

# LARA News Release

## OFIR Releases HMO Consumer Guide

**January 24, 2012** - The Office of Financial and Insurance Regulation (OFIR) released its annual health maintenance organization (HMO) Consumer Guide. The interactive guide is available on OFIR's web site at: [www.michigan.gov/ofir](http://www.michigan.gov/ofir) under "Featured Services", or at the direct link: [www.michigan.gov/documents/lara/Michigan\\_HMO\\_Consumer\\_Guide\\_367372\\_7.html](http://www.michigan.gov/documents/lara/Michigan_HMO_Consumer_Guide_367372_7.html).

"This guide is a valuable resource for consumers to use as they shop around and consider important health care decisions regarding Michigan HMOs," OFIR Commissioner Kevin Clinton said.

The guide provides ratings for the performance of Michigan HMOs based on five categories: Access & Service; Qualified Providers; Staying Healthy; Getting Better; and Living with Illness.

The measures are set by the National Committee for Quality Assurance Accreditation (NCQA). The NCQA evaluates different aspects of HMOs and conducts a comprehensive review of a health plan's systems and structure.

The guide also has resources to help Michigan consumers find HMOs in their area and get information about HMO enrollment, complaints, accreditation status, and financial reports. Consumers can also obtain HMO information by calling OFIR's toll-free consumer hotline at **877-999-6442**.

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