

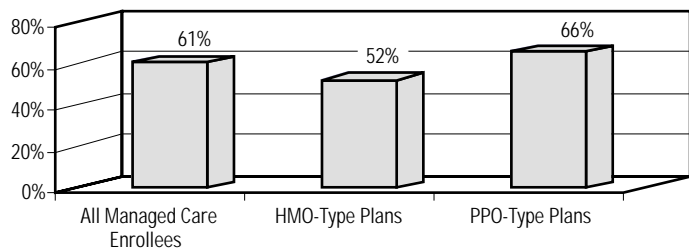
## MANAGED CARE CONFUSION

Currently, about 90 percent of workers participating in a health plan are in some form of managed care. As recently as 1992, only 48 percent were in managed care plans. The 2000 HCS reveals that this change in how Americans' health care is provided is a source of great confusion to almost all. Not only are Americans confused about the type of care they receive, their confusion begins with the very term *managed care* itself.

### *Those in Managed Care Do Not Understand What They Have*

The majority of people in managed care plans think they have never been in managed care (61 percent). Americans in PPO-type plans (preferred provider organizations) are more likely than individuals in HMO-type (health maintenance organizations) to report they have never been in managed care (66 percent vs. 52 percent).

**Percentage of Managed Care Enrollees Who Report That They Have Never Been Enrolled in Managed Care**

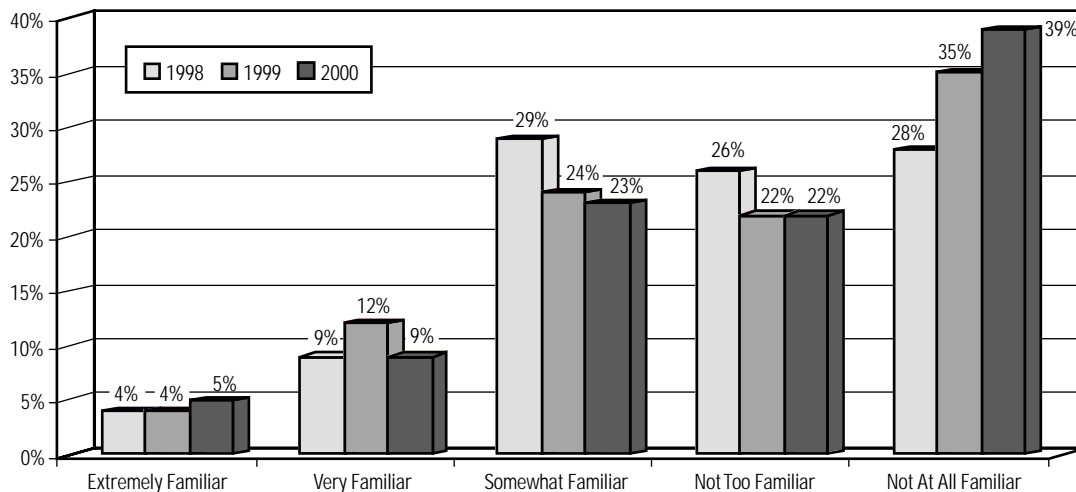


### *Education Needed*

While most Americans with health insurance are in a managed care plan, very few are familiar with *managed care health plans*, and familiarity with the plans has been falling.

- Nearly 40 percent of respondents reported that they were not at all familiar with managed care health plans in 2000, up from 28 percent in 1998.

**Familiarity With Managed Care Health Plans**



Note: Plan type is categorized by the number of managed care plan design features (out of a total of four) a respondent reports as describing his or her health plan. Individuals enrolled in plans with three or four plan design features are considered to be in *HMO-type* managed care plans; individuals enrolled in plans with one or two of these features are considered to be in *PPO-type* managed care plans; and individuals enrolled in plans with none of the four features are considered to be in *traditional* fee-for-service insurance plans.