

FOR IMMEDIATE RELEASE**KAISER PERMANENTE'S OVERALL QUALITY OF MEDICAL CARE EARNS
HIGHEST RATING FROM THE OFFICE OF PATIENT ADVOCATE**

*Kaiser Permanente is the only plan in California rated 5 stars for overall quality of medical care
Top score also earned for providing quality behavioral and mental health care*

PASADENA, Calif., Nov. 12, 2018 – Kaiser Permanente Northern and Southern California health plans are the only plans in the state to receive 5 stars – the highest possible rating – for overall quality of medical care in the annual Healthcare Quality Report Card from California's Office of the Patient Advocate (OPA).

Kaiser Permanente's two California regional plans have been the only plans to obtain the OPA's highest rating 11 years in a row. In addition, Kaiser Permanente Southern California earned 4 stars – the second-highest rating -- for overall clinical effectiveness in behavioral and mental health care. The only plan to rate higher for behavioral and mental health care was Kaiser Permanente Northern California which earned 5 stars.

The 2018-2019 report card provides California consumers with side-by-side comparisons of the 16 largest HMOs and PPOs in the state. It rates them on national standard-of-care measures that involve treatment and prevention of a range of conditions that have significant implications for personal health.

“For 11 years running these ratings have documented the high-quality that our coordinated care model delivers to our 4.5 million members in Southern California,” said Julie Miller-Phipps, president, Kaiser Permanente Southern California Region Health Plan and Hospitals. “Our members receive the highest quality because our Kaiser Permanente physicians and care teams are committed to making our members' health their top priority.”

Kaiser Permanente Southern California also received top scores for asthma and lung disease care, preventive screenings, diabetes and heart care, maternity care, treating adults, providing appropriate tests, treatments and procedures and for providing the right care to children.

Kaiser Permanente Northern and Southern California rated 4 stars in the “Patients Rate their Experience” category, which measures members' satisfaction with their care and service. No other health plan was rated higher.

“These ratings demonstrate the dedication of our physicians and staff who provide evidence-based, high-quality, patient-centered care,” said Edward Ellison, MD, executive medical director of the Southern California Permanente Medical Group. “Our long-running high performance in the annual OPA surveys of overall quality of medical care indicate how well our physicians and care teams are delivering the right care at the right time in the right way to our members.”

Covered California – the state's marketplace for the Affordable Care Act – also gave Kaiser Permanente 5 stars (the highest possible) – in its health plan quality ratings for 2019.

In the “Individual and Family Plan” ratings, Kaiser Permanente received top scores for overall quality, getting the right care, and plan services for members. Kaiser Permanente obtained 4 stars for member care experience. No other health plan rated higher than Kaiser Permanente in any of those categories.

-more-

KP earns highest rating from OPA_ news release

Kaiser Permanente also earned 5 stars in Covered California's "Small Business Plan" category for overall quality, getting the right care, and plan services for members. No other health plan rated higher.

**Health plan quality ratings are calculated by Covered California using data the plans provided to the federal government in 2017. Qualified Health Plans (QHP) contract with approved survey vendors that independently conduct the QHP Enrollee Survey each year. Quality ratings and QHP Enrollee Survey results may change from one year to the next. For more information, please see CMS' Health Insurance MarketplaceSM Quality Initiatives website at: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>.*

###

About Kaiser Permanente

Kaiser Permanente is committed to helping shape the future of health care. We are recognized as one of America's leading health care providers and not-for-profit health plans. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. We currently serve more than 12.2 million members in eight states and the District of Columbia. Care for members and patients is focused on their total health and guided by their personal Permanente Medical Group physicians, specialists and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education and the support of community health. For more information, go to: kp.org/share.