

TOP TEN PERFORMING OBAMACARE MARKETPLACE PRIVATE ENROLLEE SATISFACTION

RANK	2017 BLACK BOOK OBAMACARE/MARKETPLACE HEALTH PLAN MEMBER SERVICES SATISFACTION SURVEY	STATE	Overall Plan Performance Improved or Stayed the Same over previous year	Member would repurchase with this health plan if alternatives were available	Members consider themselves a favorable Plan reference	2017 Marketplace Health Plan SATISFACTION MEAN	2017 STATE MEAN
1	Anthem Blue Cross Blue Shield of Connecticut	CT	93%	92%	93%	93%	87%
2	Anthem HealthKeepers	VA	93%	94%	91%	93%	79%
3	Kaiser Permanente	HI	94%	93%	90%	92%	90%
4	Neighborhood Health Plan	MA	88%	93%	95%	92%	71%
5	Anthem Blue Cross and Blue Shield of New Hampshire	NH	90%	95%	90%	92%	65%
6	United Healthcare of the MidAtlantic	VA	88%	93%	93%	91%	79%
7	CareSource	OH	88%	93%	91%	91%	69%
8	Fallon Health	MA	85%	94%	92%	90%	71%
9	Dean Health Plan	WI	96%	90%	85%	90%	60%
10	UPMC Health Plan	PA	86%	93%	91%	90%	77%

BOTTOM TEN PERFORMING OBAMACARE MARKETPLACE PRIVATE ENROLLEE SATISFACTION

RANK	2017 BLACK BOOK OBAMACARE/MARKETPLACE HEALTH PLAN MEMBER SERVICES SATISFACTION SURVEY	STATE	Overall Plan Performance Improved or Stayed the Same over previous year	Member would repurchase with this health plan if alternatives were available	Members consider themselves a favorable Plan reference	2017 Marketplace Health Plan MEAN	2017 STATE MEAN
122	Anthem Blue Cross	CA	15%	21%	6%	14%	15%
123	HealthNet	CA	11%	18%	11%	13%	17%
124	LifeWise	WA	11%	18%	10%	13%	25%
125	Select Health	ID	14%	14%	10%	13%	22%
126	PacificSource	OR	9%	20%	7%	12%	26%
127	Blue Cross Blue Shield of South Carolina	SC	12%	15%	9%	12%	12%
128	LA Care Health Plan	CA	9%	13%	10%	11%	17%
129	Blue Cross Blue Shield of Alabama	AL	7%	15%	9%	10%	10%
130	Premera Blue Cross Blue Shield of Alaska	AK	9%	12%	9%	10%	10%
131	Blue Cross Blue Shield of Florida	FL	0.05	0.15	0.07	9%	19%

**OBAMACARE PLAN OVERALL SATISFACTION
ALL PLANS IN STATE MARKETPLACE**

STATE	2017 STATE MEAN
HI	90%
MN	89%
CT	87%
VT	85%
WV	82%
VA	79%
PA	77%
2016 AVERAGE	76%
TN	75%
MN	74%
MA	71%
OH	69%
NH	65%
ME	64%
MI	64%
NE	62%
WI	60%
MD	56%
NY	56%
RI	55%
IA	54%
MO	52%
MI	47%
GA	45%
SD	45%
2017 AVERAGE	45%
TX	44%
ND	38%
IA	37%
NJ	37%
IN	28%
KS	28%
OR	26%
WA	25%
CO	23%
NC	23%
KY	23%
ID	22%
IL	21%
LA	20%
FL	19%

NV	19%
NM	18%
AZ	18%
WY	18%
CA	17%
MT	16%
CA	15%
OK	14%
MI	13%
SC	12%
AL	10%
AK	10%
* Delaware insufficient reporting	

OBSERVATIONS ON 2017 PLAN SATISFACTION EXTREMES:

Worst: 100% of Blue Cross and Blue Shield of Florida private marketplace members surveyed reported at least one problem with the plan’s website (91% of enrollees state the website was not operating on every attempt to view since open enrollment. in both 2016 and 2017. 95% had call center wait times were measured at over 20 minutes. 88% of members could not get their issue resolved on the first call. 92% had either language or culture issues with their call center representative. 94% could not get the mobile app to function

Best: Comparatively, Blue Cross of Connecticut member had only 3% reporting website issues. 11% had wait times on hold over 20 minutes in 2017, 7% in 2016. 94% of enrollees state their original problem or issue was resolved on the first call. 96% report they had no language or culture issues with their call center representative.

APPENDIX:

I. Five states have only one insurance company offering Obamacare plans in 2017:

South Carolina

Alabama

Alaska

Oklahoma

Wyoming

FINDING: All five states' single Obamacare plan are ranked among the lowest 10% in member satisfaction.

II. States with the most Obamacare Signups

Florida

California

Texas

North Carolina

FINDING: All four states have the highest complaints on Obamacare plan member services including call center, web site, mobile app and claims staff dissatisfaction.

III. States with Highest Percentage of Adults aged 18 to 64 with Health Insurance

1. Massachusetts
2. Hawaii
3. Vermont
4. Minnesota
5. Iowa
6. Wisconsin
7. Rhode Island
8. Delaware
9. Connecticut
10. West Virginia

States with Lowest Percentage of Adults aged 18 to 64 with Health Insurance

41. Wyoming

42. Montana

43. Louisiana

44. Nevada

45. Mississippi

46. Florida

47. Georgia

48. Oklahoma

49. Alaska

50. Texas

IV. Ten states with the highest percentage of plans receiving 4.5 or 5.0 out of 5.0 rating from NCQA quality scores

Massachusetts
Rhode Island
Wisconsin
Maine
New Hampshire
Minnesota
Vermont
New York
Hawaii
Iowa

V. States Ranked by Health Insurance Costs according to their health insurance costs for the silver plan with the lowest monthly premium in each state.

LOWEST

HIGHEST

1	New Mexico	41	Missouri
2	Utah	42	Colorado
3	California	43	Wyoming
4	Texas	44	Delaware
5	Pennsylvania	45	Indiana
6	Michigan	46	Oklahoma
7	Hawaii	47	Mississippi
8	Oregon	48	Alabama
9	Idaho	49	South Carolina
10	Wisconsin	50	New York