

What health conditions are included in the report cards?

- Asthma and Lung Disease Care
- Checking for Cancer
- Chlamydia Screening
- Diabetes Care
- Heart Care
- Maternity Care (not included in Medical Group Report Card)
- Mental Health Care
- Treating Children – Getting the Right Care
- Treating Adults – Getting the Right Care
- Testing for Cause of Back Pain

Below is a sample chart from the Medical Group Report Card

This is one example of more than 1,800 data charts in the Medical Group Report Card – 32 for each of the 209 medical groups listed. There are another 66 charts for the 10 health plans in the HMO Report Card and 61 charts for the 6 health plans in the PPO Report Card.

What does the bar chart mean?

The scores show how well each medical group does at making sure patients with diabetes have well-controlled blood sugar levels, which is a hemoglobin A1c level of less than 8. High scores are better.

The Diabetes Scores Include:

- Testing Blood Sugar
- Controlling Blood Sugar
- Testing Cholesterol
- Controlling Cholesterol
- Testing Kidney Function
- Controlling Blood Pressure
- Eye Exam (not included in Medical Group Report Card)

Controlling Blood Sugar for Diabetes Patients

Your County Medical Groups



Contact Us

Office of the Patient Advocate
California Health & Human Services Agency

contactopa@opa.ca.gov • 1-866-466-8900



Have a problem or complaint about your health plan?

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

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



The 2013 Edition of California's Health Care Quality Report Cards is published online by the Office of the Patient Advocate in collaboration with the California Department of Insurance, the California Department of Health Care Services, the California Department of Managed Health Care, the National Committee on Quality Assurance, the Integrated Healthcare Association, and the American Institutes for Research.



2013 EDITION

Health Care Quality Report Cards

STATE OF CALIFORNIA
OFFICE OF



How does your
health care
measure up?



California Health Care Quality Report Cards

Health Care Quality is getting the right care at the right time.

Report cards on health care quality provide important information to help you make choices to improve the quality of your own care. This information is right at your fingertips in the online OPA Report Cards. The Report Cards show scores on the care provided to over 16 million Californians who typically get their health insurance through their employer.

See the full 2013 Edition of the Health Care Quality Report Cards at reportcard.opa.ca.gov/rc for more information on HMOs, PPOs and Medical Groups. You'll also find Report Cards for other insurance coverage types or health care facilities.

A screenshot of the HMO Report Card illustrated to the right above shows the 10 largest HMOs in California. A screenshot of the PPO Report Card to the right below includes the 6 largest PPOs in California. These health plan report cards include health care quality scores in two major areas:

- **Clinical Performance Scores** on how well recommended care is provided for 10 health conditions
- **Patient Experience Scores** for 'Rating Their Health Plan', 'Getting Care Easily', and 'Helping Members Get Answers'

2013 HMO Quality Ratings Summary	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	★★★ FAIR	★ POOR	★★★ FAIR
Anthem Blue Cross - HMO	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR
Blue Shield of California - HMO	★★★★ GOOD	★★★★ GOOD	★★★ FAIR	★★★ FAIR
CIGNA HMO	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR
Health Net of California, Inc.	★★★★ GOOD	★★★★ GOOD	★ POOR	★★★ FAIR
Kaiser Permanente - Northern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★★★ FAIR	★ POOR
Kaiser Permanente - Southern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★ POOR	★★★ FAIR
Sharp Health Plan	★★★★ GOOD	★★★★★ EXCELLENT	★ POOR	★★★★ GOOD
UnitedHealthcare of California	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR
Western Health Advantage	★★★★ GOOD	★★★★★ EXCELLENT	★★★ FAIR	★★★★ GOOD

2013 PPO Quality Ratings Summary	PPO PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR EXPERIENCE	
		GETTING CARE EASILY	PPO HELPS MEMBERS GET ANSWERS
Aetna PPO	★★★ FAIR	★★★ FAIR	★ POOR
Anthem Blue Cross PPO	★★★ FAIR	★★★★ GOOD	★★★ FAIR
Blue Shield of California/Blue Shield Life PPO	★★★ FAIR	★★★★ GOOD	★ POOR
CIGNA PPO	★★★★ GOOD	★★★ FAIR	★★★ FAIR
Health Net PPO	★★★ FAIR	★ POOR	★ POOR
UnitedHealthcare Insurance Co., Inc.	★★★★ GOOD	★★★ FAIR	★★★ FAIR



Download the New Mobile App for California Health Care Report Cards!



A new Mobile App – the California Health Care Report Cards - is available through the iTunes App Store. View:

- Medical Group, HMO and PPO Report Cards
- A form to help you prepare for a doctor visit
- Possible questions to ask your doctor
- Information about reporting problems and complaints

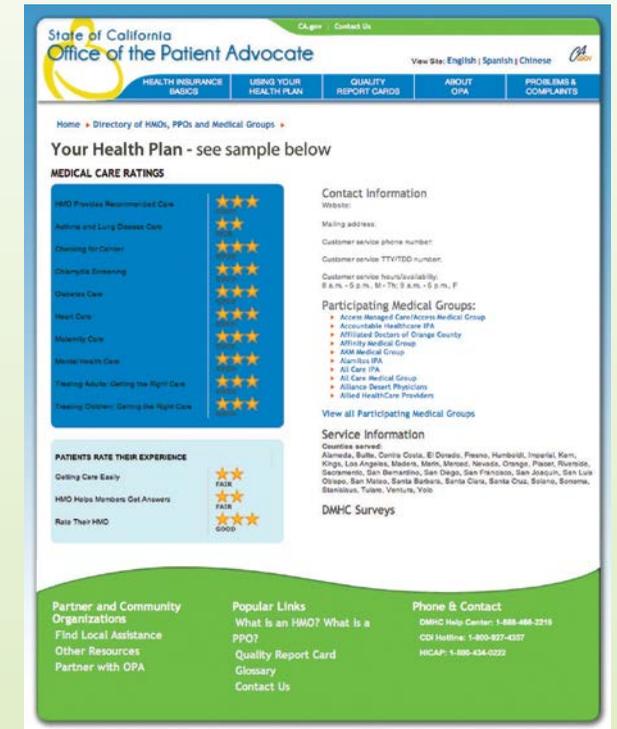


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New Features:

- Online profile pages now display all the star ratings for each of the 16 health plans and 209 medical groups. To see the online Report Cards go to reportcard.opa.ca.gov/rc



- Newest Medical Group Report Card measure – 'Successfully Controlling Diabetes' - shows the percent of the medical group's patients with diabetes who got recommended care for all 3 measures: controlling blood sugar, controlling cholesterol and testing kidney function.

Find Additional Information at www.opa.ca.gov

- Other Quality Report Cards:
 - Medi-Cal Managed Care
 - Medicare Advantage Physicians
 - Healthy Families Program
 - Hospital and Long Term Care Facilities
- Health Insurance Basics
- Using Your Health Plan
- How to Handle Problems and Complaints
- About OPA