KAISER PERMANENTE SOUTHERN CALIFORNIA’S MEDICARE PLAN RECEIVES 5 OUT OF 5 RATING FROM NCQA, AGAIN

PASADENA, Calif. September 20, 2016 — Kaiser Permanente’s health plans are among the best in the nation, according to the National Committee for Quality Assurance (NCQA) Health Insurance Plan Rating 2016-17 report published today.

In Southern California, for the second year, Kaiser Permanente’s Medicare Plan received a 5 out of 5 overall rating for consumer experience, prevention services and clinical treatment outcomes, placing it in the top 3 percent of the 338 Medicare plans rated by the NCQA across the country.

“Kaiser Permanente is the answer to how health care should be provided across the United States,” said Julie Miller-Phipps, president for Kaiser Permanente Southern California. “The NCQA survey highlights how our members feel about the care we provide and recognizes our steadfast focus on achieving the highest quality outcomes and the best care experience for our members, customers and communities.”

“This recognition from NCQA is a tremendous acknowledgement of our talented and caring physicians, nurses and other care providers,” said Edward M. Ellison, MD, executive medical director of the Southern California Permanente Medical Group. “Kaiser Permanente’s integrated health care model brings together care teams dedicated to helping each member reach their greatest health potential. Our patient-centered compassionate care is how we are leading the way to be an answer to health and health care in America.”

NCQA’s annual report rates more than 1,000 health plans, including Medicare, Medicaid and Private (Commercial), on a 0-to-5 scale, with 5 being the best. Only 23 health plans in the country were given a 5 out of 5 this year, and Kaiser Permanente has 8 of them, more than any other health plan. All Kaiser Permanente health plans were rated as 4.0 or higher.

The “NCQA’s Health Insurance Plan Ratings” are based on combined scores for health plans in the Healthcare Effectiveness Data and Information Set®, commonly called HEDIS; the Consumer Assessment of Healthcare Providers and Systems®, or CAHPS; and NCQA Accreditation standards scores.

This is the 12th year NCQA has ranked or rated the nation’s health plans. From 2005-14, NCQA ranked the plans numerically from highest to lowest. Last year, for the first time, NCQA implemented a “ratings” system which classifies plans into scores from 0-5 in 0.5 increments. It is a method similar to the Centers for Medicare and Medicaid Service’s 5-Star Quality Rating System.

The ratings and methodology are posted on the NCQA’s website at www.ncqa.org and soon will be available on WebMD.com.

About Kaiser Permanente Southern California
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, our mission is to provide high quality, affordable health care services to improve the health of our members and the communities we serve. We currently serve more than 4.2 million members in Southern California. Care for members and patients is focused on their total health and guided by their personal 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 follow us on twitter; @KPSCALNews or go to: kp.org/share.

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