

# 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)

You can use the new search tool to easily 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



### You can compare medical groups in your county

Search by county to compare the quality ratings of medical groups near you. Find out how well your medical group performs by using the online Medical Group Report Card.

### You can find information to help you get better care

- Health insurance basics
- Using your health plan
- Filing a grievance
- Patient rights
- Finding health care
- Comparing health plan costs
- Complaint data report
- And more...



**Contact Us**  
**Office of the Patient Advocate**  
 California Health & Human Services Agency  
[contactopa@opa.ca.gov](mailto:contactopa@opa.ca.gov) • 1-866-466-8900



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

<p><b>HMO</b>          Department of Managed Health Care          Help Center:          1-888-466-2219  <a href="http://www.dmhca.ca.gov">www.dmhca.ca.gov</a></p>	<p><b>PPO</b>          Department of Insurance          Consumer Hotline:          1-800-927-4357  <a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a></p>
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### Need health insurance?

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

The 2014 Edition of California Health Care Quality Report Cards is published online by the Office of the Patient Advocate in collaboration with the Department of Managed Health Care, Department of Insurance, Department of Health Care Services, Integrated Healthcare Association, California Healthcare Performance Information System, National Committee on Quality Assurance and the American Institutes for Research.



2014 EDITION

# How Does Your Health Care Measure Up?

## California Health Care Quality Report Cards





California Health Care Quality Report Cards

# Find out HOW your health care measures up

When you look at different services and products 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.

### What about the quality of your health care?

There is an easy way to check out the quality of health care offered by the state's largest health plans and over 200 medical groups:

- See how well they performed on clinical services
- See how patients rated the care and services they received

The Office of the Patient Advocate (OPA) has set high standards for the quality star ratings used in its Report Cards.

The Report Cards are available online at [opa.ca.gov](http://opa.ca.gov) or they can be downloaded to your mobile device.

# Health Care Quality Report Cards

## 2014 HMO Quality Ratings Summary

10 Largest California HMOs	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	★ ☆ ☆ ☆ ☆ POOR
Anthem Blue Cross - HMO	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ☆ ☆ FAIR	★ ☆ ☆ ☆ ☆ POOR	★ ☆ ☆ ☆ ☆ POOR
Blue Shield of California - HMO	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR	★ ★ ★ ★ ☆ GOOD
CIGNA HMO	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR	★ ☆ ☆ ☆ ☆ POOR
Health Net of California, Inc.	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR	★ ☆ ☆ ☆ ☆ POOR
Kaiser Permanente - Northern California	★ ★ ★ ★ ★ EXCELLENT	★ ★ ★ ★ ★ EXCELLENT	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR
Kaiser Permanente - Southern California	★ ★ ★ ★ ★ EXCELLENT	★ ★ ★ ★ ★ EXCELLENT	★ ☆ ☆ ☆ ☆ POOR	★ ☆ ☆ ☆ ☆ POOR
Sharp Health Plan	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ★ EXCELLENT	★ ☆ ☆ ☆ ☆ POOR	★ ★ ★ ★ ☆ GOOD
UnitedHealthcare of California	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR	★ ★ ★ ★ ☆ FAIR
Western Health Advantage	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD

## 2014 PPO Quality Ratings Summary

6 Largest California PPOs	PPO PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR EXPERIENCE	
		GETTING CARE EASILY	PPO HELPS MEMBERS GET ANSWERS
Aetna PPO	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR	★ ☆ ☆ ☆ ☆ POOR
Anthem Blue Cross PPO	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ FAIR
Blue Shield of California/ Blue Shield Life PPO	★ ★ ★ ☆ ☆ FAIR	★ ★ ★ ☆ ☆ FAIR	★ ★ ★ ☆ ☆ FAIR
CIGNA PPO	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ☆ ☆ FAIR	★ ☆ ☆ ☆ ☆ POOR
Health Net PPO	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ★ ☆ GOOD	★ ☆ ☆ ☆ ☆ POOR
UnitedHealthcare Insurance Co., (California)	★ ★ ★ ★ ☆ GOOD	★ ★ ★ ☆ ☆ 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

## Download the Mobile App to help make quality a part of every doctor visit

### Look to see how your medical group scores



- In addition to quality scores, find:
- Questions to ask your doctor
  - How to make the most of your doctor visit
  - What to do if you have a problem or complaint

The Mobile App for the California Health Care Quality Report Card is available through the *iTunes App Store* and *Google Play*.

