

# MANAGED CARE

## HMOs: Attitudes and Effectiveness Comparisons

A recent Wall Street Journal/NBC News poll, revealed 86% of those surveyed say they think HMOs and other managed care plans are more concerned with holding down costs than with providing quality care. Just how has the HMO market been affected by this attitude?

### The Impact of HMOs

How effective are HMOs on the following issues:

	Helped	No Difference	Hurt
Patient-doctor relationship	14%	22%	54%
Doctors controlling treatment decisions	14%	19%	54%
Access to specialists	22%	18%	50%
Patients having enough time with doctor	13%	27%	47%
Informing patients about all medical options	16%	24%	47%
Access to all medical treatment available	24%	20%	45%
Reducing paperwork patients must file	36%	19%	25%
Keeping total U.S. health care costs reasonable	35%	28%	23%
Reducing insurance premiums	37%	22%	19%
Covering prescriptions	44%	18%	19%
Providing preventive care services	45%	25%	16%
Keeping out-of-pocket expenses reasonable	47%	20%	15%

### HMOs For Better or Worse

Is the switch to managed care plans for the better or worse?



Sources: *The Dallas Morning News*, August 21, 1998; Weiss Ratings, Inc.; *Wall Street Journal*, June 25, 1998

### Treatment at the Hands of the System

**26%** Switched from traditional health insurance to HMO in past five years

**26%** Doctor often too rushed to see me

**18%** Doctor's office gatekeeper kept me from doctor

**12%** Denied doctor-recommended treatment by insurance company or health plan

**In a recent poll, 82% of those surveyed say it is a "serious problem" that HMOs require patient to get approval before going to an emergency room.**

**80% say it is a serious problem that patients have a hard time appealing when HMOs refuse to pay for treatment a doctor says is necessary.**