

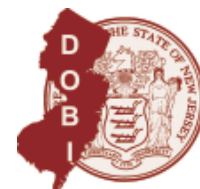
# 2007 *New Jersey*

# HMO PERFORMANCE REPORT

*Compare Your Choices*



Jon S. Corzine  
Governor



New Jersey  
Department  
of  
Banking and  
Insurance

Steven M. Goldman  
Commissioner



September 2007

Dear Consumers:

We are pleased to present the eleventh annual *New Jersey HMO Performance Report*, the second produced exclusively by the New Jersey Department of Banking and Insurance. This report contains information on the performance of New Jersey's health maintenance organizations (HMOs), how well these HMOs deliver important health care services, and how members rate the services they receive.

The report is designed to give consumers and employers information on the quality of New Jersey's HMOs and the coverage they provide. We believe that you will find this information useful when choosing health coverage for your family or business.

New Jersey is a leader in providing comprehensive, strong consumer and patient protections. We urge you to become familiar with these protections, which are explained in this report.

By providing you with this report, we strive to empower you to make the best health care choices for you, your family or your employees.

Jon S. Corzine  
Governor

Steven M. Goldman  
Commissioner  
Department of Banking and Insurance

The format for this report was originally developed by the New Jersey Department of Health and Senior Services (DHSS), when it issued the first HMO performance report in 1997 with the cooperation of an advisory group representing HMOs, health care purchasers, providers and consumers. The New Jersey Department of Banking and Insurance (DOBI) assumed responsibility for providing the HMO Performance Report from DHSS in August 2005, pursuant to Reorganization Plan 05-005. All regulatory and oversight matters concerning managed health care in the state are now consolidated in DOBI.

This report includes information on all commercial products currently marketed in New Jersey by HMOs that had at least 2,000 members enrolled in commercial products in both 2005 and 2006. For most HMOs the information combines plan performance for the HMO and POS products. *See page 20 for more information about the distinction between HMO and POS products.*

This report does not include HMO performance related to any HMO's Medicare or Medicaid business or an HMO's business related to other New Jersey Department of Human Services programs. *See page 19 for ways you can obtain information on these plans.*

This report is based on a measurement system called HEDIS®, which was developed by the National Committee for Quality Assurance (NCQA) through the combined efforts of many health care experts. It includes measures collected by the HMOs and measures collected through member surveys. All measures are verified by independent auditors.

This report contains information on the following HMOs and products:

- ▶ **Aetna-HMO/POS** (Aetna Health, Inc.–New Jersey)
- ▶ **AmeriHealth-HMO/POS** (AmeriHealth HMO)
- ▶ **CIGNA-HMO/POS** (CIGNA HealthCare of New Jersey)
- ▶ **Health Net-HMO/POS** (Health Net of New Jersey, Inc.)
- ▶ **Horizon-HMO** (Horizon Healthcare of New Jersey)
- ▶ **Oxford-HMO/POS** (Oxford Health Plans–New Jersey)

*For information on contacting these and other New Jersey HMOs, see page 16.*

*This report is also available on the Department's web site:*

<http://www.state.nj.us/dobi/lifehealthactuarial/hmo2007/>

HEDIS® is a registered trademark of the National Committee for Quality Assurance.

Data analysis was provided by the Center for State Health Policy, Rutgers, the State University of New Jersey.

# New Jersey HMO Performance Report

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# Quality Matters

## ***Important Questions About Quality You Should Consider***

### **What do you know about the quality of New Jersey HMOs?**

**This report provides information about how:**

- ▶ members rated their HMOs and doctors
- ▶ easily members got the care they needed
- ▶ well HMOs provided preventive care, such as immunizations and mammograms, to help members stay healthy
- ▶ well HMOs cared for members who are ill, such as managing the cholesterol level of people with heart conditions

### **Why is the quality of health care important?**

Not all HMOs are the same. HMOs differ in how well they keep members healthy and care for them when they become sick. That's why learning about health care quality is important.

- ▶ **If you are a consumer**, the quality of care provided by your HMO may influence your health and your family's health.
- ▶ **If you are an employer**, the quality of care provided by your HMO may influence absenteeism, employee productivity and your company's health care cost.

### **What should you consider when choosing your HMO?**

You can use this report, along with cost and benefit information available from your employer or the HMO, to choose the best HMO for you.

**When choosing an HMO, consider:**

- ▶ Whether your doctor or health care provider is available in the HMO's network
- ▶ Whether the HMO offer the benefits you want
- ▶ How much the HMO will cost you (look at both monthly premiums and out of pocket expenses, such as co-payments, coinsurances and deductibles)
- ▶ How well the HMO performs in areas most important to you

***Look at Quality—  
See the next page for HMO performance***

# Performance Summary

## How New Jersey HMOs Perform Overall

This chart summarizes New Jersey HMO performance in four broad areas by comparing each HMO's performance to the statewide HMO average. Each broad area is made up of several performance measures, which are further described on the following pages.

Higher than average scores mean better performance.

<p><b>Performance Compared to the Average</b></p>	<ul style="list-style-type: none"> <li>● Higher than the New Jersey HMO average</li> <li>◐ About the Same as the New Jersey HMO average</li> <li>○ Lower than the New Jersey HMO average</li> </ul>
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Overall performance See the following pages for more details				
HMO	Service and Access* <small>See pages 4 &amp; 5</small>	Doctors and Medical Care <small>See pages 6 &amp; 7</small>	Staying Healthy <small>See pages 8 &amp; 9</small>	Getting Better/Living with Illness <small>See pages 10 &amp; 13</small>
Aetna - HMO/POS	◐	◐	○	○
AmeriHealth - HMO/POS	◐	◐	◐	◐
CIGNA - HMO/POS	◐	◐	◐	◐
Health Net - HMO/POS	◐	◐	●	◐
Horizon - HMO	◐	◐	◐	●
Oxford - HMO/POS	◐	◐	◐	○

\* Service and Access is a composite of Rating of HMO, Getting needed care, and Claims processing. NCQA will not be reporting the Customer Service composite for 2007; therefore it is not included in the service and access summary score.

# Service and Access\*

## Are members satisfied with their HMO's services?

A comparison of each HMO's performance to the New Jersey HMO average shows how effective the HMOs are in providing services to their members (pages 4 and 5).

Higher than average scores mean better performance.

HMO	Rating of HMO	Getting needed care	Claims processing	Customer service
Aetna - HMO/POS				NA
AmeriHealth - HMO/POS				NA
CIGNA - HMO/POS				NA
Health Net - HMO/POS				NA
Horizon - HMO				NA
Oxford - HMO/POS				NA

\* Service and Access is a composite of Rating of HMO, Getting needed care, and Claims processing. NCQA will not be reporting the Customer Service composite for 2007; therefore it is not included in the service and access summary score.

NA – Not available

Due to differences in sample size, HMOs with the same or similar scores can have different circle ratings.

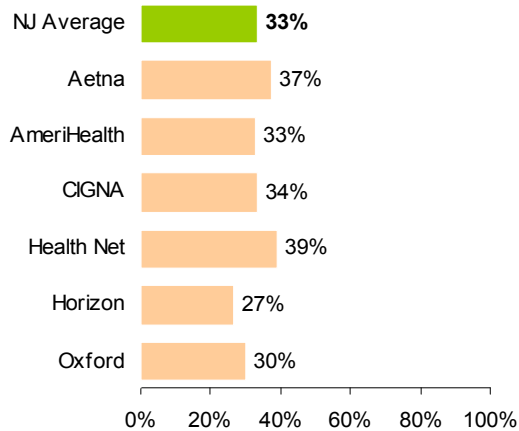
**Performance Compared to the Average**

- Higher** than the New Jersey HMO average
- About the Same** as the New Jersey HMO average
- Lower** than the New Jersey HMO average

See the next page for each HMO's scores →

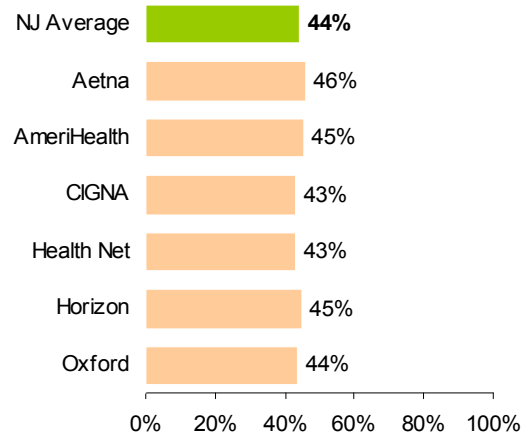
## Rating of HMO

Percent of members who rated their HMO a 9 or 10 on a scale from 0 (worst possible) to 10 (best possible):



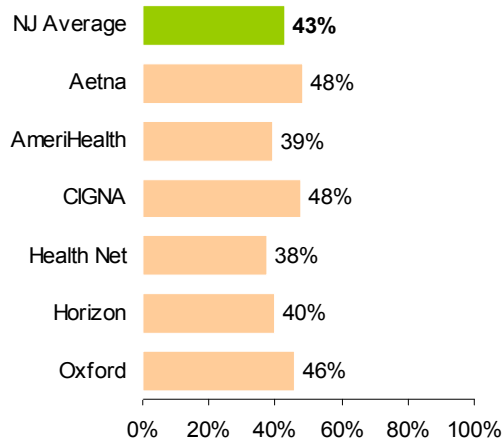
## Getting needed care

Percent of members who reported *no problem* getting • a personal doctor they like • to see a specialist • necessary tests or treatment • timely approvals for care:



## Claims processing

Percent of members who said their HMO *always* handled their claims • in a reasonable amount of time • correctly:



## Customer service

Percent of members who reported *no problem* • finding or understanding written information • getting needed help from customer service • completing paperwork:

























NCQA will not be reporting the Customer Service composite for 2007; therefore it is not included in the 2007 HMO Performance Report.

# Doctors and Medical Care

## Are HMO members satisfied with their doctors and medical care?




A comparison of each HMO's performance to the New Jersey HMO average shows how effective the HMOs are in providing high quality medical care to their members (pages 6 and 7).

Higher than average scores mean better performance.

HMO	Rating of health care	Getting care quickly	Rating of personal doctor	How well doctors communicate
Aetna - HMO/POS				
AmeriHealth - HMO/POS				
CIGNA - HMO/POS				
Health Net - HMO/POS				
Horizon - HMO				
Oxford - HMO/POS				

Due to differences in sample size, HMOs with the same or similar scores can have different circle ratings.

**Performance Compared to the Average**

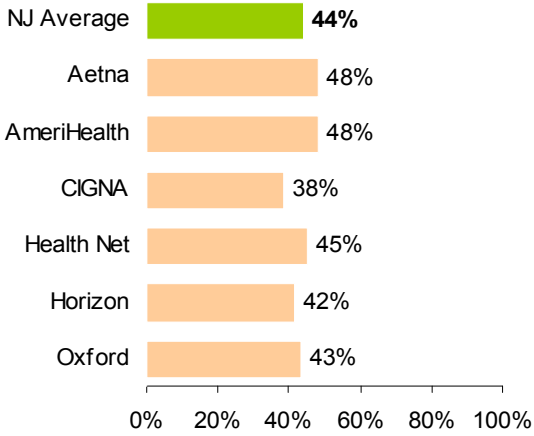
-  **Higher** than the New Jersey HMO average
-  **About the Same** as the New Jersey HMO average
-  **Lower** than the New Jersey HMO average

See the next page for each HMO's scores →



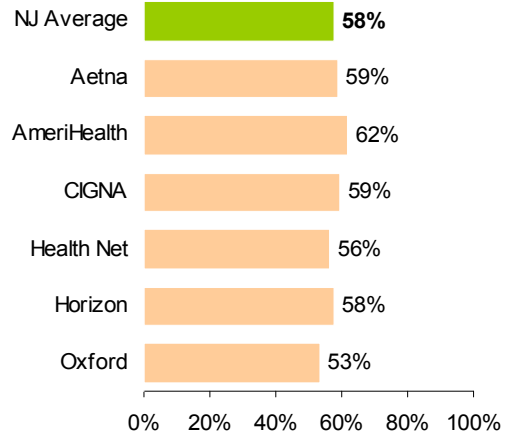
### Rating of health care

Percent of members who rated their quality of care a 9 or 10 on a scale from 0 (worst possible) to 10 (best possible):



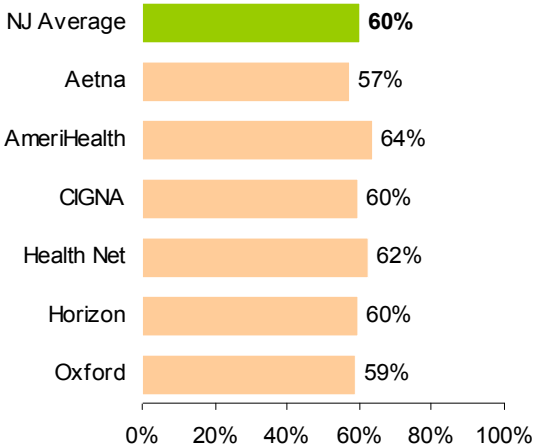
### Getting care quickly

Percent of members who said they • *always* were able to obtain advice, get timely appointments and get care for an illness or injury • *never* had to wait over 15 minutes past appointment time to see a provider:



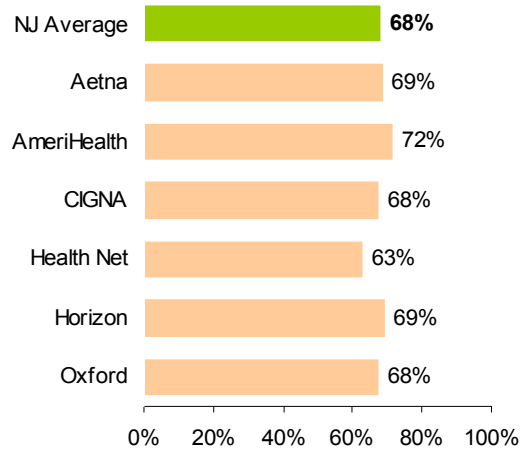
### Rating of personal doctor

Percent of members who rated their personal doctor a 9 or 10 on a scale from 0 (worst possible) to 10 (best possible):



### How well doctors communicate

Percent of members who said their doctor *always* • listened carefully • explained things clearly • showed respect • spent enough time with them:



# Staying Healthy

## Does the HMO help members stay healthy and avoid illness?

A comparison of each HMO's performance to the New Jersey HMO average shows how effective the HMOs are in working with doctors to provide important preventive services that help members stay healthy (pages 8 and 9).

Higher than average scores mean better performance.

HMO	Testing of breast cancer	Testing for cervical cancer	Check-ups for new mothers	Immunizations for children
Aetna - HMO/POS	○	○	◐	○
AmeriHealth - HMO/POS	◐	◐	◐	◐
CIGNA - HMO/POS	○	◐	◐	●
Health Net - HMO/POS	●	◐	◐	◐
Horizon - HMO	◐	◐	●	◐
Oxford - HMO/POS	●	◐	○	◐

Due to differences in sample size, HMOs with the same or similar scores can have different circle ratings.

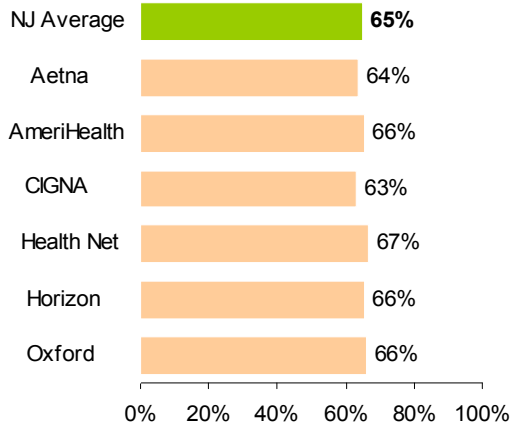
**Performance Compared to the Average**

- Higher than the New Jersey HMO average
- ◐ About the Same as the New Jersey HMO average
- Lower than the New Jersey HMO average

See the next page for each HMO's scores →

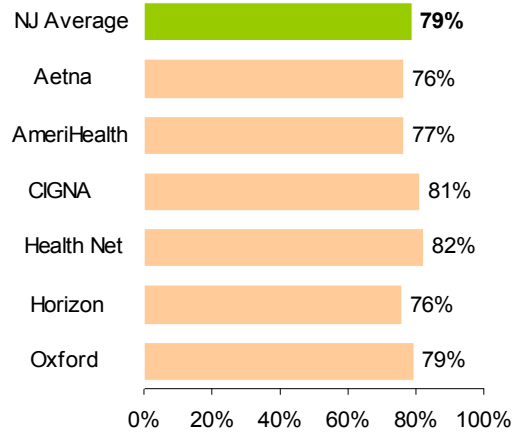
### Testing for breast cancer

Women are more likely to survive if breast cancer is found early through a mammogram (x-ray of the breast). Percent of women aged 42–69 who received a mammogram within the past two years:



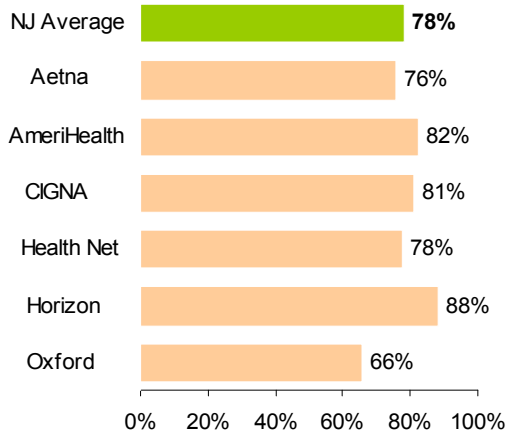
### Testing for cervical cancer

Women are more likely to survive if cervical cancer is found early through a Pap test. Percent of women aged 21–64 who received a Pap test within the past three years:



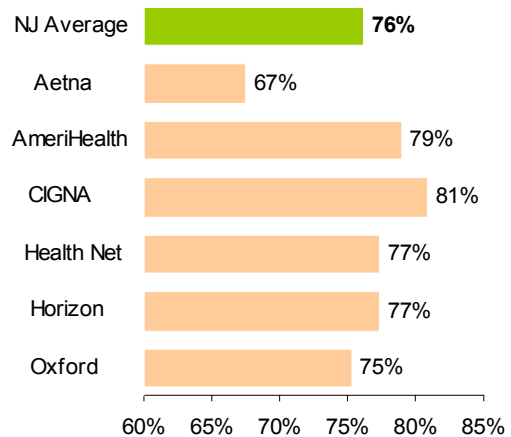
### Check-ups for new mothers

During a visit, providers can check a new mother's recovery from childbirth and answer questions. Percent of new mothers who received a check-up within eight weeks after delivery:



### Immunizations for children

Immunization shots prevent childhood diseases such as polio, measles, mumps, rubella and whooping cough. Percent of children who received recommended immunizations by age two:



# Getting Better/Living with Illness

## How well does the HMO care for members who are sick?

A comparison of each HMO’s performance to the New Jersey HMO average shows how effective the HMOs are in working with doctors to care for members who are sick or living with chronic illness (pages 10–13).

Higher than average scores mean better performance.

HMO	Management of medicine for depression	Care after hospitalization for mental illness	Appropriate medications for asthma (children)	Controlling high blood pressure
Aetna - HMO/POS	○	○	○	◐
AmeriHealth - HMO/POS	○	◐	◐	◐
CIGNA - HMO/POS	◐	◐	●	◐
Health Net - HMO/POS	●	◐	●	●
Horizon - HMO	●	●	◐	●
Oxford - HMO/POS	◐	○	◐	○

*Due to differences in sample size, HMOs with the same or similar scores can have different circle ratings. Not Applicable—HMO was unable to report the measure due to the small number of eligible members.*

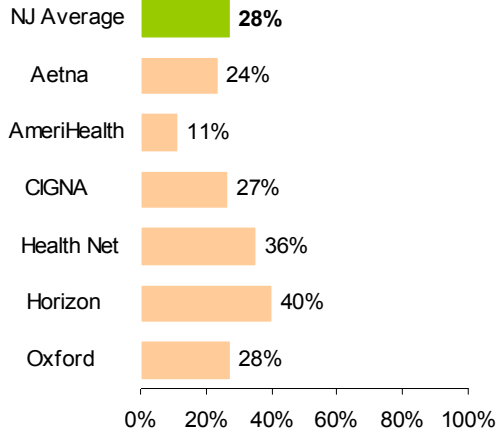
**Performance Compared to the Average**

- **Higher** than the New Jersey HMO average
- ◐ **About the Same** as the New Jersey HMO average
- **Lower** than the New Jersey HMO average

See the next page for each HMO’s scores →

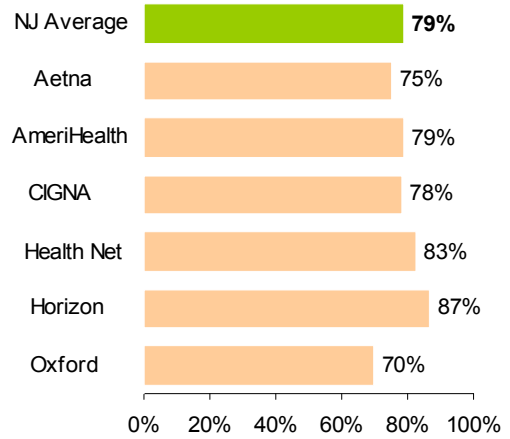
### Management of medicine for depression

People taking medicine for depression need to be monitored. Percent of members given medicine for depression who had follow-up visits:



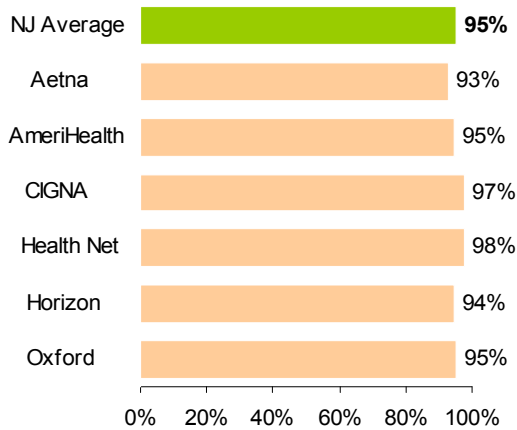
### Care after hospitalization for mental illness

Therapy after a hospital stay for mental illness is important for recovery. Percent of members hospitalized for mental illness who received care afterwards:



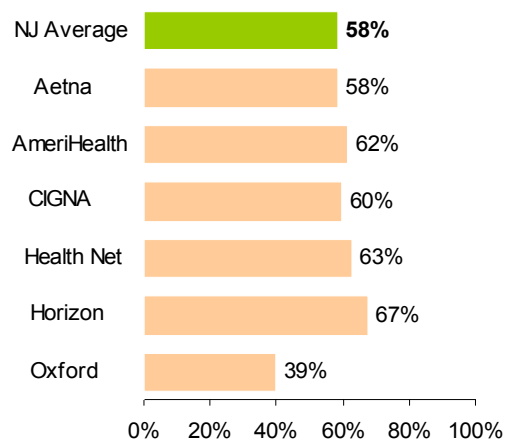
### Appropriate medications for asthma (children)

With appropriate therapies, long term control of persistent asthma can be achieved, resulting in a decrease in hospitalizations and emergency room visits for treatment. Percent of pediatric members aged 5–17 with persistent asthma who received an appropriate therapy in the past year:



### Controlling high blood pressure

High blood pressure (hypertension) is a major risk factor for a number of diseases and must be closely monitored and controlled. Percent of members aged 18–85 with hypertension whose blood pressure was under control at their most recent medical visit:



# Getting Better/Living with Illness (continued)

## How well does the HMO care for members who are sick?

A comparison of each HMO's performance to the New Jersey HMO average shows how effective the HMOs are in working with doctors to care for members who are sick or living with chronic illness (pages 10–13).

Higher than average scores mean better performance.

HMO	Cholesterol management of heart patients	Beta blocker treatment after a heart attack	Blood sugar testing for people with diabetes	Eye exams for people with diabetes
Aetna - HMO/POS				
AmeriHealth - HMO/POS				
CIGNA - HMO/POS				
Health Net - HMO/POS				
Horizon - HMO				
Oxford - HMO/POS				

*Due to differences in sample size, HMOs with the same or similar scores can have different circle ratings. Not Applicable—HMO was unable to report the measure due to the small number of eligible members.*

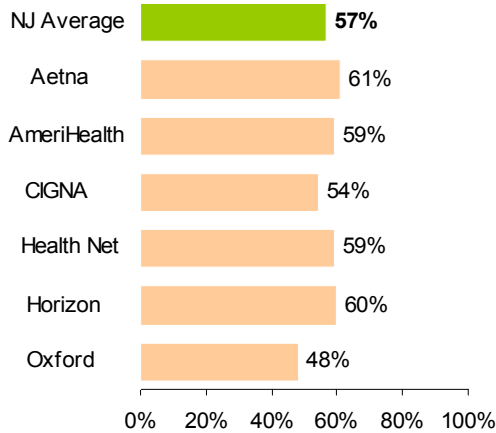
**Performance Compared to the Average**

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See the next page for each HMO's scores →

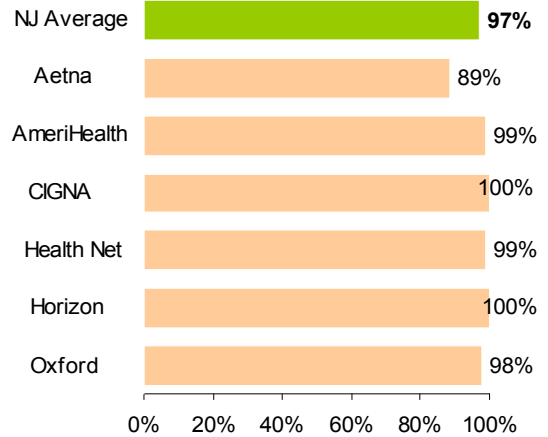
### Cholesterol management of heart patients

Reducing cholesterol lowers the chances of having a heart attack. Percent of members with heart conditions who had their cholesterol level controlled:



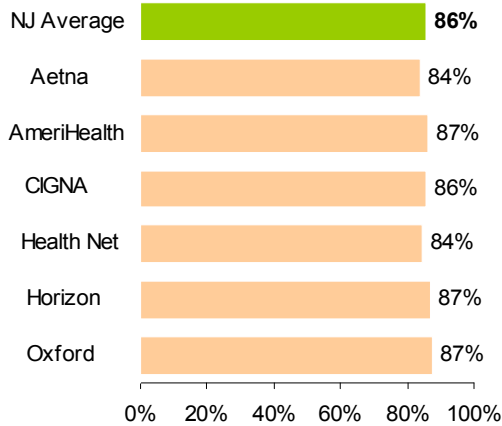
### Beta blocker treatment after a heart attack

Beta blockers after a heart attack can help prevent future heart attacks. Percent of members who had a heart attack and received beta blockers:



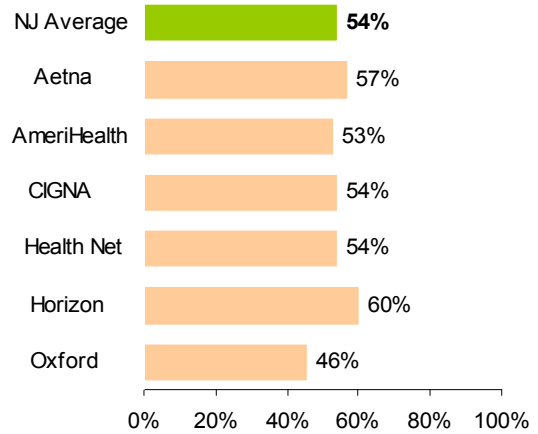
### Blood sugar testing for people with diabetes

Controlling blood sugar levels can prevent complications from diabetes. Percent of members with diabetes who had a blood sugar (HbA1C) test:



### Eye exams for people with diabetes

Regular eye exams can reduce the risk of blindness from diabetes. Percent of members with diabetes who received an eye exam:



# Choosing Your HMO

***Your choice of an HMO can influence your health.***

***Looking at HMO quality, along with choice of providers, benefits offered, and costs, can help you decide on an HMO that best meets your needs.***

## Quality of Care and Service

- ▶ Look to see how well the HMO performs in each section of this report.
- ▶ Pay special attention to the health issues that are most important to you and your family.
- ▶ Do not focus on small differences in a single measure that may not be meaningful. To compare HMOs, look at all the factors that contribute to an HMO's performance and at large differences in the measures.

## Choice of Providers

- ▶ Make sure that your preferred doctor, hospital and other providers participate in the HMO's network by looking in the HMO's provider directory. It is important to confirm your provider's participation by calling the HMO's member services department or the provider directly, prior to enrollment. *See page 16 for ways to contact the HMO.*
- ▶ Decide whether the HMO has enough of the kinds of doctors you are likely to need and whether they are located near your home or work.
- ▶ Once you have selected a provider, make sure the doctor has office hours and a location convenient for you and your family.

## Benefits

- ▶ Find out what types of health benefit plans the HMO offers by reviewing the member handbook or calling the member services department.
- ▶ Consider your special needs and circumstances such as chronic health conditions, elder care, frequent travel, language, retirement and starting a family.
- ▶ Decide whether there is a good match between the health benefits offered by the HMO and what you think you may need.
- ▶ Find out what types of care or services the HMO does not cover.

## Cost

- ▶ Try to get an idea of how much you are likely to pay in premiums, co-payments, coinsurance and deductibles each year.
- ▶ Find out if the HMO covers services by providers outside the HMO's network and how much it will cost for these services.
- ▶ See if there are any limits on how much you are responsible for paying in case of major illness (out-of-pocket maximum).
- ▶ Find out if the HMO places limits on the amount of benefits it will pay (annual or lifetime maximums).
- ▶ The HMO might also have internal limits on specific services, such as dollar, day or visit limits for specific services.

## Accreditation

NCQA, also known as the National Committee for Quality Assurance, is a non-profit organization committed to assessing, reporting on and improving the quality of care provided by the nation's carriers offering managed care health benefits plans. To find out if your carrier is NCQA accredited, call toll-free (888) 275-7585 or visit the web site: [www.ncqa.org](http://www.ncqa.org).

URAC, also known as the American Accreditation HealthCare Commission is a non-profit organization originally focused on the accreditation of utilization review programs. URAC now provides accreditation services for many types of health care organizations, including HMOs. For information on URAC's accreditation services, visit the web site: [www.urac.org](http://www.urac.org).

JCAHO, also known as the Joint Commission on Accreditation of Healthcare Organizations, is an independent, non-profit organization that evaluates and accredits various types of health care networks including health carriers, hospitals, home health care organizations and others. For more information on JCAHO's accreditation services, visit the web site: [www.jcaho.org](http://www.jcaho.org)



# Taking Responsibility for Your Health Care

***Getting involved in your health care can help you get the most from your health coverage.***

## **Know the Rules**

- ▶ **Understand** what services your health benefits plan does and does not cover by reading the evidence of coverage or talking to your employer.
- ▶ **Know** how to choose or change your primary care physician.
- ▶ **Understand** how to schedule appointments for check-ups and when you are sick.
- ▶ **Know** when you need referrals or preauthorization for a procedure and how to get them.
- ▶ **Know** what you are required to do when using a hospital or emergency room.

## **Stay Informed**

- ▶ **Learn** about any new policies affecting how the HMO and your health benefits plan works by reading member newsletters and checking the HMO's web site.
- ▶ **Know** the telephone numbers and hours of your physician's office and of the HMO's member services department. Carry them in your wallet or purse in case of emergency.

## **Keep Records**

- ▶ Write down your health concerns to help you discuss them with your doctor.
- ▶ Set up health files to keep track of the care

and services received by you and members of your family.

## **Take Charge**

- ▶ **Take** good care of your health by making appointments for check-ups and preventive care.
- ▶ **Talk** with your doctor about when you need regular health screenings.
- ▶ **Call** member services if you don't understand information that the HMO or provider sends you.
- ▶ **Ask** for a better explanation if you don't understand the answers to your questions.

## **Choose a Doctor Carefully**

- ▶ **Ask** for recommendations from medical societies, health care providers, referral services, hospitals, family members and friends.
- ▶ **Get** information about the doctor's training and experience from the HMO or the doctor.
- ▶ **Ask** if the doctor is board certified in his or her specialty area.
- ▶ **Check** whether prospective doctors have had any disciplinary actions issued against them.

*For information on New Jersey physicians see page 19*

# Contacting Your HMO

The information in this report only covers the HMOs offering commercial HMO and POS products in New Jersey. The contact information in the chart lists all active HMOs approved to issue HMO and POS products in New Jersey. The chart shows if the HMO offers commercial coverage and if it participates in Medicare or Medicaid. It also shows the counties that each HMO is authorized to serve. An HMO might not offer Medicare or Medicaid in all the counties in its service area. Look at the chart notes to find the counties where an HMO participates in Medicare or Medicaid.

**NOTES:**

1. Aetna Medicare is available in Bergen, Essex, Hudson, Morris, Passaic, Sussex and Union (North); Mercer (Center); and Burlington, Camden, Gloucester and Ocean (South).

2. AmeriChoice Medicare is available only in Essex, Hudson, Passaic and Union (North).

3. AMERIGROUP Medicaid is available in all counties except Salem (South).

4. AmeriHealth Medicare is available only in Burlington, Camden, Cumberland, Gloucester and Salem (South).

5. Health Net Medicaid is available in Essex, Hudson, Passaic and Union (North); Mercer, Middlesex and Somerset (Center); and Burlington, Camden, Cumberland, Gloucester, Ocean and Salem (South).

6. Oxford Medicare is available in Bergen, Essex, Hudson, Passaic and Union (North); Mercer, Middlesex and Monmouth (Center); and Ocean (South).

7. University Health Plans Medicaid is available in all counties except Cape May (South).

## Telephone Numbers, Web Sites

HMO		
	Telephone	Web site
<b>Aetna Health, Inc.—New Jersey</b>	(800) 872-3862	www.aetna.com
<b>AmeriChoice of New Jersey</b>	(800) 941-4647	www.americhoice.com
<b>AMERIGROUP New Jersey</b>	(800) 600-4441	www.amerigroupcorp.com
<b>AmeriHealth HMO</b>	(866) 681-7368	www.amerihealth.com
<b>CIGNA HealthCare of New Jersey</b>	(800) 345-9458	www.cigna.com
<b>Health Net of New Jersey, Inc.</b>	(800) 441-5741	www.healthnet.com
<b>Horizon Healthcare of New Jersey</b>	(800) 355-2583	www.horizonblue.com
<b>Oxford Health Plans—New Jersey</b>	(800) 444-6222	www.oxhp.com
<b>QMedCare of New Jersey Inc.</b>	(877) 476-3312	www.qmedcare.com
<b>Unison Health Plan of New Jersey Inc.</b>	(800) 290-4009	www.unisonhealthplan.com
<b>University Health Plans, Inc.</b>	(800) 564-6847	www.uhpnet.com
<b>WellChoice HMO of New Jersey</b>	(888) 476-6986	www.wellchoicenj.com

PRODUCT LINE AND SERVICE AREA INFORMATION AS OF JULY 1, 2007

**Use the telephone numbers and web sites to learn more about the HMOs that interest you.**

Service Areas	Counties
NORTH:	Bergen, Essex, Hudson, Morris, Passaic, Sussex, Union, Warren
CENTER:	Hunterdon, Mercer, Middlesex, Monmouth, Somerset
SOUTH:	Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Ocean, Salem

### Product Lines and Service Areas

PRODUCT LINES		
COMMERCIAL	MEDICARE	MEDICAID
✓	✓ <sub>1</sub>	
	✓ <sub>2</sub>	✓
		✓ <sub>3</sub>
✓	✓ <sub>4</sub>	
✓		
✓		✓ <sub>5</sub>
✓	✓	✓
✓	✓ <sub>6</sub>	
	✓	
	✓	
		✓ <sub>7</sub>
✓		

SERVICE AREAS		
NORTH	CENTER	SOUTH
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	Middlesex, Monmouth, Somerset	Ocean
Bergen, Essex, Hudson, Passaic		
✓	✓	✓
✓	✓	Burlington, Camden, Ocean

# Appeals and Complaints

***These are the steps you can take if you have been denied covered medical benefits or want to file a complaint.***

## **To Appeal an HMO's Decision**

Your HMO is required to have an appeal process that gives you an opportunity to resolve disagreements about denial of covered benefits or services. Denials, limitations and terminations of covered services or benefits for such services that result from a decision by the HMO that the services are not medically necessary are adverse utilization management (UM) determinations.

Review the services covered by your HMO and the explanation of the appeal process in your evidence of coverage. You or your doctor, acting with your consent, have the right to file an appeal of an HMO's UM determination.

### **Stage 1**

Inform the HMO, either verbally or in writing, that you disagree with the HMO's decision to deny or limit services you believe are covered and medically necessary. A different doctor at the HMO will consider your request for services. You will receive notice of whether the HMO is revising or upholding the initial decision.

### **Stage 2**

If you are dissatisfied with the results of the Stage 1 appeal, you can request, either verbally or in writing, that the HMO have your appeal reviewed by a panel of doctors and other health care professionals. You will receive notice of the panel's decision.

### **Stage 3**

If you are dissatisfied with the HMO's decision on your Stage 2 appeal, you can file an appeal with the Department of Banking and Insurance within 60 days after receiving the HMO's Stage 2 decision. You will receive the form and instructions needed to file a Stage 3 appeal from your HMO at the same time you receive the Stage 2 appeal decision. Your case will be reviewed by independent experts under

contract to the State through the Independent Health Care Appeals Program (IHCAP). Decisions made by the IHCAP are binding on the HMO.

For appeals involving urgent circumstances, the HMO is required to respond within 72 hours in Stages 1 and 2.

## **To File a Complaint against an HMO**

In addition to the appeal process for adverse UM determinations, you also have the right to complain to the HMO about any aspect of its operations. The HMO is required to have a system to resolve complaints about such things as quality of medical care, choice of doctors and other health care providers, and difficulties with processing claims or disputes about an HMO's business and marketing practices. The HMO is required to respond to your complaint within 30 days. The HMO's member handbook contains a description of the process and contact information for resolving complaints. If you are dissatisfied with the outcome of the HMO's complaint process, contact:

NJ Department of Banking and Insurance  
Division of Consumer Protection Services  
Office of Managed Care  
P.O. Box 329, Trenton, NJ 08625-0329  
(888) 393-1062 (press option "2")  
[www.state.nj.us/dobi/enfcon.htm](http://www.state.nj.us/dobi/enfcon.htm)

The process for appealing a decision or filing a complaint is different if you belong to a "self-funded" plan. Check with your employer or health plan and refer to page 19

For Medicare and Medicaid managed care appeals refer to page 19

## **Health Care Carrier Accountability Act**

Signed into law in the summer of 2001, this legislation gives consumers covered under managed care contracts the right to sue their carrier if the consumer believes that the carrier's decision to delay or deny care has or will result in serious harm to the consumer. In most cases, consumers will first appeal the carrier's decision through completion of the external appeal process described above (Stage 3). However, the external appeal process can be bypassed in cases where serious harm to the consumer has already occurred or is imminent.

# Other Important Resources

***When you are making decisions about health care, consider other sources of information and assistance.***

## **Department of Banking and Insurance**

Buyers Guides and other information are available for individual and small employer coverage. This information is on the New Jersey Department of banking and Insurance's (DOBI) web site at [www.state.nj.us/dobi/reform.htm](http://www.state.nj.us/dobi/reform.htm). You may also request information by calling (800) 838-0935 04 (800) 263-5912 and pressing option "2". DOBI monitors the compliance of HMOs with New Jersey rules through in-depth reviews and targeted examinations. DOBI investigates consumer complaints about HMOs and other carriers offering managed care health benefits plans, and oversees the Independent Health Care Appeals Program (IHCAP) and the program for Independent Claims Payment Arbitration (PICPA), an arbitration mechanism that became operational in July 2007 to address certain claims disputes between health care providers and carriers. Certain data regarding complaints, the IHCAP and PICPA is (or will be) available. For information, visit [www.state.nj.us/dobi/managed.htm](http://www.state.nj.us/dobi/managed.htm) or call the Office of Managed Care toll-free at (888) 393-1062, and press option "2".

DOBI also posts information on enrollment by county and line of business, net worth and profitability for New Jersey HMOs, as well as other information on health carriers. This information can be found at [www.state.nj.us/dobi/lhactuar.htm](http://www.state.nj.us/dobi/lhactuar.htm)

## **Medicare**

For information on managed care options for Medicare in New Jersey, call the New Jersey Department of Health and Senior Services,

Division of Aging and Community Services, State Health Insurance Assistance Program (SHIP) at (800) 792-8820, or call (800) MEDICARE. You can also visit [www.medicare.gov](http://www.medicare.gov). If you have a complaint about a Medicare managed care plan, refer to your member services handbook for detailed information about where to submit your complaint based on the type of complaint you have.

## **NJFamilyCare/Medicaid**

For information on NJ family Care/Medicaid HMO options, quality information and complaints, call the New Jersey Department of Human Services at (800) 356-1561 or Visit: [www.state.nj.us/humanservices](http://www.state.nj.us/humanservices).

## **Physicians**

For information on New Jersey physicians, including disciplinary actions, call the New Jersey State Board of Medical Examiners at (609) 826-7100 or visit [www.state.nj.us/lps/ca/medical/bme.htm](http://www.state.nj.us/lps/ca/medical/bme.htm).

## **Additional Health Care Information**

The Department of Health and Senior Services (DHSS) publishes a number of reports and other data regarding, for instance, indicators of hospital performance, indicators of long-term care facility performance, and maintains a price comparison registry for many prescription drugs. You can access this information at [www.state.nj.us/health/reportcards.shtml](http://www.state.nj.us/health/reportcards.shtml)

## **Self-Funded Plans**

Large employers and unions often assume financial responsibility for employee health benefits instead of buying insurance. Employers may contract with outside organizations to administer their self-funded health benefits plans (sometimes referred to as "self-insured" plans). These plans are not bound by New Jersey's statutory or regulatory requirements, but rather by federal rules. Roughly half of all New Jersey health benefits through employers are in self-funded plans. Questions or complaints about these self-funded plans can only be addressed by the federal Department of Labor's Employee Benefits Security Administration. The main number is: (866) 275-7922. The web site is: [www.dol.gov/ebsa](http://www.dol.gov/ebsa).

# HMO and POS Differences

## How HMO and POS Products Work

In traditional HMO products, you are required to obtain care from doctors and hospitals that are part of the HMO's network, or your services will not be covered by the HMO. In POS (Point-Of-Service) products, you can use both in- and out-of-network doctors and hospitals, but you may pay more, if you use out-of-network providers. In traditional fee-for-service products, there is no network and you typically can go to any doctor or hospital, but your benefits are generally lower than what you would receive under most HMO or POS products.

This table compares traditional HMO, POS plans and fee-for-service insurance products. The table presents general information, which may not fully describe your plan. Be sure to check with your carrier or employer to verify information.

Traditional HMO	POS	Fee-for Service
<b>Can you get covered services from providers who are not in the network?</b>		
No. The HMO pays for covered services only if you use network providers. In a medical emergency, the HMO will also pay for covered services from a non-network provider.	Yes, but you usually pay more than if you go to a network provider.	There is no network. You may get care from any provider.
<b>How do you pay for services?</b>		
You are usually charged a co-payment (usually between \$5 and \$50) for a doctor's office visit and most other services. You may or may not have to satisfy a deductible. HMOs may impose a coinsurance for some services. <i>You usually do not need to fill out claim forms.</i>	If you use a provider who is in the network, you typically pay a co-payment, but no deductible. You do not have to fill out claim forms.  If you use a provider who is not in the network: after you pay a deductible, you pay the coinsurance specified in your policy (which may range from 10–50%) and the insurer pays the rest <i>up to the insurer's allowed amount</i> . If your provider bills more than the allowed amount, you also must pay the difference between the billed and allowed charges (balance billing). You may need to fill out a claim form.	After you pay a deductible, you pay the coinsurance specified in your policy (which may range from 10–50%) and the insurer pays the rest <i>up to the insurer's allowed amount</i> . If your provider bills more than the allowed amount, you also must pay the difference between the billed and allowed charges (balance billing). You will need to fill out a claim form.
<b>Do you need to choose a Primary Care Provider (PCP)?</b>		
You usually need to choose a PCP from the network, who takes care of most of your medical needs.	You usually need to choose a PCP from the network.	You do not need to choose a PCP.
<b>Do you need a referral from your PCP to go to a specialist?</b>		
You usually need a referral, although in many HMOs some types of specialists may be available without a referral. Some HMO products allow visits to most specialists in the network without a referral.	Depends. You usually need a referral only if you want to see a specialist and receive in-network benefits. Some POS products allow visits to in-network specialists and provide in-network benefits without a referral.  If you use a provider who is not in the network, you usually do not need a referral, but you will pay more than if you go to in-network providers.	You do not need a referral to go to a specialist.



# Consumer Bill of Rights

***Persons covered under HMO and HMO/POS Products have important consumer rights:***

## **The Right to Information about Your Coverage and How it Works**

- ▶ The right to information on what health care services are covered and any limitations on that coverage
- ▶ The right to obtain a current directory of doctors within the network
- ▶ The right to know how your carrier pays its doctors so you know if financial incentives or disincentives are tied to medical decisions

## **The Right to Ask Questions and to File Complaints, Appeals and Lawsuits**

- ▶ The right to no “gag rules”—doctors are allowed to discuss all treatment options even if they are not covered services
- ▶ The right to know the reason your carrier denied a covered service requested by you or your doctor
- ▶ The right to file appeals with the carrier concerning denials or limitations of a covered service
- ▶ The right to file complaints with the carrier regarding any aspect of the carrier’s network and delivery of health care services, including quality of care, choice, accessibility of providers and network adequacy
- ▶ The right to file complaints and appeals or have them filed on your behalf by your health care provider without fear of retaliation against you or your health care provider
- ▶ The right to independent review of the carrier’s decision to deny or limit covered services; if you have exhausted the carrier’s internal appeal process, you have the right to appeal that decision through the Independent Health Care Appeals Program (*see page 18 for more details*)

- ▶ The right to sue your carrier for losses if you or a covered member of your family sustains serious injury or death that you believe is the result of the carrier’s denial or delay of approval of medically necessary covered services

## **The Right to Appropriate Treatment**

- ▶ The right to have a doctor—not an administrator—make the decision to deny or limit coverage of services
- ▶ The right to change primary care providers without having to wait more than two weeks
- ▶ The right to access a primary care provider 24 hours a day, 365 days a year for urgent care
- ▶ The right to call 911 in a potentially life threatening situation without prior approval
- ▶ The right to go to an emergency room without first contacting the carrier when it appears to a person that serious harm could result from not obtaining immediate medical treatment
- ▶ The right to coverage of a medical screening exam in a hospital emergency room to determine whether an emergency medical condition exists
- ▶ The right to a choice of participating specialists when getting an authorized referral
- ▶ The right to be referred to an experienced specialist when a member is addressing a chronic disability
- ▶ The right to receive coverage for treatment by a doctor for up to four months after the doctor stops being part of the carriers network (and for longer periods for certain medical conditions)

<http://www.state.nj.us/dobi/lifehealthactuarial/hmo2007/>



New Jersey Department of Banking & Insurance  
PO BOX 325  
Trenton, NJ 08625-0325