

Health Care Quality Report Cards  
2014-15 Edition

**Briefing for the CCHI**

**December 17, 2014**

# Today's Presentation



- 1. Office of the Patient Advocate**
  - a. General Background**
  - b. No longer providing direct consumer assistance**
  
- 2. Health Care Quality Report Cards**
  - a. Background**
  - b. Demonstration of the Online Report Cards**
  
- 3. Your Questions, Comments and Suggestions**

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## Mission

To improve the access to and quality of health care services of all Californians

## Public Reporting Services and Products

1. Health Care Quality Report Cards
2. Complaint Data Reports and Baseline Review
3. Timely Access Complaint Rate reporting
4. Model Protocols for State Consumer Assistance Call Centers

No longer provides direct consumer assistance

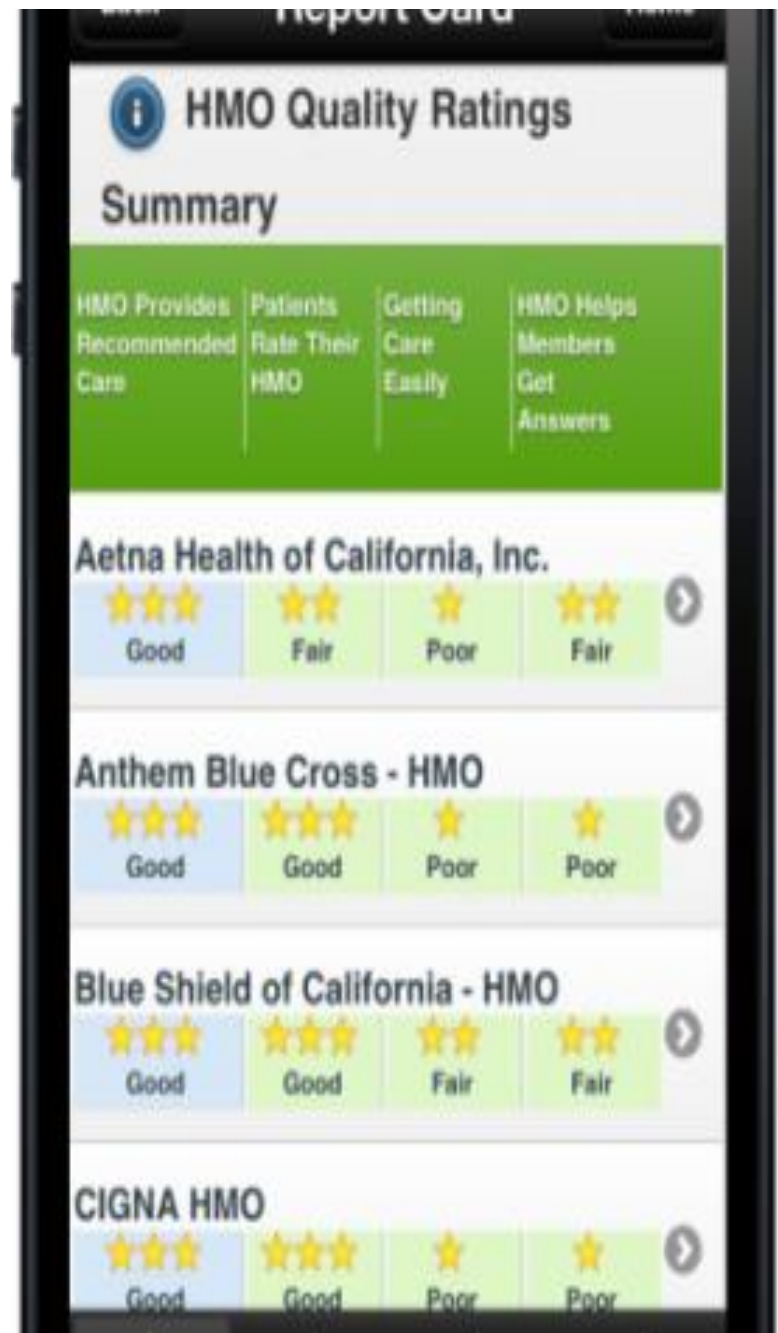
# 2014-2015 Edition of the Report Cards:



- **Three Report Cards: HMO, PPO & Medical Groups**
  - ✓ Updated clinical performance data and patient experience survey scores
  - ✓ Ratings and scores displayed in 2,000 charts
  - ✓ Profile pages for 16 health plans and 212 medical groups
- **Represents care for 16 million commercially-covered Californians**
- **Links on Covered California and CalPERS websites**

# The California Health Care Report Cards Mobile Apps

- **Free Android and iPhone mobile apps**
  - ✓ Three Report Cards –scores, profile pages, etc.
  - ✓ Search by Health Topic
  - ✓ Additional information including “Questions to ask during a doctor visit”



And now to demonstrate how to navigate the 3 online Report Cards on the OPA website - opa.ca.gov

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State of California  
Office of the Patient Advocate

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## California Health Care Quality Report Cards

[View the ratings](#)

The Office of the Patient Advocate coordinates, provides assistance to and collects data from state health care consumer assistance call centers.

Find ratings of health plans and medical groups in OPA's **Health Care Quality Report Cards**.

Use OPA's **Wizard** to get quick links to the consumer assistance call centers and other information that can help you.

[Learn more about OPA...](#)

Uninsured | Insured

**What you should know**  
Most Americans must now have health insurance. If you need insurance, you can buy a new plan

**Health Plan Problems?**  
FOR HMOs 888-466-2219  
FOR PPOs 800-927-4357

**What is Health Care Quality?**  
FIND OUT IN THE  
**HEALTH CARE QUALITY REPORT CARDS**





## **Your Questions, Comments and Suggestions**



# Contact Information for OPA



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