

# 2011 Edition Health Care Quality Ratings



## Not all health plans perform the same. How does yours rate?

The California Office of the Patient Advocate publicly reports the annual ratings on the largest health plans and medical groups.

Here's how the largest HMO plans rated overall for patient care and patient experience.

### Ratings

- Excellent ★★★★★
- Good ★★★★
- Fair ★★★
- Poor ★

HMO Ratings	Meeting National Standards of Care	Member Ratings Compared to Plans Nationwide		
		Members Rate their HMO	Getting Care Easily	Plan Service
Aetna Health of California, Inc.	★★★	★	★	★★★★★
Anthem Blue Cross—HMO	★★★★	★★★★	★	★
Blue Shield of California—HMO	★★★★	★★★★	★	★★★
CIGNA HMO	★★★★	★★★★	★	★
Health Net of California, Inc.	★★★★	★★★★	★	★
Kaiser Permanente Northern California	★★★★★	★★★★	★★	★
Kaiser Permanente Southern California	★★★★★	★★★★	★	★
PacificCare of California	★★★★	★★★★	★	★★
Western Health Advantage	★★★★	★★★★	★★	★★★★

Here's how the largest PPO plans rated overall for patient care and patient experience.

PPO Ratings	Meeting National Standards of Care	Member Ratings Compared to Plans Nationwide	
		Getting Care Easily	Plan Service
Aetna PPO	★★★★	★★	★★
Anthem Blue Cross—PPO	★★★	★★	★
Blue Shield of California/ Blue Shield Life PPO	★★★	★★	★
CIGNA PPO	★★★★	★★	★
Health Net PPO	★★★	★★	★
United Healthcare (California)	★★★★	★★★★	★

Find more quality ratings at [OPA.CA.GOV](http://OPA.CA.GOV)

- Learn which medical groups provide the highest quality of health care listed in your region
- Find out the quality of care provided for conditions such as diabetes, asthma, heart disease and others

# Are there differences in health care quality?

## Right Care for Children with Throat Infections

Right care means that children are tested for strep throat before they are given antibiotics.



The highest performing medical groups tested for strep throat 92% of the time

92%



The lowest performing medical groups tested for strep throat 44% of the time

44%

**Yes, health care quality varies.  
Go to OPA.CA.GOV to:**



**Find a one-stop-shop with detailed ratings of health plans, Medi-Cal, Healthy Families, hospitals, long-term care facilities and more.**



**Learn how Californians rate their health plans for customer service and satisfaction.**



**Learn about your rights as a patient.**



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Have a problem or complaint with your health plan?  
Call 1.888.466.2219 or visit [HealthHelp.ca.gov](http://HealthHelp.ca.gov)

Find the Office of the Patient Advocate on:

