

Status of Health Plans and Other Organizations Committed to Fulfilling the Patient Charter

| Organization | Date of Support | Engagement of Reviewer | Review Process Completed | Completed PHQ 2006 |
|-----------------------------------|-------------------------|------------------------|--------------------------|--------------------|
| Aetna | April 2008 ¹ | NCQA – August 2008 | | |
| BlueCross BlueShield of Tennessee | April 2008 ¹ | Under Consideration | | |
| Blue Shield of California | October 2008 | Under Consideration | | |
| Cigna | April 2008 ¹ | NCQA – August 2008 | | Yes |
| Geisinger Health Plan | April 2008 ¹ | NCQA – August 2008 | | |
| UnitedHealthcare | April 2008 ¹ | Under Consideration | | Yes |
| WellPoint | April 2008 ¹ | Under Consideration | | |

Definitions:

Organization = Organizations that endorsed the Patient Charter and will undergo independent review.

Date of Support = Date organizations officially supported the Patient Charter.

Engagement of Reviewer = Date organizations signed agreement and contracted with independent reviewer . Under the Patient Charter, supporting organizations have three months to engage a reviewer from the time they officially supported the Patient Charter (or from August 13, 2008 if they supported before the approval of an independent reviewer). On August 13, 2008, the Consumer-Purchaser Disclosure Project approved NCQA to be an independent reviewer and to use the 2008 version of the Physician Hospital Quality (PHQ) certification program to assess and publicly report on organization’s meeting the terms of the Patient Charter. URAC has proposed standards that may meet the requirements of the Patient Charter. Those standards will have completed second round of public comments in October 2008. URAC and its standards will need to complete and pass the Consumer-Purchaser Disclosure Project’s application process to serve as an independent reviewer for compliance with the Patient Charter. (Note: for Organizations whose formal date of support is effective on August 13, 2008, in November 2008 the Disclosure Project will ask those that have not yet done so to commit to a reviewer).

Review Process Completed = Date of completed review process and final status (e.g., achieved certification), and link to the information on the results of the review.

Completed PHQ 2006 = Prior to the approval by the Consumer-Purchaser Disclosure Project of the 2008 version of NCQA’s PHQ certification program, some health plans completed the previously in place 2006 version PHQ. There are some similarities between the two versions, and a number of aspects of the Patient Charter are addressed by the 2006 version. However, there are significant changes to the 2006 version, without which it would not satisfy the expectations of the Patient Charter.

Key:

¹Start date to engage reviewer is August 13, 2008, when an independent reviewer was approved, and not April 2008.

²NCQA [Date]; Under Consideration

³PHQ Certification; PQ Certification; Provisional PQ Certification