

Chart 7: Health Rights Hotline
 Summary of Health Plan Problem and Consumer Education Rates
 Reported in the Sacramento Area (July 1998-June 1999)

Health Plans	All Problems	Customer Service Problems	Delays in Getting Care	Denials of Care	Inappropriate Care	Payment for Care Disputes	Prescription Drug Problems	Specialty Care Problems	Consumer Education
Commercial HMOs									
Blue Shield	○	○	○	○	○	○	○	○	↑
CaliforniaCare (Blue Cross)	○	○	○	○	○	○	○	○	○
CIGNA Health Care	↓↓	○	○	○	○	○	○	○	○
Health Net	↑	↑↑	↑	↑↑	○	↑↑	↑↑	↑	↑
Kaiser Foundation Health Plan	↓	↓	↓	↓↓	○	↓↓	↓↓	↓	↓
Omni	○	○	○	○	○	○	○	↓↓	○
PacifiCare	↑	○	○	○	↑↑	○	↑↑	↑↑	○
Medicare HMOs									
Health Net	↑	↑	○	↑	○	↑	↑	↑↑	↑
Kaiser Foundation Health Plan	↓	○	○	↓↓	○	↓	↓↓	↓↓	↓
PacifiCare	↓	○	○	○	○	○	○	↓↓	○
Medi-Cal HMOs									
CaliforniaCare (Blue Cross)	↓	↓	↓↓	○	↓↓	○	○	○	○
Health Net	○	○	○	○	↓↓	○	○	○	○
Kaiser Foundation Health Plan	○	↓↓	○	○	○	○	○	○	○
Maxicare	↓↓	↓↓	↓↓	○	○	○	○	○	↓↓
Omni	○	○	○	○	○	○	○	○	○
Western Health Advantage	○	○	○	○	○	○	○	○	○
Preferred Provider Organizations									
Blue Cross	↓	↓↓	○	○	○	↓	○	○	↓
Blue Shield	○	○	○	○	○	○	○	○	○

Problem and issue rates are calculated per 10,000 enrollees. The chart reflects problems and issues raised by 3,500 callers to the Health Rights Hotline from July 1998 through June 1999. "All Problems" does not include Consumer Education. Health plans are noted only if their difference from the average for the comparison group (e.g. all Commercial HMOs) is statistically significant. Health plans with rates up to 100% above or below the average are "Higher than average" or "Lower than average." Health plans with rates more than 100% above average or less than 50% of the average are "Much higher than average" or "Much lower than average."

Key	
↑↑	Much higher than average
↑	Higher than average
↓	Lower than average
↓↓	Much lower than average
○	Not statistically significant