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Contact: Elita (Fielder) Adjei

Office: 626-243-8678

Elita.T.Fielder@kp.org



Kaiser Permanente Southern California Recognized for Exceptional Quality and Service

NCQA Gives Health Plan Highest Ratings in Region for Overall Care

PASADENA, Calif., Sept. 24, 2019 – Kaiser Permanente’s Medicare health plan in Southern California received the highest rating from the [National Committee for Quality Assurance](#), a national group that rates health plans for consumer experience, prevention and treatment.

In its report, [NCQA Health Insurance Plan Ratings 2019-2020](#), Kaiser Permanente’s Medicare health plan in Southern California was rated 5 out of 5. Kaiser Permanente’s commercial health plans in Southern California received a 4.5 rating. No other plan in Southern California rated higher than Kaiser Permanente in either category.

“These ratings reflect the world-class quality-of-care and service that we provide to our 4.6 million members in Southern California,” said [Julie Miller-Phipps](#), president of Kaiser Permanente Southern California, Health Plan and Hospitals. “For the fifth year in a row, Kaiser Permanente has more 5.0 plans than any health care system in the nation. This success is attributed to the commitment of Kaiser Permanente’s physicians and care teams who are focused every day on keeping our members healthy through consistent preventive care and excellent medical treatment.”

NCQA analyzed more than 1,000 health plans in the nation – private, Medicare, Medicaid – for quality and service. Kaiser Permanente Southern California’s Medicare plan was one of only 11 health plans in the country to be rated 5 out of 5, placing it among the top 1% in the nation.

“These excellent ratings we receive year after year are a reflection of exceptional work being done by our compassionate and highly skilled physicians, nurses, clinicians and front-line staff,” said [Dr. Nancy Gin](#), executive vice president and chief quality officer for The Permanente Federation, the national umbrella organization for the nearly 23,000 physicians who provide care to Kaiser Permanente’s members. She also serves as medical director of quality and clinical analysis for the Southern California Permanente Medical Group.

“Our care teams are dedicated to doing what’s best for the member,” Dr. Gin continued.

NCQA is a national, private not-for-profit organization that surveys health plans for performance in a wide range of clinical service measures. For the second year in a row, all Kaiser Permanente Medicare

and commercial health plans were rated highest (or tied for the highest) in the areas they serve. Kaiser Permanente serves more than 12.3 million members in eight states and the District of Columbia.

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

The ratings and methodology are posted on the NCQA's website at www.ncqa.org.

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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 12.3 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: <https://about.kaiserpermanente.org/>