PPOs: Time for a reality check

Much has been made of market-share gains made by PPOs at the expense of HMOs — even in this publication (for example, last month’s cover story, “PPOs: A Better Brand of Health Care?”). But while PPOs seem to be “what everyone wants” — as put by one of the people interviewed for this month’s cover story — a new consumer survey suggests that dissatisfaction with HMOs might be more perception than reality. National Research Corp.’s findings indicate HMO members are happier with their plans than PPO eligibles are with their coverage.

HMO figures include members enrolled in point-of-service plans.

FFS: Fee-for-service plans.

SOURCE: SATISFACTION REPORT CARD, NATIONAL RESEARCH CORPORATION, LINCOLN, NEB., 1999