



Maternity Care Coalition

Survey of Prenatal Care Availability for Medicaid Managed Care Recipients

Summer 2007 Philadelphia

Author: Cecily Knauer
Samuel S. Fels Fund

Editor: Amanda Innes
Revised
Edition
January 2008

*Strengthening families,
one baby at a time*

2000 Hamilton Street
Suite 205
Philadelphia, PA 19130
t: 215.972.0700
f: 215.972.8266
www.MOMobile.org

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About Maternity Care Coalition and this Report:

Maternity Care Coalition (MCC) was founded in 1980 and, for the past 27 years, has helped low-income women in their childbearing years by addressing both personal and systemic barriers to receiving consistent perinatal care. MCC's mission is *to improve maternal and child health and well being through the collaborative efforts of individuals, families, providers and communities*. The agency achieves its mission through outreach in high-risk neighborhoods and advocacy at the local, state, and national levels. The MOMobile[®] offers direct service outreach and support for pregnant women, new parents, infants, and their families in eight communities in Southeastern Pennsylvania. MCC's Public Policy initiatives aim to improve the lives of pregnant women and their families by bringing the voices of our constituents to policymakers at the local, state, and federal levels. At the same time, MCC assists pregnant women and parents of young children to navigate available benefit and human service programs to maximize their family's health and well-being.¹

MCC released [Childbirth at a Crossroads](#) in fall 2006 after a two year survey of the current status of maternity services in the region. This comprehensive report identified five major crossroads affecting maternal health: a diverse population; lack of access to care; a loss of practitioners and hospitals, inequities in health outcomes, and lack of cultural supports. The insurance status of women was clearly identified as the gateway to care.

Recognizing that access to prenatal care is part of a larger, complex crisis in access to maternity services, MCC conducted a small survey from the perspective of women trying to access prenatal services in Norristown and the city run health clinics in Philadelphia. In 2005 in Norristown, there were an average of 39 providers listed, yet only five were actually available for appointments with an average waiting time for the initial appointment of six weeks. In 2006, an average of 29 providers were listed, eight providers were available with an average waiting time of 5.5 weeks.

Given the results of these smaller surveys, MCC decided to review the access to prenatal care for low-income women in Philadelphia. In January 2007 MCC applied to the Samuels S. Fels Fund to have a summer graduate student survey the entire city of Philadelphia as we had in Norristown. The surveys sought to mimic the experience of a consumer calling for services. The data and results are a snapshot in time of what we found in summer 2007.

Once the data was analyzed and a draft report produced, MCC individually met with each MCO and the Department of Public Welfare for their input on the report. MCC's Public Policy Committee also reviewed the data and developed some of the additional issues that need to be pursued, which are listed on Page 6. Insightful discussions ensued with the Commonwealth of Pennsylvania and the managed care organizations to understand their internal procedures and the impact for consumers. Between the time of the survey and the release of the report in

¹ MCC has worked with all of the Medicaid managed care organizations in our Cribs for Kids and other educational programs. In July 2007, Keystone Mercy Health Plan contracted with MCC for prenatal outreach and case management services.

January 2008, the Commonwealth of Pennsylvania and the MCOs have reported changes made to their procedures.

Acknowledgements

MCC is grateful for the support of the Samuel S. Fels Fund, which made this project possible. MCC extends its appreciation to Cecily Knauer, Ph.D. candidate in Medical Anthropology at Temple University, who served as our summer Fels Intern. She is responsible for the research design, implementation, compilation, and analysis of this data. Amanda Innes, Master of Social Service and Master of Law and Social Policy candidate at Bryn Mawr College Graduate School of Social Work and Social Research, capably edited and produced this final report.

The MCC Public Policy Committee provided invaluable insights and recommendations for the report. We also thank the Pennsylvania Department of Public Welfare Bureau of Managed Care Operations and the three managed care contractors, AmeriChoice, Health Partners, and Keystone Mercy, for their willingness to meet with us and share perspectives.

We considered several options of how to best define Philadelphia neighborhoods for the purpose of this study. We selected a map used by the Philadelphia Health Management Corporation to demark Philadelphia neighborhoods as the most citizen-friendly option appropriate for this report. The map originally appears in the Philadelphia Health Management Corporation's *Community Health at the Crossroads: Local Health Trends from PHMC's Southeastern Pennsylvania Household Health Survey, 1999 to 2000,* p. xi (2002). See Appendix B for a reproduction of the map.

Executive Summary

If you were a pregnant woman with Medicaid insurance, how easy—or hard—would it be to access prenatal care? If you used the internet, you would encounter over 1500 listings of Medicaid prenatal care providers—so getting the first appointment should be a snap, right? Unfortunately, the reality is that there are a number of barriers to accessing prenatal care encountered by Medicaid recipients.

In 2006, there were approximately 16,500² births to Philadelphia Medicaid recipients. These births represent about 75 percent of Philadelphia’s 22,000³ births annually. Maternity Care Coalition (MCC) embarked on this study to locate the prenatal care providers available to Medicaid managed care patients in Philadelphia and to assess the wait time for scheduling an initial prenatal care appointment. MCC is concerned about low entry rates into prenatal care for Medicaid recipients and the impact of closures of hospital obstetrics units that provided prenatal care.

The three Medicaid managed care organizations (MCO) in Philadelphia are AmeriChoice, Health Partners, and Keystone Mercy. Data were obtained from the prenatal care listings on each of the MCO websites in the 2007 summer. The accuracy of the listings and the availability of care were verified via phone calls to all prenatal care sites listed.

Here is what we found:

	Number Found on Medicaid MCO Websites	Total Number Available to Consumers
Listings	1,519	262
Sites	224	61
Providers	325	139

Three main findings emerged.

Finding 1: While the three Medicaid MCOs presented a total count of 1,519 unduplicated listings, only 262 are available to consumers, showing that Philadelphia has only 139 prenatal care providers at 61 sites offering prenatal care to Medicaid recipients. Over 85 percent of all MCO website listings were incorrect.

Finding 2: Geographic distribution of prenatal care sites by neighborhood is disproportionate. Five (out of 12) Philadelphia neighborhoods have three or less prenatal care sites serving Medicaid participants—and one neighborhood, Roxborough/Manayunk, only has one site.

² Total Philadelphia Medicaid deliveries in 2006 determined from numbers given by the three MCOs in electronic mail communications between October 7 and October 29, 2007.

³ Philadelphia Department of Public Health

Finding 3: The range of wait times to schedule an initial prenatal care appointment is one day to 56 days. The average wait time is 16.6 days (2.4 weeks), slightly longer than the two week maximum wait time allowed in managed care contracts. Wait time also varies by neighborhood—seven of Philadelphia’s 12 neighborhoods have a wait time of longer than two weeks, and three neighborhoods have an average wait time exceeding three weeks.

Unfortunately, these findings do not show the whole picture, or lead to simple solutions. A complete assessment of prenatal care access for Medicaid recipients must address the following issues.

- How many prenatal care provider hours are available to Medicaid recipients? While we have the number of prenatal care providers, we do not know how many hours are available each day at each site for prenatal care for Medicaid recipients.
- How many prenatal care providers does Philadelphia need? What are appropriate standards for prenatal care provider-to-patient ratios? Without standards, we cannot determine whether the number of providers currently available is sufficient. In the fall of 2007, we contacted professional associations and government agencies to determine if there are prenatal care provider-to-patient standards and found none.
- How many women have found that they could not get an initial prenatal care appointment when they first tried? Some prenatal care sites have policies that they will not accept new patients if the wait time to schedule an initial prenatal care appointment is longer than two weeks.
- How will prenatal care patients receiving Medicaid get the care they need *now*? The Medicaid MCO website prenatal care lists include many inaccuracies. In light of diminishing prenatal care options, MCO listings must be accurate and user-friendly. Consumers deserve ease and support when choosing a prenatal care provider who is right for them.

It is critical that the Pennsylvania Department of Public Welfare and the Medicaid managed care organizations continue to address these issues. Once the perspective of the consumer trying to find care was brought to their attention, concern was expressed and the managed care organizations were willing to work to reduce some of the barriers. Maternity Care Coalition will continue to work with all the interested groups to reduce all barriers to early and quality prenatal health care for Philadelphia women enrolled in Medicaid.

Background

The impetus for this research study is concern over the continued loss of hospitals, clinics, and practitioners that offer prenatal care in Philadelphia County. Maternity Care Coalition's *Childbirth at a Crossroads* reported in 2006 that 13 Philadelphia and suburban hospitals had discontinued obstetric services since 1997. This number rose with the closing of Jeanes Hospital Obstetrics (OB) Unit on May 31, 2007, raising the current total to 14 area hospitals that have closed their OB units. The eight hospitals that remain are struggling to maintain adequate care for their growing obstetric populations.

Concern about the low entry rates into prenatal care for women receiving Medicaid (*Childbirth at a Crossroads* 2006; p.5) prompted Maternity Care Coalition (MCC) to undertake this study which responds to the question: **Do women enrolled in Medicaid have adequate access to prenatal care?**

Study Methodology

The three Medicaid managed care organizations (MCO) in Philadelphia include the following: AmeriChoice, Health Partners, and Keystone Mercy. The prenatal care options offered by these Medicaid MCOs served as the main data for this study. A complete list of OB/GYN providers located in Philadelphia County was retrieved from each of the three MCOs' websites during the summer 2007:

AmeriChoice: www.americhoice.com

Health Partners: www.healthpart.com

Keystone Mercy Health Plan: www.keystonemercy.com

These lists included MDs, DOs, and certified nurse midwives.

The data were analyzed on four different levels:

- **Listings** = Individual items on MCO lists. Listings often repeat provider names and prenatal sites multiple times; therefore, MCO listings far outnumber the actual number of practices, prenatal sites, and providers that are available. We include this data set because a long set of listings is what consumers are initially confronted with.
- **Sites** = An actual location that provides prenatal care. We include this data set because it represents the actual sites that consumers visit.
- **Providers** = a person (i.e. MD, DO, CNM) who provides prenatal care. We include this data set because it represents the actual number of individuals that consumers can see for prenatal health care.

Each site listing was telephoned and asked a series of questions (see Appendix A) to assess the accuracy of lists and the availability of prenatal care. Each listing was then categorized into one of three groups:

- 1) Incorrect Listing (listing should not have been included)
- 2) Correct Listing (listing was appropriately included and contact information was accurate)
- 3) Outdated Listing (listing was appropriately included but contact information was inaccurate)

Other Considerations

We found that Medicaid MCO lists did not include all available prenatal care options for Medicaid recipients. These sites and providers constituted a fourth group described as “Available But Not Listed.” They were discovered during phone calls to sites on the lists. For example, the researcher called a listed site, and while a specific provider was no longer at that site, the name of a new provider serving there was given.

We found a total of 2,275 provider listings on all three Medicaid MCOs’ websites. In telephoning the 2,275 provider listings, we found that there were 1,519 unduplicated listings among the three MCOs. In the text of this report, we refer to the total number of listings as 1,519 unduplicated listings.

We also found that Medicaid MCO lists included repeated listings within each of the three MCOs’ website lists as a result of misspellings and other inaccuracies in names and contact information. Repeated listings were categorized as “Incorrect Listings.”

During calls to listings, the researcher identified herself as an MCC employee who was collecting information for a research project. When asked, the researcher provided greater detail about how the information would be used. On a very few occasions, the researcher was refused the information after multiple calls and requests to speak to an office manager. In these cases, she obtained information by calling again and requesting information for a friend who was pregnant or for herself as a pregnant woman.

Results: Listings

Medicaid MCO websites included numerous incorrect listings which may mislead patients about the number of prenatal care options available. Due to the inaccuracies, patients may have to make unnecessary calls to providers who are not reachable or who cannot provide the needed service. While the three Medicaid MCOs presented a total count of 1,519 unduplicated listings, only 262 are actually available to consumers.

Chart 1 shows differences between listings presented by MCOs and those found by MCC.

Chart 1: Number of Listings

	Number MCOs Listed	Number Accurately Listed	Additional Number Available But Not Listed*	Total Number Available to Consumers
Listings	1,519	178	84	262

*These listings did not appear on MCO lists; however, they were discovered through the course of this study.

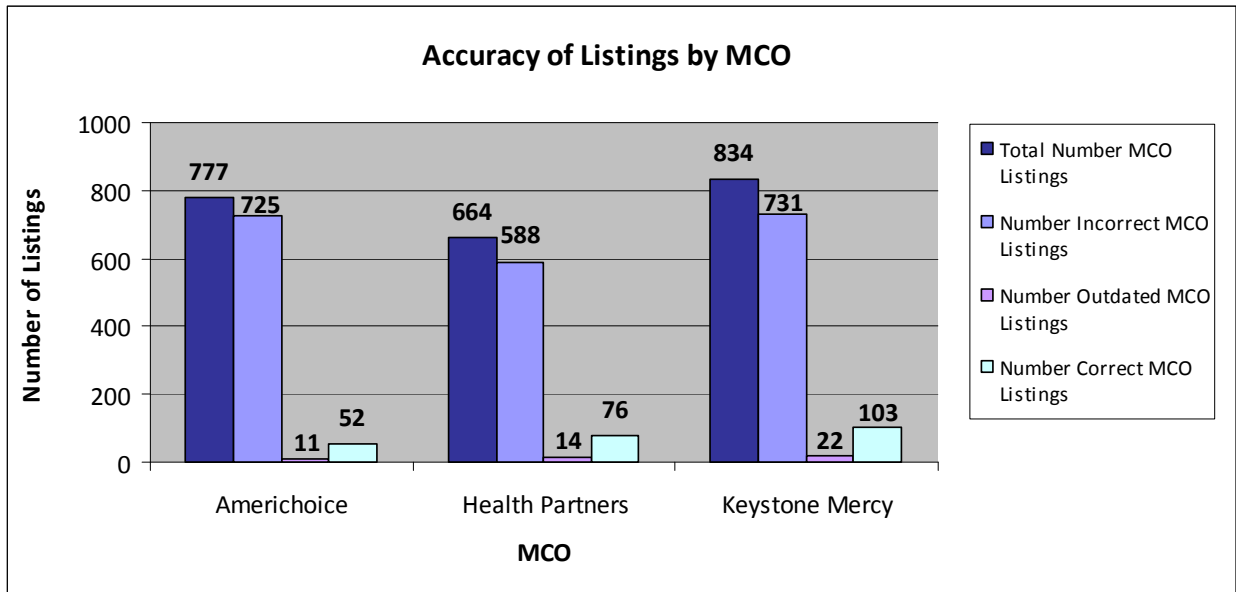
Accuracy of Listings

A significant majority of Medicaid MCO listings (87.8 percent) were incorrect. As such, only 12.2 percent of all listings were correct. Chart 2 and Graph 1 show the accuracy of Medicaid MCO website lists by MCO.

Chart 2: Accuracy of Listings by MCO

MCOs	Total Number MCO Listings	Number Incorrect MCO Listings	Number Outdated MCO Listings	Number Correct MCO Listings	Percentage of MCO Listings that were Incorrect or Outdated
AmeriChoice	777	714	11	52	93.3%
Health Partners	664	574	14	76	88.6%
Keystone Mercy	834	709	22	103	87.6%

Graph 1: Accuracy of Listings by MCO



Listings were categorized as incorrect for several reasons. The two most common reasons for inaccuracies were: 1) the provider listed was not at the location (56% of all incorrect listings) and 2) prenatal care was not offered (17% of all incorrect listings).

Graph 2 shows the five most common reasons that MCOs' listings were categorized as incorrect. See Appendix D for more detailed graphs about each MCO.

Graph 2: Five Most Common Reasons for MCOs' Incorrect Listings Overall

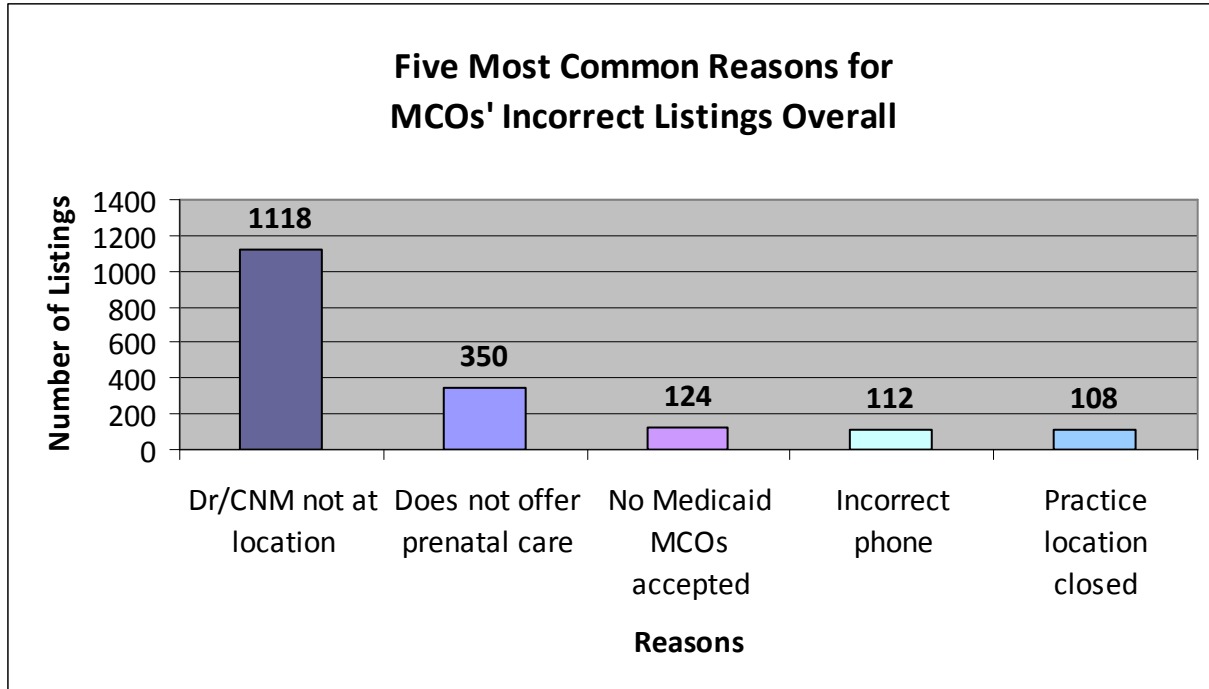


Chart 3 shows the reasons listings were classified as incorrect and the number of listings found incorrect per reason.

Chart 3: Reasons for Incorrect Listing Classifications

Reason Listing was Incorrect:	All MCOs Combined	AmeriChoice	Health Partners	Keystone Mercy
Dr/CNM not at location	1118	342	357	419
Does not offer prenatal care	350	144	97	109
Medicaid insurance not accepted	124	29	29	66
Incorrect Phone	112	54	31	27
Site location closed	108	46	23	39
Phone disconnected	71	38	24	9
Incorrect address/zip code	50	22	12	16
Specified insurance plan not accepted	41	40	0	1
Incorrect site name	20	2	0	18
Repeat listing	11	3	3	5

Neighborhood Access

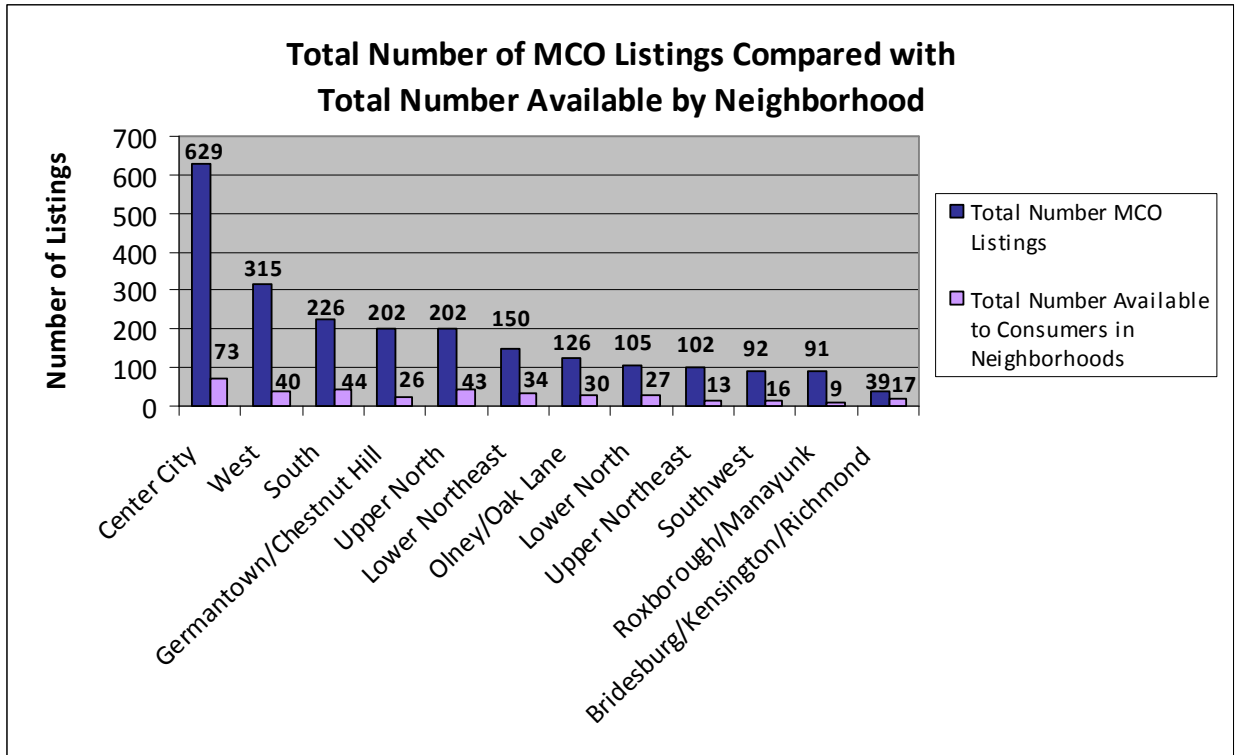
The differences in the number of MCO listings by Philadelphia neighborhood suggests geographic disparities in access to care.

Chart 4 and Graph 3 show the total number of MCO listings and what MCC found in Philadelphia neighborhoods. This study utilizes the neighborhood zip code divisions provided in Philadelphia Health Management Corporation’s 2002 publication *Community Health at the Crossroads*. See Appendix B for a reproduction of the map.

Chart 4: Listing Counts by Neighborhood

Philadelphia Neighborhoods	Total Number MCO Listings	Total Number Available to Consumers
Center City	629	73
West	315	40
South	226	44
Germantown/Chestnut Hill	202	26
Upper North	202	43
Lower Northeast	150	34
Olney/Oak Lane	126	30
Lower North	105	27
Upper Northeast	102	13
Southwest	92	16
Roxborough/Manayunk	91	9
Bridesburg/Kensington/Richmond	39	17

Graph 3: Total Number of MCO Listings Compared with Total Number Available by Neighborhood



Results: Sites

Factors like distance from home, access to transportation, permission for work leave, and availability of child care may affect whether consumers access care. As prenatal care sites close, these complicating factors become more critical for Medicaid recipients as travel time increases, public transportation routes may be inadequate, and longer periods of child care are needed.

Though MCOs listed 224 sites, more than 75 percent of the sites listed were incorrect. In reality, only 61 sites are available to Medicaid participants in Philadelphia. Further investigation is needed to determine if 61 prenatal care sites is sufficient to meet the need for prenatal care.

Chart 6 shows the differences in the number of sites listed by MCOs and the number available in Philadelphia to Medicaid participants.

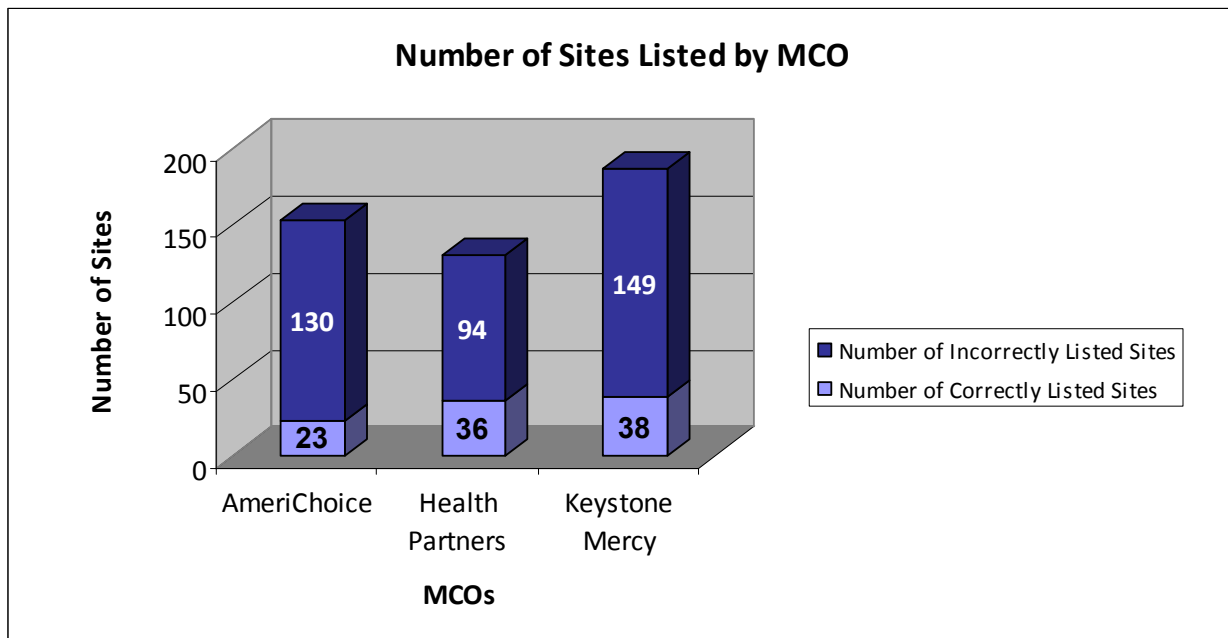
Chart 6: Number of Sites

	Number MCOs Listed	Number Accurately Listed	Additional Number Available But Not Listed*	Total Number Available to Consumers
Providers	224	48	13	61

*These sites did not appear on MCO lists; however, they were discovered through the course of this study.

Graph 5 shows the numbers of sites that were correctly listed and those that were incorrectly listed by MCOs.

Graph 5: Number of Sites Listed by MCO

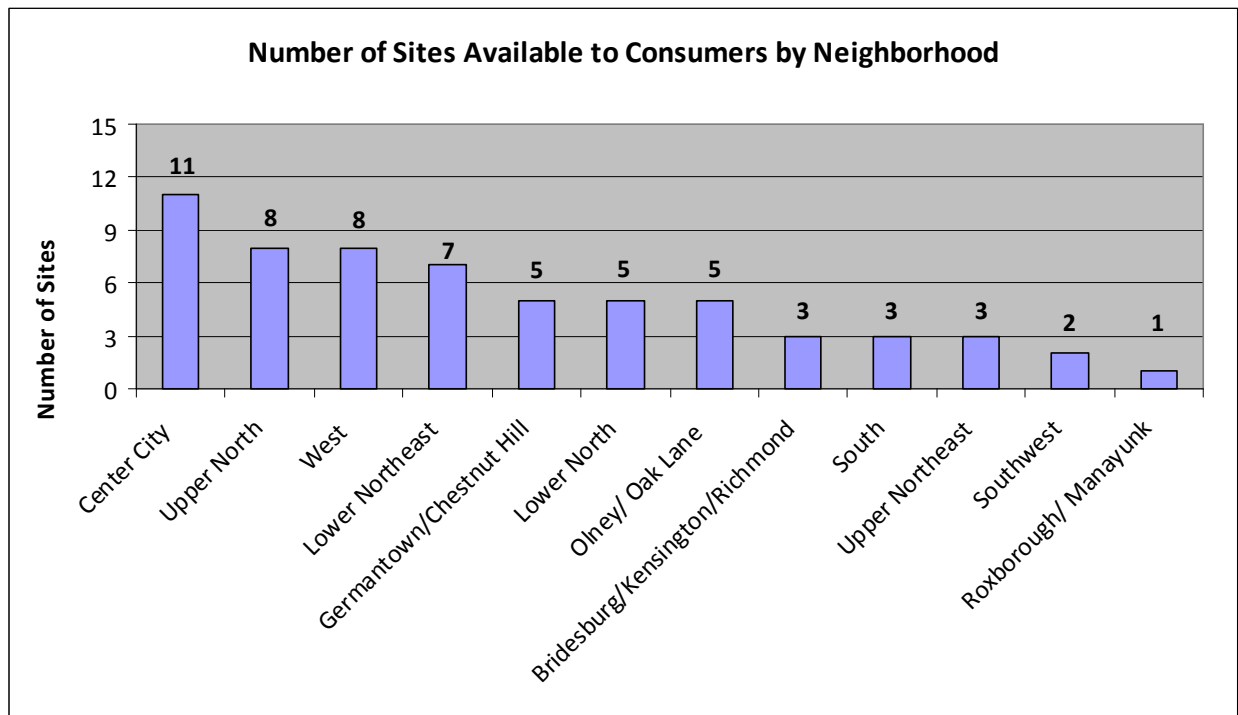


Neighborhood Access

Travel distance, transportation, work leave, and child care affect a pregnant woman’s access to prenatal care. Therefore, it is important to analyze site data by neighborhood. Data show that the number of sites varies by neighborhood. If sites close, residents of neighborhoods with fewer sites face additional barriers in accessing prenatal care.

Graph 6 shows the disproportionate number of sites available to consumers in each neighborhood.

Graph 6: Number of Sites Available to Consumers by Neighborhood



Practices

Practices are institutional corporate bodies that govern one or more sites. For example, Temple University Health System is a practice that runs numerous smaller clinics throughout the city.

In this study, we found only 23 practices that serve pregnant women receiving Medicaid in Philadelphia. The closure of one practice could result in the closure of several sites. When sites close, providers are displaced. This could result in a neighborhood-wide gap of prenatal care. This situation occurred in some neighborhoods where hospital obstetrical units closed.

Results: Providers

Although a total of 325 providers were listed by MCOs, almost 70 percent of those listed were incorrect. Philadelphia has only 139 providers offering prenatal care to Medicaid recipients. Chart 7 shows the number of providers listed by MCOs, and the number of providers available to consumers.

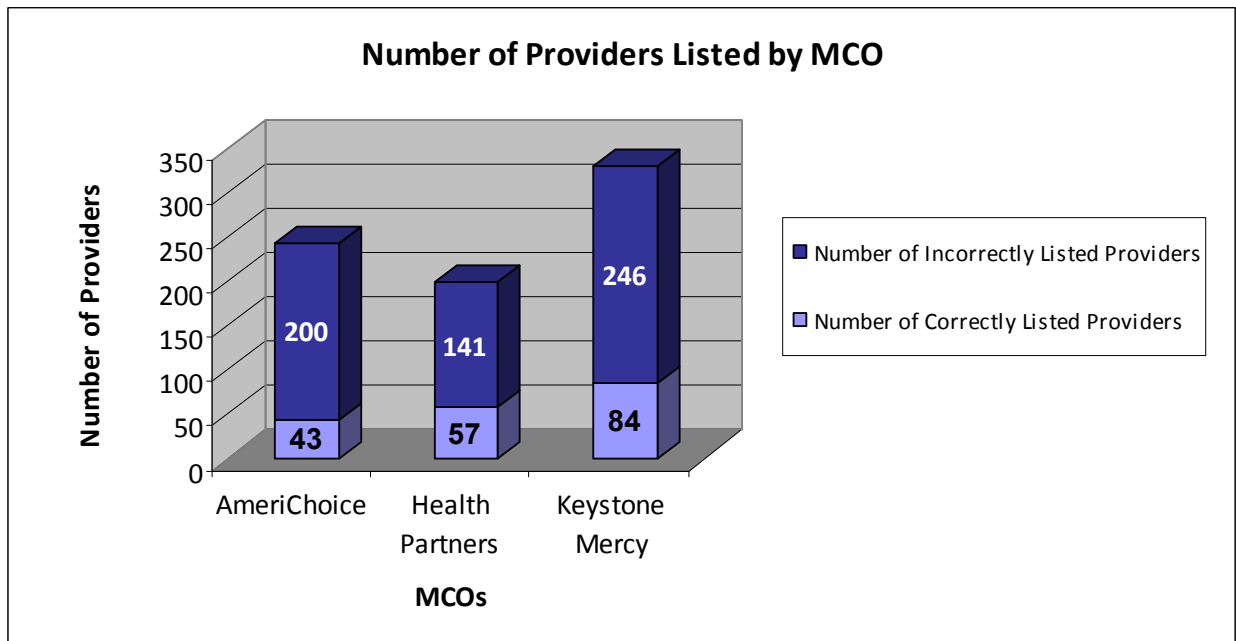
Chart 7: Number of Providers

	Number MCOs Listed	Number Accurately Listed	Additional Number Available But Not Listed*	Total Number Available to Consumers
Providers	325	98	41	139

*These providers did not appear on MCO lists; however, they were discovered through the course of this study.

Graph 7 shows the numbers of providers who were correctly listed and incorrectly listed on MCO lists.

Graph 7: Number of Providers Listed by MCO



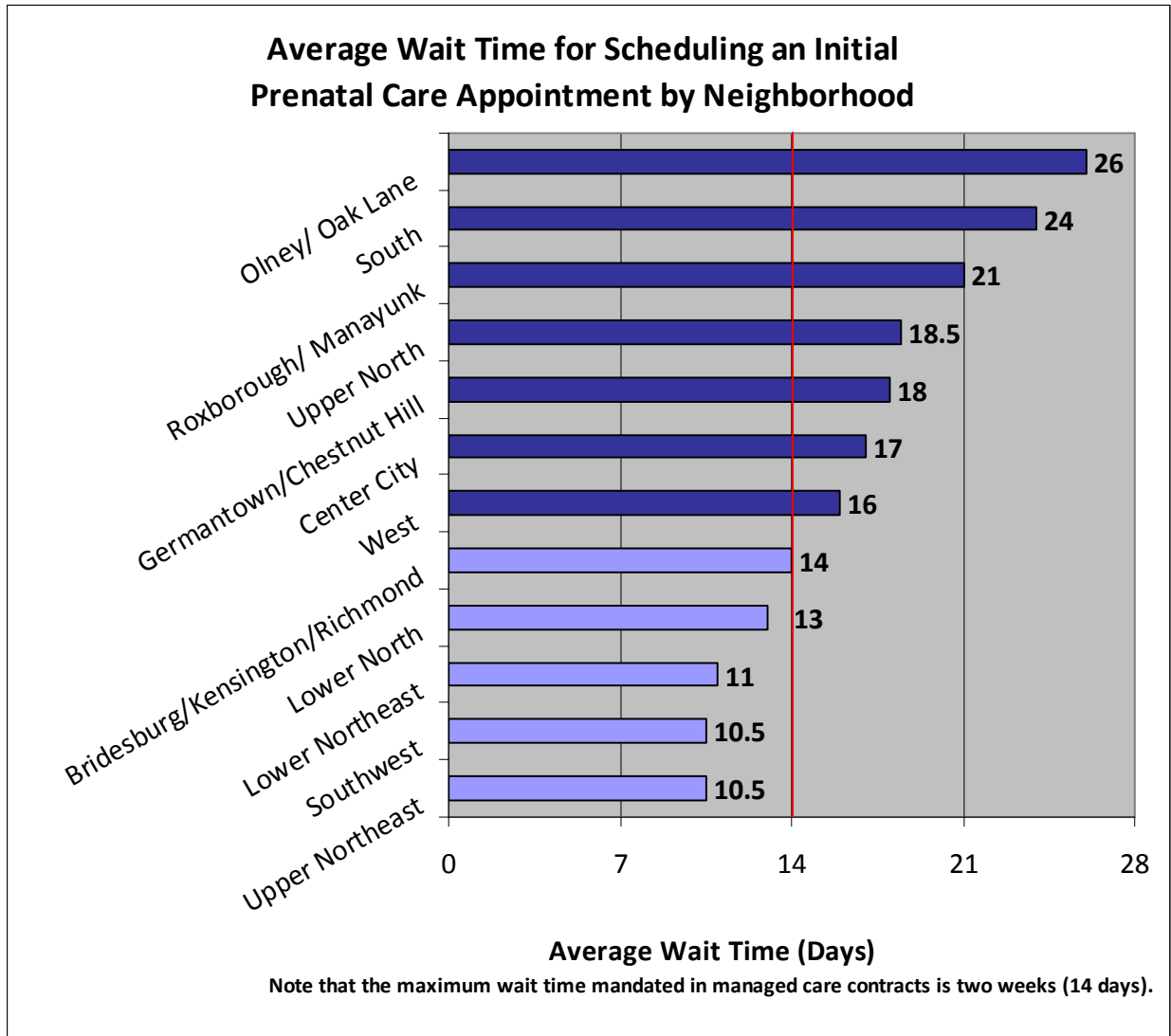
Results: Wait Time for Scheduling an Initial Prenatal Care Appointment

In light of the high number of OB unit closures, an issue of interest is the wait time between a woman’s call for an initial prenatal care visit and the date of the first available appointment. As remaining sites take on higher patient numbers to compensate for the loss of other sites, the length of time it takes a woman to access prenatal care may increase.

The range of wait times to schedule an initial prenatal care appointment is one day to 56 days. The average wait time is 16.6 days (2.4 weeks), slightly longer than the two week (14 days) maximum wait time allowed in managed care contracts. Wait time also varies by neighborhood—seven of Philadelphia’s 12 neighborhoods have a wait time of longer than two weeks, and three neighborhoods have an average wait time exceeding three weeks.

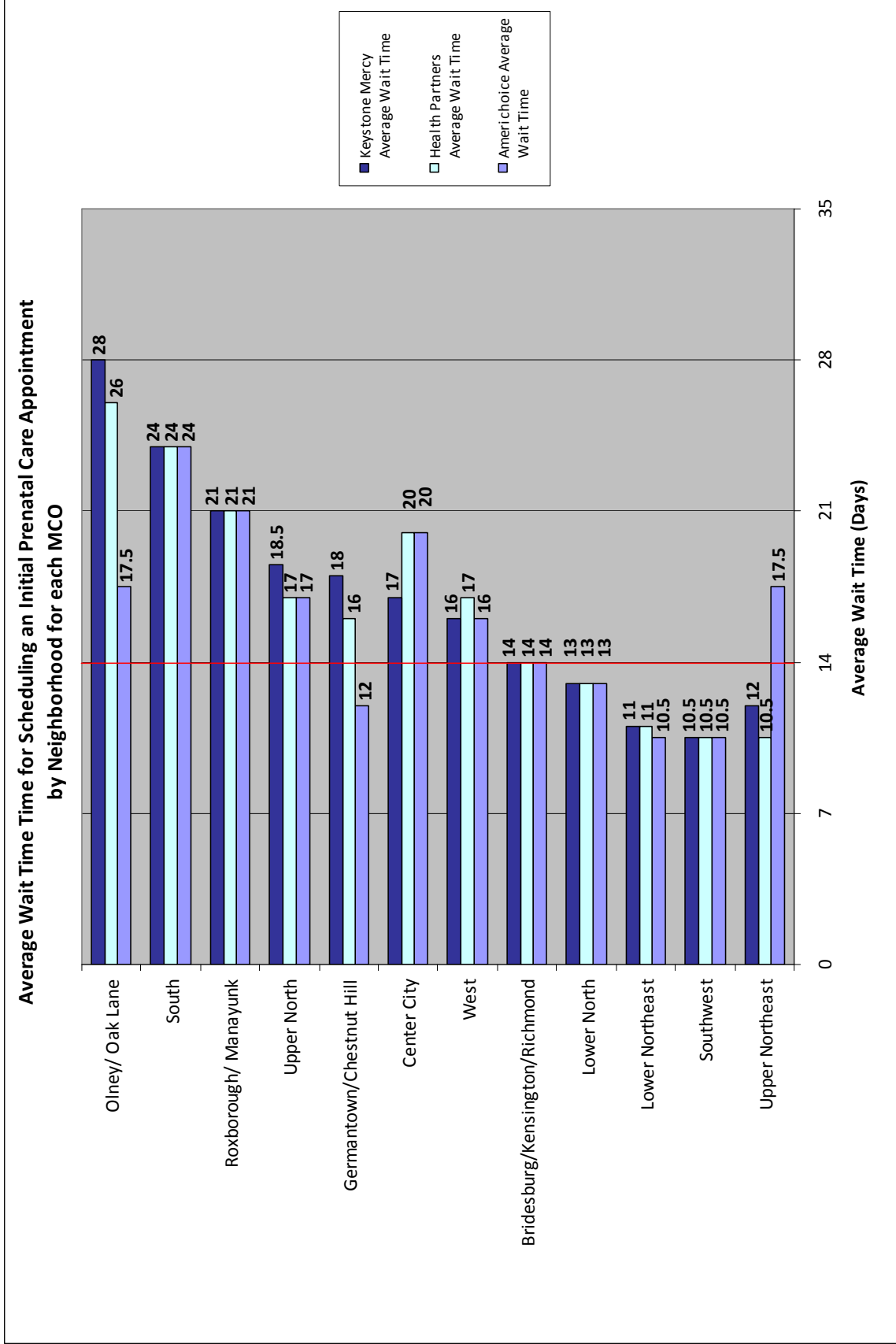
Graph 8 shows the average wait time by neighborhood. See Appendix D for a detailed chart showing average, shortest, and longest neighborhood wait time by MCO.

Graph 8: Average Wait Time for Scheduling an Initial Prenatal Care Appointment by Neighborhood



Graph 9 on the following page illustrates the average wait time for scheduling an initial prenatal care appointment by MCO for each Philadelphia neighborhood.

Graph 9: Average Wait Time for Scheduling an Initial Prenatal Care Appointment by Neighborhood for each MCO



Conclusion

Three major findings emerge from the data presented here.

Finding 1: While the three Medicaid MCOs presented a total count of 1,519 unduplicated listings, only 262 are available to consumers, showing that Philadelphia has only 139 prenatal care providers at 61 sites offering prenatal care to Medicaid recipients. Over 85 percent of all MCO website listings were incorrect.

Finding 2: Geographic distribution of prenatal care sites by neighborhood is disproportionate. Five (out of 12) Philadelphia neighborhoods have three or less prenatal care sites serving Medicaid participants—and one neighborhood, Roxborough/Manayunk, only has one site.

Finding 3: The range of wait times to schedule an initial prenatal care appointment is one day to 56 days. The average wait time is 16.6 days (2.4 weeks), slightly longer than the two week maximum wait time allowed in managed care contracts. Wait time also varies by neighborhood—seven of Philadelphia’s 12 neighborhoods have a wait time of longer than two weeks, and three neighborhoods have an average wait time exceeding three weeks.

Based on the findings of this study, we issue several recommendations. See Appendix C for a more detailed list of further considerations.

- Design and update Medicaid MCO prenatal care provider lists to ensure accuracy and ease of use.
- Establish a standard for provider-to-patient ratio that ensures quality care for pregnant women.
- Assess the adequacy of the quantity of sites and providers available to pregnant women receiving Medicaid in Philadelphia according to the standard.
- Ensure that neighborhood access to prenatal care is proportionate and meets local need.

Current rates of entry into prenatal care by women receiving Medicaid are too low and too late. Consumers tell us that they sometimes choose to give up pursuit of prenatal care because they are frustrated by inaccurate provider lists and too few accessible options. The majority of women giving birth in Philadelphia rely on providers that accept Medicaid—are there enough to meet the need of women and their babies?

Appendix A: Data Collected From Each Listing

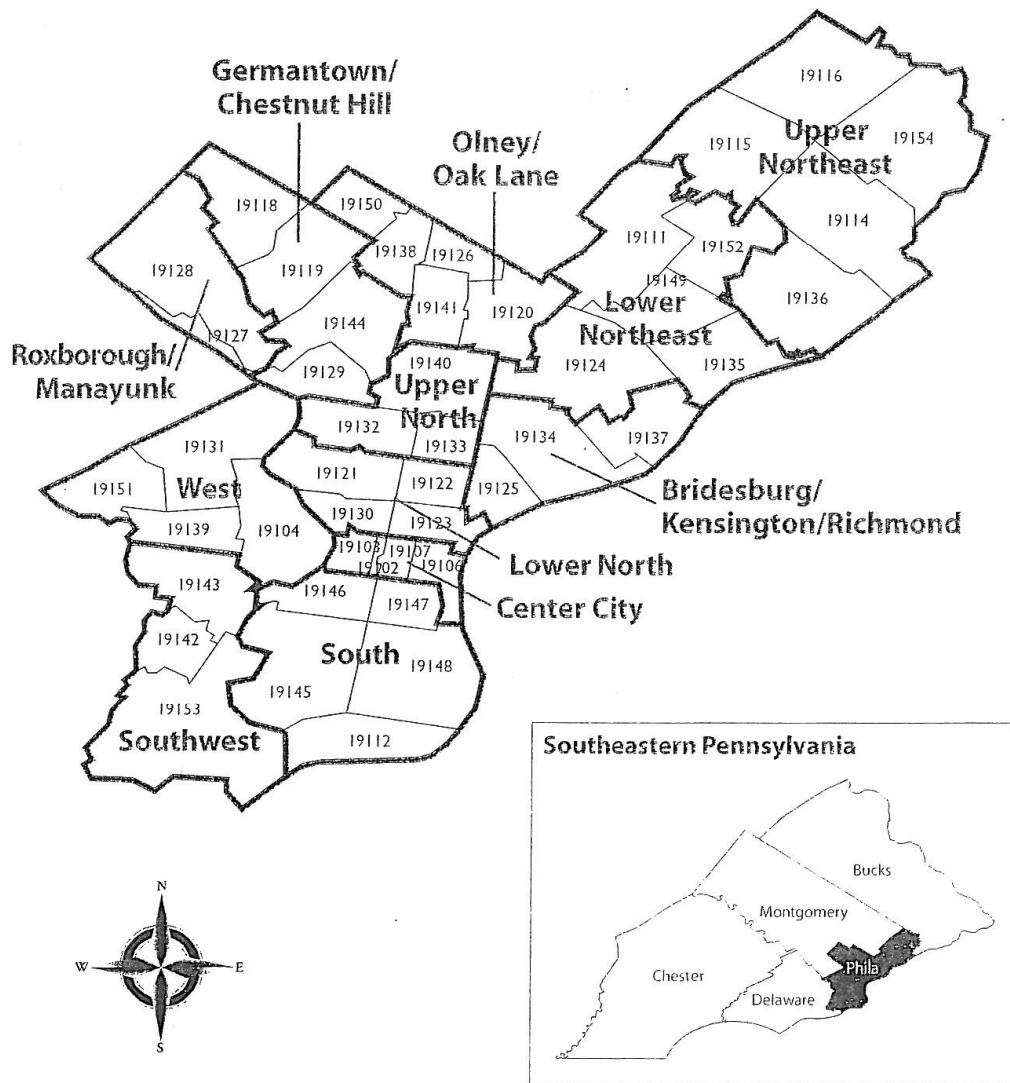
The following list includes the data collected from each listing when called as part of this study’s methodology.

Data Collected
Date calling
MCO list
Practice
Provider last name
Provider first name
Degree
Address 1
Address 2
Zip
Phone #
Specialty
Hospital affiliation 1
Hospital affiliation 2
Hospital affiliation 3
Hospital affiliation 4
Language 1
Language 2
Language 3
Date of first available appointment
Wait time for prenatal clinic appointment
What MCO accepted?
High risk only?
Accepting new prenatal care patients?
Hours of operation
Notes: Do not offer prenatal/OB
Phone disconnected
Incorrect phone
Doctor/Certified Nurse Midwife not at location
Incorrect address/zip Code
Incorrect practice name
Practice location closed
Repeat listing
No Medicaid MCOs accepted
Specified insurance plan not accepted

Appendix B: Map of Philadelphia Neighborhoods

The map below was used to demark Philadelphia neighborhoods and originally appears in the Philadelphia Health Management Corporation's "Community Health at the Crossroads: Local Health Trends from PHMC's Southeastern Pennsylvania Household Health Survey, 1999 to 2000," p. xi (2002).

Philadelphia County Communities



Appendix C: Detailed Issues for Further Consideration

MCC raises the following issues for further consideration.

Finding 1: While the three Medicaid MCOs presented a total count of 1,519 unduplicated listings, only 262 are available to consumers, showing that Philadelphia has only 139 prenatal care providers at 61 sites offering prenatal care to Medicaid recipients. Over 85 percent of all MCO website listings were incorrect.

Issues for consideration:

- Are 139 providers at 61 sites enough for Philadelphia’s approximately 16,500 births annually to women enrolled in Medicaid?
- Given the considerable amount of erroneous information on MCO websites, how do Medicaid patients find prenatal care providers?
- What additional steps must be taken to ensure accurate, easy-to-use listings?

Finding 2: Geographic distribution of prenatal care sites by neighborhood is disproportionate. Five (out of 12) Philadelphia neighborhoods have three or less prenatal care sites serving Medicaid participants—and one neighborhood, Roxborough/Manayunk, only has one site.

Issues for consideration:

- Is the number of prenatal care sites sufficient in all neighborhoods?
- Is quality of prenatal care and prenatal health impacted by uneven distribution of providers in neighborhoods?
- What do residents do when prenatal care sites in their neighborhoods close?

Finding 3: The range of wait times to schedule an initial prenatal care appointment is one day to 56 days. The average wait time is 16.6 days (2.4 weeks), slightly longer than the two week maximum wait time allowed in managed care contracts. Wait time also varies by neighborhood—seven of Philadelphia’s 12 neighborhoods have a wait time of longer than two weeks, and three neighborhoods have an average wait time exceeding three weeks.

Issues for consideration:

- Given the errors found in MCO lists, how much time do women spend on the phone to set up prenatal appointments?
- How much time is spent in waiting rooms at prenatal care sites?
- How much actual face-to-face time do patients get with their providers?
- What is the length of wait time between initial and second prenatal care appointments?
- Is this wait time kept lower by the policy of the City of Philadelphia’s District Health Centers to refer elsewhere if the wait will be longer than two weeks?
- Is there a greater emphasis on meeting the two week limit set in managed care contracts than on quality of care and patient satisfaction?

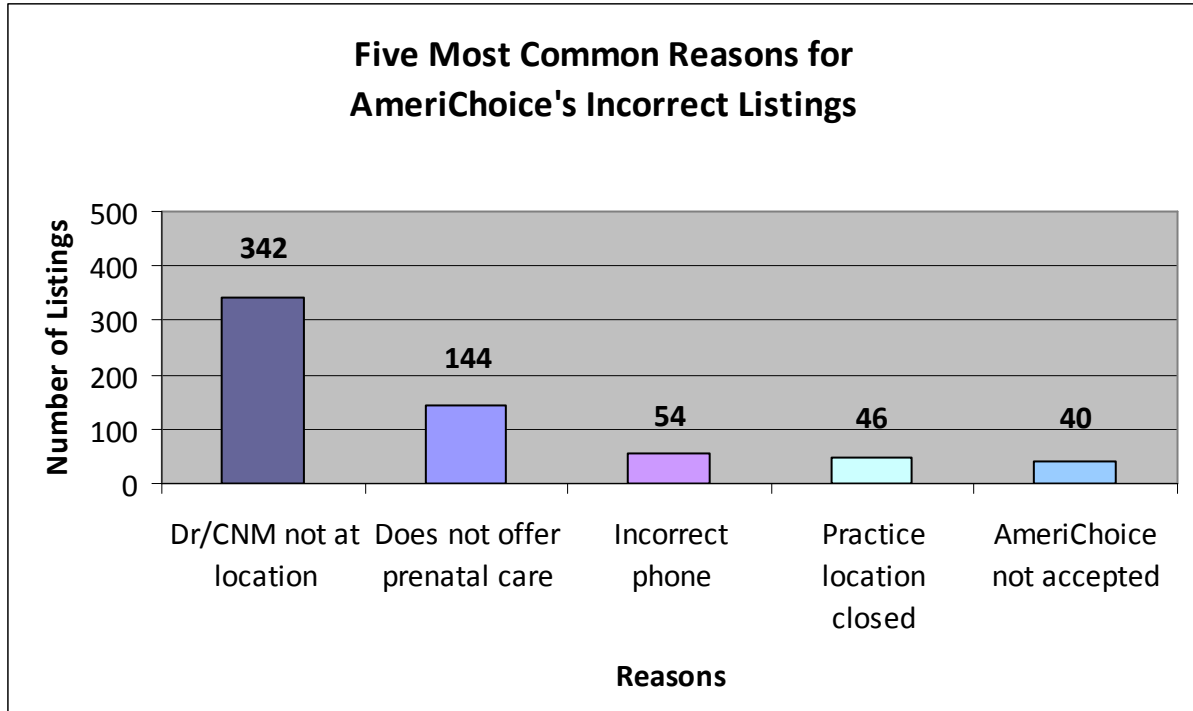
Maternity Care Coalition

- Since the average wait time is 16.6 days (2.4 weeks), how do we explain Philadelphia's dismal record on Medicaid recipients' average point of entry into prenatal care—2nd and 3rd trimesters according to the HEDIS® indicators (Health Plan Employer Data and Information Set) reported in the PA DPW's Health Choices Performance Trending Reports, 2006 and 2005.

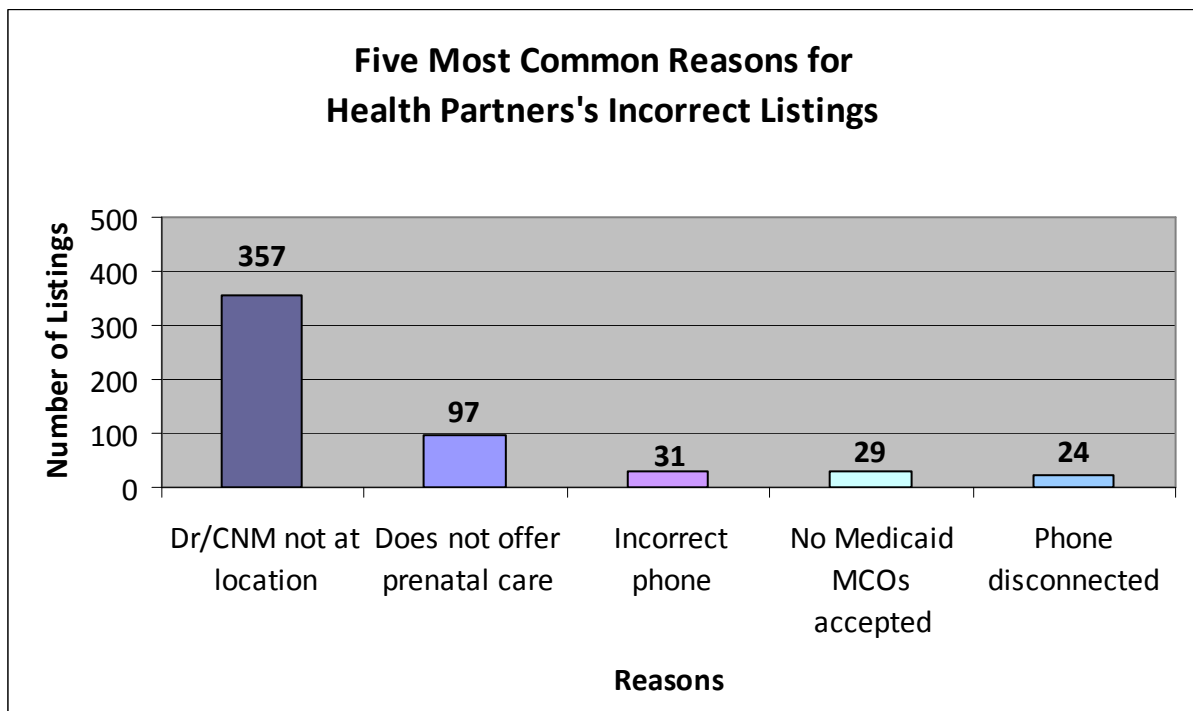
Appendix D: Reasons for Incorrect Listings

The following charts and graphs provide further detail regarding data on listings.

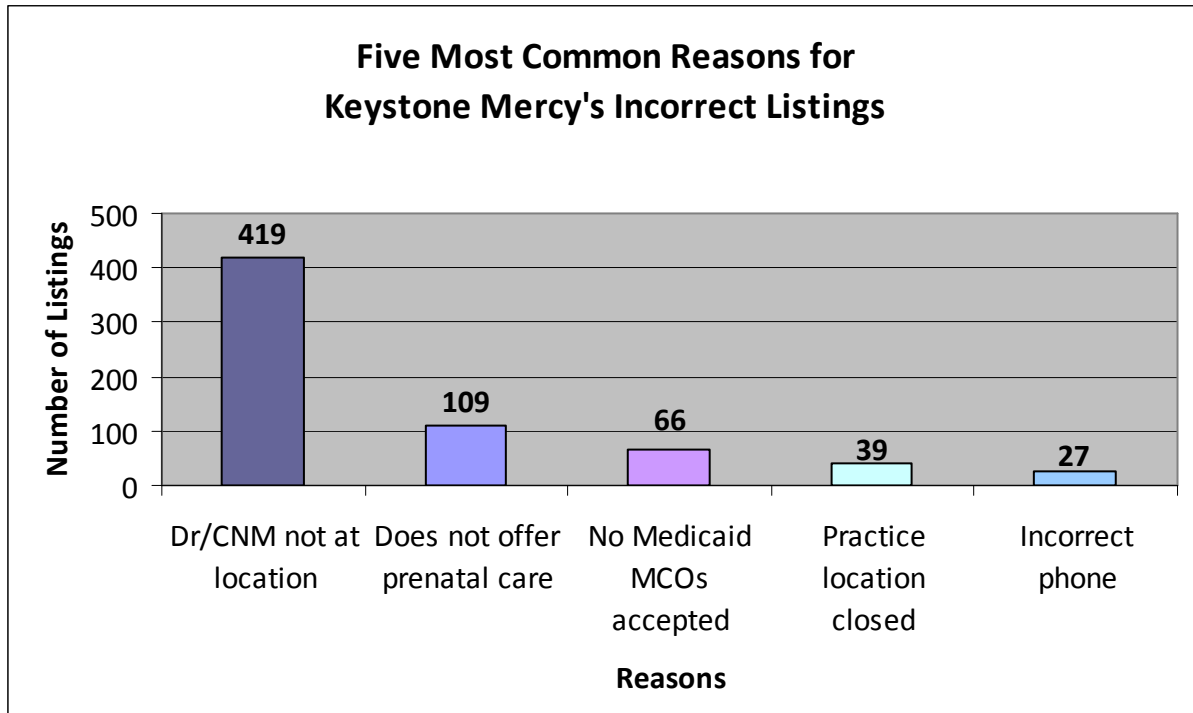
Graph 10: Five Most Common Reasons for AmeriChoice's Incorrect Listings



Graph 11: Health Partners: Reasons for Incorrect Listings



Graph 12: Keystone Mercy: Reasons for Incorrect Listings



Appendix E: Average Wait Time and Range of Wait Times for Scheduling an Initial Prenatal Appointment

Chart 10 shows the wait time in days for each Philadelphia neighborhood. The average wait time, shortest wait time, and longest wait time for each MCO is detailed as is the more general wait time for each neighborhood.

Chart 10: Average Wait Time and Range of Wait Times for Scheduling an Initial Prenatal Appointment by MCO and Neighborhood

	Ameri-Choice Average Wait (days)	Ameri-Choice Shortest Wait (days)	Ameri-Choice Longest Wait (days)	Health Partners Average Wait (days)	Health Partners Shortest Wait (days)	Health Partners Longest Wait (days)	Keystone Mercy Average Wait (days)	Keystone Mercy Shortest Wait (days)	Keystone Mercy Longest Wait (days)	Combined Average Wait (days)	Combined Shortest Wait (days)	Combined Longest Wait (days)
Philadelphia Neighborhood	17.5	17.5	17.5	26	7	77	28	7	77	26	7	77
Oliney/ Oak Lane	24	1	56	24	1	56	24	1	56	24	1	56
Roxborough/ Manayunk	21	21	21	21	21	21	21	21	21	21	21	21
Upper North	17	1	35	17	1	35	18.5	1	35	18.5	1	35
Germantown/ Chestnut Hill	12	7	14	16	7	28	18	7	28	18	7	28
Center City	20	7	35	20	7	35	17	7	35	17	7	35
West	16	7	35	17	7	35	16	7	35	16	7	35
Bridesburg/ Kensington/ Richmond	14	14	14	14	14	14	14	14	14	14	14	14
Lower North	13	7	21	13	7	21	13	7	21	13	7	21
Lower Northeast	10.5	7	14	11	7	14	11	7	14	11	7	14
Southwest	10.5	7	14	10.5	7	14	10.5	7	14	10.5	7	14
Upper Northeast	17.5	17.5	17.5	10.5	7	17.5	12	7	17.5	10.5	7	17.5