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The Office of Public Insurance Counsel (OPIC) has released its fifth annual HMO report which allows consumers to compare the quality of care delivered by Texas HMOs.

OPIC's report, **Comparing Texas HMOs 2002**, focuses on the satisfaction of members with their HMOs. The report includes the results of a survey of HMO members, information on the results of Independent Review Organization (IRO) appeals and an analysis of complaint data collected by the Texas Department of Insurance.

The report (including the Spanish translation, **Comparación de los HMOs en Texas 2002**) is available from the agency's web site at www.opic.state.tx.us or, call (512) 322-4143 to order a copy of the report.

As part of an ongoing effort to ensure that the agency is responsive to consumers' needs, I have made available a questionnaire at www.opic.state.tx.us. Please take a moment to provide your comments or suggestions.

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

Sincerely,

Rod Bordelon
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