



## **A GUIDE TO UNDERSTANDING MICHIGAN HEALTH MAINTENANCE ORGANIZATIONS**

- A network of health care providers defined by their commitment to the health of their customers.
- HMO participating physicians have agreed to provide services at a negotiated rate.
- HMOs help people navigate the health care system by providing information on disease management and health maintenance (immunizations, diabetes management, prostate and mammogram exams, etc.).
- HMOs offer consumer protection via a grievance process, the Michigan Patient Bill of Rights, the Medicaid Tribunal, the Patients Right to Independent Review Act (PRIRA) and are accountable for reporting the work they do to the government.
- The key benefit that HMOs provide to Michigan residents is performance data, including patient satisfaction and access to care along with other performance measures, as well as a focus on health status improvement, disease management and quality.
- HMOs are held accountable, by law, for the availability, accessibility and quality of services provided to their customers.