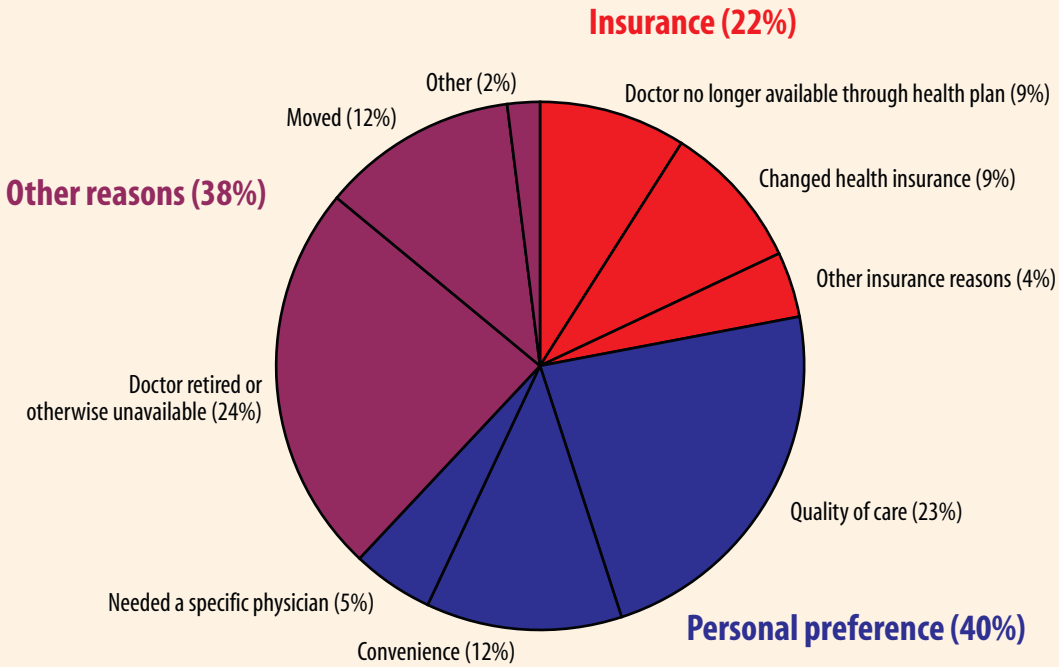


MANAGED CARE OUTLOOK

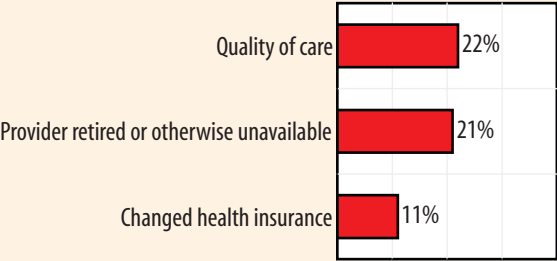
Changing physicians: Why they do it

More than 1 in 8 people changed their personal physician or other primary provider of health care last year. Personal preference was the most common reason. One in every five changed for reasons related to health coverage, but that's down from 1 in 4 just four years ago — a trend possibly tied to the popularity of open-access health plans.

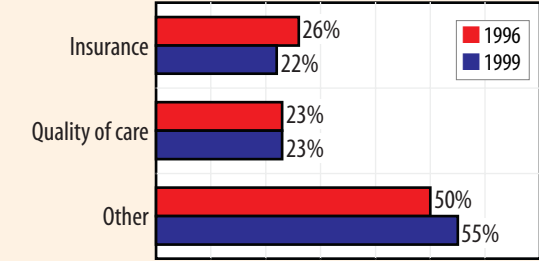


Quality of care is an interesting study. For people enrolled in HMOs, quality — not something related to coverage — was the number one impetus for switching providers. The overall share of people who switched because of inadequate quality of care, whether perceived or documented, has remained constant for several years.

HMO members' reasons for switching



Reasons for change, all people



SOURCE: WHY PEOPLE CHANGE THEIR HEALTH CARE PROVIDERS, CENTER FOR STUDYING HEALTH SYSTEM CHANGE, WASHINGTON, 2000