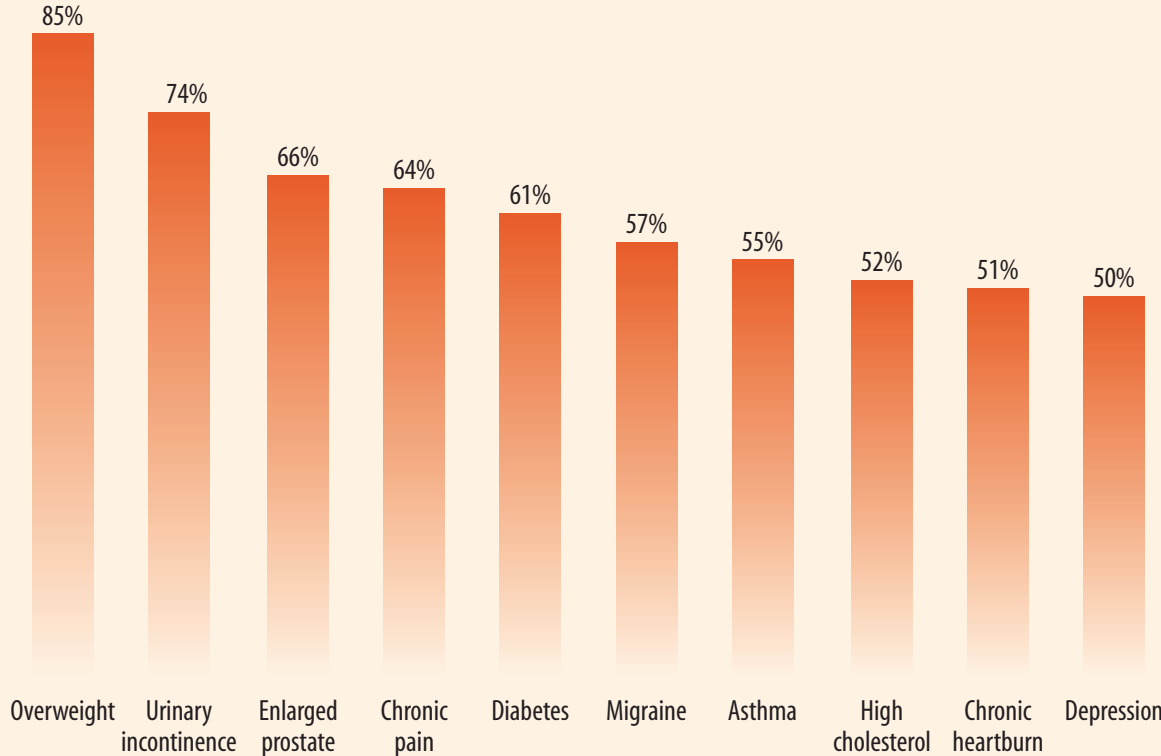


‘I want what I want, or I’m outta here’

Pharmacy issues may greatly affect members’ perceptions of their health plans, suggests a survey of 38,000 enrollees who requested prescriptions for specific drugs. Denied what they wanted, these members were twice as likely to want to leave their health plans as were those who got the drug they requested. The percentage of members who rated their plans’ care for the conditions below as “excellent” declined after they were unable to get a prescription they wanted.

Of members who rated their care for this condition “excellent,” percentage who lowered their opinions when denied a requested prescription:



SOURCE: CAREDATA REPORTS, NEW YORK, 1998