

New York's Public Health Plans Receive High Marks on Quality of Care New Report Finds Gap Between Public and Commercial Plans Narrowing

Albany, NY (May 19, 2009)—A new report finds that New York's public health plans scored high marks on quality indicators, exceeding national results in many areas.

New York's plans surpassed national benchmarks on over 80 percent of quality of care measures, including child preventive care, women's health care, behavioral health care, management of acute illnesses, and management of diabetes. The report also finds that New York's public health plans have narrowed the gap that has traditionally existed with commercial plans, despite the unique challenges of providing care to members who often have more complex health needs and face significant barriers to health care.

New York's public health plans serve 3.2 million children and adults enrolled in the state's Medicaid managed care program, Family Health Plus and Child Health Plus.

"Our public health plans provide high-quality service, with high customer satisfaction, and help New York control health care costs at the same time," said Assembly Health Committee Chair Richard N. Gottfried. "We need to make more people eligible. In fact, the best way to get universal health coverage in New York would be to make everyone eligible."

More than 2.6 million New Yorkers remain uninsured.

"I never thought I'd need a public health plan. But my children lost their health insurance when their father lost his job," said Alayna Shalom, of White Plains, whose two children are now enrolled in Hudson Health Plan. "I was very stressed. But the people at the plan were calm and professional. They helped me with the paperwork. They were friendly and well-trained. The services were convenient and they had the technology to make things run smoothly and efficiently. They are everything a health organization should be to make sure that families get great care."

"It is a testament to the hard work of the healthcare professionals in New York State that individuals enrolled in public healthcare programs receive quality primary and preventive care," said Senator Thomas K. Duane. "Medicaid, Family Health Plus and Child Health Plus plans are the front line of our increasingly patient-focused healthcare system."

"While the country awaits national health reform from Washington, New York has already embarked on an aggressive plan to provide more residents with high quality, comprehensive health coverage," said Robert Thompson, president of the Coalition of New York State Public Health Plans and CEO of Monroe Plan for Medical Care, which is based in Rochester. "By investing in the managed care infrastructure, New York has built a solid foundation for health care reform in the State."

"New York State strives to ensure that enrollees in the State's Medicaid, Child Health Plus and Family Health Plus insurance programs have access to the highest quality of care, with an emphasis on primary care that prevents and detects health problems before they become serious," said State Health Commissioner Richard F. Daines, M.D. "We thank the Coalition health plans that serve New Yorkers for partnering with the State to improve quality and ensure that enrollees receive the care they need to stay healthy."

(more)

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Affinity Health Plan • Fidelis Care New York • Healthfirst • Health Plus • Hudson Health Plan
MetroPlus Health Plan • The Monroe Plan • Neighborhood Health Providers • Total Care

The Coalition of New York State Public Health Plans includes nine plans serving more than 2 million, or two-thirds of, children and adults enrolled New York's public health insurance programs. Coalition plans scored high marks on 2008 quality of care measures, far outpacing national averages. For example:

- 81% of 3 to 6 year old children in Coalition plans received recommended well-child and preventive health visits, compared to 67% of 3 to 6 year olds enrolled in Medicaid plans nationwide.
- 90% of adults with cardiovascular conditions in Coalition plans received recommended cholesterol screening, compared to 76% of adults enrolled in Medicaid plans nationwide.

In 2008, nine of the top ten plans recognized as quality leaders by New York State were members of the Coalition of New York State Public Health Plans. The Coalition is committed to maintaining outstanding service, while continuing to break down linguistic, financial, transportation and cultural barriers that often prevent people from receiving health care.

Senate Majority Leader Malcolm A. Smith said, "In these difficult economic times, affordable healthcare programs are essential. I am pleased that not only do New York families have access to these healthcare programs, but that they are receiving services that continue to exceed national averages. I applaud the members of the Coalition of New York State Public Health Plans who have worked tirelessly to ensure every New Yorker gets the healthcare they need and deserve."

"The downturn in the economy leaves more families in need of affordable health insurance" said Regina Morris Perez, senior vice president of Neighborhood Health Providers, which serves New York City and Suffolk County. "Our plans are ready and willing to expand access to insurance coverage so that more New Yorkers can get the high quality health care they deserve."

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Members of the Coalition of New York State Public Health Plans (formerly the New York State Coalition of Prepaid Health Services Plans) offer decades of experience in delivering high quality services to populations that often experience significant barriers to health care. Coalition plans are sponsored by or affiliated with public and not-for-profit hospitals, community health centers and physicians. Coalition members include:

Affinity Health Plan (New York City and Nassau, Orange, Suffolk, Rockland and Westchester Counties)

Fidelis Care New York (New York City and 41 counties)

Healthfirst (New York City and Nassau and Suffolk Counties)

Health Plus (New York City and Nassau County)

Hudson Health Plan (Dutchess, Orange, Rockland, Sullivan, Ulster and Westchester Counties)

MetroPlus Health Plan (Bronx, Kings, New York and Queens Counties)

Monroe Plan for Medical Care (Broome, Chemung, Chenango, Livingston, Monroe, Ontario, Orleans, Schuyler, Seneca, Steuben, Tioga, Wayne and Yates Counties)

Neighborhood Health Providers (New York City and Suffolk County)

Total Care (Cortland, Onondaga, Oswego and Tompkins Counties)