

## California Health Care Quality Report Cards

Search by Health Topic >



# The Report Cards have information for you at [www.opa.ca.gov](http://www.opa.ca.gov)

Use the online search tool to find the ratings on health topics that matter to you. Here is a partial listing:

- Asthma and Lung Disease Care
- Behavioral and Mental Health Care: Alcohol and Drug Dependence Treatment, Anti-depression Medication, and Follow up After Mental Health Hospitalization
- Screening for Breast, Cervical and Colon Cancer
- Chlamydia Screening
- Diabetes Care: Getting Necessary Screening Tests and Controlling Blood Sugar and Cholesterol
- Heart Care: Controlling Blood Pressure and Cholesterol
- Maternity Care: Visits During and After Pregnancy
- Treating Children: Immunizations, HPV Vaccine for Girls, Checking Body Mass Index, Treating Viral Infections, and Care for ADHD
- Treating Adults: Checking Body Mass Index, Flu Shots, Arthritis Medication, and Smoking Cessation
- Testing for Cause of Back Pain
- Preventing Hospital Readmissions

### Compare medical groups by county

- The Medical Group Report Card has ratings for over 200 medical groups.
- Search by county to find out how well a medical group performs on 6 health topics.



Office of the Patient Advocate  
California Health & Human Services Agency

www.opa.ca.gov



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### Have a problem or complaint about your health plan?

#### HMO

Department of  
Managed Health Care  
Help Center:  
1-888-466-2219  
www.dmhc.ca.gov

#### PPO

Department of Insurance  
Consumer Hotline:  
1-800-927-4357  
www.insurance.ca.gov

### Need health insurance?

Visit [CoveredCA.com](http://CoveredCA.com) or call 1-800-300-1506.

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2014-15 EDITION

# Quality Matters When You Choose a Health Plan or Medical Group

## California Health Care Quality Report Cards



EXCELLENT



GOOD



FAIR



POOR

STATE OF CALIFORNIA  
OFFICE OF





## California Health Care Quality Report Cards

# Choosing a Health Plan During Open Enrollment

From the health plans that are available to you, you'll want to compare plans to figure out which is best for you and your family.

### Consider the quality of your health plan options.

Use the OPA Report Cards as a tool to:

- Compare how well the plans provide care for major health conditions
- Find out how well a plan addresses a medical condition that matters to you or a family member
- Compare how the plans were rated by their members for the care and services they received
- See which HMOs have the lowest rates of complaints filed by their members

### Read the health plan materials to learn more about their services and costs.

Contact the health plan to ask questions if you need help understanding the materials.

- Look at the plan's rules for getting care
- Check out the network of doctors and hospitals
- Understand the costs, including the deductible
- Make sure the prescriptions and other care that you and your family members need are covered

# Health Care Quality Report Cards

## HMO Quality Ratings Summary (2014-15)

Click on plan name for plan's star ratings and information:	HMO PROVIDES RECOMMENDED CARE ↑	PATIENTS RATE THEIR EXPERIENCE		
		RATE THEIR HMO ↑	GETTING CARE EASILY ↑	HMO HELPS MEMBERS GET ANSWERS ↑
Aetna Health of California, Inc.	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ FAIR
Anthem Blue Cross - HMO	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ FAIR
Blue Shield of California - HMO	★☆☆☆☆ GOOD	★★★★★ EXCELLENT	★☆☆☆☆ POOR	★☆☆☆☆ GOOD
CIGNA HMO	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ FAIR
Health Net of California, Inc.	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ POOR
Kaiser Permanente - Northern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★☆☆☆☆ GOOD	★☆☆☆☆ FAIR
Kaiser Permanente - Southern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★☆☆☆☆ FAIR	★☆☆☆☆ FAIR
Sharp Health Plan	★☆☆☆☆ GOOD	★★★★★ EXCELLENT	★☆☆☆☆ POOR	★★★★★ EXCELLENT
UnitedHealthcare of California	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ FAIR
Western Health Advantage	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ GOOD

## PPO Quality Ratings Summary (2014-15)

Click on plan name for plan's star ratings and information:	PPO PROVIDES RECOMMENDED CARE ↑	PATIENTS RATE THEIR EXPERIENCE	
		GETTING CARE EASILY ↑	PPO HELPS MEMBERS GET ANSWERS ↑
Aetna PPO	★☆☆☆☆ FAIR	★☆☆☆☆ POOR	★☆☆☆☆ POOR
Anthem Blue Cross PPO	★☆☆☆☆ GOOD	★☆☆☆☆ GOOD	★☆☆☆☆ FAIR
Blue Shield of California/Blue Shield Life PPO	★☆☆☆☆ FAIR	★☆☆☆☆ FAIR	★☆☆☆☆ POOR
CIGNA PPO	★☆☆☆☆ GOOD	★☆☆☆☆ POOR	★☆☆☆☆ POOR
Health Net PPO	★☆☆☆☆ FAIR	★☆☆☆☆ FAIR	★☆☆☆☆ POOR
UnitedHealthcare Insurance Co., Inc.	★☆☆☆☆ FAIR	★☆☆☆☆ FAIR	★☆☆☆☆ FAIR



## Features of the Health Care Quality Report Cards

- Show data on the care provided to over 16 million Californians with commercial health insurance
- Include 16 of the largest health plans (HMOs and PPOs) and over 200 medical groups
- Use a 4-star system (poor to excellent) to rate health plans and medical groups on:

How well they **PROVIDE RECOMMENDED CARE** on major health conditions such as diabetes, heart care, asthma and others.

How well **PATIENTS RATE THEIR EXPERIENCES** with services and care provided including doctor communication, getting appointments easily, customer services, etc.

- Link to other report cards on health care in California: Medi-Cal, Hospitals, and Medicare Advantage

## Get the Best Value by Making Quality a Priority

In order to get the best value, you probably check quality scores before buying things like appliances or cars, making reservations at hotels or restaurants, or going to a movie.

**You should also check the quality of your health care** Choosing a higher quality health plan or medical group can make a difference in your health and wellbeing.

### Two easy ways to check out health care quality

For ratings on the health care offered by the state's largest health plans and over 200 medical groups:

1. Find Quality Report Cards online at [opa.ca.gov](http://opa.ca.gov)
2. Download a Mobile App to view quality ratings on your mobile device. The "California Health Care Report Card" App is available through the *iTunes* and *Google Play*.



You can also use the website and Mobile App to find additional information and tips about how to get the right care at the right time.

