



HealthCareQuality.ca.gov

Top Five Tips

Getting the Most Out of Your Health Care

1. KNOW THE QUALITY OF CARE YOU'RE GETTING.

California's Health Care Quality Report Card rates the largest health plans and medical groups each year based on national standards and member ratings. Visit HealthCareQuality.ca.gov to see how your health plan or medical group compares to others in California.

2. FIND OUT WHAT YOUR HEALTH PLAN COVERS.

You have the right to easy-to-understand information about your health plan benefits. Know how to contact your plan - it's on your card.

Each health plan is different when it comes to coverage. Find out how to ask about your specific coverage. Visit opa.ca.gov for a worksheet on *Asking About Benefits*.

3. TELL YOUR DOCTOR IF COST IS A CONCERN FOR YOU.

In these difficult times, everyone has less money to spend and costs are going up. Your doctor may be able to give you good advice about less costly alternatives like generic drugs. Don't try to figure this out on your own. Not spending money now may cost you more later. Visit opa.ca.gov for more advice on making the most of your doctor visits.

4. IF YOU DON'T UNDERSTAND YOUR BILL - ASK QUESTIONS.

Medical bills can be complicated and confusing. You have the right to receive accurate information about your medical bills and the charges you are responsible for paying. If you have a question about your bill, it's up to you to talk to your health plan and provider. Visit opa.ca.gov for more information on understanding your medical bill.

5. SPEAK UP! REPORT ANY COMPLAINTS OR PROBLEMS WITH YOUR HEALTH PLAN.

If you feel you aren't getting the care you deserve, the Office of the Patient Advocate can help you hold your health plan accountable. Visit opa.ca.gov to learn more about who to call if you are having a problem with your health plan.