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## **Kaiser Permanente’s Medicare Health Plan in San Diego Receives Top 5-Star Rating for Quality and Service**

**SAN DIEGO, Calif., October 14, 2016** — For the sixth consecutive year, Kaiser Permanente’s Medicare Health Plan in California has again received the highest overall rating for care quality and service, earning 5 out of 5 stars from the Centers for Medicare & Medicaid Services (CMS) for 2017.

“These ratings reflect Kaiser Permanente's commitment to our patients and the communities we serve - a commitment we take very seriously and is our honor to uphold every day," said Paul Bernstein, MD, medical director and chief of staff for Kaiser Permanente San Diego. "Our physicians and care teams deliver personalized, compassionate care with intellect and heart, supported by an integrated, safe care delivery system that keeps people well and supports their healing when they are sick. We continually invest in innovative technology and digital tools that allow our members to access care whenever and wherever they need it. The resulting greater connectivity between patients and their doctors also leads to better health and outcomes."

CMS uses the star ratings system to rank Medicare health plans on a scale of 1 to 5 stars, with 5 stars representing the highest quality. The overall scores are based on care and service quality measures (Parts C and D) across nine categories, including staying healthy, managing chronic conditions, member satisfaction, customer service and pharmacy services. The star ratings also measure health plans’ compliance performance.

“Kaiser Permanente’s consistently high ratings demonstrate our deeply-rooted commitment to safe, reliable, quality care and service for our members,” said Jane Finley, senior vice president and area manager for Kaiser Permanente San Diego. “Our top rating from CMS, along with our recent distinction as the only health plan in the country to receive the top rating from the National Committee for Quality Assurance (NCQA) for our Medicare, private and commercial plans, show Kaiser Permanente’s leadership role in transforming health and health care.”

Kaiser Permanente Medicare health plans have consistently received high ratings since CMS began awarding them in 2009. One reason is Kaiser Permanente’s integrated care model, which enables care teams and staff to serve members and patients using a coordinated, seamless approach.

Members receive proactive reminders for screening and check-up visits, and have access to view their medical records at their convenience on [kp.org](http://kp.org), Kaiser Permanente’s member website. Members can use the site to schedule appointments, view current and past labs, as well as order medication refills for home delivery.

This year’s top scores by CMS add to the list of quality recognitions achieved by Kaiser Permanente Medicare plans this year. In the "NCQA Health Insurance Plan Ratings 2016-2017" report, the National Committee for Quality Assurance lists all seven Kaiser Permanente Medicare plans as highest-rated in the markets they serve – for the fifth year in a row. And according to the J.D. Power

2016 Medicare Advantage study, Kaiser Permanente was ranked "Highest in Member Satisfaction with Medicare Advantage Plans" by J.D. Power for two years in a row, 2015-2016.

Along with high-quality care and service, another benefit of 5-star plans is a longer enrollment opportunity. Medicare beneficiaries may change to a 5-star Kaiser Permanente individual Medicare plan through a CMS 5-star Special Enrollment Period from Dec. 8, 2016, to Nov. 30, 2017, without having to wait until the next annual enrollment period. All available Kaiser Permanente physicians welcome Kaiser Permanente Medicare health plan members.

Medicare beneficiaries can learn more about the star ratings and Kaiser Permanente's Medicare health plans by visiting [kp.org/medicarestars](http://kp.org/medicarestars).

Medicare evaluates plans based on a 5-star rating system. Star ratings are calculated each year and may change from one year to the next.

The Centers for Medicare & Medicaid Services created the Medicare star quality rating system to provide beneficiaries with a way to assess Medicare plans based on quality of care and service delivery. Kaiser Permanente Medicare plans have consistently received high ratings since CMS began awarding them in 2009, maintaining high performance in all states in which the health plan operates.

**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 and to improve the health of our members and the communities we serve. We currently serve more than 9 million members in eight states and the District of Columbia. 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 began serving San Diego in 1967, and currently provides care for nearly 600,000 members throughout the county. Over 7,672 staff and more than 1,300 physicians care for our members at 24 medical facilities; Kaiser Permanente's San Diego Medical Center, which has 414 licensed beds and a 78 bed Emergency Department; and Palomar Medical Center, our plan hospital in North County. To learn more, visit [kp.org/sandiego](http://kp.org/sandiego).

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