

Why do so many members rely on Scott & White Health Plan?

- Scott & White Health Plan has been named one of the **Highest Ranked Health Plans in Texas** by *U.S. News & World Report*¹ for the fifth year in a row.² Our Medicare plan was rated the best in Texas.¹
- Scott & White Health Plan has earned an “Excellent Accreditation” from the National Committee for Quality Assurance (NCQA) for both Commercial and Medicare products (2000-2009). This is Scott & White Health Plan’s tenth consecutive year with “Excellent Accreditation.”
- Scott & White Health Plan received the highest rating of any Central Texas and Panhandle/Plains Health Maintenance Organization for:
 - “How People Rated Their Health Care”
 - “How People Rated Their Personal Doctor (tied for highest in Panhandle/Plains area)”
 - “How People Rated Their Specialist”
 - “Plan Information on Costs (percentage of members who said they were always able to find out cost information)”(Office of Public Insurance Counsel, “Comparing Texas HMOs 2009”)
- Scott & White Health Plan is below the Texas average for combined (patient and provider) complaints per 10,000 enrollees, compared with Texas HMOs with more than 50,000 enrollees (Office of Public Insurance Counsel, “Comparing Texas HMOs 2009”).
- Scott & White Health Plan was recognized by the Texas Diabetes Council for four consecutive years (2006 through 2009) for exceeding the Texas average in all six comprehensive diabetes care measures.
- Scott & White Health Plan was profiled by America’s Health Insurance Plans (AHIP) in two publications: *Quality Profiles Focus* in 2007 and *Innovations in Prevention, Wellness and Risk Reduction* in 2008 for our efforts to reduce school absenteeism through a hand washing initiative.
- Scott & White Health Plan was assigned an A- (Excellent) rating by AM Best following an extensive review of Scott & White Health Plan’s financial strength, operating performance and market profile (2009).



Texas Friendly

¹U.S. News/NCQA America’s Best Health Plans 2009-10. “America’s Best Health Plans” is a trademark of U.S. News & World Report.

² Previous rankings posted on www.usnews.com.