

## Status of Health Plans Committed to Fulfilling the Patient Charter

Health Plan	Current Status	Affected Areas
<b>Aetna</b>	<b>Received NCQA's 2008 Provisional PQ Certification<sup>1</sup></b>	Los Angeles and San Diego, CA; CT; Metro, DC; Atlanta, GA; MD; Northern NJ; Cincinnati, OH; Oklahoma City and Tulsa, OK; Houston, TX; Northern and Richmond, VA; Seattle, WA
<b>Blue Shield of California</b>	Undergoing PHQ Review	
<b>Cigna</b>	<b>Received NCQA's 2008 Physician Quality Certification</b>	AZ; CA; CO; CT; DE; FL; GA; IL; IN; KS; MA; ME; Mid-Atlantic; MO; NC; NH; NJ; NY; OH; PA; SC; TN; TX
<b>UnitedHealthcare</b>	<b>Received NCQA's 2008 Physician Quality Certification</b>	AL; AK; AZ; CO; CT; DC; DE; FL; GA; IA; ID; IL; IN; KS; KY; LA; MA; MD; MI; Mid-Atlantic; Midlands; Midwest; MO; MS; NC; NE; New England; NH; NJ; NM; NV; NY; OH; OK; OR; PA; RI; SC; TN; TX; UT; VA; WA; WI; WV

On August 13, 2008, the Consumer-Purchaser Disclosure Project approved NCQA to be an independent reviewer and to use the 2008 version of NCQA's Physician Hospital Quality (PHQ) certification program to assess and publicly report on organizations meeting the terms of the Patient Charter, for more information on PHQ, go to: <http://www.ncqa.org/tabid/740/Default.aspx>. URAC may become an independent reviewer at a later date, URAC and its standards need to complete and pass the Consumer-Purchaser Disclosure Project's application process in order for URAC to serve as an independent reviewer for compliance with the Patient Charter.

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<sup>1</sup> Aetna received NCQA's Provisional Physician Quality (PQ) Certification. Provisional PQ Certification indicates that the health plan passed a subset of the requirements of the *Measuring Physician Performance* component of PHQ and is in the process of revising its program to pass the entire component. PHQ consists of two components: *Measuring Physician Performance* and *Hospital Performance*. Aetna's Provisional PQ Certification demonstrates the health plan's progress towards the standards of the Patient Charter. The Provisional PQ Certificate was available for a limited period (only through June 2009).