

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

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QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

ACCESS TO CARE

Access to Care	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	81 +	82 +	84 +	80 +	80 +	0%	-	0
Plans at 50th to 90th Percentile	76 to <81	77 to <82	80 to <84	75 to <80	75 to <80	0%	-	0
Plans at 25th to 50th Percentile	72 to <76	74 to <77	77 to <80	72 to <75	72 to <75	59%	898,230	4
Plans Below 25th Percentile	Below 72	Below 74	Below 77	Below 72	Below 72	41%	623,940	9
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO	62	61						
Anthem PPO	66	72						
Anthem EPO			77	69	69	5%	75,320	
Blue Shield HMO				71	71	5%	83,290	
Blue Shield PPO	70	71	79	73	73	20%	309,450	
CCHP HMO	62	65	67	67	67	0%	6,490	
Health Net HMO	65	65	69	66	68	12%	189,760	
Health Net EPO		74						
Health Net PPO					65	3%	48,060	
Kaiser Permanente HMO	78	77	81	75	75	37%	558,970	
LA Care HMO	73	72	67	67	67	5%	82,910	
Molina Healthcare HMO	59	60	69	68	68	3%	45,450	
Oscar Health Plan EPO			77	71	71	5%	70,270	
Sharp Health Plan HMO	76	79	74	73	73	1%	21,020	
Valley Health Plan HMO	56	65	70	57	57	1%	22,390	
Western Health Advantage HMO	74	79	79	73	73	1%	8,790	

- Survey data asks enrollees to rate whether they were able to access care promptly when needed in the last six months
- In MY 2019, all 13 plan products scored below the 50th percentile of national performance; nine of 13 plan products scored below the 25th percentile, accounting for 41% of our enrollees
- Performance below the 50th percentile means that fewer than 75% of enrollees, and below 25th percentile means that fewer than 72% of enrollees were able to access care promptly when needed in the last six months



Please see the introductory slide to these measures for additional context.



QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

ACCESS TO INFORMATION (CAHPS PLAN INFO ON COSTS)

Access to Information (CAHPS Plan Information on Costs)	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	62 +	64 +	63 +	54 +	54 +	0%	-	0
Plans at 50th to 90th Percentile	55 to 62	57 to <64	58 to <63	48 to <54	48 to <54	95%	1,453,090	11
Plans at 25th to 50th Percentile	52 to 55	54 to <57	54 to <58	44 to <48	44 to <48	1%	21,020	1
Plans Below 25th Percentile	Below 52	Below 54	Below 54	Below 44	Below 44	3%	48,060	1
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO								
Anthem PPO		55						
Anthem EPO				50	50	5%	75,320	
Blue Shield HMO				50	50	5%	83,290	
Blue Shield PPO	46			46	50	20%	309,450	
CCHP HMO				50	50	0%	6,490	
Health Net HMO	52	61		51	50	12%	189,760	
Health Net EPO		51						
Health Net PPO					42	3%	48,060	
Kaiser Permanente HMO	56	59	60	53	53	37%	558,970	
LA Care HMO	54			50	50	5%	82,910	
Molina Healthcare HMO				49	49	3%	45,450	
Oscar Health Plan EPO			61	53	53	5%	70,270	
Sharp Health Plan HMO	55			46	46	1%	21,020	
Valley Health Plan HMO		46		51	51	1%	22,390	
Western Health Advantage HMO	59	52		48	48	1%	8,790	

- Survey data asks enrollees to rate their health plan’s information about how the plan works and costs
- In MY 2019, two out of 13 plan products scored below the 50th percentile of national performance, accounting for 4% of our enrollees
- Performance below the 50th percentile means that fewer than 4% of enrollees rated their health plan’s customer service highly



Please see the introductory slide to these measures for additional context.



ANNUAL MONITORING FOR PATIENTS ON PERSISTENT MEDICATIONS

Annual Monitoring for Patients on Persistent Medications	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	89 +	89 +	89 +	89 +				
Plans at 50th to 90th Percentile	84 to <89	84 to <89	84 to <89	84 to <89				
Plans at 25th to 50th Percentile	81 to <84	81 to <84	81 to <84	82 to <84				
Plans Below 25th Percentile	Below 81	Below 81	Below 81	Below 82				
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO	84	85						
Anthem PPO	80	80						
Anthem EPO			80	81				
Blue Shield HMO	84	89	85	83				
Blue Shield PPO	82	82	82	83				
CCHP HMO	86	84	85	82				
Health Net HMO	87	86	87	87				
Health Net EPO		77	77	76				
Health Net PPO								
Kaiser Permanente HMO	88	87	88	88				
LA Care HMO	77	86	86	89				
Molina Healthcare HMO	83	89	86	84				
Oscar Health Plan EPO			83	77				
Sharp Health Plan HMO	88	89	88	82				
Valley Health Plan HMO	82	85	90	89				
Western Health Advantage HMO	83	75	80	79				

- Assesses adults 18 years and older who received at least 180 treatment days of ambulatory medication therapy for a select therapeutic agent during the measurement year and received at least one therapeutic monitoring event for the therapeutic agent during the measurement year
- This measure was removed from QRS as of Measurement Year 2019



APPROPRIATE TESTING FOR CHILDREN WITH PHARYNGITIS

Appropriate Testing for Children With Pharyngitis	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	93 +	94 +	94 +	95 +	95 +	0%	-	0
Plans at 50th to 90th Percentile	81 to <93	84 to <94	88 to <94	87 to <95	87 to <95	44%	579,990	2
Plans at 25th to 50th Percentile	72 to <81	76 to <84	79 to <88	80 to <87	80 to <87	0%	-	0
Plans Below 25th Percentile	Below 72	Below 76	Below 79	Below 80	Below 80	56%	751,330	6
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO								
Anthem PPO	65	72						
Anthem EPO			71	70	70	6%	75,320	
Blue Shield HMO				70	70	6%	83,290	
Blue Shield PPO	72	73	78	78	78	23%	309,450	
CCHP HMO								
Health Net HMO	37	55	69	55	55	14%	189,760	
Health Net EPO								
Health Net PPO					62	4%	48,060	
Kaiser Permanente HMO	95	94	94	93	93	42%	558,970	
LA Care HMO								
Molina Healthcare HMO				42	42	3%	45,450	
Oscar Health Plan EPO								
Sharp Health Plan HMO			92	92	92	2%	21,020	
Valley Health Plan HMO								
Western Health Advantage HMO								

Break in trending for all commercial lines

- The percentage of episodes for members 3 years and older where the member was diagnosed with pharyngitis, dispensed an antibiotic and received a group A streptococcus (strep) test for the episode
- In MY 2019, six out of eight plan products scored below the 50th percentile of national performance, accounting for 56% of our enrollees
- Performance below the 50th percentile means that fewer than 87% of episodes of pharyngitis in children received appropriate testing and management



Please see the introductory slide to these measures for additional context.

APPROPRIATE TREATMENT FOR CHILDREN WITH UPPER RESPIRATORY INFECTIONS



Appropriate Treatment for Children With Upper Respiratory Infection	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	96 +	96 +	97 +	97 +	97 +	42%	629,240	2
Plans at 50th to 90th Percentile	89 to <96	89 to <96	90 to <97	92 to <97	92 to <97	6%	96,340	2
Plans at 25th to 50th Percentile	82 to <89	84 to <89	84 to <90	86 to <92	86 to <92	51%	758,920	6
Plans Below 25th Percentile	Below 82	Below 84	Below 84	Below 86	Below 86	0%	-	0
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO								
Anthem PPO	89	89						
Anthem EPO			93	94	94	5%	75,320	
Blue Shield HMO			86	91	91	6%	83,290	
Blue Shield PPO	91	90	91	91	91	21%	309,450	
CCHP HMO								
Health Net HMO	88	89	88	87	87	13%	189,760	
Health Net EPO								
Health Net PPO					91	3%	48,060	
Kaiser Permanente HMO	98	99	98	99	99	38%	558,970	
LA Care HMO			87	90	90	6%	82,910	
Molina Healthcare HMO			83	88	88	3%	45,450	
Oscar Health Plan EPO				100	100	5%	70,270	
Sharp Health Plan HMO	98	92	97	96	96	1%	21,020	
Valley Health Plan HMO								
Western Health Advantage HMO			94					

Break in trending for all commercial lines*

- The percentage of episodes for members 3 months of age and older with a diagnosis of upper respiratory infection (URI) that did not result in an antibiotic dispensing event
- In MY 2019, six out of 10 plan products scored below the 50th percentile of national performance, accounting for 51% of our enrollees
- Performance below the 50th percentile means that fewer than 92% of URI episodes in children received appropriate treatment



Please see the introductory slide to these measures for additional context.

AVOIDANCE OF ANTIBIOTIC TREATMENT IN ADULTS WITH ACUTE BRONCHITIS



Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	M-NS	44 +	47 +	48 +	48 +	39%	586,480	3
Plans at 50th to 90th Percentile	M-NS	26 to <44	28 to <47	30 to <48	30 to <48	44%	670,610	8
Plans at 25th to 50th Percentile	M-NS	21 to <26	24 to <28	24 to <30	24 to <30	17%	265,080	2
Plans Below 25th Percentile	M-NS	Below 21	Below 24	Below 24	Below 24	0%	-	0
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO	29	26						
Anthem PPO	23	28						
Anthem EPO			32	27	29	5%	75,320	
Blue Shield HMO			35	29	32	5%	83,290	
Blue Shield PPO	27	27	28	29	33	20%	309,450	
CCHP HMO	36	39	52	59	59	0%	6,490	
Health Net HMO	28	24	25	29	29	12%	189,760	
Health Net EPO								
Health Net PPO					34	3%	48,060	
Kaiser Permanente HMO	47	44	49	53	62	37%	558,970	
LA Care HMO	33	27	35	24	32	5%	82,910	
Molina Healthcare HMO		42	31	34	34	3%	45,450	
Oscar Health Plan EPO				31	41	5%	70,270	
Sharp Health Plan HMO	49	52	59	53	57	1%	21,020	
Valley Health Plan HMO				21	37	1%	22,390	
Western Health Advantage HMO		44	43	40	44	1%	8,790	

Break in trending for all commercial lines

- The percentage of episodes for members ages 3 months and older with a diagnosis of acute bronchitis/ bronchiolitis that did not result in an antibiotic dispensing event
- In MY 2019, two out of 13 plan products scored below the 50th percentile of national performance, accounting for 17% of our enrollees
- Performance below the 50th percentile means that fewer than 30% of episodes of acute bronchitis received appropriate avoidance of antibiotic treatment



Please see the introductory slide to these measures for additional context.



QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

CARE COORDINATION

Care Coordination (CAHPS Coordination of Members' Health Care Services)	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	88 +	89 +	88 +	87 +	87 +	0%	-	0
Plans at 50th to 90th Percentile	84 to <88	85 to <89	85 to <88	83 to <87	83 to <87	0%	-	0
Plans at 25th to 50th Percentile	82 to <84	82 to <85	83 to <85	81 to <83	81 to <83	5%	70,270	1
Plans Below 25th Percentile	Below 82	Below 82	Below 83	Below 81	Below 81	95%	1,403,840	11
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO		76						
Anthem PPO	81	81						
Anthem EPO				79	79	5%	75,320	
Blue Shield HMO				81	81	6%	83,290	
Blue Shield PPO	81	82	84	81	81	21%	309,450	
CCHP HMO	76	77	77	80	80	0%	6,490	
Health Net HMO	76	78	79	76	80	13%	189,760	
Health Net EPO		84						
Health Net PPO								
Kaiser Permanente HMO	85	83	85	80	80	38%	558,970	
LA Care HMO	81	83	78	77	77	6%	82,910	
Molina Healthcare HMO	74	77	74	78	78	3%	45,450	
Oscar Health Plan EPO			80	83	83	5%	70,270	
Sharp Health Plan HMO	84	88	85	79	79	1%	21,020	
Valley Health Plan HMO	79	79	79	73	73	2%	22,390	
Western Health Advantage HMO	84	81	86	81	81	1%	8,790	

- Survey data asks enrollees to rate whether their providers effectively coordinated care across multiple visits and treatment modalities in the last six months
- In MY 2019, all 12 plan products scored below the 50th percentile of national performance; 11 out of 12 plan products scored below the 25th percentile, accounting for 95% of our enrollees
- Performance below the 50th percentile means that fewer than 83% of enrollees, and performance below the 25th percentile means that fewer than 81% of enrollees rated effective care coordination



Please see the introductory slide to these measures for additional context.



QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

PLAN ADMINISTRATION (CAHPS CUSTOMER SERVICE)

Plan Administration (CAHPS Customer Service)	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	77 +	79 +	79 +	76 +	76 +	5%	70,270	1
Plans at 50th to 90th Percentile	70 to <77	73 to <79	74 to <79	70 to <76	70 to <76	38%	579,990	2
Plans at 25th to 50th Percentile	66 to <70	68 to <73	71 to <74	67 to <70	67 to <70	16%	248,010	4
Plans Below 25th Percentile	Below 66	Below 68	Below 71	Below 67	Below 67	41%	623,900	6
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO		68						
Anthem PPO								
Anthem EPO				69	69	5%	75,320	
Blue Shield HMO				69	69	5%	83,290	
Blue Shield PPO					67	20%	309,450	
CCHP HMO	68	76	75	69	69	0%	6,490	
Health Net HMO	69	72	65	64	67	12%	189,760	
Health Net EPO		67						
Health Net PPO					60	3%	48,060	
Kaiser Permanente HMO	76	70	77	73	73	37%	558,970	
LA Care HMO	70	75	73	70	70	5%	82,910	
Molina Healthcare HMO	75	71		66	66	3%	45,450	
Oscar Health Plan EPO			80	78	78	5%	70,270	
Sharp Health Plan HMO	77	81		71	71	1%	21,020	
Valley Health Plan HMO	65	67		67	67	1%	22,390	
Western Health Advantage HMO	79	79		67	67	1%	8,790	

- Survey data asks enrollees to rate their health plan's customer service in the past 6 months
- In MY 2019, 10 out of 13 plan products scored below the 50th percentile of national performance, accounting for 57% of our enrollees
- Performance below the 50th percentile means that fewer than 70% of enrollees rated their health plan's customer service highly



Please see the introductory slide to these measures for additional context.



QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY
PLAN ALL-CAUSE READMISSIONS

Plan All-Cause Readmissions	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	M-NS	Below 58	Below 53	Below 52	Below 52	99%	1,506,890	11
Plans at 50th to 90th Percentile	M-NS	>58 to 78	>53 to 76	>52 to 71	>52 to 71	0%	-	0
Plans at 25th to 50th Percentile	M-NS	>78 to 88	>76 to 86	>71 to 77	>71 to 77	0%	-	0
Plans Below 25th Percentile	M-NS	Above 88	Above 86	Above 77	Above 77	1%	8,790	1
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO	95	91						
Anthem PPO	82	80						
Anthem EPO			74	71	45	5%	75,320	
Blue Shield HMO			129	68	41	5%	83,290	
Blue Shield PPO	94	76	86	70	45	20%	309,450	
CCHP HMO	163	17	71					
Health Net HMO	74	77	71	71	50	13%	189,760	
Health Net EPO			49					
Health Net PPO					46	3%	48,060	
Kaiser Permanente HMO	88	84	68	73	52	37%	558,970	
LA Care HMO	59	119	72	80	41	5%	82,910	
Molina Healthcare HMO	65	82	66	55	50	3%	45,450	
Oscar Health Plan EPO					45	5%	70,270	
Sharp Health Plan HMO	75	56	67	52	47	1%	21,020	
Valley Health Plan HMO		115	22		44	1%	22,390	
Western Health Advantage HMO	103	76	117	95	95	1%	8,790	

- For members 18–64 years of age, the number of acute inpatient and observation stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission
- Lower readmission rates indicates better performance
- In MY 2019, one out of 12 plan products scored below the 50th percentile of national performance, accounting for 1% of our enrollees
- Between MY 2018 and MY 2019, seven additional plan products reached or exceeded the 90th percentile
- Performance below the 50th percentile means that 1% of adults had one or more unplanned readmissions than expected



Please see the introductory slide to these measures for additional context.



QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

RATING OF PERSONAL DOCTOR

Rating of Personal Doctor	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	91 +	92 +	91 +	90 +	90 +	0%	-	0
Plans at 50th to 90th Percentile	89 to 91	89 to <92	89 to <91	87 to <90	87 to <90	7%	104,310	2
Plans at 25th to 50th Percentile	88 to 89	88 to <89	88 to <89	86 to <87	86 to <87	5%	70,270	1
Plans Below 25th Percentile	Below 88	Below 88	Below 88	Below 86	Below 86	88%	1,299,530	9
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO		85						
Anthem PPO	87	90						
Anthem EPO				84	84	5%	75,320	
Blue Shield HMO				88	88	6%	83,290	
Blue Shield PPO	90	89	92	85	84	21%	309,450	
CCHP HMO	82	85	87	84	84	0%	6,490	
Health Net HMO	81	85	85	83	85	13%	189,760	
Health Net EPO		89						
Health Net PPO								
Kaiser Permanente HMO	91	87	92	86	86	38%	558,970	
LA Care HMO	88	89	87	83	83	6%	82,910	
Molina Healthcare HMO	79	85	81	83	83	3%	45,450	
Oscar Health Plan EPO			87	87	87	5%	70,270	
Sharp Health Plan HMO	91	93	88	87	87	1%	21,020	
Valley Health Plan HMO	84	87	85	84	84	2%	22,390	
Western Health Advantage HMO	90	89	89	85	85	1%	8,790	

- Survey data asks enrollees to rate their personal doctor
- In MY 2019, 10 out of 13 plan products scored below the 50th percentile of national performance, accounting for 93% of our enrollees
- Performance below the 50th percentile means that fewer than 93% of enrollees rated their personal doctor highly



Please see the introductory slide to these measures for additional context.



QRS

DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

RATING OF SPECIALIST

Rating of Specialist (CAHPS of Specialist Seen Most Often)	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	89 +	90 +	90 +	87 +	87 +	0%	-	0
Plans at 50th to 90th Percentile	87 to <89	88 to <90	87 to <90	85 to <87	85 to <87	1%	8,790	1
Plans at 25th to 50th Percentile	86 to <87	87 to <88	85 to <87	84 to <85	84 to <85	2%	21,020	1
Plans Below 25th Percentile	Below 86	Below 87	Below 85	Below 84	Below 84	97%	831,640	3
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO								
Anthem PPO								
Anthem EPO								
Blue Shield HMO								
Blue Shield PPO								
CCHP HMO								
Health Net HMO	82	81	82		82	22%	189,760	
Health Net EPO		90						
Health Net PPO								
Kaiser Permanente HMO	86	90		81	81	65%	558,970	
LA Care HMO				83	83	10%	82,910	
Molina Healthcare HMO								
Oscar Health Plan EPO			83					
Sharp Health Plan HMO	88			85	85	2%	21,020	
Valley Health Plan HMO								
Western Health Advantage HMO	87			86	86	1%	8,790	

- Survey data asks enrollees to rate the specialists they saw most often in the last 6 months
- In MY 2019, four out of five plan products scored below the 50th percentile of national performance, accounting for 99% of our enrollees
- Performance below the 50th percentile means that fewer than 85% of enrollees rated their specialists highly



Please see the introductory slide to these measures for additional context.



USE OF IMAGING STUDIES FOR LOW BACK PAIN

Use of Imaging Studies for Low Back Pain	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	84 +	84 +	86 +	86 +	86 +	38%	574,250	3
Plans at 50th to 90th Percentile	75 to <84	74 to <84	76 to <86	77 to <86	77 to <86	51%	771,120	7
Plans at 25th to 50th Percentile	70 to <75	69 to <74	72 to <76	72 to <77	72 to <77	12%	176,800	3
Plans Below 25th Percentile	Below 70	Below 69	Below 72	Below 72	Below 72	0%	-	0
Covered California Plan-Specific Performance	MY 2015	MY 2016	MY 2017	MY 2018	MY 2019			
Anthem HMO	74	69						
Anthem PPO	76	73						
Anthem EPO			77	78	78	5%	75,320	
Blue Shield HMO			76	77	77	5%	83,290	
Blue Shield PPO	78	83	82	81	81	20%	309,450	
CCHP HMO	69	82	67	91	91	0%	6,490	
Health Net HMO	78	69	73	77	78	12%	189,760	
Health Net EPO								
Health Net PPO					74	3%	48,060	
Kaiser Permanente HMO	88	83	82	85	86	37%	558,970	
LA Care HMO	73	74	76	71	78	5%	82,910	
Molina Healthcare HMO	86	76	74	72	73	3%	45,450	
Oscar Health Plan EPO			84	80	80	5%	70,270	
Sharp Health Plan HMO	74	72	72	73	81	1%	21,020	
Valley Health Plan HMO			72	78	83	1%	22,390	
Western Health Advantage HMO		88	77	87	87	1%	8,790	

- The percentage of members with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of the diagnosis
- In MY 2019, three out of 13 plan products scored below the 50th percentile of national performance, accounting for 12% of our enrollees
- Between MY 2018 and MY 2019 one additional plan reached or exceeded the 90th percentile and three other plans advanced to a higher percentile range
- Performance below the 50th percentile means that fewer than 77% of members did not receive imaging within 28 days of low back pain diagnosis



Please see the introductory slide to these measures for additional context.