

KelseyCare Tops Satisfaction Ratings in ‘Big 4’ Health Plan Categories

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®), which grades healthcare quality from the patient’s perspective, has rated “KelseyCare” powered by Cigna among the best in four overall categories: Health Plan, Health Care, Personal Doctor and Specialist.

High ratings, driven by the consumers’ point of view, place KelseyCare among the elite of Texas Gulf Coast plans.

Summary of 2010 Ratings:

- In the important *Health Plan Overall* category, 90% of KelseyCare enrollees ranked their “health care overall” at a seven or higher. 57% percent rated it at a nine or 10, which is the highest ranking possible. KelseyCare received the highest enrollee satisfaction ratings when compared to other health care plans across Texas and surpassed the state average of 48 percent.
- In the *Health Care Overall* category, 84% of plan participants rated their “health care plan overall” at a seven or higher. 52% percent of the enrollees gave the plan a 9 or 10.
- In the *Personal Doctor Overall* category, KelseyCare also leads all other health care plans in with 70% satisfaction rating compared to the state average of 63%.
- In the *Specialist Overall* category, 92% of KelseyCare members rated their physician specialist satisfaction levels at a 7 or higher. 72% rated their satisfaction level with a Kelsey-Seybold specialist at a 9 or 10.

Background:

CAHPS assesses quality from the patient’s point of view. It is a consumer satisfaction survey sponsored by the Agency of Healthcare Research and Quality, an agency within the U.S. Department of Health and Human Services designed to improve health care quality.

HEALTH PLAN OVERALL			
0 = “worst health plan possible” to 10 = “best health plan possible”			
	6 or lower	7 or 8	9 or 10
Kelsey-Seybold	16%	32%	52%
STATE AVERAGE	22%	40%	38%
Aetna U.S. Health Inc. (Houston)	24%	39%	37%
HMO Blue Texas (Houston)	28%	38%	34%
Humana Health Plan of Houston	31%	38%	31%

Source: 2010 CAHPS 4.0 Member Survey

PERSONAL DOCTOR OVERALL

0 = "worst personal doctor possible" to 10 = "best personal doctor possible"

	6 or lower	7 or 8	9 or 10
Kelsey-Seybold	8%	22%	70%
STATE AVERAGE	10%	27%	63%
Aetna U.S. Health Inc. (Houston)	11%	28%	61%
HMO Blue Texas (Houston)	12%	29%	59%
Humana Health Plan of Houston	13%	30%	57%

Source: 2010 CAHPS 4.0H Member Survey

HEALTH CARE OVERALL

0 = "worst health care possible" to 10 = "best health care possible"

	6 or lower	7 or 8	9 or 10
Kelsey-Seybold	10%	33%	57%
STATE AVERAGE	14%	38%	48%
Aetna U.S. Health Inc. (Houston)	15%	40%	44%
HMO Blue Texas (Houston)	19%	39%	41%
Humana Health Plan of Houston	13%	37%	50%

Source: 2010 CAHPS 4.0 Member Survey

SPECIALIST OVERALL

0 = "worst specialist possible" to 10 = "best specialist possible"

	6 or lower	7 or 8	9 or 10
Kelsey-Seybold	8%	20%	72%
STATE AVERAGE	11%	26%	63%
Aetna U.S. Health Inc. (Houston)	13%	30%	58%
HMO Blue Texas (Houston)	18%	27%	54%
Humana Health Plan of Houston	11%	24%	65%

Source: 2010 CAHPS 4.0 Member Survey

For More Information about KelseyCare:

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