



Highlights

Health Care Quality Report Card – 2011 Edition
HMOs and Medical Groups
March 2011

Health Maintenance Organization (HMO) Ratings & Scores

Member experience and clinical quality ratings are provided for the nine largest commercial HMOs in the state. The online report card includes more than 500 ratings and scores for care received by approximately 12 million HMO enrollees.

- 15 individual **member experience** scores are provided for each HMO.
- Two new **member experience** survey summary ratings added – *Getting Care Easily* rates members’ experience getting appointments, tests, treatment and care without delay. *Plan Service* rates members’ experience getting claims paid, customer service help and information about their cost for care.
- 37 individual **clinical quality** scores are provided for each HMO; these scores are also aggregated into star ratings for nine health conditions (e.g., asthma, diabetes, treating children, etc.).
- Two individual **clinical quality** scores on Body Mass Index (BMI) added – Checking if Weight Could Cause Health Problems for Children and for Adults.

An individual page for each HMO provides contact and coverage area information and the results of the plan’s last Department of Managed Health Care (DMHC) medical review.

Medical Group Ratings & Scores

The Report Card provides more than 5,000 ratings and scores for approximately 225 medical groups throughout the state that work with the nine largest commercial HMOs.

- Five individual **patient experience** scores, as well as one overall star rating, are also provided for each of the medical groups.
- 18 individual **clinical quality** scores are provided; these individual scores are also aggregated into star ratings for six health conditions (e.g., asthma, diabetes, treating children, etc.) and one overall clinical quality star rating.
- These data are used by HMOs in the Pay-For-Performance Program that provides financial incentives and rewards to medical groups and their doctors for providing the best quality of health care services on select measures.

The medical group data are sorted by county. Users can find information on the groups that serve the area where they live by searching by the first letter of the medical group name.

An individual page for each medical group provides contact information, coverage area, and other useful information.

HMOs and Medical Groups are rated using an easy-to-read four-star display.

Excellent (★★★★)

Good (★★★)

Fair (★★)

Poor (★)

Each HMO & Medical Group is scored on compliance with nationally recognized clinical





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2011 Key Rating & Scoring Findings

Member & Patient Experience:

HMOs

- Two HMOs—Blue Shield California & Cigna HMO—showed improvements in member ratings.
- Four of the nine largest HMOs—Aetna, Kaiser Southern California, PacifiCare and Western Health Advantage—declined in member ratings.
- Member ratings of three other HMOs—Anthem Blue Cross, Kaiser Northern California and HealthNet—maintained their three-star rating (Good).
- No HMOs received an Excellent rating for member experience.

Medical Groups

- 27 medical groups received a rating of Excellent for patient experience.

Clinical Care/Meeting National Standards:

HMOs

- California plans' clinical performance compares well to health plans nationally. All but one HMO performed above the mid-point nationally. Overall, two of three patients received care that meets national standards.
- The new performance measures on Body Mass Index (BMI) show need for improvement. Only 38% of children and 55% of adults had their BMI checked.

Medical Groups

- Medical groups showed greater variation than HMOs in both their overall clinical ratings and individual clinical scores (range of 16%-92%).
- 26 medical groups received a rating of Excellent for clinical care.

Online Report Card Features at opa.ca.gov

- Report Card data is independently audited for accuracy in accordance with accreditation requirements of the National Committee for Quality Assurance.
- From the website main page, viewers can link to other online Report Cards: Medi-Cal, Healthy Families, Medicare, CalPERS, hospitals and long term care facilities.
- The Report Card website also provides data on patient appeals to DMHC because their plan denied them a service or treatment. Results of the Independent Medical Review (IMR) decisions, as well as other complaints, are provided.
- The website includes an interactive feature allowing consumers to compare the different health care services and programs provided by the health plans, such as tobacco cessation, get fit/lose weight programs, etc.
- The website opa.ca.gov is available in English, Spanish, and Chinese.
- Printed Report Cards can be ordered online at opa.ca.gov or by calling 1-866-466-8900.
- Research and Background section has:
 - Additional data on HMOs, the demographic characteristics of their members, utilization patterns, and comparisons to other types of insurance coverage
 - A side-by-side display of California HMO scores compared to national averages
 - Links to other information sources on health care quality