



OPA Data Makes Us All Smarter Consumers

Presented by Beth Abbott, Director
CA State Office of the Patient Advocate
CPAT Seminar, Sacramento

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OPA 2016-17 Report Cards

- 16th year edition available on our website at www.opa.ca.gov
- OPA rates health maintenance organizations (HMOs), preferred provider organizations (PPOs), and 207 medical groups and assigns star ratings
- Report Cards include more than 7,500 clinical and patient experience data points
- Consumers can sort medical groups by county and find ratings in specific disease/treatment categories



Medical Group-Commercial Report Card for Sacramento

Click on medical group for group's star ratings and information:	MEDICAL GROUP USES TREATMENTS PROVEN TO BE EFFECTIVE ⁱ	PATIENTS RATE THEIR MEDICAL GROUP ⁱ	AVERAGE ANNUAL PAYMENT FOR CARE ⁱ
<input type="checkbox"/> Hill Physicians Medical Group - Sacramento Region 	 GOOD	 GOOD	Not enough data to score reliably
<input type="checkbox"/> Kaiser Permanente - The Permanente Medical Group - Roseville/Sacramento Medical Centers 	 GOOD	 FAIR	 LOWER PAYMENT
<input type="checkbox"/> Kaiser Permanente - The Permanente Medical Group - South Sacramento Medical Center 	 GOOD	 EXCELLENT	 LOWER PAYMENT
<input type="checkbox"/> Mercy Medical Group/Dignity Health Medical Foundation	 GOOD	 GOOD	 HIGHER PAYMENT
<input type="checkbox"/> Sierra Nevada Medical Associates, Inc.	 POOR	 FAIR	Not enough data to score reliably
<input type="checkbox"/> Sutter Independent Physicians	 GOOD	 GOOD	 HIGHEST PAYMENT
<input type="checkbox"/> Sutter Medical Foundation - Sutter Medical Group	 GOOD	 EXCELLENT	 HIGHER PAYMENT
<input type="checkbox"/> UC Davis Medical Group	 FAIR	 EXCELLENT	 LOWER PAYMENT
<input type="checkbox"/> Woodland Healthcare	 GOOD	 GOOD	 HIGHER PAYMENT

Added Total Cost of Care for Medical Groups in March 2016

- Average annual cost of care paid by health plans and consumers for services such as:
 - Hospitalization
 - Physician services including specialists
 - Ancillary care
 - Laboratory and radiology services
 - Pharmacy



Total Cost of Care

- Cost Data Does Not Include:
 - “Carved Out” Expenses, such as
 - Mental Health
 - Substance Use Treatment
 - Extraordinary costs for some newborn baby care
- Data from Integrated Health Care Association (IHA) validated over the last 7 years



Medical Group - Medicare Report Card for Sacramento

Click on medical group for group's star ratings and information:	MEDICARE MEDICAL GROUP USES TREATMENTS PROVEN TO BE EFFECTIVE 
<input type="checkbox"/> Hill Physicians Medical Group - Sacramento Region	 GOOD
<input type="checkbox"/> Kaiser Permanente - The Permanente Medical Group - Roseville/Sacramento Medical Centers	 VERY GOOD
<input type="checkbox"/> Kaiser Permanente - The Permanente Medical Group - South Sacramento Medical Center	 VERY GOOD
<input type="checkbox"/> Mercy Medical Group/Dignity Health Medical Foundation	 GOOD
<input type="checkbox"/> Sierra Nevada Medical Associates, Inc.	 GOOD
<input type="checkbox"/> Sutter Independent Physicians	 VERY GOOD
<input type="checkbox"/> Sutter Medical Foundation - Sutter Medical Group	 VERY GOOD
<input type="checkbox"/> UC Davis Medical Group	 VERY GOOD
<input type="checkbox"/> Woodland Healthcare	 GOOD

Debut of Medicare Medical Group Report Cards in 2016



Adopted IHA's Medicare Medical Group 5 Star Ratings for CA into OPA's Report Card



To enable greater access and awareness of quality ratings for seniors and people with disabilities



Complaint Data Report

- OPA mission changed from consumer assistance to public reporting
- OPA's statute requires an annual report on consumer complaints filed with Dept. of Managed Health Care, Dept. of Health Care Services (Medi-Cal), Dept. of Insurance, and the Exchange (Covered CA)
- Includes gender, race, sex, county, complaint issue, health plan, resolution (decision time and result)

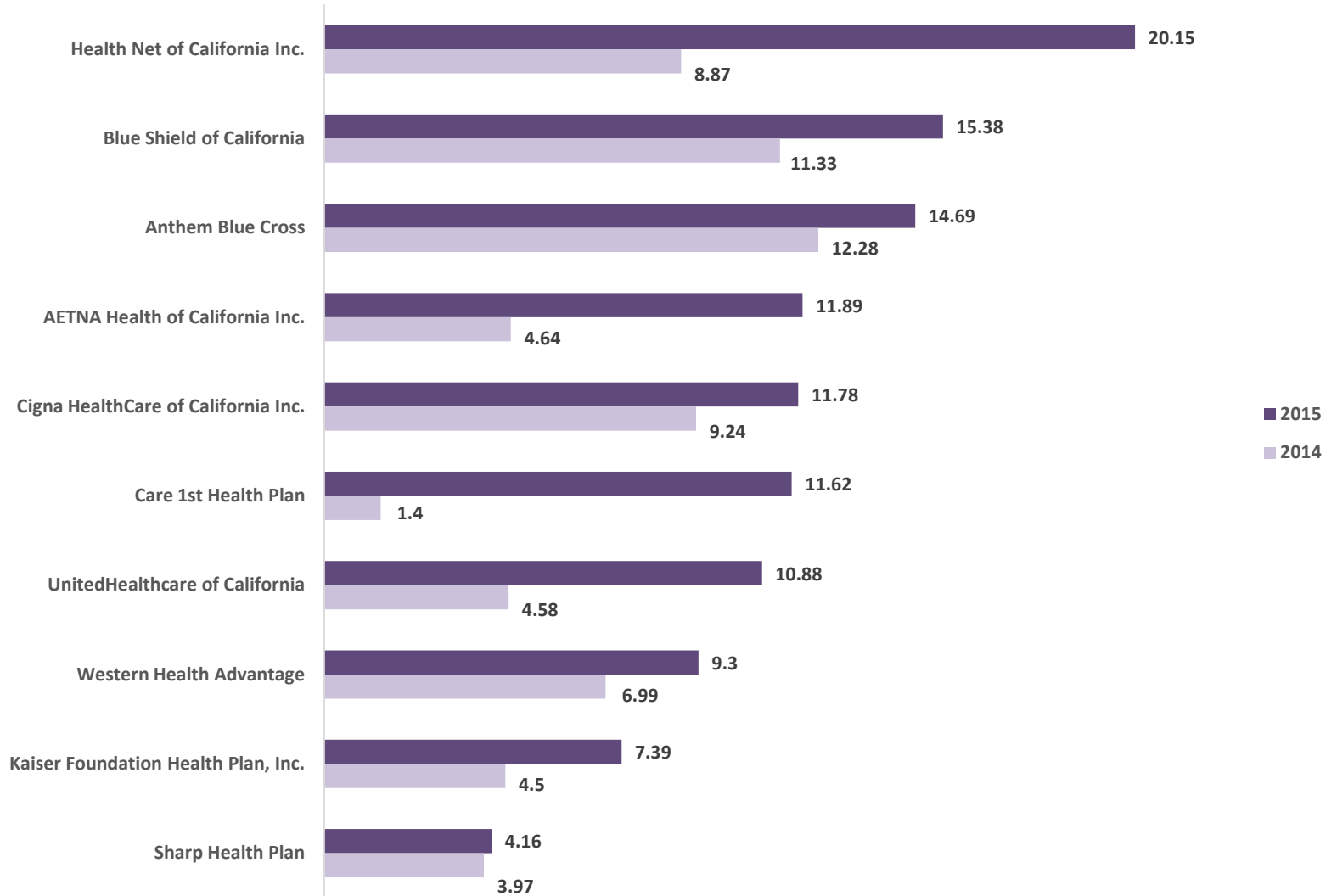


Complaint Report Includes:

1. Ratio of complaints per plan enrollee for measurement of health plan performance
2. Comparison of complaint review metrics and other state service center information (hours of operation, systems capacity, speed of complaint resolution, most common complaints reviewed and results)



DMHC Top 10 Health Plan Complaint Ratios 2014 and 2015
Complaints per 10,000 Enrollment

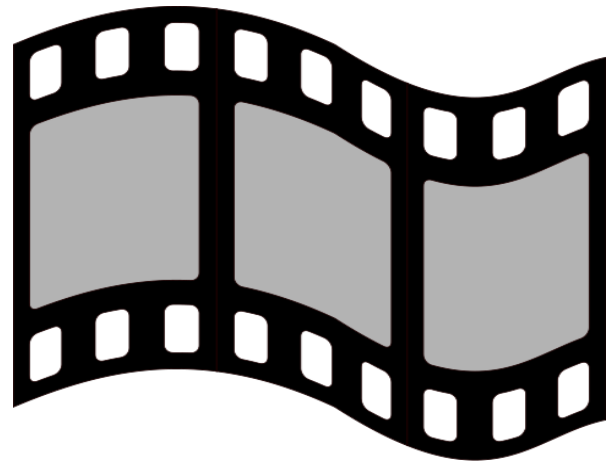


CA State Health Care Complaint Assistance

- **Department of Managed Health Care**
 - Help Center: 1-888-466-2219
 - Regulates most Californians' health care coverage
- **Department of Insurance**
 - Consumer Hotline: 1-800-927-4357
 - Regulates some PPOs and indemnity policies
- **Covered California**
 - Service center: 1-800-300-1506
 - State Fair Hearings through the CA Dept. of Social Services
- **Department of Health Care Services (Medi-Cal)**
 - Contact county offices for eligibility and enrollment issues
 - State Fair Hearings through the CA Dept. of Social Services
 - Medi-Cal Managed Care Office of the Ombudsman (guidance and referrals): 1-888-452-8609
- **Health Insurance Counseling and Advocacy Program (HICAP - Dept. of Aging program)**
 - Toll-free number routes to local HICAP offices: 1-800-434-0222
 - Guidance for Medicare beneficiaries, including help filing Medicare complaints

Previews of Coming Attractions

- Possible move from 4-Star to 5-Star rating system for all Report Cards
- New data on Timely Access to Care (based on elapsed time standards)



The State of California Office of the Patient Advocate



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www.opa.ca.gov

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