
NEVADA HMO INDUSTRY PROFILE

FOURTH QUARTER REPORT

October 1, 2000 through December 31, 2000

**Bureau of Health Planning and Statistics
Nevada State Health Division
Department of Human Resources**

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Department of Human Resources**

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Compiled by

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INTRODUCTION

The *Nevada HMO Industry Profile* is published quarterly and contains valuable information regarding Nevada's licensed health maintenance organizations (HMOs). This profile is useful to healthcare providers and others interested in managed care services available within the state.

Each quarterly report presents company specific organizational data, as well as, quarterly enrollment data arranged by county. Enrollment data are categorized by enrollee population and product (i.e. Commercial Plan, Medicare, Medicaid, Nevada Check Up). Market penetration information is also provided.

Fourth Quarter 2000 HMO Activity Highlights

- ❑ NevadaCare acquired the commercial membership (approximately 4,000 enrollees) of Humana's Nevada HMO during the third quarter, 2000. Hence, Humana will not be featured in this, or future quarterly profiles.
- ❑ Pacificare received their second consecutive three-year Commendable Accreditation from the National Committee for Quality Assurance (NCQA)
- ❑ Health Plan of Nevada (HPN) reported incorrect Medicaid and Nevada Check Up figures for the third quarter. Correct numbers should have been 10,060 for Medicaid enrollment and 3,203 for Nevada Check Up enrollment.
- ❑ This fourth quarter report (as well as the previous quarterly reports from the year 2000) can be accessed online at, as well as downloaded from, the following web address: <http://health2k.state.nv.us/vs/HMO.htm>
- ❑ If you would like to get on the email list for this publication to be sent electronically in Adobe Acrobat© Format, please send an email message to Drew Mather at dmather@govmail.state.nv.us

Table I

**PROFILE OF NEVADA LICENSED HMOS
Enrollment for Quarter Ending: December 31, 2000**

HMO	Contact	Service Area	Enrollment
Aetna US Healthcare 4000 South Eastern Ave., Suite 150 Las Vegas, NV 89117 Model: Network Licensed: July, 1997 For-profit; Foreign HMO NCQA New Health Plan Accreditation 2/00.	Linda Wilson, RN, MPH Quality Accreditation Manager Phone: 702-650-8243 General Manager: Cliff Klima Medical Director: Dr. Richard Miller	Clark County, Reno/Sparks, and Pahrump in Nye County	Commercial: 48,767 Medicare: - Medicaid: - NV Check-Up: - Total: 48,767 PPO Total: -
Health Plan of Nevada (Subsidiary of Sierra Health Services) P.O. Box 15645 Las Vegas, NV 89114-5645 Model: Group/Network Combination Licensed: April 1982 For-profit; Domestic HMO NCQA full accreditation 8/00.	Todd Lefkowitz Director of Operations, Managed Care Div. Phone: 702-242-7252 Kelly Simondson, Medicaid Director Phone: 702-242-7409 Medical Director: Dr. Sameer Abu-Samrah Federally Qualified: All service areas Medicare Risk Contract: All service areas	Clark, Esmeralda, Lyon, Mineral, Nye, and Washoe, Counties	Commercial: 139,854 Medicare: 41,701 Medicaid: 14,557 NV Check-Up: 3,659 Total: 199,771 PPO Total: 21,261
HMO Nevada 6900 Westcliff Dr., Suite 600 Las Vegas, NV 89145 Licensed: December 1992 For-profit; Foreign HMO State Quality Exam: 8/2000, JCAHO Substantial Compliance	Blair Christensen, Vice-President Phone: 702 228-2583 Medical Director: Dr. William Bannen Federally Qualified: Clark County	Carson City, Clark, Douglas, Elko, Esmeralda, Eureka, Humboldt, Lincoln, Lyon, Nye Storey and Washoe Counties	Commercial: 3,547 Medicare: - Medicaid: - NV Check-Up: - Total: 3,547 PPO Total: 126,943

HMO	Contact	Service Area	Enrollment	
Hometown Health Plan 400 S. Wells Ave. Reno, NV 89502 Model: Network Licensed: February 1988 Non-profit; Domestic HMO State Quality Exam: HCFA 7/98	Troy Smith, Vice-President Insurance Svcs. Phone (775) 982-3000 Medical Director: Dr. Gabriel Bonnet Federally Qualified: All service areas Medicare Risk Contract: Washoe County	Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey and Washoe Counties	Commercial: Medicare: Medicaid: NV Check-Up: Total: PPO Total:	31,617 6,329 - - 37,946 11,489
NevadaCare, Inc. 1701 Charleston Blvd., Suite 420 Las Vegas, NV 89102 Model: Network Licensed: September 1995 For-profit; Domestic HMO State Quality Exam: 11/98, JCAHO	Keith Beagle, President Phone: 702-474-7241 Medical Director: Dr. Tom Quam	Clark County, and Reno / Sparks in Washoe County	Commercial: Medicare: Medicaid: NV Check-Up: Total: PPO Total:	26,718 - 25,019 5,471 57,208 -
PacifiCare of Nevada, Inc. 700 Warm Springs Rd. Las Vegas, NV 89119 Model: Network, and DSI Network Licensed: September 1997 For-profit; Domestic HMO NCQA Full accreditation 2/01 State Quality Exam: 2/00 HCFA	Dr. Bard Coats, President and Chief Med. Officer Phone: 702-269-7500 Dr. John Rush, Medical Director Federally Qualified: Clark County Medicare risk contract: Clark County	Carson City, Clark, Douglas, Esmeralda, Lyon, Mineral, Nye, Storey, and Washoe Counties	Commercial: Medicare: Medicaid: NV Check-Up: Total: PPO Total:	34,666 32,897 - - 67,563 5

HMO	Contact	Service Area	Enrollment
St. Mary's Health First 1155 W. Fourth Street #121 Reno, NV 89503 Model: Staff/Network combination Licensed: June 1993 For-profit; Domestic HMO State Quality Exam: 10/98 NCQA	M. Donald Kowitz, Chief Operating Officer Phone: 775- 770-6060 Medical Director: Dr. Dennis Shuman	Carson City, Storey and Washoe Counties. Douglas County except Stateline and portions of Lyon County	Commercial: 23,007 Medicare: - Medicaid: - NV Check-Up: - Total: 23,007 PPO Total: -
Tower Health Nevada 1701 W. Charleston Blvd. Suite 220 Las Vegas, NV 89102 Model: Network COA rec'd: March 2000 State Quality Exam: Not scheduled	Sebastian Ernandes, Director of Operations Phone: 702-873-6941 David Blackman, Chief Executive Officer	Clark County	Commercial: 1,172 Medicare: - Medicaid: - NV Check-Up: - Total: 1,172 PPO Total: -
United HealthCare of Nevada, Inc. 1160 Town Center Dr, Suite 390 Las Vegas, NV 89144 Model: Network Licensed: June 1997 For-profit; Domestic HMO State Quality Exam: Not scheduled	Emery Dameron, Chief Executive Officer Phone: 702-240-1421 Medical Director: Dr. Kenneth Osgood	Clark County, and Pahrump in Nye County	Commercial: 11,236 Medicare: - Medicaid: 6,450 NV Check-Up: - Total: 17,686 PPO Total: 68,698

	<u>Enrollment</u>	<u>Market Penetration*</u>
<u>Nevada State Totals:</u>		
Commercial:	320,584	17.4%
Medicare:	80,927	37.6%
Medicaid:	46,026	40.2%
NV Check-Up	9,130	
Total Enrollment:	456,667	

DSI: Delivery Service Intermediary

Please refer to "TABLE NOTES" for important additional information.

* Market Penetration calculations and enrollment figures are mutually exclusive categories, and should be interpreted as such.

Table II

**HMO COMMERCIAL ENROLLMENT
by Geographic Area
December 31, 2000**

Health Plan	Clark County	Washoe County	Rural Counties	Total Commercial
Aetna US Healthcare	47,497	1,168	102	48,767
Health Plan of Nevada	130,117	6,960	2,777	139,854
HMO Nevada	2,337	1,104	106	3,547
Hometown Health Plan	20	23,115	8,482	31,617
NevadaCare, Inc.	26,439	279	-	26,718
PacifiCare of Nevada, Inc.	24,248	9,168	1,250	34,666
St. Mary's Health First	-	20,123	2,884	23,007
Tower Health Nevada	1,172	-	-	1,172
United HealthCare of Nevada	11,236	-	-	11,236
Totals	243,066	61,917	15,601	320,584
Market Penetration	19.1%	21.1%	5.6%	17.4%

Please refer to "TABLE NOTES" for important additional information.

Table III

HMO RURAL COMMERCIAL ENROLLMENT BY COUNTY
December 31, 2000

County	Aetna	Health Plan Nevada	HMO Nevada	Hometown Health	NevadaCare	PacifiCare	St. Mary's Health First	Tower Health NV	United	County Total
Carson City	-	93	30	7,782	-	732	2,041	-	-	10,678
Churchill	-	23	17	-	-	-	-	-	-	40
Douglas	-	27	13	426	-	518	419	-	-	1,403
Elko	-	9	1	27	-	-	-	-	-	37
Esmeralda	-	3	0	-	-	-	-	-	-	3
Eureka	-	0	0	-	-	-	-	-	-	0
Humboldt	-	2	2	40	-	-	-	-	-	44
Lander	-	0	0	-	-	-	-	-	-	0
Lincoln	-	58	0	-	-	-	-	-	-	58
Lyon	-	292	27	200	-	-	324	-	-	843
Mineral	-	38	0	-	-	-	-	-	-	38
Nye	102	2,217	15	-	-	-	-	-	-	2,334
Pershing	-	4	0	7	-	-	-	-	-	11
Storey	-	6	1	-	-	-	100	-	-	107
White Pine	-	5	0	-	-	-	-	-	-	5
Undefined	-	-	-	-	-	-	-	-	-	0
TOTAL	102	2,777	106	8,482	0	1,250	2,884	0	0	15,601

Please refer to "TABLE NOTES" for important additional information.

Table IV

**HMO COMMERCIAL ENROLLMENT TRENDS
December 31, 2000**

Health Plan	Enrollment Dec. 2000	Enrollment Dec. 1999	Difference	Percentage Change
Aetna US Healthcare	48,767	27,096	21,671	80.0%
Health Plan of Nevada	139,854	148,164	-8,310	-5.6%
HMO Nevada	3,547	7,126	-3,579	-50.2%
Hometown Health Plan	31,617	37,887	-6,270	-16.5%
NevadaCare, Inc.	26,718	15,923	10,795	67.8%
PacifiCare of Nevada, Inc.	34,666	35,073	-407	-1.2%
St. Mary's HealthFirst	23,007	18,612	4,395	23.6%
Tower Health Nevada	1,172	-	-	-
United HealthCare of Nevada	11,236	20,013	-8,777	-43.9%
Totals	320,584	309,894	10,690	3.4%

Please refer to "TABLE NOTES" for important additional information.

Table V

**HMO MEDICARE ENROLLMENT
by Geographic Area
December 31, 2000**

Health Plan	Clark County	Washoe County	Rural Counties	Total Medicare
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	33,607	3,837	4,257	41,701
HMO Nevada	-	-	-	-
Hometown Health Plan	-	6,329	-	6,329
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	32,897	-	-	32,897
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	0	-	-	-
Totals	66,504	10,166	4,257	80,927
Market Penetration	46.0%	27.5%	12.6%	37.6%

Please refer to "TABLE NOTES" for important additional information.

Table VI
HMO RURAL MEDICARE ENROLLMENT BY COUNTY
December 31, 2000

County	Aetna	Health Plan Nevada	HMO Nevada	Hometown Health	NevadaCare	PacifiCare	St. Mary's HealthFirst	Tower Health NV	United	County Total
Carson City	-	27	-	-	-	-	-	-	-	27
Churchill	-	4	-	-	-	-	-	-	-	4
Douglas	-	3	-	-	-	-	-	-	-	3
Elko	-	0	-	-	-	-	-	-	-	0
Esmeralda	-	23	-	-	-	-	-	-	-	23
Eureka	-	0	-	-	-	-	-	-	-	0
Humboldt	-	1	-	-	-	-	-	-	-	1
Lander	-	0	-	-	-	-	-	-	-	0
Lincoln	-	1	-	-	-	-	-	-	-	1
Lyon	-	922	-	-	-	-	-	-	-	922
Mineral	-	81	-	-	-	-	-	-	-	81
Nye	-	3,190	-	-	-	-	-	-	-	3,190
Pershing	-	1	-	-	-	-	-	-	-	1
Storey	-	0	-	-	-	-	-	-	-	0
White Pine	-	4	-	-	-	-	-	-	-	4
Undefined	-	-	-	-	-	-	-	-	-	0
TOTAL	0	4,257	0	0	0	0	0	0	0	4,257

Please refer to "TABLE NOTES" for important additional information.

Table VII

**HMO MEDICARE ENROLLMENT TRENDS
December 31, 2000**

Health Plan	Enrollment Dec. 2000	Enrollment Dec. 1999	Difference	Percent Change
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	41,701	41,790	-89	-0.2%
HMO Nevada	-	-	-	-
Hometown Health Plan	6,329	6,556	-227	-3.5%
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	32,897	28,485	4,412	15.5%
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	-	-	-	-
Totals	80,927	76,831	4,096	5.3%

Please refer to "TABLE NOTES" for important additional information.

Table VIII

**HMO MEDICAID ENROLLMENT
by Geographic Area
December 31, 2000**

Health Plan	Clark County	Washoe County	Rural Counties	Total Medicaid
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	14,534	5	18	14,557
HMO Nevada	-	-	-	-
Hometown Health Plan	-	-	-	-
NevadaCare, Inc.	23,215	1,804	0	25,019
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	6,450	-	-	6,450
Totals	44,199	1,809	18	46,026
Market Penetration	*	*	*	40.2%

Please refer to "TABLE NOTES" for important additional information.

*Only statewide Medicaid Eligible Data was available due to new NSWDC reporting measures.

Table IX

**HMO MEDICAID ENROLLMENT TRENDS
December 31, 2000**

Health Plan	Enrollment Dec. 2000	Enrollment Dec. 1999	Difference	Percent Change
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	14,557	7,686	6,871	89.4%
HMO Nevada	-	-	-	-
Hometown Health Plan	-	2,013	-2,013	-
NevadaCare, Inc.	25,019	27,582	-2,563	-9.3%
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	6,450	3,327	3,123	93.9%
Totals	46,026	40,608	5,418	13.3%

Please refer to "TABLE NOTES" for important additional information.

Table X

**HMO NEVADA CHECK-UP ENROLLMENT
by Geographic Area
December 31, 2000**

Health Plan	Clark County	Washoe County	Rural Counties	Total Check-Up
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	3,659	-	-	3,659
HMO Nevada	-	-	-	-
Hometown Health Plan	-	-	-	-
NevadaCare, Inc.	2,932	2,539	-	5,471
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	-	-	-	-
Totals	6,591	2,539	0	9,130

Please refer to "TABLE NOTES" for important additional information.

Table XI

**TOTAL HMO MARKET PENETRATION
by County, December 31, 2000**

County	Commercial Market	Medicare Market	Medicaid Market Penetration
Clark	19.1%	46.0%	*
Washoe	21.1%	27.5%	*
Carson City	22.8%	0.4%	*
Churchill	0.2%	0.1%	*
Douglas	3.6%	0.1%	*
Elko	0.1%	0.0%	*
Esmeralda	0.2%	11.9%	*
Eureka	0.0%	N/A	*
Humboldt	0.3%	0.1%	*
Lander	0.0%	N/A	*
Lincoln	1.6%	0.2%	*
Lyon	2.7%	21.7%	*
Mineral	0.7%	7.9%	*
Nye	7.3%	74.6%	*
Pershing	0.2%	0.1%	*
Storey	3.0%	0.0%	*
White Pine	0.1%	0.3%	*
Statewide TOTALS	17.4%	37.6%	40.2%

Please refer to "TABLE NOTES" for important additional information.
*No county medicaid eligible data available per NSWDC, see Table VIII.

Table XII

**PPO ENROLLMENT
by Geographic Area
December 31, 2000**

Health Plan	Clark County	Washoe County	Rural Counties	Total Enrollment
Aetna US Healthcare	-	-	-	-
Health Plan of NV/Sierra Hlth & Life	16,118	1,417	3,726	21,261
HMO Nevada*	126,943	-	-	126,943
Hometown Health Plan	441	6,289	4,759	11,489
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	0	0	5	5
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	47,846	19,245	1,607	68,698
Totals	191,348	26,951	10,097	228,396

Please refer to "TABLE NOTES" for important additional information.

*HMO NV did not specify a regional breakdown, only a total PPO value for the state
"Clark County" was arbitrarily designated as the region for mathematical totals to agree.

TABLE XIII

**PPO ENROLLMENT TRENDS by HEALTH PLAN
December 31, 2000**

Health Plan	Enrollment Dec. 2000	Enrollment Dec. 1999	Difference	Percent Change
Aetna US Healthcare	-	N/A	-	-
Health Plan of Nevada	21,261	22,603	-1,342	-5.9%
HMO Nevada	126,943	83,512	43,431	52.0%
Hometown Health Plan	11,489	14,070	-2,581	-18.3%
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	5	78	-73	-93.6%
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United Health Care of Nevada	68,698	52,335	16,363	31.3%
Totals	228,396	172,598	55,798	32.3%

Please refer to "TABLE NOTES" for important additional information.

TABLE NOTES

General Notes on the Tables:

- Distinctions between Zeros, Dashes, & DNR

To increase readability, the following data presentation conventions have been used:

1. Zero: no enrollees within a county for which a Certificate of Authority (COA) has been issued to the HMO.
2. Dash (-): the HMO does not have a COA to operate in the county.

When used in “Total”, “Difference”, or “Percent Change” columns, this convention represents invalid mathematical calculations due to an HMO not having a COA in the county or counties or they did not report statistics for the quarter. Either way a valid number of enrollees for the calculation of interest does not exist. (e.g., in Table III, no HMO has a COA to operate in Eureka county. Therefore the “County Total” column is represented with a dash (-) to indicate an invalid mathematical total.)

In Table I, convention indicates HMO does not provide service to that population category.

3. DNR: did not report.

- Enrollment Data Reporting and Sources

All enrollment data presented within the *Nevada HMO Industry Profile* are derived from quarterly enrollment reports submitted by each HMO. Geographical allocation of enrollment data is based upon the following guidelines:

- a. Commercial plan enrollment data are reported according to the location of the employer.
- b. Medicare, Medicaid, and Nevada Check Up enrollment data are allocated according to the residence of the enrollee.

- Market Penetration Calculations and Data Sources

In general, market penetration is determined by dividing the number of enrollees by the potential enrollment population of the geographic area. The *HMO Industry Profile* uses the following conventions:

1. *Commercial category:* population (county or statewide) is comprised of age group zero to 64.
2. *Medicare category:* population (count or statewide) is comprised of age group 65 and greater.
3. *Medicaid category:* population is comprised of estimated Medicaid eligible for Clark & Washoe Counties and statewide. (Note, for this report, only statewide totals were available).

The Nevada State Demographer, University of Nevada, Reno, provides data for the commercial and Medicare category 2000 population projections. The projections came from the June 2000 report titled "Nevada County Population Projections 2000 to 2010".

The Nevada State Welfare Division provides data for Medicaid eligible participants.

Estimated Medicaid eligibles were derived from monthly reports whose source is NSWV Report WL-00427. The statewide totals were compiled by NSWV from case-load reports for October, November, and December 2000 and the total Medicaid eligible statewide figure was an average of the totals for each month involved. Countywide totals were not available for this quarter per NSWV.

- Preferred Provider Organization (PPO) Data

Important note: PPOs and HMOs are two distinctively different approaches to healthcare coverage. Because of the differing approaches, service delivery of the two health care plans may also be dissimilar. Additionally, an HMO and a PPO may both be part of the total healthcare product line from the same insurance company.

The PPO information presented within the *Nevada HMO Industry Profile* is not an exhaustive listing of all PPOs that are operating within Nevada. The data presented herein are solely to provide an

indication of other managed care activities with which the organization may be involved. The data are presented as reported by the HMO.

Specific Notes on the Tables:

- Table VIII

Rural Column – represents the other 15 counties within the state. Currently, Medicaid rural enrollment is too low to justify development of a separate reporting table for each of the rural counties.

Market Penetration Statistics - only valid for statewide total. County totals were not available at time of printing due to new recording systems being used by the Nevada State Welfare Division (NSWD). The statewide total Medicaid eligible data were an average of Medicaid eligibles for October, November, and December 2000.

- Table IX & Table XIII

Certain values in the “Difference” columns of these two tables have been placed in parentheses. Because the respective HMO did not have figures either for the quarter a year ago or the current quarter, their values were placed in this column, using this convention, in order for all tabulated columns to agree mathematically.

- Table XI

Important note: The underlying data for this table were derived from Tables I-IX. Previous notes contained under “**General Notes on the Tables**” should be considered in interpreting this data.

Rural Medicaid enrollment is too low to justify reporting the rural eligibility data necessary to develop market penetration information.

- Table XII

Important note: HMO Nevada did not report PPO enrollment by region, rather by statewide total. For the table’s totals to mathematically agree by row and column summation, Clark County was arbitrarily designated as the county to place total enrollment figures.