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Maryland Health Care Commission releases two Quality Reports, a new Consumer Edition along with the Comprehensive Quality Report 2014: comparing the performance of commercial health benefit plans.

Baltimore, MD (October 30, 2014) The Maryland Health Care Commission (MHCC) has released its new ***Consumer Edition concurrent with the release of the Comprehensive Quality Report 2014: Comparing the Performance of Maryland's Commercial Health Benefit Plans.*** The release of the two reports was timed to coincide with employer health benefit plan open enrollment.

Quality measures within the new *Consumer Edition* focus on plan member experience and satisfaction with health care on topics like: getting needed care, getting care quickly, how well doctors communicate, plan information on costs, rating of their personal doctor and their specialist(s), and rating of their health benefit plan. The information is presented in easy to understand bar charts and provides a sketch of how members feel about their health benefit plan experience.

“The new *Consumer Edition* takes another step forward in providing consumers with additional insight on the health plan products available in Maryland for individuals that want to make a quick review of plan performance. The two reports serve as valuable sources of information for consumers when choosing a health plan, whether they are employers, employees or individuals. We will continue to use focus groups and consumer advisory groups as we continue expanding quality and performance reporting on more dimensions of care,” said Ben Steffen, Executive Director of the MHCC.

In addition to the information provided in the *Consumer Edition*, the *Comprehensive Report* incorporates important information on the clinical performance of the health benefit plans plus information from a new quality measurement instrument called The Maryland RELICC Assessment™ which measures health benefit plan activities to reduce health care disparities. Combining all the quality and performance information into one *Comprehensive Quality Report* provides a more detailed picture of health benefit plan performance. Both reports can be found on the Maryland Health Care Commission's website at: http://mhcc.maryland.gov/mhcc/pages/apcd/apcd_quality/apcd_quality_hbp

The new reports show Maryland HMOs and PPOs generally performed at or near the national average. HMOs performed at or above the top 10% of plans nationally on 72 measures and PPOs performed at or above the top 10% of plans nationally on 100 measures. On consumer satisfaction measures results were mixed. Five of the eight PPOs, but only one of seven HMOs scored among the top 10% of plans nationally on the percent of patients that rated their health benefit plan a good or better.

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For Additional Information about the MHCC Consumer Edition, Quality Report 2014 or the MHCC Comprehensive Quality Report 2014, contact: Scharmaine Robinson, Chief, Health Benefit Plan Quality & Performance at [410-764-3483](tel:410-764-3483) or scharmaine.robinson@maryland.gov.