **National rank** shows where each plan stands among all plans nationwide in that category. A lower number signifies a higher ranking and better performance.

## Your questions answered

▶ **Why can't I find my plan?** Not all plans submit data to the National Committee for Quality Assurance (NCQA). Some that do choose not to make the information public. And some plans don't submit enough data for valid statistical analysis.

▶ **I purchase insurance on my own instead of getting it through a job. Can I buy all of these plans?** You can buy some of the private plans listed, but many are offered only to employers as group plans. Even so, many insurers sell similar health plans to companies and to individuals. But the name of the insurance product or plan and the range of benefits sold to individuals may be different from the group version's. For more details on plans offered to individuals, we recommend using the plan-finder feature at the federal government's consumer health website, [Healthcare.gov](http://Healthcare.gov).

▶ **What about the Medicare and Medicaid plans?** If you are a Medicare beneficiary, you can obtain any of the Medicare Advantage plans ranked in your state when you initially sign up or during Medicare's annual open enrollment period, which this year runs from Oct. 15 to Dec. 7. Medicaid plans are available only to households that meet their state's eligibility requirements.

▶ **What goes into the scores on treatment, prevention, and customer satisfaction?** Treatment scores reflect how well a plan takes care of common conditions such as diabetes and heart

disease. Prevention scores cover services such as prenatal care, cancer screenings, and immunizations. Consumer satisfaction looks at satisfaction with a plan's doctors and services, such as customer service.

▶ **How can I use the scores and rankings to pick a good plan?** Don't focus too much on minor differences, such as between plans with scores of, say, 82 and 86. Instead, pay attention to larger differences. The same goes for the performance scores for treatment, prevention, and consumer satisfaction. The difference between 2 and 3 is not as telling as the difference between 1 or 2 and 5. If you have a particular condition, look at our online rankings for scores pertinent to that condition, if available. Healthy individuals and families with children might want to pay close attention to how well plans do on prevention.

▶ **Why are HMOs and PPOs ranked together but listed separately?** PPOs score lower than HMOs on average. That is most likely because PPOs collect performance data somewhat differently than HMOs do. And fewer PPOs are accredited, which lowers their scores. Differences may also reflect actual lower performance.

▶ **Why is information missing for some plans?** Some plans don't offer some measured services or have too few enrollees using them. And a plan can choose not to submit data for a particular measure.

## Private health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ALABAMA</b>					
UnitedHealthcare of Alabama	77	2	1	1	307
UnitedHealthcare Insurance (Alabama)	77	3	1	1	305
Aetna Life Insurance Company (Alabama)	77	3	1	1	310
<b>ARKANSAS</b>					
UnitedHealthcare of Arkansas	78	3	1	1	297
Aetna Life Insurance Company (Arkansas)	76	3	1	1	319
UnitedHealthcare Insurance (Arkansas)	75	3	1	1	326
<b>COLORADO</b>					
Kaiser Foundation Health Plan of Colorado	90	3	5	5	6

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>COLORADO continued</b>					
Cigna HealthCare of Colorado	85	3	4	4	65
HMO Colorado	82	3	3	3	142
UnitedHealthcare of Colorado	82	1	3	4	160
Aetna Health (Pennsylvania)-Colorado	81	2	3	3	177
Rocky Mountain Health Plans*	68	3	4	3	344
UnitedHealthcare Insurance (Colorado)	83	3	3	4	127
Aetna Life Insurance Company (Colorado)	82	3	3	4	139
Cigna (CO)*	67	3	3	4	353
Rocky Mountain Health Plans*	67	2	3	3	357

HMO PPO

1 2 3 4 5  
Worse than average Better than average

HMO PPO 1 2 3 4 5  
 Worse than average Better than average

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>FLORIDA</b>					
Capital Health Plan	90	4	5	5	3
Health First Health Plans	83	3	4	3	117
AvMed Health Plans	82	3	4	3	143
Cigna HealthCare of Florida	82	4	3	3	147
UnitedHealthcare of Florida	82	4	3	2	157
Aetna Health-Florida	81	3	3	3	203
Humana Medical Plan of Florida	81	2	3	2	227
Health Options	80	4	3	1	246
Neighborhood Health Partnership	80	2	3	2	259
Florida Health Care Plans*	69	4	4	3	334
Aetna Life Insurance Company (Florida)	81	3	3	2	180
UnitedHealthcare Insurance (Florida)	81	4	3	2	223
Cigna (FL)*	67	4	3	3	352
<b>GEORGIA</b>					
Kaiser Foundation Health Plan of Georgia (HMO)	86	4	5	3	52
Cigna HealthCare of Georgia	83	4	3	3	126
Kaiser Foundation Health Plan of Georgia (POS)	82	3	4	2	158
Aetna Health-Georgia	82	3	3	3	163
Blue Cross Blue Shield Healthcare Plan of Georgia	82	2	4	3	172
UnitedHealthcare of Georgia	81	3	3	2	217
Humana Employers Health Plan of Georgia	80	2	2	3	250
Aetna Life Insurance Company (Georgia)	82	3	3	3	161
UnitedHealthcare Insurance (Georgia)	80	4	2	2	266
Blue Cross Blue Shield Healthcare Plan of Georgia	77	3	1	1	314
Cigna (GA)*	66	3	3	3	364
<b>ILLINOIS</b>					
Health Alliance Medical Plans	87	5	4	4	39
Medical Associates Health Plan	85	5	4	4	57
PersonalCare Insurance of Illinois	85	4	3	4	70
Cigna HealthCare of St. Louis	82	3	3	3	153
HMO Illinois and Blue Advantage HMO	82	3	3	3	169
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
Cigna HealthCare of Illinois	81	2	3	3	179
UnitedHealthcare of the Midwest	81	3	3	3	183
UnitedHealthcare of Illinois	81	2	2	3	228
Aetna Health (Pennsylvania)-Illinois	80	1	2	3	240
Humana Health Plan-Chicago Market	78	3	1	2	296
Group Health Plan*	68	3	3	4	341
Humana Benefit Plan of Illinois*	66	3	2	3	367
Health Alliance Medical Plans	82	5	2	4	138
Aetna Life Insurance Company (Illinois)	81	3	3	3	182
Humana Insurance Company (Illinois)	80	2	2	3	234
PersonalCare Insurance of Illinois	80	2	2	3	263

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ILLINOIS continued</b>					
UnitedHealthcare Insurance (Illinois)	79	3	2	2	277
UnitedHealthcare Insurance of Illinois	79	3	2	2	277
Cigna (IL)*	68	4	3	3	349
Group Health Plan*	66	3	2	3	363
<b>INDIANA</b>					
Anthem Blue Cross and Blue Shield in Indiana	85	4	4	3	78
Cigna Ohio Managed Care	84	4	3	4	107
Humana Health Plan of Ohio	83	3	4	3	120
HMO Illinois and Blue Advantage HMO	82	3	3	3	169
Cigna HealthCare of Illinois	81	2	3	3	179
Humana Health Plan of Kentucky	81	2	3	3	196
Aetna Health (Pennsylvania)-Ohio	81	2	3	3	201
Cigna HealthCare of Indiana	81	3	2	3	206
UnitedHealthcare of Illinois	81	2	2	3	228
Advantage Health Solutions	80	3	3	2	232
Aetna Health (Pennsylvania)-Illinois	80	1	2	3	240
UnitedHealthcare of Kentucky	80	3	2	2	268
Welborn Health Plans*	68	4	4	3	337
Aetna Life Insurance Company (Indiana)	80	3	2	2	236
Anthem Blue Cross and Blue Shield in Indiana	80	4	2	2	264
UnitedHealthcare Insurance (Indiana)	79	4	2	1	275
Cigna (IN)*	64	3	2	2	383
<b>IOWA</b>					
Health Alliance Medical Plans	87	5	4	4	39
Medical Associates Health Plan	85	5	4	4	57
Gundersen Lutheran Health Plan	84	4	4	4	87
Wellmark Health Plan of Iowa	84	4	4	4	89
Sanford Health Plan	84	3	3	4	93
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
UnitedHealthcare of the Midlands	81	3	2	3	205
Health Alliance Medical Plans	82	5	2	4	138
UnitedHealthcare Insurance (Midlands)	81	3	2	2	230
Aetna Life Insurance Company (Iowa)	79	3	2	2	269
Cigna (IA)*	64	4	2	2	382
<b>KANSAS</b>					
Blue Cross and Blue Shield of Kansas City, Good Health HMO	84	5	3	4	95
Aetna Health (Pennsylvania)-Missouri	82	2	3	3	166
UnitedHealthcare of the Midwest	81	3	3	3	183
Humana Health Plan of Kansas City (HMO)	81	3	2	3	186
Humana Health Plan of Kansas City (POS)	81	3	2	3	186
Cigna HealthCare of Kansas/Missouri	81	4	2	3	188
Preferred Health Systems*	68	4	3	3	348
Coventry Health Care of Kansas*	67	3	3	3	354
Blue Cross and Blue Shield of Kansas City	81	3	2	3	213

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>KANSAS</b> <i>continued</i>					
UnitedHealthcare Insurance (Midwest)	80	3	3	2	238
Aetna Life Insurance Company (Kansas)	80	3	2	2	261
Cigna (KS)*	65	3	2	2	379
<b>KENTUCKY</b>					
Anthem Blue Cross and Blue Shield in Kentucky	84	4	4	3	91
Cigna Ohio Managed Care	84	4	3	4	107
Humana Health Plan of Ohio	83	3	4	3	120
Humana Health Plan of Kentucky	81	2	3	3	196
UnitedHealthcare of Ohio	81	2	3	3	197
Aetna Health (Pennsylvania)-Ohio	81	2	3	3	201
UnitedHealthcare of Kentucky	80	3	2	2	268
Welborn Health Plans*	68	4	4	3	337
Humana Health Plan of Kentucky	80	3	2	2	249
Anthem Blue Cross and Blue Shield in Kentucky	79	4	2	2	276
UnitedHealthcare Insurance (Kentucky)	78	3	2	1	303
Aetna Life Insurance Company (Kentucky)	77	2	2	1	306
Cigna (KY)*	63	4	2	1	384
<b>LOUISIANA</b>					
Humana Health Benefit Plan of Louisiana	81	4	3	2	195
UnitedHealthcare of Louisiana	79	3	2	1	282
Coventry Health Care of Louisiana*	66	3	2	2	374
Vantage Health Plan*	62	5	1	1	386
UnitedHealthcare Insurance (Louisiana)	77	3	2	1	309
Aetna Life Insurance Company (Louisiana)	77	3	2	1	311
<b>MICHIGAN</b>					
Grand Valley Health Plan	89	5	5	5	11
Priority Health	87	5	5	4	41
HealthPlus of Michigan	86	5	4	4	43
Health Alliance Plan of Michigan	86	4	4	4	51
Physicians Health Plan	85	4	4	4	62
Blue Care Network of Michigan	84	3	4	4	85
Total Health Care	81	1	4	2	221
Aetna Life Insurance Company (Michigan)	81	3	3	3	215
UnitedHealthcare Insurance (Michigan)	80	3	3	2	253
Health Alliance Plan of Michigan*	65	3	2	3	375
<b>MINNESOTA</b>					
HealthPartners	87	4	5	5	24
Medica	85	3	4	4	72
Sanford Health Plan	84	3	3	4	93
PreferredOne Community Health Plan	83	3	3	4	134
HealthPartners	87	4	5	5	24
Medica	85	3	4	4	72
Blue Cross Blue Shield of Minnesota	84	3	4	4	90
Aetna Life Insurance Company (Minnesota)	80	2	2	3	245

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MISSISSIPPI</b>					
UnitedHealthcare Insurance (Mississippi)	76	3	1	1	321
Aetna Life Insurance Company (Mississippi)	76	3	1	1	325
UnitedHealthcare Insurance (Mississippi)	75	4	1	1	327
Cigna (MS)*	60	3	1	1	390
<b>MISSOURI</b>					
Blue Cross and Blue Shield of Kansas City, Good Health HMO	84	5	3	4	95
Cigna HealthCare of St. Louis	82	3	3	3	153
Aetna Health (Pennsylvania)-Missouri	82	2	3	3	166
UnitedHealthcare of the Midwest	81	3	3	3	183
Humana Health Plan of Kansas City (HMO)	81	3	2	3	186
Humana Health Plan of Kansas City (POS)	81	3	2	3	186
Cigna HealthCare of Kansas/Missouri	81	4	2	3	188
Anthem Blue Cross and Blue Shield in Missouri	81	3	3	2	193
Group Health Plan*	68	3	3	4	341
Coventry Health Care of Kansas*	67	3	3	3	354
Blue Cross and Blue Shield of Kansas City	81	3	2	3	213
UnitedHealthcare Insurance (Midwest)	80	3	3	2	238
Aetna Life Insurance Company (Missouri)	80	2	2	2	260
Group Health Plan*	66	3	2	3	363
Cigna (MO)*	66	3	2	3	369
<b>NEBRASKA</b>					
UnitedHealthcare of the Midlands	81	3	2	3	205
UnitedHealthcare Insurance (Midlands)	81	3	2	2	230
Aetna Life Insurance Company (Nebraska)	80	3	2	2	256
Cigna (NE)*	65	3	2	2	378
<b>NEW MEXICO</b>					
Presbyterian Health Plan	81	2	3	2	229
Lovelace Health Plan	80	1	3	3	251
Blue Cross and Blue Shield of New Mexico	78	2	2	2	294
Lovelace Insurance	79	1	3	2	284
UnitedHealthcare Insurance (New Mexico)	78	2	2	2	292
Blue Cross and Blue Shield of New Mexico	78	2	2	2	294
Presbyterian Insurance	77	1	2	2	313
Aetna Life Insurance Company (New Mexico)	76	1	1	2	320
Cigna (NM)*	62	1	2	1	389
<b>NORTH DAKOTA</b>					
Medica	85	3	4	4	72
Sanford Health Plan	84	3	3	4	93
Medica	85	3	4	4	72
Aetna Life Insurance Company (ND/SD/WY/MT)	76	2	1	1	323
<b>OHIO</b>					
SummaCare	85	5	4	4	54
AultCare HMO	85	5	3	4	61
Anthem Blue Cross and Blue Shield in Ohio	85	4	4	4	67

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>OHIO continued</b>					
Kaiser Foundation Health Plan of Ohio	85	4	4	4	68
Cigna Ohio Managed Care	84	4	3	4	107
Paramount Health Care	83	4	4	3	109
Humana Health Plan of Ohio	83	3	4	3	120
Medical Mutual of Ohio	83	4	3	3	122
Health Plan of the Upper Ohio Valley, The	82	5	4	2	152
UnitedHealthcare of Ohio	81	2	3	3	197
Aetna Health (Pennsylvania)-Ohio	81	2	3	3	201
SummaCare	83	4	3	3	116
Medical Mutual of Ohio	83	4	3	3	122
Humana Insurance Company (Ohio)	82	3	3	3	148
Aetna Life Insurance Company (Ohio)	82	3	3	3	159
UnitedHealthcare Insurance (Ohio)	82	3	3	3	167
UnitedHealthcare Insurance of Ohio	82	3	3	3	167
AultCare	80	5	2	3	255
Anthem Blue Cross and Blue Shield in Ohio	79	3	2	2	272
Cigna (OH)*	66	3	2	3	371
<b>OKLAHOMA</b>					
UnitedHealthcare of Oklahoma	79	3	2	2	273
Aetna Health (Pennsylvania)-Oklahoma	78	2	2	2	298
Aetna Life Insurance Company (Oklahoma)	79	3	2	2	288
UnitedHealthcare Insurance (Oklahoma)	78	3	1	1	304
<b>SOUTH DAKOTA</b>					
Sanford Health Plan	84	3	3	4	93
Aetna Life Insurance Company (ND/SD/WY/MT)	76	2	1	1	323
Cigna (SD/MT)*	62	3	1	1	387
<b>TENNESSEE</b>					
Cigna HealthCare of Tennessee	82	5	3	2	145
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
Aetna Health (Pennsylvania)-Tennessee	80	3	2	3	242
Humana Health Plan of Tennessee*	67	4	3	3	356
BlueCross BlueShield of Tennessee	82	5	3	2	151
Aetna Life Insurance Company (Tennessee)	81	3	3	2	220
UnitedHealthcare Insurance (Tennessee)	80	4	2	2	237
Cigna (TN)*	67	4	3	2	358

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>TEXAS</b>					
Cigna HealthCare of Texas	82	3	3	3	171
Scott and White Health Plan	81	3	4	2	181
UnitedHealthcare of Texas	81	2	3	3	208
Aetna Health-Texas	81	2	3	3	222
Humana Health Plan of Texas (Austin)	81	3	2	3	224
UnitedHealthcare Benefits of Texas	80	3	2	2	252
Humana Health Plan of Texas (Houston)	79	2	2	2	271
Humana Health Plan of Texas (South)	79	2	2	2	274
Aetna Life Insurance Company (Texas)	81	3	3	2	199
UnitedHealthcare Insurance (Texas)	80	3	2	3	241
Humana Insurance Company (Texas)	80	2	2	2	247
Cigna (TX)*	66	3	3	2	366
<b>WISCONSIN</b>					
Group Health Cooperative of South Central Wisconsin	90	3	5	5	7
Security Health Plan of Wisconsin	87	4	4	5	38
Unity Health Plans	86	4	5	4	46
Arise Health Plan	86	4	4	5	48
Network Health Plan	86	4	4	4	50
Dean Health Plan	86	4	4	4	53
Medical Associates Health Plans	85	5	4	4	57
Medica	85	3	4	4	72
MercyCare	84	3	4	4	86
Gundersen Lutheran Health Plan	84	4	4	4	87
UnitedHealthcare of Wisconsin	83	3	3	4	118
Humana Wisconsin Health Organization Insurance	83	3	4	3	135
Anthem Blue Cross and Blue Shield of Wisconsin	82	3	3	4	144
HMO Illinois and Blue Advantage HMO	82	3	3	3	169
Group Health Cooperative of Eau Claire*	71	5	4	4	330
Health Tradition Health Plan*	70	5	4	4	331
Medica	85	3	4	4	72
UnitedHealthcare Insurance (Wisconsin)	82	3	3	4	154
Humana Insurance Company (Wisconsin)	81	2	2	4	218
Aetna Life Insurance Company (Wisconsin)	80	2	2	2	265
Cigna (WI)*	65	3	2	2	377

# Medicare health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ALABAMA</b>					
UnitedHealthcare of Alabama	78	3	2	1	162
HealthSpring (H0150)*	65	3	2	2	279

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ALABAMA continued</b>					
Windsor Health Plan*	61	2	1	1	330
Humana Insurance Company	80	2	3	2	151
Humana Insurance Company (Alabama)	77	3	1	1	173

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ALABAMA</b> <i>continued</i>					
Blue Cross and Blue Shield of Alabama*	64	3	3	1	296
Pyramid Life Insurance*	63	2	2	2	309
<b>ARKANSAS</b>					
Windsor Health Plan*	61	2	1	1	330
Arkansas Community Care*	60	3	1	1	332
Humana Insurance Company (Texas)	80	3	3	2	150
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Humana Insurance Company (Arkansas)	77	3	2	2	169
Mercy Health Plan of Missouri*	69	5	5	3	213
Pyramid Life Insurance*	63	2	2	2	309
<b>COLORADO</b>					
Kaiser Foundation Health Plan of Colorado	90	4	5	5	3
PacificCare of Colorado	83	3	4	4	87
Rocky Mountain Health Plans*	69	5	4	3	206
Denver Health Medical Plan*	66	1	4	4	255
UnitedHealthcare of Colorado*	64	2	2	3	286
Humana Health Plan (Colorado)*	64	2	2	3	291
Colorado Access Health Plan*	64	1	3	3	293
Aetna Life Insurance Company (Colorado)	84	3	4	4	46
Humana Insurance Company (Colorado)*	65	3	3	3	269
Pyramid Life Insurance*	63	2	2	2	309
<b>FLORIDA</b>					
Capital Health Plan	88	4	5	5	6
Health First Health Plans	86	4	4	5	22
AvMed Health Plans	83	4	3	4	81
Aetna Health-Florida	82	2	3	4	97
UnitedHealthcare of Florida (H1080)	82	3	3	3	104
Humana Medical Plan of Florida	82	3	3	3	105
UnitedHealthcare of Florida (H9011)	80	3	2	3	140
Health Options	80	2	3	3	143
Humana Medical Plan of Florida (AdvantageCare)	80	2	3	3	146
Freedom Health	80	2	3	3	149
Optimum Healthcare	79	2	3	3	159
Universal Health Care	78	2	3	2	164
Florida Health Care Plans*	70	3	5	4	195
Leon Medical Centers Health Plans*	70	4	4	4	196
Preferred Care Partners Health Plan*	68	4	3	4	225
CarePlus Health Plans*	67	3	3	3	249
Physicians United Plan*	65	2	3	3	272
Medica Healthcare Plans*	64	4	1	2	300
WellCare of Florida*	63	2	3	2	303
HealthSun Health Plans*	63	4	1	1	313
Citrus Health Care*	61	1	2	2	331
Aetna Life Insurance Company (Florida)	84	3	4	4	46

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>FLORIDA</b> <i>continued</i>					
UnitedHealthcare Insurance (Florida Regional)	80	3	3	3	144
Humana Insurance Company	80	3	3	2	151
UnitedHealthcare Insurance (Florida)*	66	3	3	3	260
Health Options*	65	3	3	3	265
Universal Health Care*	63	2	2	2	306
Pyramid Life Insurance*	63	2	2	2	309
<b>GEORGIA</b>					
Kaiser Foundation Health Plan of Georgia	86	4	5	4	31
Aetna Health-Georgia	82	3	4	3	107
UnitedHealthcare of Georgia (H1111)	78	3	2	2	161
Blue Cross Blue Shield of Georgia*	65	2	3	3	278
UnitedHealthcare of Georgia (H2182)*	64	3	2	2	295
WellCare of Georgia*	62	1	3	2	316
Arcadian Health Plan (Southeast Community Care-H5578)*	59	1	1	1	339
Humana Insurance Company (Georgia)	81	3	3	3	111
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Pyramid Life Insurance*	63	2	2	2	309
UnitedHealthcare Insurance (Georgia)*	63	2	2	2	310
<b>ILLINOIS</b>					
Health Alliance Medical Plans	86	5	5	4	27
Medical Associates Health Plan	86	5	5	4	29
Humana Benefit Plan of Illinois	83	4	3	3	89
UnitedHealthcare Plan of the River Valley (H4456)	81	3	3	3	126
UnitedHealthcare of the Midwest	81	3	3	3	128
Humana Health Plan-Chicago Market	80	2	2	3	141
UnitedHealthcare Insurance (Illinois)	77	2	1	2	174
Group Health Plan*	70	4	4	4	198
Essence Healthcare (H2610)*	69	4	4	3	203
HealthSpring of Illinois*	62	2	2	1	315
Harmony Health Plan of Illinois*	61	1	2	1	328
Health Alliance Medical Plans	84	5	3	4	44
Aetna Life Insurance Company (Illinois)	84	3	4	4	46
Humana Insurance Company (KS, MO)	83	4	3	4	82
UnitedHealthcare Insurance-Midwest	83	4	3	3	90
Humana Insurance Company (Illinois)	81	3	3	3	117
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company	80	3	3	2	151
Humana Benefit Plan of Illinois*	68	4	3	3	222
PersonalCare Insurance of Illinois*	68	4	2	4	223
Pyramid Life Insurance*	63	2	2	2	309
<b>INDIANA</b>					
Clarian Health Plans*	69	4	4	4	208
Welborn Health Plans*	69	5	4	4	209
Aetna Life Insurance Company (Indiana)	84	3	4	4	46

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>INDIANA</b> <i>continued</i>					
Anthem Blue Cross and Blue Shield in Indiana	84	4	3	4	70
Anthem Blue Cross and Blue Shield in Indiana (Regional)	81	3	3	3	114
Humana Insurance Company (Indiana)	80	4	2	3	130
UnitedHealthcare Insurance (Indiana)	80	3	2	3	134
Humana Insurance Company (Ohio)	80	3	2	2	142
Humana Insurance Company	80	3	3	2	151
Advantage Health Solutions*	67	4	4	3	233
Pyramid Life Insurance*	63	2	2	2	309
<b>IOWA</b>					
Medical Associates Health Plan	86	5	5	4	29
UnitedHealthcare Insurance (Midlands)	83	4	3	4	79
UnitedHealthcare of the Midlands	83	4	4	3	80
UnitedHealthcare Plan of the River Valley (H4456)	81	3	3	3	126
Humana Insurance Company (Illinois)	81	3	3	3	117
Humana Insurance Company (IA, MO, NE)*	67	3	3	3	243
Pyramid Life Insurance*	63	2	2	2	309
<b>KANSAS</b>					
Humana Health Plan of Kansas City	84	4	4	4	72
Coventry Health Care of Kansas*	68	4	3	3	224
Humana Insurance Company (KS, MO)	83	4	3	4	82
Humana Insurance Company	80	3	3	2	151
UnitedHealthcare Insurance (Kansas)	79	2	2	3	158
Coventry Health and Life Insurance*	68	3	4	4	230
Pyramid Life Insurance*	63	2	2	2	309
<b>KENTUCKY</b>					
Anthem Blue Cross and Blue Shield in Kentucky	81	4	3	2	123
Aetna Life Insurance Company (Kentucky)	84	3	4	4	46
Anthem Blue Cross and Blue Shield in Kentucky	82	3	3	4	100
Anthem Blue Cross and Blue Shield in Indiana (Regional)	81	3	3	3	114
Humana Insurance Company (Indiana)	80	4	2	3	130
Humana Insurance Company (Ohio)	80	3	2	2	142
Humana Insurance Company	80	3	3	2	151
<b>LOUISIANA</b>					
Humana Health Benefit Plan of Louisiana	82	4	4	3	96
Vantage Health Plan*	64	5	2	1	287
WellCare of Louisiana*	62	2	2	1	319
Arcadian Health Plan (H7179)*	59	2	1	1	338
Humana Insurance Company	80	3	3	2	151
Pyramid Life Insurance*	63	2	2	2	309
<b>MICHIGAN</b>					
HealthPlus of Michigan	86	5	4	5	21
Health Alliance Plan of Michigan	85	4	4	4	34
Blue Care Network of Michigan	85	4	4	4	39
Priority Health*	73	5	5	5	177
Molina Healthcare of Michigan*	62	2	2	2	321

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MICHIGAN</b> <i>continued</i>					
Aetna Life Insurance Company (Michigan)	84	3	4	4	46
Humana Insurance Company	80	3	3	2	151
Health Alliance Plan of Michigan*	67	3	4	3	235
Pyramid Life Insurance*	63	2	2	2	309
<b>MINNESOTA</b>					
Group Health (Cost)	88	5	5	5	11
Medica (Cost)*	71	5	5	4	182
UCare (H2459)*	71	5	5	4	183
HealthPartners (MSHO)*	69	3	4	4	210
PrimeWest Health*	69	5	3	3	217
Medica*	67	3	3	3	246
<b>MISSISSIPPI</b>					
HealthSpring of Tennessee (H4454)*	68	4	4	3	231
HealthSpring of Tennessee (H4407)*	65	3	3	2	276
Windsor Health Plan*	61	2	1	1	330
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Humana Insurance Company (Mississippi)	77	3	2	1	172
Pyramid Life Insurance*	63	2	2	2	309
<b>MISSOURI</b>					
Humana Health Plan of Kansas City	84	4	4	4	72
UnitedHealthcare of the Midwest	81	3	3	3	128
Mercy Health Plan of Missouri*	70	5	5	3	197
Group Health Plan*	70	4	4	4	198
Essence Healthcare (H2610)*	69	4	4	3	203
Coventry Health Care of Kansas*	68	4	3	3	224
Harmony Health Plan of Missouri*	60	1	1	2	333
Humana Insurance Company (KS, MO)	83	4	3	4	82
UnitedHealthcare Insurance-Midwest	83	4	3	3	90
Humana Insurance Company	80	3	3	2	151
Mercy Health Plan of Missouri*	69	5	5	3	213
Coventry Health and Life Insurance*	68	3	4	4	230
Pyramid Life Insurance*	63	2	2	2	309
<b>NEBRASKA</b>					
UnitedHealthcare Insurance (Midlands)	83	4	3	4	79
UnitedHealthcare of the Midlands	83	4	4	3	80
Pyramid Life Insurance*	63	2	2	2	309
<b>NEW MEXICO</b>					
Presbyterian Health Plan	83	3	4	4	85
Lovelace Health Plan	82	3	4	3	101
Presbyterian Insurance	81	3	4	3	110
UnitedHealthcare Insurance (NM/TX)	77	2	2	1	171
Pyramid Life Insurance*	63	2	2	2	309
UnitedHealthcare Insurance (New Mexico)*	62	1	1	3	320
Humana Insurance Company (New Mexico)*	62	2	2	1	322

\*Not accredited by the NQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>NORTH DAKOTA</b>					
Medica (Cost)*	71	5	5	4	182
Medica*	67	3	3	3	246
Pyramid Life Insurance*	63	2	2	2	309
<b>OHIO</b>					
Kaiser Foundation Health Plan of Ohio	87	4	5	5	19
SummaCare	84	5	4	4	42
PrimeTime Health Plan	84	5	4	3	45
UPMC Health Plan	84	4	4	4	69
Paramount Health Care	83	4	4	3	88
Health Plan of the Upper Ohio Valley, The (H3672)	82	5	3	3	95
Aetna Health (Pennsylvania)-Ohio	82	3	3	4	99
Anthem Blue Cross and Blue Shield in Ohio	81	3	4	3	112
Health Plan of the Upper Ohio Valley, The (H5151)	81	4	3	3	119
UnitedHealthcare of Ohio	80	3	3	3	131
Mt. Carmel Health Plan*	68	5	3	3	229
WellCare of Ohio*	61	1	1	2	329
UPMC Health Plan	84	4	4	4	43
Aetna Life Insurance Company (Ohio)	84	3	4	4	46
Anthem Blue Cross and Blue Shield in Ohio	83	4	4	3	83
Anthem Blue Cross and Blue Shield in Indiana (Regional)	81	3	3	3	114
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company (Ohio)	80	3	2	2	142
Humana Insurance Company	80	3	3	2	151
HealthAmerica Advantra (H5522)*	70	3	3	5	201
Pyramid Life Insurance*	63	2	2	2	309
<b>OKLAHOMA</b>					
UnitedHealthcare of Oklahoma	80	3	2	2	135
CommunityCare Managed Healthcare Plans of Oklahoma*	65	4	3	1	267
GlobalHealth*	62	2	2	1	324
Aetna Life Insurance Company (Oklahoma)	84	3	4	4	46
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Oklahoma)	76	2	1	1	176
Pyramid Life Insurance*	63	2	2	2	309
<b>SOUTH DAKOTA</b>					
Medica (Cost)*	71	5	5	4	182
Medica*	67	3	3	3	246
Pyramid Life Insurance*	63	2	2	2	309
<b>TENNESSEE</b>					
Cariten Health Plan	82	4	3	3	98
UnitedHealthcare Plan of the River Valley (H4456)	81	3	3	3	126
UnitedHealthcare of Tennessee	77	2	2	1	170
HealthSpring of Tennessee (H4454)*	68	4	4	3	231
HealthSpring of Tennessee (H4407)*	65	3	3	2	276
Windsor Health Plan*	61	2	1	1	330

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>TENNESSEE continued</b>					
Aetna Life Insurance Company (Tennessee)	84	3	4	4	46
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Pyramid Life Insurance*	63	2	2	2	309
<b>TEXAS</b>					
Scott and White Health Plan	85	5	5	4	35
UnitedHealthcare Benefits of Texas	82	3	3	3	103
Aetna Health-Texas	80	2	3	3	132
Humana Health Plan of Texas	80	3	2	3	139
Bravo Health Texas	78	2	3	2	165
Evercare of Texas	76	1	1	2	175
KelseyCare Advantage*	71	5	4	5	180
HealthSpring (H4513)*	65	3	3	2	262
SelectCare of Texas*	65	3	3	2	264
Physicians Health Choice of Texas*	64	3	2	2	298
Arcadian Health Plan (Texas Community Care)*	63	3	1	2	312
SelectCare Health Plans*	62	2	1	2	317
WellCare of Texas*	61	1	2	2	325
Aetna Life Insurance Company (Texas)	82	2	3	4	102
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company (Texas)	80	3	3	2	150
Humana Insurance Company	80	3	3	2	151
UnitedHealthcare Insurance (NM/TX)	77	2	2	1	171
Coventry Health and Life Insurance*	68	3	4	4	230
HealthSpring Life and Health*	65	3	2	3	281
Pyramid Life Insurance*	63	2	2	2	309
First Health Life and Health Insurance*	60	1	1	1	336
<b>WISCONSIN</b>					
Gundersen Lutheran Health Plan	88	5	5	5	5
Group Health (Cost)	88	5	5	5	11
Security Health Plan of Wisconsin	88	5	5	5	13
Medical Associates Health Plans	86	5	5	4	29
UnitedHealthcare of Wisconsin	83	3	4	4	78
Dean Health Plan*	71	5	5	4	181
Medica (Cost)*	71	5	5	4	182
Partnership Health Plan*	70	4	4	4	190
UCare (H4270)*	70	5	4	4	202
Medica*	67	3	3	3	246
Independent Care Health Plan*	64	2	3	2	285
Today's Health*	64	2	2	2	294
Humana Insurance Company (Wisconsin)	84	4	4	3	71
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company	80	3	3	2	151
Network Health Plan*	71	5	5	4	184
Pyramid Life Insurance*	63	2	2	2	309

# Medicaid health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>COLORADO</b>					
Rocky Mountain Health Plans*	72	5	4	5	82
Denver Health Medical Plan*	69	1	4	5	87
<b>FLORIDA</b>					
Humana Medical Plan of Florida	84	4	3	4	32
Sunshine State Health Plan (Reform Counties)	80	3	3	3	56
Sunshine State Health Plan (Non-Reform Counties)	77	3	2	3	73
Universal Health Care (Reform Counties)	75	3	1	3	78
Universal Health Care (Nonreform Counties)	73	1	2	3	81
<b>GEORGIA</b>					
Peach State Health Plan	82	3	3	3	43
Amerigroup Georgia Managed Care	81	3	3	3	52
WellCare of Georgia	78	2	3	2	72
<b>INDIANA</b>					
MDwise	82	3	3	3	45
Managed Health Services	81	3	3	2	54
Anthem Blue Cross and Blue Shield in Indiana	79	3	3	2	63
<b>KANSAS</b>					
UniCare Health Plan of Kansas*	56	3	-	-	97
<b>KENTUCKY</b>					
Passport Health Plan	87	3	4	4	13
<b>MICHIGAN</b>					
Priority Health	87	4	5	5	9
BlueCaid of Michigan	87	3	4	5	12
Midwest Health Plan	87	3	5	4	14
UnitedHealthcare Great Lakes	86	5	4	4	17
Total Health Care	86	3	5	4	18
Upper Peninsula Health Plan	86	4	4	5	20
HealthPlus of Michigan	85	3	4	4	27
McLaren Health Plan	85	4	4	4	28
OmniCare Health Plan	84	3	4	3	31
Molina Healthcare of Michigan	83	3	4	4	38
Physicians Health Plan	82	3	4	4	44
Health Plan of Michigan*	71	3	5	4	83
CareSource Michigan*	65	2	3	3	92
<b>MINNESOTA</b>					
Medica	87	5	4	5	11
Blue Plus	85	5	4	4	24
<b>MISSOURI</b>					
Harmony Health Plan of Missouri	78	3	2	3	71
Molina Healthcare of Missouri*	66	3	3	3	90
HealthCare USA of Missouri*	66	4	3	2	91
Missouri Care*	62	3	2	2	96

\*Not accredited by the NCQA. Dash (-) indicates insufficient data.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>NEBRASKA</b>					
UnitedHealthcare of the Midlands/Share Advantage	83	5	3	4	36
<b>NEW MEXICO</b>					
Molina Healthcare of New Mexico	81	3	3	3	50
Lovelace Health Plan	80	4	3	3	57
Presbyterian Health Plan	79	3	3	3	62
Amerigroup Community Care of New Mexico	75	4	-	2	77
Blue Cross and Blue Shield of New Mexico*	63	3	2	3	95
<b>OHIO</b>					
Buckeye Community Health Plan	80	3	3	2	59
Molina Healthcare of Ohio	79	3	3	2	64
Paramount Advantage	79	3	3	2	65
CareSource*	66	3	3	3	89
WellCare of Ohio*	54	2	-	-	99
<b>TENNESSEE</b>					
Amerigroup Tennessee	83	3	3	4	37
UnitedHealthcare Plan of the River Valley (Middle)	83	5	3	3	39
UnitedHealthcare Plan of the River Valley (East)	82	3	3	3	47
Volunteer State Health Plan (BlueCare)	81	3	3	3	51
UnitedHealthcare Plan of the River Valley (West)	80	3	3	2	58
Volunteer State Health Plan (BlueCare-West)	80	3	3	3	60
Volunteer State Health Plan (TennCare Select)	78	5	2	3	69
<b>TEXAS</b>					
Molina Healthcare of Texas	80	3	3	3	55
Superior HealthPlan*	70	4	4	4	86
<b>WISCONSIN</b>					
Security Health Plan of Wisconsin	87	5	4	5	6

Published with permission from the National Committee for Quality Assurance based on data collected in 2010 and 2011. Some information and data on health plans in the NCQA rankings comes from the 2011 Directory of Health Plans published by Atlantic Information Services, Inc. ([www.aishealth.com](http://www.aishealth.com)).



## About the rankings

These rankings of private, Medicare, and Medicaid health-insurance plans (HMOs and PPOs) are based on data and calculations from the National Committee for Quality Assurance (NCQA), an independent nonprofit group. A total of 830 plans are ranked in three categories: 390 private plans that people enroll in through work or on their own, 341 that serve Medicare beneficiaries in the Medicare Advantage program, and 99 that Medicaid beneficiaries enroll in.

Because of space considerations, we are presenting the rankings of health plans in three regional editions. Within categories, plans are listed by state. A complete national list is available at [ConsumerReports.org/health](http://ConsumerReports.org/health), where consumers can also access additional details on insurance plans and compare up to five at a time free of charge until Nov. 15.

**Overall score** on a scale of 1 to 100 (higher is better) is based on performance on dozens of measures encompassing consumer satisfaction, treatment, and prevention. Whether a plan is accredited by the NCQA is also part of its score. Non-accredited plans, marked with an asterisk (\*), score lower on average because accreditation can add up to 15 points. Accreditation is a plus but is no guarantee of quality care. Plans pay a fee to the NCQA to be evaluated for accreditation; the amount varies by plan size. **Performance** covers the subcategories of treatment, prevention, and consumer satisfaction, scored from 1 to 5. **National rank** shows where each plan stands among all plans nationwide in that category. A lower number signifies a higher ranking and better performance.

## Your questions answered

▶ **Why can't I find my plan?** Not all plans submit data to the National Committee for Quality Assurance (NCQA). Some that do choose not to make the information public. And some plans don't submit enough data for valid statistical analysis.

▶ **I purchase insurance on my own instead of getting it through a job. Can I buy all of these plans?** You can buy some of the private plans listed, but many are offered only to employers as group plans. Even so, many insurers sell similar health plans to companies and to individuals. But the name of the insurance product or plan and the range of benefits sold to individuals may be different from the group version's. For more details on plans offered to individuals, we recommend using the plan-finder feature at the federal government's consumer health website, [Healthcare.gov](http://Healthcare.gov).

▶ **What about the Medicare and Medicaid plans?** If you are a Medicare beneficiary, you can obtain any of the Medicare Advantage plans ranked in your state when you initially sign up or during Medicare's annual open enrollment period, which this year runs from Oct. 15 to Dec. 7. Medicaid plans are available only to households that meet their state's eligibility requirements.

▶ **What goes into the scores on treatment, prevention, and customer satisfaction?** Treatment scores reflect how well a plan takes care of common conditions such as diabetes and heart

disease. Prevention scores cover services such as prenatal care, cancer screenings, and immunizations. Consumer satisfaction looks at satisfaction with a plan's doctors and services, such as customer service.

▶ **How can I use the scores and rankings to pick a good plan?** Don't focus too much on minor differences, such as between plans with scores of, say, 82 and 86. Instead, pay attention to larger differences. The same goes for the performance scores for treatment, prevention, and consumer satisfaction. The difference between 2 and 3 is not as telling as the difference between 1 or 2 and 5. If you have a particular condition, look at our online rankings for scores pertinent to that condition, if available. Healthy individuals and families with children might want to pay close attention to how well plans do on prevention.

▶ **Why are HMOs and PPOs ranked together but listed separately?** PPOs score lower than HMOs on average. That is most likely because PPOs collect performance data somewhat differently than HMOs do. And fewer PPOs are accredited, which lowers their scores. Differences may also reflect actual lower performance.

▶ **Why is information missing for some plans?** Some plans don't offer some measured services or have too few enrollees using them. And a plan can choose not to submit data for a particular measure.

## Private health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment		
<b>ALASKA</b>						
ODS Health Plan	78	2	1	2		293
Aetna Life Insurance Company (Alaska)	76	1	1	2		322
<b>ARIZONA</b>						
Health Net of Arizona	83	3	4	3		115
Cigna HealthCare of Arizona	82	2	3	3		156
UnitedHealthcare of Arizona	80	2	2	3		239
Aetna Health (Pennsylvania)-Arizona	80	1	3	3		262
Humana Health Plan of Arizona	79	2	2	2		290
UnitedHealthcare Insurance (Arizona)	81	2	3	3		176

\*Not accredited by the NCQA.

Plan name	Overall score	Performance				National rank
		Consumer satisfaction	Prevention	Treatment		
<b>ARIZONA</b> <i>continued</i>						
Aetna Life Insurance Company (Arizona)	80	1	2	3		254
Humana Insurance Company (Arizona)	79	1	2	3		281
Cigna (AZ)*	66	3	3	3		359
<b>ARKANSAS</b>						
UnitedHealthcare of Arkansas	78	3	1	1		297
Aetna Life Insurance Company (Arkansas)	76	3	1	1		319
UnitedHealthcare Insurance (Arkansas)	75	3	1	1		326
<b>CALIFORNIA</b>						
Kaiser Foundation Health Plan of Southern California	89	3	5	5		12
Kaiser Foundation Health Plan of Northern California	88	3	5	5		14

HMO PPO

1 2 3 4 5  
Worse than average Better than average



Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>CALIFORNIA</b> <i>continued</i>					
Western Health Advantage	83	3	4	3	125
Blue Shield of California	81	3	3	3	178
Health Net of California	81	1	4	2	211
UnitedHealthcare of California	81	2	3	2	231
Cigna HealthCare of California	80	1	3	3	243
Anthem Blue Cross	79	1	2	2	285
Aetna Health of California	77	1	1	2	312
UnitedHealthcare Insurance (California)	81	3	3	3	212
Aetna Life Insurance Company (California)	81	3	3	3	226
Anthem Blue Cross	80	3	2	2	257
Anthem Blue Cross Life and Health Insurance	80	3	2	2	257
Health Net Life Insurance	79	1	2	2	270
Cigna (CA)*	66	1	3	3	372
<b>COLORADO</b>					
Kaiser Foundation Health Plan of Colorado	90	3	5	5	6
Cigna HealthCare of Colorado	85	3	4	4	65
HMO Colorado	82	3	3	3	142
UnitedHealthcare of Colorado	82	1	3	4	160
Aetna Health (Pennsylvania)-Colorado	81	2	3	3	177
Rocky Mountain Health Plans*	68	3	4	3	344
UnitedHealthcare Insurance (Colorado)	83	3	3	4	127
Aetna Life Insurance Company (Colorado)	82	3	3	4	139
Cigna (CO)*	67	3	3	4	353
Rocky Mountain Health Plans*	67	2	3	3	357
<b>HAWAII</b>					
Kaiser Foundation Health Plan of Hawaii	87	4	5	5	37
Hawaii Medical Service Association (HMSA)	84	4	4	4	104
Hawaii Medical Service Association (HMSA)	84	5	3	4	80
UnitedHealthcare Insurance (Hawaii)	79	3	3	-	286
<b>IDAHO</b>					
Group Health Cooperative	85	3	4	5	56
SelectHealth	82	3	3	4	136
Group Health Options (Alliant)*	68	2	3	4	343
Group Health Options (Options)*	68	2	3	4	345
Aetna Life Insurance Company (Idaho)	77	3	1	1	308
UnitedHealthcare Insurance (Idaho)	76	3	1	1	317
PacificSource Health Plans (Oregon)*	66	3	2	3	365
<b>ILLINOIS</b>					
Health Alliance Medical Plans	87	5	4	4	39
Medical Associates Health Plan	85	5	4	4	57
PersonalCare Insurance of Illinois	85	4	3	4	70
Cigna HealthCare of St. Louis	82	3	3	3	153
HMO Illinois and Blue Advantage HMO	82	3	3	3	169
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
Cigna HealthCare of Illinois	81	2	3	3	179

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ILLINOIS</b> <i>continued</i>					
UnitedHealthcare of the Midwest	81	3	3	3	183
UnitedHealthcare of Illinois	81	2	2	3	228
Aetna Health (Pennsylvania)-Illinois	80	1	2	3	240
Humana Health Plan-Chicago Market	78	3	1	2	296
Group Health Plan*	68	3	3	4	341
Humana Benefit Plan of Illinois*	66	3	2	3	367
Health Alliance Medical Plans	82	5	2	4	138
Aetna Life Insurance Company (Illinois)	81	3	3	3	182
Humana Insurance Company (Illinois)	80	2	2	3	234
PersonalCare Insurance of Illinois	80	2	2	3	263
UnitedHealthcare Insurance (Illinois)	79	3	2	2	277
UnitedHealthcare Insurance of Illinois	79	3	2	2	277
Cigna (IL)*	68	4	3	3	349
Group Health Plan*	66	3	2	3	363
<b>INDIANA</b>					
Anthem Blue Cross and Blue Shield in Indiana	85	4	4	3	78
Cigna Ohio Managed Care	84	4	3	4	107
Humana Health Plan of Ohio	83	3	4	3	120
HMO Illinois and Blue Advantage HMO	82	3	3	3	169
Cigna HealthCare of Illinois	81	2	3	3	179
Humana Health Plan of Kentucky	81	2	3	3	196
Aetna Health (Pennsylvania)-Ohio	81	2	3	3	201
Cigna HealthCare of Indiana	81	3	2	3	206
UnitedHealthcare of Illinois	81	2	2	3	228
Advantage Health Solutions	80	3	3	2	232
Aetna Health (Pennsylvania)-Illinois	80	1	2	3	240
UnitedHealthcare of Kentucky	80	3	2	2	268
Welborn Health Plans*	68	4	4	3	337
Aetna Life Insurance Company (Indiana)	80	3	2	2	236
Anthem Blue Cross and Blue Shield in Indiana	80	4	2	2	264
UnitedHealthcare Insurance (Indiana)	79	4	2	1	275
Cigna (IN)*	64	3	2	2	383
<b>IOWA</b>					
Health Alliance Medical Plans	87	5	4	4	39
Medical Associates Health Plan	85	5	4	4	57
Gundersen Lutheran Health Plan	84	4	4	4	87
Wellmark Health Plan of Iowa	84	4	4	4	89
Sanford Health Plan	84	3	3	4	93
UnitedHealthcare Services of the River Valley	82	3	3	3	173
UnitedHealthcare Plan of the River Valley	82	3	3	3	173
UnitedHealthcare of the Midlands	81	3	2	3	205
Health Alliance Medical Plans	82	5	2	4	138
UnitedHealthcare Insurance (Midlands)	81	3	2	2	230
Aetna Life Insurance Company (Iowa)	79	3	2	2	269
Cigna (IA)*	64	4	2	2	382

\*Not accredited by the NCQA. Dash (-) indicates insufficient data.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>KANSAS</b>					
Blue Cross and Blue Shield of Kansas City, Good Health HMO	84	5	3	4	95
Aetna Health (Pennsylvania)-Missouri	82	2	3	3	166
UnitedHealthcare of the Midwest	81	3	3	3	183
Humana Health Plan of Kansas City (HMO)	81	3	2	3	186
Humana Health Plan of Kansas City (POS)	81	3	2	3	186
Cigna HealthCare of Kansas/Missouri	81	4	2	3	188
Preferred Health Systems*	68	4	3	3	348
Coventry Health Care of Kansas*	67	3	3	3	354
Blue Cross and Blue Shield of Kansas City	81	3	2	3	213
UnitedHealthcare Insurance (Midwest)	80	3	3	2	238
Aetna Life Insurance Company (Kansas)	80	3	2	2	261
Cigna (KS)*	65	3	2	2	379
<b>LOUISIANA</b>					
Humana Health Benefit Plan of Louisiana	81	4	3	2	195
UnitedHealthcare of Louisiana	79	3	2	1	282
Coventry Health Care of Louisiana*	66	3	2	2	374
Vantage Health Plan*	62	5	1	1	386
UnitedHealthcare Insurance (Louisiana)	77	3	2	1	309
Aetna Life Insurance Company (Louisiana)	77	3	2	1	311
<b>MICHIGAN</b>					
Grand Valley Health Plan	89	5	5	5	11
Priority Health	87	5	5	4	41
HealthPlus of Michigan	86	5	4	4	43
Health Alliance Plan of Michigan	86	4	4	4	51
Physicians Health Plan	85	4	4	4	62
Blue Care Network of Michigan	84	3	4	4	85
Total Health Care	81	1	4	2	221
Aetna Life Insurance Company (Michigan)	81	3	3	3	215
UnitedHealthcare Insurance (Michigan)	80	3	3	2	253
Health Alliance Plan of Michigan*	65	3	2	3	375
<b>MINNESOTA</b>					
HealthPartners	87	4	5	5	24
Medica	85	3	4	4	72
Sanford Health Plan	84	3	3	4	93
PreferredOne Community Health Plan	83	3	3	4	134
HealthPartners	87	4	5	5	24
Medica	85	3	4	4	72
Blue Cross Blue Shield of Minnesota	84	3	4	4	90
Aetna Life Insurance Company (Minnesota)	80	2	2	3	245
<b>MISSOURI</b>					
Blue Cross and Blue Shield of Kansas City, Good Health HMO	84	5	3	4	95
Cigna HealthCare of St. Louis	82	3	3	3	153
Aetna Health (Pennsylvania)-Missouri	82	2	3	3	166
UnitedHealthcare of the Midwest	81	3	3	3	183

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MISSOURI continued</b>					
Humana Health Plan of Kansas City (HMO)	81	3	2	3	186
Humana Health Plan of Kansas City (POS)	81	3	2	3	186
Cigna HealthCare of Kansas/Missouri	81	4	2	3	188
Anthem Blue Cross and Blue Shield in Missouri	81	3	3	2	193
Group Health Plan*	68	3	3	4	341
Coventry Health Care of Kansas*	67	3	3	3	354
Blue Cross and Blue Shield of Kansas City	81	3	2	3	213
UnitedHealthcare Insurance (Midwest)	80	3	3	2	238
Aetna Life Insurance Company (Missouri)	80	2	2	2	260
Group Health Plan*	66	3	2	3	363
Cigna (MO)*	66	3	2	3	369
<b>MONTANA</b>					
UnitedHealthcare Insurance (Montana)	76	2	1	1	315
Aetna Life Insurance Company (ND/SD/WY/MT)	76	2	1	1	323
Cigna (SD/MT)*	62	3	1	1	387
<b>NEBRASKA</b>					
UnitedHealthcare of the Midlands	81	3	2	3	205
UnitedHealthcare Insurance (Midlands)	81	3	2	2	230
Aetna Life Insurance Company (Nebraska)	80	3	2	2	256
Cigna (NE)*	65	3	2	2	378
<b>NEVADA</b>					
Aetna Health (Pennsylvania)-Arizona	80	1	3	3	262
Saint Mary's HealthFirst	79	2	2	2	291
Health Plan of Nevada	78	1	2	2	302
Aetna Life Insurance Company (Nevada)	78	2	1	2	300
UnitedHealthcare Insurance (Nevada)	76	3	1	1	316
Cigna (NV)*	62	3	1	1	388
<b>NEW MEXICO</b>					
Presbyterian Health Plan	81	2	3	2	229
Lovelace Health Plan	80	1	3	3	251
Blue Cross and Blue Shield of New Mexico	78	2	2	2	294
Lovelace Insurance	79	1	3	2	284
UnitedHealthcare Insurance (New Mexico)	78	2	2	2	292
Blue Cross and Blue Shield of New Mexico	78	2	2	2	294
Presbyterian Insurance	77	1	2	2	313
Aetna Life Insurance Company (New Mexico)	76	1	1	2	320
Cigna (NM)*	62	1	2	1	389
<b>NORTH DAKOTA</b>					
Medica	85	3	4	4	72
Sanford Health Plan	84	3	3	4	93
Medica	85	3	4	4	72
Aetna Life Insurance Company (ND/SD/WY/MT)	76	2	1	1	323
<b>OKLAHOMA</b>					
UnitedHealthcare of Oklahoma	79	3	2	2	273
Aetna Health (Pennsylvania)-Oklahoma	78	2	2	2	298

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>OKLAHOMA</b> <i>continued</i>					
Aetna Life Insurance Company (Oklahoma)	79	3	2	2	288
UnitedHealthcare Insurance (Oklahoma)	78	3	1	1	304
<b>OREGON</b>					
Kaiser Foundation Health Plan of the Northwest	88	2	5	5	21
Providence Health Plans-Oregon*	68	3	3	5	338
UnitedHealthcare Insurance (Oregon)	80	2	2	4	233
Aetna Life Insurance Company (Oregon)	80	1	2	3	267
ODS Health Plan	78	2	1	2	293
PacificSource Health Plans (Oregon)*	66	3	2	3	365
Cigna (OR)*	66	2	2	4	370
Health Net of Oregon*	66	2	2	3	373
Regence BlueCross BlueShield of Oregon*	62	3	1	2	385
<b>SOUTH DAKOTA</b>					
Sanford Health Plan	84	3	3	4	93
Aetna Life Insurance Company (ND/SD/WY/MT)	76	2	1	1	323
Cigna (SD/MT)*	62	3	1	1	387
<b>TEXAS</b>					
Cigna HealthCare of Texas	82	3	3	3	171
Scott and White Health Plan	81	3	4	2	181
UnitedHealthcare of Texas	81	3	3	3	208
Aetna Health-Texas	81	2	3	3	222
Humana Health Plan of Texas (Austin)	81	3	2	3	224
UnitedHealthcare Benefits of Texas	80	3	2	2	252
Humana Health Plan of Texas (Houston)	79	3	2	2	271
Humana Health Plan of Texas (South)	79	2	2	2	274
Aetna Life Insurance Company (Texas)	81	3	3	2	199
UnitedHealthcare Insurance (Texas)	80	3	2	3	241
Humana Insurance Company (Texas)	80	3	2	2	247
Cigna (TX)*	66	3	3	2	366
<b>UTAH</b>					
SelectHealth	82	3	3	4	136
UnitedHealthcare of Utah	79	1	1	3	289
Aetna Life Insurance Company (Utah)	79	2	1	2	280
UnitedHealthcare Insurance (Utah)	78	1	1	2	301
Humana Insurance Company (Utah)	76	1	1	3	324
<b>WASHINGTON</b>					
Kaiser Foundation Health Plan of the Northwest	88	2	5	5	21

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>WASHINGTON</b> <i>continued</i>					
Group Health Cooperative	85	3	4	5	56
Community Health Plan of Washington	76	1	-	2	318
Providence Health Plans-Oregon*	68	3	3	5	338
Group Health Options (Alliant)*	68	2	3	4	343
Group Health Options (Options)*	68	2	3	4	345
Aetna Life Insurance Company (Washington)	81	2	3	3	191
UnitedHealthcare Insurance (Washington)	80	2	2	3	248
Cigna (WA)*	66	3	2	3	368
Health Net of Oregon*	66	2	2	3	373
Regence BlueShield*	65	3	2	2	376
Regence BlueCross BlueShield of Oregon*	62	3	1	2	385
<b>WISCONSIN</b>					
Group Health Cooperative of South Central Wisconsin	90	3	5	5	7
Security Health Plan of Wisconsin	87	4	4	5	38
Unity Health Plans	86	4	5	4	46
Arise Health Plan	86	4	4	5	48
Network Health Plan	86	4	4	4	50
Dean Health Plan	86	4	4	4	53
Medical Associates Health Plans	85	5	4	4	57
Medica	85	3	4	4	72
MercyCare	84	3	4	4	86
Gundersen Lutheran Health Plan	84	4	4	4	87
UnitedHealthcare of Wisconsin	83	3	3	4	118
Humana Wisconsin Health Organization Insurance	83	3	4	3	135
Anthem Blue Cross and Blue Shield of Wisconsin	82	3	3	4	144
HMO Illinois and Blue Advantage HMO	82	3	3	3	169
Group Health Cooperative of Eau Claire*	71	5	4	4	330
Health Tradition Health Plan*	70	5	4	4	331
Medica	85	3	4	4	72
UnitedHealthcare Insurance (Wisconsin)	82	3	3	4	154
Humana Insurance Company (Wisconsin)	81	2	2	4	218
Aetna Life Insurance Company (Wisconsin)	80	2	2	2	265
Cigna (WI)*	65	3	2	2	377
<b>WYOMING</b>					
Aetna Life Insurance Company (ND/SD/WY/MT)	76	2	1	1	323
UnitedHealthcare Insurance (Wyoming)	73	1	1	1	329

# Medicare health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ARIZONA</b>					
PacificCare of Arizona	82	2	4	4	106

\*Not accredited by the NCQA. Dash (-) indicates insufficient data.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ARIZONA</b> <i>continued</i>					
UnitedHealthcare Insurance (Arizona)	81	3	3	3	115
Humana Health Plan of Arizona	81	3	2	4	122

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ARIZONA</b> <i>continued</i>					
Aetna Health (Pennsylvania)-Arizona	79	2	2	3	153
Banner MediSun*	70	4	5	4	199
Cigna HealthCare of Arizona (Cigna Medicare Select Plus RX)*	68	3	5	3	227
Health Net of Arizona*	66	2	3	4	250
Scan Health Plan Legacy/Connections*	66	3	4	2	252
Scan Health Plan Classic/Connections/Options/Signature*	66	3	4	3	256
Scan Health Plan Gold/Gold Select/Silver*	64	2	3	3	288
Mercy Care Plan*	64	2	3	2	292
Health Choice Generations*	64	2	2	3	297
Arcadian Health Plan (Desert Canyon Community Care)*	63	3	2	2	302
Aetna Life Insurance Company (Arizona)	84	3	4	4	46
Humana Insurance Company (Arizona)	81	3	3	3	113
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company	80	3	3	2	151
UnitedHealthcare of Arizona*	65	2	3	3	270
Sierra Health & Life (R5674)*	63	2	2	2	304
Pyramid Life Insurance*	63	2	2	2	309
<b>ARKANSAS</b>					
Windsor Health Plan*	61	2	1	1	330
Arkansas Community Care*	60	3	1	1	332
Humana Insurance Company (Texas)	80	3	3	2	150
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Tennessee)	80	3	2	3	152
Humana Insurance Company (Arkansas)	77	3	2	2	169
Mercy Health Plan of Missouri*	69	5	5	3	213
Pyramid Life Insurance*	63	2	2	2	309
<b>CALIFORNIA</b>					
Kaiser Foundation Health Plan of Northern California	90	4	5	5	1
Kaiser Foundation Health Plan of Southern California	90	4	5	5	2
Health Net of California	81	2	4	3	108
Aetna Health of California	81	3	3	3	121
UnitedHealthcare of California	81	3	4	3	124
Blue Shield of California	81	4	3	2	125
Care1st Health Plan	78	2	3	3	163
CareMore HealthPlan (H0544)*	68	3	4	4	228
GemCare Health Plan*	67	4	3	3	245
Scan Health Plan Legacy/Connections*	66	3	4	2	252
Scan Health Plan Classic/Connections/Options/Signature*	66	3	4	3	256
Partnership HealthPlan of California*	66	3	3	3	257
Inter Valley Health Plan*	65	4	3	1	273
Health Plan of San Mateo*	65	2	3	2	283
Scan Health Plan Gold/Gold Select/Silver*	64	2	3	3	288
Citizens Choice Healthplan*	63	2	3	1	305
Anthem Blue Cross*	63	2	3	1	311
HMO California/Brand New Day*	63	1	2	-	314

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>CALIFORNIA</b> <i>continued</i>					
Inland Empire Health Plan*	61	1	1	2	326
Chinese Community Health Plan*	61	1	3	2	327
Molina Healthcare of California Partner Plan*	58	1	1	1	340
Easy Choice Health Plan*	56	1	1	1	341
Health Net Life Insurance*	69	4	4	4	212
Anthem Blue Cross Life and Health Insurance*	65	3	3	3	266
Pyramid Life Insurance*	63	2	2	2	309
<b>COLORADO</b>					
Kaiser Foundation Health Plan of Colorado	90	4	5	5	3
PacifiCare of Colorado	83	3	4	4	87
Rocky Mountain Health Plans*	69	5	4	3	206
Denver Health Medical Plan*	66	1	4	4	255
UnitedHealthcare of Colorado*	64	2	2	3	286
Humana Health Plan (Colorado)*	64	2	2	3	291
Colorado Access Health Plan*	64	1	3	3	293
Aetna Life Insurance Company (Colorado)	84	3	4	4	46
Humana Insurance Company (Colorado)*	65	3	3	3	269
Pyramid Life Insurance*	63	2	2	2	309
<b>HAWAII</b>					
Kaiser Foundation Health Plan of Hawaii	88	4	5	5	7
Hawaii Medical Service Association (HMSA)	83	4	4	3	76
UnitedHealthcare Insurance (Hawaii Regional)	80	3	3	3	133
UnitedHealthcare Insurance (Hawaii)	79	2	3	2	154
Humana Insurance Company (Hawaii)*	65	3	2	3	280
<b>IDAHO</b>					
Blue Cross of Idaho Health Services*	68	4	4	3	221
UnitedHealthcare Insurance (Idaho)	80	3	2	3	138
Regence BlueShield of Idaho*	64	3	3	2	284
<b>ILLINOIS</b>					
Health Alliance Medical Plans	86	5	5	4	27
Medical Associates Health Plan	86	5	5	4	29
Humana Benefit Plan of Illinois	83	4	3	3	89
UnitedHealthcare Plan of the River Valley (H4456)	81	3	3	3	126
UnitedHealthcare of the Midwest	81	3	3	3	128
Humana Health Plan-Chicago Market	80	2	2	3	141
UnitedHealthcare Insurance (Illinois)	77	2	1	2	174
Group Health Plan*	70	4	4	4	198
Essence Healthcare (H2610)*	69	4	4	3	203
HealthSpring of Illinois*	62	2	2	1	315
Harmony Health Plan of Illinois*	61	1	2	1	328
Health Alliance Medical Plans	84	5	3	4	44
Aetna Life Insurance Company (Illinois)	84	3	4	4	46
Humana Insurance Company (KS, MO)	83	4	3	4	82
UnitedHealthcare Insurance-Midwest	83	4	3	3	90
Humana Insurance Company (Illinois)	81	3	3	3	117

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>ILLINOIS <i>continued</i></b>					
Humana Insurance Company (Kentucky)	81	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	120
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
Humana Benefit Plan of Illinois*	68	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	222
PersonalCare Insurance of Illinois*	68	<span style="color: red;">4</span>	<span style="color: red;">2</span>	<span style="color: red;">4</span>	223
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>INDIANA</b>					
Clarian Health Plans*	69	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	208
Welborn Health Plans*	69	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	209
Aetna Life Insurance Company (Indiana)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
Anthem Blue Cross and Blue Shield in Indiana	84	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	70
Anthem Blue Cross and Blue Shield in Indiana (Regional)	81	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	114
Humana Insurance Company (Indiana)	80	<span style="color: red;">4</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	130
UnitedHealthcare Insurance (Indiana)	80	<span style="color: red;">3</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	134
Humana Insurance Company (Ohio)	80	<span style="color: red;">3</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	142
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
Advantage Health Solutions*	67	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	233
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>IOWA</b>					
Medical Associates Health Plan	86	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">4</span>	29
UnitedHealthcare Insurance (Midlands)	83	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	79
UnitedHealthcare of the Midlands	83	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	80
UnitedHealthcare Plan of the River Valley (H4456)	81	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	126
Humana Insurance Company (Illinois)	81	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	117
Humana Insurance Company (IA, MO, NE)*	67	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	243
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>KANSAS</b>					
Humana Health Plan of Kansas City	84	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	72
Coventry Health Care of Kansas*	68	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	224
Humana Insurance Company (KS, MO)	83	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	82
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
UnitedHealthcare Insurance (Kansas)	79	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	158
Coventry Health and Life Insurance*	68	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	230
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>LOUISIANA</b>					
Humana Health Benefit Plan of Louisiana	82	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	96
Vantage Health Plan*	64	<span style="color: red;">5</span>	<span style="color: red;">2</span>	<span style="color: red;">1</span>	287
WellCare of Louisiana*	62	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">1</span>	319
Arcadian Health Plan (H7179)*	59	<span style="color: red;">2</span>	<span style="color: red;">1</span>	<span style="color: red;">1</span>	338
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>MICHIGAN</b>					
HealthPlus of Michigan	86	<span style="color: red;">5</span>	<span style="color: red;">4</span>	<span style="color: red;">5</span>	21
Health Alliance Plan of Michigan	85	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	34
Blue Care Network of Michigan	85	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	39
Priority Health*	73	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	177

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MICHIGAN <i>continued</i></b>					
Molina Healthcare of Michigan*	62	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	321
Aetna Life Insurance Company (Michigan)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
Health Alliance Plan of Michigan*	67	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	235
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>MINNESOTA</b>					
Group Health (Cost)	88	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">5</span>	11
Medica (Cost)*	71	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">4</span>	182
UCare (H2459)*	71	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">4</span>	183
HealthPartners (MSHO)*	69	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	210
PrimeWest Health*	69	<span style="color: red;">5</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	217
Medica*	67	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	246
<b>MISSOURI</b>					
Humana Health Plan of Kansas City	84	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	72
UnitedHealthcare of the Midwest	81	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	128
Mercy Health Plan of Missouri*	70	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">3</span>	197
Group Health Plan*	70	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	198
Essence Healthcare (H2610)*	69	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	203
Coventry Health Care of Kansas*	68	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	224
Harmony Health Plan of Missouri*	60	<span style="color: red;">1</span>	<span style="color: red;">1</span>	<span style="color: red;">2</span>	333
Humana Insurance Company (KS, MO)	83	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	82
UnitedHealthcare Insurance-Midwest	83	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	90
Humana Insurance Company	80	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">2</span>	151
Mercy Health Plan of Missouri*	69	<span style="color: red;">5</span>	<span style="color: red;">5</span>	<span style="color: red;">3</span>	213
Coventry Health and Life Insurance*	68	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	230
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>MONTANA</b>					
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>NEBRASKA</b>					
UnitedHealthcare Insurance (Midlands)	83	<span style="color: red;">4</span>	<span style="color: red;">3</span>	<span style="color: red;">4</span>	79
UnitedHealthcare of the Midlands	83	<span style="color: red;">4</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	80
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
<b>NEVADA</b>					
Health Plan of Nevada	80	<span style="color: red;">2</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	136
Humana Health Plan of Nevada*	66	<span style="color: red;">3</span>	<span style="color: red;">3</span>	<span style="color: red;">3</span>	251
PacificCare of Nevada*	66	<span style="color: red;">2</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	254
Aetna Life Insurance Company (Nevada)	84	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	46
Humana Insurance Company (Las Vegas)*	64	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">3</span>	299
Sierra Health & Life (R5674)*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	304
<b>NEW MEXICO</b>					
Presbyterian Health Plan	83	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">4</span>	85
Lovelace Health Plan	82	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	101
Presbyterian Insurance	81	<span style="color: red;">3</span>	<span style="color: red;">4</span>	<span style="color: red;">3</span>	110
UnitedHealthcare Insurance (NM/TX)	77	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">1</span>	171
Pyramid Life Insurance*	63	<span style="color: red;">2</span>	<span style="color: red;">2</span>	<span style="color: red;">2</span>	309
UnitedHealthcare Insurance (New Mexico)*	62	<span style="color: red;">1</span>	<span style="color: red;">1</span>	<span style="color: red;">3</span>	320

\*Not accredited by the NCQA.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>NEW MEXICO</b> <i>continued</i>					
Humana Insurance Company (New Mexico)*	62	2	2	1	322
<b>NORTH DAKOTA</b>					
Medica (Cost)*	71	5	5	4	182
Medica*	67	3	3	3	246
Pyramid Life Insurance*	63	2	2	2	309
<b>OKLAHOMA</b>					
UnitedHealthcare of Oklahoma	80	3	2	2	135
CommunityCare Managed Healthcare Plans of Oklahoma*	65	4	3	1	267
GlobalHealth*	62	2	2	1	324
Aetna Life Insurance Company (Oklahoma)	84	3	4	4	46
Humana Insurance Company	80	3	3	2	151
Humana Insurance Company (Oklahoma)	76	2	1	1	176
Pyramid Life Insurance*	63	2	2	2	309
<b>OREGON</b>					
Kaiser Foundation Health Plan of the Northwest	89	4	5	5	4
Kaiser Foundation Health Plan of the Northwest (Demonstration Project)	88	4	5	5	10
UnitedHealthcare of Oregon	83	3	4	4	77
UnitedHealthcare Insurance (Oregon/Washington)	81	3	3	3	118
Providence Health Plans-Oregon*	72	5	5	5	178
PacificSource*	69	4	4	4	207
Samaritan Advantage Health Plans*	69	3	4	4	215
Trillium Community Health Plan*	67	3	3	4	237
Atrio Health Plans*	65	3	4	2	277
Marion Polk Community Health Plan Advantage*	64	2	2	2	290
UnitedHealthcare Insurance (Oregon)	81	3	3	3	109
Health Net Life Insurance*	69	4	4	4	212
Regence BlueCross BlueShield of Oregon*	68	4	4	3	226
ODS Health Plan*	66	3	3	3	258
<b>SOUTH DAKOTA</b>					
Medica (Cost)*	71	5	5	4	182
Medica*	67	3	3	3	246
Pyramid Life Insurance*	63	2	2	2	309
<b>TEXAS</b>					
Scott and White Health Plan	85	5	5	4	35
UnitedHealthcare Benefits of Texas	82	3	3	3	103
Aetna Health-Texas	80	2	3	3	132
Humana Health Plan of Texas	80	3	2	3	139
Bravo Health Texas	78	2	3	2	165
Evercare of Texas	76	1	1	2	175
KelseyCare Advantage*	71	5	4	5	180
HealthSpring (H4513)*	65	3	3	2	262
SelectCare of Texas*	65	3	3	2	264
Physicians Health Choice of Texas*	64	3	2	2	298
Arcadian Health Plan (Texas Community Care)*	63	3	1	2	312
SelectCare Health Plans*	62	2	1	2	317

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>TEXAS</b> <i>continued</i>					
WellCare of Texas*	61	1	2	2	325
Aetna Life Insurance Company (Texas)	82	2	3	4	102
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company (Texas)	80	3	3	2	150
Humana Insurance Company	80	3	3	2	151
UnitedHealthcare Insurance (NM/TX)	77	2	2	1	171
Coventry Health and Life Insurance*	68	3	4	4	230
HealthSpring Life and Health*	65	3	2	3	281
Pyramid Life Insurance*	63	2	2	2	309
First Health Life and Health Insurance*	60	1	1	1	336
<b>UTAH</b>					
UnitedHealthcare of Utah*	81	3	3	3	116
Humana Insurance Company (Kentucky)	81	3	3	3	120
Regence BlueCross BlueShield of Utah*	67	3	3	3	238
Humana Insurance Company (Utah)*	66	4	3	2	261
Sierra Health & Life (R5674)*	63	2	2	2	304
<b>WASHINGTON</b>					
Kaiser Foundation Health Plan of the Northwest	89	4	5	5	4
Kaiser Foundation Health Plan of the Northwest (Demonstration Project)	88	4	5	5	10
Group Health Cooperative	88	5	5	5	14
UnitedHealthcare of Washington	83	3	4	4	86
UnitedHealthcare Insurance (Oregon/Washington)	81	3	3	3	118
Community Health Plan of Washington	78	1	2	3	167
Providence Health Plans-Oregon*	72	5	5	5	178
Essence Healthcare (H1837)*	68	4	3	4	219
UnitedHealthcare of Washington (Evercare)*	66	2	3	4	253
Arcadian Health Plan (H5416)*	65	3	2	2	282
Health Net Life Insurance*	69	4	4	4	212
Regence BlueCross BlueShield of Oregon*	68	4	4	3	226
Regence BlueShield*	67	3	4	3	234
Asuris Northwest Health*	67	3	3	3	236
Regence BlueShield of Idaho*	64	3	3	2	284
<b>WISCONSIN</b>					
Gundersen Lutheran Health Plan	88	5	5	5	5
Group Health (Cost)	88	5	5	5	11
Security Health Plan of Wisconsin	88	5	5	5	13
Medical Associates Health Plans	86	5	5	4	29
UnitedHealthcare of Wisconsin	83	3	4	4	78
Dean Health Plan*	71	5	5	4	181
Medica (Cost)*	71	5	5	4	182
Partnership Health Plan*	70	4	4	4	190
UCare (H4270)*	70	5	4	4	202
Medica*	67	3	3	3	246
Independent Care Health Plan*	64	2	3	2	285
Today's Health*	64	2	2	2	294

HMO PPO 1 2 3 4 5  
Worse than average Better than average

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>WISCONSIN <i>continued</i></b>					
Humana Insurance Company (Wisconsin)	84	4	4	3	71
Humana Insurance Company (Kentucky)	81	3	3	3	120
Humana Insurance Company	80	3	3	2	151
Network Health Plan*	71	5	5	4	184

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>WISCONSIN <i>continued</i></b>					
Pyramid Life Insurance*	63	2	2	2	309
<b>WYOMING</b>					
Rocky Mountain Health Plans*	69	5	4	3	206
Pyramid Life Insurance*	63	2	2	2	309

# Medicaid health plan rankings

In rank order, within states and categories.

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>CALIFORNIA</b>					
Health Net of California	79	2	3	3	66
Community Health Group	79	3	2	3	67
L.A. Care Health Plan	78	2	3	3	68
Molina Healthcare of California Partner Plan	77	1	3	2	74
Care1st Health Plan	76	1	3	3	75
Anthem Blue Cross of California Partnership Plan	75	1	2	2	79
Inland Empire Health Plan	73	1	-	2	80
<b>COLORADO</b>					
Rocky Mountain Health Plans*	72	5	4	5	82
Denver Health Medical Plan*	69	1	4	5	87
<b>HAWAII</b>					
Kaiser Foundation Health Plan of Hawaii	91	5	5	5	2
<b>INDIANA</b>					
MDwise	82	3	3	3	45
Managed Health Services	81	3	3	2	54
Anthem Blue Cross and Blue Shield in Indiana	79	3	3	2	63
<b>KANSAS</b>					
UniCare Health Plan of Kansas*	56	3	-	-	97
<b>MICHIGAN</b>					
Priority Health	87	4	5	5	9
BlueCaid of Michigan	87	3	4	5	12
Midwest Health Plan	87	3	5	4	14
UnitedHealthcare Great Lakes	86	5	4	4	17
Total Health Care	86	3	5	4	18
Upper Peninsula Health Plan	86	4	4	5	20
HealthPlus of Michigan	85	3	4	4	27
McLaren Health Plan	85	4	4	4	28
OmniCare Health Plan	84	3	4	3	31
Molina Healthcare of Michigan	83	3	4	4	38
Physicians Health Plan	82	3	4	4	44
Health Plan of Michigan*	71	3	5	4	83
CareSource Michigan*	65	2	3	3	92

Plan name	Overall score	Performance			National rank
		Consumer satisfaction	Prevention	Treatment	
<b>MINNESOTA</b>					
Medica	87	5	4	5	11
Blue Plus	85	5	4	4	24
<b>MISSOURI</b>					
Harmony Health Plan of Missouri	78	3	2	3	71
Molina Healthcare of Missouri*	66	3	3	3	90
HealthCare USA of Missouri*	66	4	3	2	91
Missouri Care*	62	3	2	2	96
<b>NEBRASKA</b>					
UnitedHealthcare of the Midlands/Share Advantage	83	5	3	4	36
<b>NEVADA</b>					
Health Plan of Nevada*	55	2	1	-	98
<b>NEW MEXICO</b>					
Molina Healthcare of New Mexico	81	3	3	3	50
Lovelace Health Plan	80	4	3	3	57
Presbyterian Health Plan	79	3	3	3	62
Amerigroup Community Care of New Mexico	75	4	-	2	77
Blue Cross and Blue Shield of New Mexico*	63	3	2	3	95
<b>TEXAS</b>					
Molina Healthcare of Texas	80	3	3	3	55
Superior HealthPlan*	70	4	4	4	86
<b>UTAH</b>					
Molina Healthcare of Utah	84	4	3	4	29
<b>WASHINGTON</b>					
Molina Healthcare of Washington	81	3	2	4	53
Community Health Plan of Washington	75	2	2	3	76
<b>WISCONSIN</b>					
Security Health Plan of Wisconsin	87	5	4	5	6

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\*Not accredited by the NCQA. Dash (-) indicates insufficient data.