

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
Aetna Health Inc.	186,291	18.1%	129,506	21.6%
CIGNA HealthCare of Texas, Inc.	26,556	2.6%	26,556	4.4%
Community First Health Plans, Inc.	114,653	11.2%	8,332	1.4%
Health Care Service Corp. (HMO Blue Texas)	92,493	9.0%	92,493	15.4%
Humana Health Plan of Texas, Inc.	192,096	18.7%	155,392	25.9%
Mercy Health Plans of Missouri, Inc.	219	0.0%	219	0.0%
PacifiCare of Texas, Inc.	151,527	14.8%	12,334	2.1%
Scott & White Health Plan	146,676	14.3%	120,774	20.1%
SHA, L.L.C. (FIRSTCARE)	73,992	7.2%	40,827	6.8%
UNICARE Health Plans of Texas, Inc.	28,309	2.8%	359	0.1%
United Healthcare of Texas, Inc.	6,102	0.6%	6,102	1.0%
UTMB Health Plans, Inc.	541	0.1%	541	0.1%
Valley Baptist Insurance Co.	7,123	0.7%	7,123	1.2%
TOTAL TEXAS BASIC SERVICE	1,026,578		600,558	

Source: TDI Texas Data HMO Report:
Basic Service First Quarter 2010

Customer Service Phone Numbers

Aetna Health, Inc.	(214) 200-8000	www.aetna.com
CIGNA Healthcare of Texas, Inc.	(800) 244-6224	www.cigna.com
Community First Health Plans FIRSTCARE	(800) 434-2347 (800) 365-1051	www.cfhp.com www.firstcare.com
HMO Blue Texas Humana Health Plan of Texas	(800) 521-2227 (800) 486-2620	www.bcbstx.com www.humana.com
Mercy Health Plans of Missouri, Inc. PacifiCare of Texas	(800) 830-1918 (800) 458-5653	www.mercyhealthplans.com www.pacificare.com
Scott and White Health Plan UNICARE Health Plans of Texas	(800) 321-7947 (877) 864-2273	www.sw.org www.unicare.com
United Healthcare of Texas UTMB Health Plans, Inc.	(877) 294-1429 (409) 797-8000	www.uhc.com www.utmbhcs.org
Valley Baptist Insurance	(877) 423-4400	www.valleybaptist.net

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 Company

www.ambest.com

(908) 439-2200

Fitch Ratings, Ltd.

www.fitchibca.com

(212) 908-0500

Moody's Investors Service

www.moodys.com

(212) 553-0377

Standard and Poor's Financial Services

www.standardandpoors.com

(212) 438-2400

TheStreet.com Ratings, Inc.

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 "Check Companies" link at www.tdi.state.tx.us.

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

Other sources of information

STATE

Office of Public Insurance Counsel (OPIC)

William P. Hobby State Office Building
333 Guadalupe, Suite 3-120
Austin, Texas 78701
(877) 611-6742
www.opic.state.tx.us

OPIC is an independent state agency representing the interests of insurance consumers in Texas as a class on matters involving rates, rules and policy forms affecting various personal lines of insurance such as auto, homeowners, title, and credit insurance, and in rulemaking for life, accident, and health insurance.

Texas Department of Insurance (TDI)

P.O. Box 149104
Austin, Texas 78714-9104
(800) 252-3439
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 14200
Midland, Texas 79711-4200
(877) 543-7669
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 78751-2316
(800) 252-8263 or 2-1-1
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 Health and Human Services Commission Office of the Ombudsman

P. O. Box 13247
Austin, Texas 78711-3247
(877) 787-8999
www.hhs.state.tx.us/omb

The Office of the Ombudsman supports inquiries and complaints about programs and services related to HHSC, Department of Aging and Disability Services (DADS), Department of Assistive and Rehabilitative Services (DARS), Department of Family and Protective Services (DFPS), and Department of State Health Services (DSHS) when the agency's normal complaint process cannot or does not satisfactorily resolve the issue.

Texas Health and Human Services Commission Medicaid Managed Care Helpline (MMCH)

P. O. Box 13247
Austin, Texas 78711-3247
(866) 566-8989
www.hhs.state.tx.us/omb

The MMCH assists Medicaid clients with medical needs who are experiencing barriers to receiving health and long term care services through their Texas Medicaid managed care programs: STAR, STAR+PLUS or PCCM. On behalf of consumers, the MMCH staff intervenes promptly with the state Medicaid office, managed care organizations, providers, and other responsible entities to resolve barriers.

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

P.O. Box 149030
Austin, Texas 78714-9030
(800) 252-9240
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 Insurance Pool (THIP)

P.O. Box 660819
Dallas, Texas 75266
(888) 398-3927
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
(512) 867-7711 in Austin
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
(512) 542-6400
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.

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

Department of State Health Services (DSHS)
Center for Health Statistics, MC 1898
P.O. Box 149347
Austin, Texas 78714-9347
(512) 458-7261
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

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, TDI and the Texas Legal Services Center.

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

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 South Griffin Street, Room 900
Dallas, Texas 75202-5025
(972) 850-4500
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 78217-0001
(210) 805-2423
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.

Federal Health Care Reform Websites

Healthcare.gov is a web portal that allows consumers to enter information about their health, age, and location in order to obtain individualized information on health coverage in their area. This site brings together all pertinent information regarding health insurance plans. Consumers can compare health plans in their area, learn about their rights, and find out more information about the Patient Protection and Affordable Care Act.

PCIP.gov provides information in the Pre-Existing Condition Insurance Plan, also known as the Federal High Risk Pool. Consumer can access information on enrollment through this website. The Pre-Existing Condition Insurance Plan was created to make health insurance available to consumers who have had a problem getting insurance due to a pre-existing condition. The site includes information on eligibility, application, and FAQs.

OTHER

Kaiser Family Foundation

2400 Sand Hill Road
Menlo Park, California 94025
(650) 854-9400
www.kff.org

Non-profit, private foundation focusing on major health issues facing the United States. Website is a source of facts, information, and analysis for the public to improve their health care access.