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National Payer Survey Results Consistent With New York's Experience - HANYS News April 7, 2010

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National Payer Survey Results Consistent With New York's Experience



The opinion of hospital leaders across the nation about national health insurance companies is consistent with the trends seen in New York State, according to a new report. Revive, a national public relations firm specializing in health care, yesterday released the results of its National Payer Survey [<http://www.revivepublicrelations.com/>], which targeted hospital leaders who negotiate managed care contracts with national health insurance companies.

Hospital leaders shared opinions on seven of the largest health insurers in the nation: UnitedHealthcare, CIGNA, Aetna, Coventry Health Care, Humana, Wellpoint/Anthem, and the local state or regional independent non-profit Blue Cross or Blue Shield plan.

According to Revive, for the last four years, UnitedHealthcare has been consistently ranked as the worst among respondents in all survey categories. In this year's survey, United's net negative/positive ratings moved up 33%, a significant improvement over last year's survey.

HANYS believes that United's improvement is no coincidence. Here in New York, United has made an effort to work with providers on various initiatives and to listen to provider criticisms and challenges. United's recent abandonment of financial penalties that were to be imposed as part of its [advance admission notification policy](http://www.hanys.org/communications/elerts/?elertid=2202) [<http://www.hanys.org/communications/elerts/?elertid=2202>] reflects both a recognition of the shortcomings of the initiative, and an effort to change the perception of United in the marketplace.

WellPoint/Anthem results are heading in a more negative direction. The survey findings showed that hospital executives view the company as difficult to deal with, bureaucratic, and paying providers less for services, compared to other payers. This is consistent with the experience in New York, where downstate, WellPoint/Anthem has been embroiled in public disputes with a number of hospital systems. *Contact: Jeffrey Gold* [<mailto:jgold@hanys.org>]

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