



Health Plan Quality Ratings

REGION 5 — Contra Costa County

OCTOBER 2016	Anthem Blue Cross of California EPO	Blue Shield of California HMO	Blue Shield of California PPO	Health Net EPO	Kaiser Permanente HMO
Quality Rating	★★	no rating	★★	no rating	★★★★★
Getting the Right Care	★★	no rating	★★	no rating	★★★★★
Members' Care Experience	★	no rating	★★	no rating	★★★★★
Members' Plan Service Experience	no rating	no rating	★★	no rating	★★★★★



Health Plan Star Ratings

The Covered California quality ratings show how health plans compare on helping members get the right medical care and on member-reported experiences of care and service.

These quality ratings compare more than 300 health plans, available in Marketplaces nationwide, on how well they work with their doctors and others to see that members get the right care and service.

The top rating is a 5-star plan across a range of 1-5 stars. To assign the star rating, each health plan's results are compared to health plans nationwide. A five-star plan means that that health plan scored among the top plans nationwide; a 1-star rating means the plan's score was among the lowest. The 3-star rating is assigned to plans that scored in the middle; those plans that scored somewhat lower than the average were rated 2-stars and plans that scored somewhat higher than average were rated 4-star. All types of health plans that served Marketplace members – PPOs, HMOs, and others – are rated together.

Health plan quality ratings are calculated by Covered California using data the plans provided to the federal government in 2016. The use of star ratings is being tested to help improve the ways this information is communicated to consumers.