

# **HMO Market Share**

## **Customer Service Phone Numbers**

### **Sources of Financial Information**

#### **Other Sources of Information**



The following section contains state-wide information as compiled by the Texas Department of Insurance and other sources.

# HMO Market Share

HMO	Total Ending Enrollment	Total Market Share	Commercial Ending Enrollment	Commercial Market Share
Amerigroup Texas, Inc. <sup>1</sup>	453,066	16.1%	0	0.0%
Superior Healthplan, Inc. <sup>1</sup>	273,149	9.7%	0	0.0%
Texas Children's Health Plan, Inc. <sup>1</sup>	219,125	7.8%	0	0.0%
Aetna Health Inc.	210,130	7.5%	162,896	21.9%
Humana Health Plan of Texas, Inc.	176,619	6.3%	144,659	19.5%
Scott & White Health Plan	167,668	6.0%	142,487	19.2%
PacifiCare of Texas, Inc. <sup>2</sup>	150,037	5.3%	17,659	2.4%
Parkland Community Health Plan, Inc. <sup>1</sup>	147,025	5.2%	0	0.0%
Community Health Choice, Inc. <sup>1</sup>	138,824	4.9%	0	0.0%
Health Care Service Corp. (HMO Blue Texas)	129,513	4.6%	129,513	17.4%
Evercare of Texas, LLC <sup>1</sup>	100,892	3.6%	0	0.0%
SHA, L.L.C. (FIRSTCARE)	99,800	3.5%	70,810	9.5%
Community First Health Plans, Inc. <sup>1</sup>	97,006	3.4%	7,871	1.1%
Cook Children's Health Plan <sup>1</sup>	57,610	2.0%	0	0.0%
El Paso First Health Plans, Inc. <sup>1</sup>	48,782	1.7%	0	0.0%
Texas Healthspring, LLC <sup>2</sup>	47,033	1.7%	0	0.0%
Driscoll Children's Health Plan <sup>1</sup>	43,660	1.5%	0	0.0%
SelectCare of Texas, L.L.C. <sup>2</sup>	43,029	1.5%	0	0.0%
UNICARE Health Plans of Texas, Inc. <sup>1</sup>	38,269	1.4%	12,298	1.7%
Molina Healthcare of Texas, Inc. <sup>1</sup>	32,961	1.2%	0	0.0%
Cigna Healthcare of Texas, Inc.	32,074	1.1%	32,074	4.3%
PSO Health Service, LLC <sup>2</sup>	15,971	0.6%	0	0.0%
Seton Health Plan, Inc. <sup>1</sup>	14,997	0.5%	0	0.0%
Bravo Health Texas, Inc. <sup>2</sup>	12,796	0.5%	0	0.0%
Valley Baptist Insurance Co.	12,694	0.5%	12,694	1.7%
Arcadian Health Plan, Inc. <sup>2</sup>	11,920	0.4%	0	0.0%
Mercy Health Plans of Missouri, Inc. <sup>1</sup>	10,598	0.4%	1,441	0.2%
K S Plan Administrators, LLC <sup>2</sup>	8,997	0.3%	0	0.0%
United Healthcare of Texas, Inc.	8,034	0.3%	8,034	1.1%
Wellcare of Texas, Inc. <sup>2</sup>	7,507	0.3%	0	0.0%
Selectcare Health Plans, Inc. <sup>2</sup>	5,284	0.2%	0	0.0%
Arkansas Community Care <sup>2</sup>	820	0.0%	0	0.0%
UTMB Health Plans, Inc.	601	0.0%	601	0.1%
Legacy Health Solutions, Inc.	466	0.0%	466	0.1%
Fidelis SecureCare of Texas Inc. <sup>2</sup>	231	0.0%	0	0.0%
Great-West Healthcare of Texas, Inc.	4	0.0%	4	0.0%
<b>TOTAL TEXAS BASIC SERVICE</b>	<b>2,817,192</b>	<b>100.0%</b>	<b>743,507</b>	<b>100.0%</b>

<sup>1</sup> Enrollment is predominantly Medicaid or Children's Health Insurance Program (CHIP).

<sup>2</sup> Enrollment is predominantly Medicare.

Source: TDI Texas Data HMO Report:  
Basic Service First Quarter 2009

# Customer Service Phone Numbers

Aetna U.S. Healthcare	(214) 200-8000
Amerigroup Texas, Inc.	(800) 600-4441
Arcadian Health Plan, Inc.	(510) 832-0311
Arkansas Community Care	(800) 705-0766
Bravo Health Texas, Inc.	(888) 353-3789
CIGNA HealthCare of Texas, Inc.	(800) 244-6224
Community First Health Plans	(800) 434-2347
Community Health Choice, Inc.	(888) 760-2600
Cook Children’s Health Plan	(800) 964-2247
Driscoll Children’s Health Plan	(877) 324-3627
El Paso First Health Plans, Inc	(877) 532-3778
Evercare of Texas, LLC	(888) 887-9003
Fidelis SecureCare of Texas, Inc.	(847) 605-0501
FIRSTCARE	(800) 365-1051
Great-West Healthcare of Texas, Inc	(800) 866-3136
HMO Blue Texas	(800) 521-2227
Humana Health Plan of Texas	(800) 486-2620
Legacy Health Solutions	(800) 839-7198
Mercy Health Plans	(800) 830-1918
Molina Healthcare of Texas, Inc.	(877) 665-4622
PacifiCare of Texas	(800) 458-5653
Parkland Community Health Plan	(888) 672-2277
PSO Health Service, LLC	(866) 550-4736
Scott and White Health Plan	(800) 321-7947
SelectCare of Texas, LLC	(888) 800-0760
Selectcare Health Plans, Inc.	(800) 544-5428
Seton Health Plan	(800) 749-7404
Superior Healthplan, Inc.	(800) 236-8983
Texas Children’s Health Plan, Inc.	(800) 990-8247
Texas Healthspring, Inc.	(800) 280-8888
UNICARE Health Plans	(877) 864-2273
United Healthcare of Texas	(877) 294-1429
UTMB Health Plans, Inc.	(409) 797-8000
Valley Baptist Health Plan	(877) 423-4400

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# Sources of Financial Information

Several organizations publish information about the financial strength of HMOs and other insurance companies in Texas. The financial condition of a health plan can impact its ability to timely pay claims and, in extreme cases, may affect quality of care. Unusually high complaint levels against a health plan, especially by medical providers, are sometimes an indication of poor financial condition.

For financial strength ratings of Texas health plans,  
you may contact the following organizations:

*A.M. Best*  
[www.ambest.com](http://www.ambest.com)  
(908) 439-2200

*Fitch Ratings, Ltd.*  
[www.fitchibca.com](http://www.fitchibca.com)  
(212) 908-0500

*Moody's Investors Service*  
[www.moody's.com](http://www.moody's.com)  
(212) 553-0377

*Standard and Poor's Corp.*  
[www.standardandpoors.com](http://www.standardandpoors.com)  
(212) 438-2400

*TheStreet.com Ratings, Inc.*  
[www.thestreetratings.com](http://www.thestreetratings.com)  
(800) 289-9222

Further financial and other information about many Texas health plans can be obtained by calling the Texas Department of Insurance customer service line at 1-800-252-3439. TDI also makes financial information available online via its "Company Lookup" link at [www.tdi.state.tx.us](http://www.tdi.state.tx.us).

OPIC encourages consumers to review all available information about their HMO's financial strength.

# Other sources of information

## STATE

### **Texas Department of Insurance (TDI)**

P.O. Box 149104  
Austin, Texas 78714-9104  
(800) 252-3439  
[www.tdi.state.tx.us](http://www.tdi.state.tx.us)

The TDI has regulatory authority over the state's HMOs, including complaints, appeals, quality of care and financial stability. TDI has information about HMOs and health insurance in general, both in printed form and on their website.

### **CHIP & Children's Medicaid**

P.O. Box 149276  
Austin, Texas 78714-9276  
(877) 543-7669  
[www.chipmedicaid.org](http://www.chipmedicaid.org)

The Texas Health and Human Services Commission offers two health insurance programs for children: Children's Health Insurance Program (CHIP), and Children's Medicaid. Applications, eligibility information and other related information can be found at this website.

### **Texas Health and Human Services Commission (HHSC)**

4900 N. Lamar Blvd  
Austin, Texas 78751  
(800) 252-8263  
[www.hhsc.state.tx.us](http://www.hhsc.state.tx.us)

The HHSC has oversight responsibilities for designated HHSC agencies, and administers certain health and human services programs including the Texas Medicaid Program and CHIP.

### **Texas Department of Aging and Disability Services (DADS)**

701 W. 51st  
Austin, Texas 78751  
(800) 252-9240  
[www.dads.state.tx.us](http://www.dads.state.tx.us)

The DADS was formed to administer programs funded by the federal Older Americans Act of 1965 (OAA) and the Texas Legislature. Qualified Texans 60 years of age and older may apply with their local Area Agency on Aging for services such as nutrition, transportation, Long Term Care Ombudsmen, and others.

### **Texas Health Care Information Collection (THCIC)**

Department of State Health Services (DSHS)  
Center for Health Statistics  
1100 West 49th Street, M-660  
Austin, Texas 78756  
(512) 458-7261  
[www.dshs.state.tx.us/thcic](http://www.dshs.state.tx.us/thcic)

The THCIC collects data from hospitals and HMOs about quality of care and makes it available to the public. THCIC annually collects the Healthcare Effectiveness Data and Information Set (HEDIS®) from Texas HMOs. HEDIS® is a set of standardized measures designed to allow for comparisons of HMO performance.

### **Health Information, Counseling and Advocacy Program (HICAP)**

(800) 458-9858  
[www.tdi.state.tx.us/consumer/hicap](http://www.tdi.state.tx.us/consumer/hicap)

HICAP provides one-on-one counseling to Texas seniors age 65 and over and Medicare Beneficiaries. HICAP volunteers provide information on critical issues including Medicare, Medicaid, supplemental insurance, Medicare HMOs, long term care insurance and retirement benefits. HICAP is sponsored by the DADS, the TDI and the Texas Legal Services Center.

### **Texas Health Insurance Pool (THIP)**

P.O. Box 6089  
Abilene, Texas 79608-6089  
(888) 398-3927  
[www.txhealthpool.org](http://www.txhealthpool.org)

The THIP was created by the Texas Legislature to provide health insurance to Texas residents who either cannot obtain adequate health insurance coverage as a result of their medical conditions, or are considered "Federally Eligible Individuals", as defined by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

### **Employees Retirement System of Texas (ERS)**

P.O. Box 13207  
Austin, Texas 78711-3207  
(877) 275-4377  
[www.ers.state.tx.us](http://www.ers.state.tx.us)

The ERS administers health benefit plans for state agency and higher education employees whose employers participate in the Texas Uniform Group Insurance Program. ERS also administers retirement plans for state agency employees and determines eligibility for the State Kid's Insurance Program (SKIP) for children of state employees.

### **Teacher Retirement System of Texas (TRS)**

1000 Red River Street  
Austin, Texas 78701  
(800) 223-8778  
[www.trs.state.tx.us](http://www.trs.state.tx.us)

The TRS administers health insurance and provides retirement and related benefits for active and retired employees of public schools, colleges and universities supported by the state. TRS is the state's largest public retirement system.

## **FEDERAL**

### **Centers for Medicare and Medicaid Services (CMS) Region VI**

1301 Young Street, Suite 714  
Dallas, Texas 75202  
(214) 767-6427  
[www.cms.hhs.gov](http://www.cms.hhs.gov)

CMS is the agency of federal government responsible for oversight of the nation's Medicare, Medicaid, State Children's Insurance Program, HIPPA and the Clinical Laboratory Improvement Amendments Program. CMS makes information available to Medicare beneficiaries via its website, including comparative information about Medicare HMOs.

### **United States Department of Labor Employee Benefits Security Administration (EBSA)**

(Dallas Regional Office)  
525 Griffin Street, Room 900  
Dallas, Texas 75202-5025  
(972) 850-4500  
[www.dol.gov/ebsa](http://www.dol.gov/ebsa)

The EBSA of the Department of Labor is the federal agency responsible for administering and enforcing provisions of Title I of the Employee Retirement Income Security Act of 1974 (ERISA). The EBSA publishes numerous documents and guides to assist workers with employer based benefits in getting the information needed to protect their benefit rights.

### **United States Office of Personnel Management Federal Employees Health Benefit Program**

San Antonio Service Center  
8610 Broadway, Room 305  
San Antonio, Texas 78217  
(210) 805-2423  
[www.opm.gov](http://www.opm.gov)

The Office of Personnel Management publishes an annual guide on health benefit plans for federal civilian employees called the FEHB Guide. The guide compares and rates HMOs, fee-for-service and managed care health plans that are available to federal workers.