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The Office of Public Insurance Counsel (OPIC) recently released two annual HMO reports which allow consumers to compare the quality of care delivered by Texas HMOs.

Comparing Texas HMOs 2011 focuses on plan members' satisfaction with various aspects of their HMOs. The report includes the results of a survey of HMO consumers, information on the results of Independent Review Organization (IRO) appeals, and an analysis of complaint data collected by the Texas Department of Insurance. The Spanish translation, **Comparación de los HMOs en Texas 2011**, will be available soon.

Guide to Texas HMO Quality 2011 compares data on quality of care delivered by Texas HMOs. Basic services HMOs in Texas are required by state law to report Healthcare Effectiveness Data and Information Set (HEDIS[®]) measures annually. These standardized measures are used by more than 90 percent of U.S. health plans to compare performance on important dimensions of care and service. OPIC produces and publishes this guide through an agreement with the Department of State Health Services' Texas Health Care Information Collection (THCIC).

Both reports are available via the agency's web site www.opic.state.tx.us. Due to our budgetary constraints, OPIC no longer forwards hardcopies of the reports unless copies are ordered. Texas public libraries are encouraged to include both reports by referring "<http://www.opic.state.tx.us/health.php>" in their library catalogs.

Also, as part of our ongoing effort to ensure that we are responsive to consumer needs, OPIC has posted a consumer survey at www.opic.state.tx.us. Please take a moment to provide us with your comments or suggestions.

For more information, contact the Office of Public Insurance Counsel at 512-322-4143.

Sincerely,

A handwritten signature in black ink, appearing to read "Deeia Beck".

Deeia Beck
Public Counsel