

PAYER REPORT CARD

The following report card shows health plans' grades in 11 key categories (listed left to right in order of greatest importance, according to respondents), as well as overall grades.

In each column, the highest grade received is highlighted green and the lowest grade received is highlighted red.

32 Most Commonly Rated Payers	n	Payment rates	Timeliness	Adherence to CPT	Prior authorization	
Aetna	227	C-	C+	C-	D+	
AmeriGroup	10	D+	C+	B-	D+	
Anthem Blue Cross Blue Shield (WellPoint)	54	C	C+	C-	D+	
Blue Cross Blue Shield of AZ	13	C	C+	C+	C+	
Blue Cross Blue Shield of FL	40	C	B-	C+	B-	
Blue Cross Blue Shield of TX (HCSC)	23	C-	B-	C-	D+	
Blue Cross of CA (WellPoint)	12	D+	C-	C-	D+	
Blue Cross/Blue Shield of NE and W NY	12	C	C+	B-	D+	
Blue Shield of CA (California Physicians' Service)	13	D+	C	C	C-	
CareFirst Blue Cross Blue Shield	12	C+	C+	C+	C+	
CIGNA	200	C-	C	C-	C-	
Coventry	26	C-	C	C-	D+	
Empire Blue Cross Blue Shield (WellPoint)	17	D	C	D	D-	
GHI (Group Health Incorporated)	15	D	C-	D+	D	
Great-West Healthcare	46	C-	C	C	C	
Health Net	45	D+	C-	C-	D+	
Health Options (subsidiary of Blue Cross Blue Shield of FL)	17	C-	B-	C+	C+	
HealthAmerica/HealthAssurance (Coventry)	10	C	C+	C	D	
Humana	77	C-	C	C-	C-	
Independence Blue Cross/Keystone East	10	F	C	D	F	
Kaiser	12	C-	C-	D+	D+	
MAMSI/MD IPA/Optimum Choice (UnitedHealth Group)	22	D-	C-	D+	D	
Medical Mutual of OH	14	D+	C	D+	D	
Medicare (traditional, not Medicare Advantage)	230	D+	C+	C	C+	
MVP Health Plan	13	B-	B	C+	C+	
Oxford Health Plans	23	D	C	D	D+	
PacifiCare	45	C-	C	D+	C-	
Private Healthcare Systems (PHCS)	103	C-	D+	C-	C	
Regence Blue Cross and/or Blue Shield	20	B-	B-	C+	C+	
Tricare	12	D	C-	C-	D+	
UniCare (WellPoint)	17	D+	C-	C	C-	
United Healthcare	257	D+	C	D+	C-	
Average grades for all 32 payers	1647	C-	C	C-	C-	

	Payer accessibility	Formularies	Contracting	Physician performance data	Member eligibility	Appeals	Web site	Overall letter grade
	D+	D+	D+	D+	C+	D+	C+	C-
	D+	D+	D+	C-	C+	C-	B-	C
	D+	D+	D	D	C	D	C-	D+
	D+	C	C-	C	C+	C-	C-	C
	C	C	D+	C+	B-	C-	C+	C+
	D+	C-	D	D	C-	C-	C-	C-
	C-	D+	D-	D-	C-	D	C	D+
	C	C	D+	D+	C+	D+	C+	C
	D+	D+	D+	D	C	C-	C+	C-
	C-	C	D+	C	C+	C-	C	C
	D+	D+	D	D+	C	D+	C	C-
	C-	D	C-	C-	C-	D+	C-	C-
	D	D+	D-	F	D+	F	C	D
	D-	D-	D-	D-	D+	D-	D+	D
	C-	D+	D	D-	C-	D+	C-	C-
	D+	D+	D	D	C-	D	C-	D+
	C	D+	D+	B-	B	C-	C+	C
	D+	D-	D	D-	C+	D+	D	D+
	C-	C-	D+	C-	C+	D+	C-	C-
	F	D-	F	F	D+	D	C	D
	C-	D-	D+	C-	C-	D+	D	D+
	D+	D-	F	D-	C-	D-	C	D
	D+	D	D+	C-	C	D	C	D+
	C-	D+	D+	D+	C	D+	D+	C-
	C+	C+	C-	C-	B	C-	B-	C+
	D	D+	D-	D-	C-	F	C-	D+
	D+	D+	D+	D+	C	D+	C-	D+
	D+	D+	D-	D	D+	D	D+	D+
	C+	C	C-	D+	C+	C+	B-	C+
	D	C+	D	D	D	D	D+	D+
	D+	C-	D-	D+	C-	D+	C-	D+
	D+	D+	D	D+	C	D	C	D+
	D+	D+	D	D+	C	D+	C	C-