

# INTERPRETING THE QRS MEASURE SET

- The Quality Rating System (QRS) is a quality reporting program that compares the performance of Qualified Health Plans (QHP) offered on Exchanges and accounts for both the quality of provided healthcare services and the health plan administration.
- Health plans can offer multiple products that vary by network type (HMO, PPO, or EPO), therefore the QRS measure results for 16 total plan products are reported.
- The data is listed by measurement year such that QRS measure data reflects the time period that the service or activity occurred.
- Only data for products meeting CMS participation criteria for QRS score eligibility are displayed in the tables. Blank cells indicate one of the following: (1) CMS participation criteria were not met for scoring because the health plan did not offer a product for two consecutive years through Covered California; (2) CMS participation criteria were met but denominator size for a given measure was below the minimum threshold for scoring; (3) the health plan chose not to report the measure as documented by the HEDIS® Compliance Auditor. The HEDIS® Compliance Auditor determines reportability and accuracy per the HEDIS® Compliance Audit standards.
- The percentile values provide benchmark information for measure rates for each respective measurement year, allowing a health plan to compare its results to all other health plans products nationally. CMS reports benchmark values that include the standardized 25th, 50th, 75th, and 90th percentile values for the numerical rates across all health plan products. To create these benchmark values, CMS uses only measure rates that have met the minimum denominator size criteria for scoring.
- QRS measure results for Measurement Year 2019 are a 'best of' Measurement Year 2018 or 2019. Covered California adopted this policy recognizing the COVID-19 pandemic's impact on quality measurement and to align with the approach of DHCS and NCQA for Measurement Year 2019. In order to implement this policy Covered California reviewed each measure result per plan product for Measurement Years 2018 and 2019 and displayed the result that indicated better performance. National benchmarks for Measurement Year 2019 are from Measurement Year 2018 as CMS did not produce national benchmarks for Measurement Year 2019.
- Color codes represent national performance percentiles while the numbers in the cell represent measure results. Measure results displayed here are rounded to the nearest hundredths for readability while the color-coding of each cell is based on the unrounded results. In some cases, the color-coding may not align with the rounded result as displayed.
- In some cases, the technical specification for each measure changes from year to year. When the changes are significant enough that results cannot be meaningfully compared to previous years, measure stewards indicate that a break in trending is required. Covered California has noted on those measures where measure stewards have indicated a break in trending is required.

# DELIVERY SYSTEM & PAYMENT STRATEGIES TO DRIVE QUALITY

## QUALITY RATING SYSTEM (QRS) MEASURE RESULTS

# Performance Metrics

## QUALITY RATING SYSTEM (QRS)

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# Access to Care



Access to Care	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	80 +	80 +	80 +	77 +	0%	0	0
Plans at 66th to 90th Percentile	76 to <80	76 to <80	77 to <80	74 to <77	0%	0	0
Plans at 50th to 66th Percentile	75 to <76	75 to <76	76 to <77	72 to <74	0%	0	0
Plans at 25th to 50th Percentile	72 to <75	72 to <75	71 to <76	69 to <72	25%	390,250	2
Plans Below 25th Percentile	Below 72	Below 72	Below 71	Below 69	75%	1,176,000	10
Covered California Plan-Specific Performance	MY 2017	MY 2019	MY 2020	MY 2021			
Anthem HMO				58	2%	29,430	
Anthem EPO	69	69	68	65	5%	71,530	
Blue Shield HMO	71	71	65	64	7%	117,540	
Blue Shield PPO	73	73	70	71	21%	325,110	
Chinese Community HMO	67	67	62	68	0%	4,800	
Health Net HMO	66	68	67				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	75	75	71	67	37%	583,840	
LA Care HMO	67	67	64	65	6%	95,860	
Molina Healthcare HMO	68	68	57	64	4%	55,770	
Oscar Health Plan EPO	71	71	70	68	4%	67,370	
Sharp Health Plan HMO	73	73	74	72	1%	23,700	
Valley Health Plan HMO	57	57	54	57	1%	22,040	
Western Health Advantage HMO	73	73	73	68	1%	9,510	

- Survey data asks enrollees to rate whether they were able to access care promptly when needed in the last six months
- In MY 2021, all 12 plan products scored below the 50<sup>th</sup> percentile of national performance; 10 of 12 plan products scored below the 25<sup>th</sup> percentile, accounting for 75% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 72% of enrollees, and below 25<sup>th</sup> percentile means that fewer than 69% of enrollees were able to access care promptly when needed in the last six months

# Access to Information (CAHPS Plan Info on Costs)



Access to Information (CAHPS Plan Information on Costs)	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	54 +	54 +	57 +	58 +	0%	0	0
Plans at 66th to 90th Percentile	50 to <54	50 to <54	51 to <57	53 to <58	11%	168,770	2
Plans at 50th to 66th Percentile	48 to <50	48 to <50	50 to <51	51 to <53	12%	181,920	4
Plans at 25th to 50th Percentile	44 to <48	44 to <48	46 to <50	48 to <51	76%	1,194,480	5
Plans Below 25th Percentile	Below 44	Below 44	Below 46	Below 48	1%	21,080	1
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				49	2%	29,430	
Anthem EPO	50	50	45	49	5%	71,530	
Blue Shield HMO	50	50	52	57	7%	117,540	
Blue Shield PPO	46	50	50	50	21%	325,110	
Chinese Community HMO	50	50	39	52	0%	4,800	
Health Net HMO	51	50	52				
Health Net EPO							
Health Net PPO		42	38				
Kaiser Permanente HMO	53	53	53	49	37%	583,840	
LA Care HMO	50	50	48	52	6%	95,860	
Molina Healthcare HMO	49	49	46	48	4%	55,770	
Oscar Health Plan EPO	53	53	52	52	4%	67,370	
Sharp Health Plan HMO	46	46	57	56	1%	23,700	
Valley Health Plan HMO	51	51	45	48	1%	22,040	
Western Health Advantage HMO	48	48	50	52	1%	9,510	

- Survey data asks enrollees to rate their health plan’s information about how the plan works and costs
- In MY 2021, six out of 12 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 77% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 51% of enrollees rated their health plan’s customer service highly

# Appropriate Testing for Children with Pharyngitis



	MY 2018	MY 2019	MY 2020	MY 2021			
<b>Appropriate Testing for Children With Pharyngitis</b>	<b>US Benchmark</b>	<b>US Benchmark</b>	<b>US Benchmark</b>	<b>US Benchmark</b>	<b>Percent of Enrollees</b>	<b>Number of Enrollees</b>	<b>Number of Plans</b>
Plans at 90th Percentile and Above	95 +	95 +	81 +	77 +	0%	0	0
Plans at 66th to 90th Percentile	91 to <95	91 to <95	74 to <81	67 to <77	2%	31,740	1
Plans at 50th to 66th Percentile	87 to <91	87 to <91	69 to <74	62 to <67	0%	0	0
Plans at 25th to 50th Percentile	80 to <87	80 to <87	60 to <69	51 to <62	1%	9,900	1
Plans Below 25th Percentile	Below 80	Below 80	Below 60	Below 51	98%	1,664,260	11
<b>Covered California Plan-Specific Performance</b>	<b>MY 2018</b>	<b>MY 2019</b>	<b>MY 2020</b>	<b>MY 2021</b>			
Anthem HMO				37	2%	29,430	
Anthem EPO	70	70	45	31	5%	71,530	
Blue Shield HMO	70	70	43	39	7%	117,540	
Blue Shield PPO	78	78	53	47	21%	325,110	
Chinese Community HMO			10				
Health Net HMO	55	55	22	22	8%	130,850	
Health Net EPO							
Health Net PPO		62	44	35	3%	42,040	
Kaiser Permanente HMO	93	93	51	18	37%	583,840	
LA Care HMO			27	24	6%	95,860	
Molina Healthcare HMO	42	42	27	17	4%	55,770	
Oscar Health Plan EPO			40	33	4%	67,370	
Sharp Health Plan HMO	92	92	76	73	1%	23,700	
Valley Health Plan HMO			27	16	1%	22,040	
Western Health Advantage HMO			71	57	1%	9,510	

Trend with caution for all product 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 2021, 12 out of 13 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 99% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 62% of episodes of pharyngitis in children received appropriate testing and management

# Appropriate Treatment for Children with URI



	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
<b>Appropriate Treatment for Children With Upper Respiratory Infection</b>							
Plans at 90th Percentile and Above	97 +	97 +	89 +	95 +	0%	0	0
Plans at 66th to 90th Percentile	94 to <97	94 to <97	83 to <89	89 to <95	47%	802,060	7
Plans at 50th to 66th Percentile	92 to <94	92 to <94	79 to <83	85 to <89	0%	0	0
Plans at 25th to 50th Percentile	86 to <92	86 to <92	71 to <79	78 to <85	40%	689,050	5
Plans Below 25th Percentile	Below 86	Below 86	Below 71	Below 78	13%	218,610	2
<b>Covered California Plan-Specific Performance</b>	<b>MY 2018</b>	<b>MY 2019</b>	<b>MY 2020</b>	<b>MY 2021</b>			
Anthem HMO				82	2%	29,430	
Anthem EPO	94	94	76	79	5%	71,530	
Blue Shield HMO	91	91	77	83	7%	117,540	
Blue Shield PPO	91	91	77	84	21%	325,110	
Chinese Community HMO			90	92	0%	4,800	
Health Net HMO	87	87	68	74	8%	130,850	
Health Net EPO							
Health Net PPO		91	75	80	3%	42,040	
Kaiser Permanente HMO	99	99	91	95	37%	583,840	
LA Care HMO	90	90	72	76	6%	95,860	
Molina Healthcare HMO	88	88	77	91	4%	55,770	
Oscar Health Plan EPO	100	100	89	91	4%	67,370	
Sharp Health Plan HMO	96	96	86	93	1%	23,700	
Valley Health Plan HMO			85	91	1%	22,040	
Western Health Advantage HMO			86	92	1%	9,510	

- 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 2021, seven out of 14 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 53% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 85% of URI episodes in children received appropriate treatment

# Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis



Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	48 +	48 +	56 +	58 +	42%	649,030	2
Plans at 66th to 90th Percentile	35 to <48	35 to <48	43 to <56	46 to <58	5%	75,470	1
Plans at 50th to 66th Percentile	30 to <35	30 to <35	38 to <43	41 to <46	36%	555,090	4
Plans at 25th to 50th Percentile	24 to <30	24 to <30	32 to <38	35 to <41	6%	86,200	3
Plans Below 25th Percentile	Below 24	Below 24	Below 32	Below 35	12%	193,180	2
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				53	2%	29,430	
Anthem EPO	27	29	31	33	5%	71,530	
Blue Shield HMO	29	32	35	40	7%	117,540	
Blue Shield PPO	29	33	35	45	21%	325,110	
Chinese Community HMO	59	59	55				
Health Net HMO	29	29	30	43	8%	130,850	
Health Net EPO							
Health Net PPO		34	36	44	3%	42,040	
Kaiser Permanente HMO	53	62	69	71	37%	583,840	
LA Care HMO	24	32	32	35	6%	95,860	
Molina Healthcare HMO	34	34	37	39	4%	55,770	
Oscar Health Plan EPO	31	41	51	46	4%	67,370	
Sharp Health Plan HMO	53	57	57	59	1%	23,700	
Valley Health Plan HMO	21	37	37	36	1%	22,040	
Western Health Advantage HMO	40	44	42				

- 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 2021, five out of 12 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 18% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 41% of episodes of acute bronchitis received appropriate avoidance of antibiotic treatment



# Care Coordination



	MY 2018	MY 2019	MY 2020	MY 2021			
Care Coordination (CAHPS Coordination of Members' Health Care Services)	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	87 +	87 +	87 +	87 +	0%	0	0
Plans at 66th to 90th Percentile	84 to <87	84 to <87	85 to <87	85 to <87	0%	0	0
Plans at 50th to 66th Percentile	83 to <84	83 to <84	83 to <85	84 to <85	3%	41,640	2
Plans at 25th to 50th Percentile	81 to <83	81 to <83	81 to <83	81 to <84	0%	0	0
Plans Below 25th Percentile	Below 81	Below 81	Below 81	Below 81	97%	1,330,910	7
Covered California Plan-Specific Performance	MY 2017	MY 2019	MY 2020	MY 2021			
Anthem HMO							
Anthem EPO	79	79	78	80	5%	71,530	
Blue Shield HMO	81	81	82	75	7%	117,540	
Blue Shield PPO	81	81	83	80	21%	325,110	
Chinese Community HMO	80	80	77	76	0%	4,800	
Health Net HMO	76	80	81				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	80	80	80	73	37%	583,840	
LA Care HMO	77	77	76	75	6%	95,860	
Molina Healthcare HMO	78	78	73				
Oscar Health Plan EPO	83	83					
Sharp Health Plan HMO	79	79	87	84	1%	23,700	
Valley Health Plan HMO	73	73	73	76	1%	22,040	
Western Health Advantage HMO	81	81	82	85	1%	9,510	

- 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 2021, seven out nine plan products scored below the 25<sup>th</sup> percentile of national performance accounting for 97% of our enrollees
- MY 2021 performance below the 25<sup>th</sup> percentile means that fewer than 81% of enrollees rated their care coordination as effective

# Plan Administration (CAHPS Customer Service)



Plan Administration (CAHPS Customer Service)	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	76 +	76 +	77 +	76 +	2%	31,740	1
Plans at 66th to 90th Percentile	72 to <76	72 to <76	73 to <77	73 to <76	1%	9,900	1
Plans at 50th to 66th Percentile	70 to <72	70 to <72	70 to <73	71 to <73	3%	53,110	1
Plans at 25th to 50th Percentile	67 to <70	67 to <70	66 to <70	67 to <71	30%	477,420	3
Plans Below 25th Percentile	Below 67	Below 67	Below 66	Below 67	63%	994,080	6
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				62	2%	29,430	
Anthem EPO	69	69	66	66	5%	71,530	
Blue Shield HMO	69	69	70	66	7%	117,540	
Blue Shield PPO		67	66	69	21%	325,110	
Chinese Community HMO	69	69	63	68	0%	4,800	
Health Net HMO	64	67	69				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	73	73	76	67	37%	583,840	
LA Care HMO	70	70	67	68	6%	95,860	
Molina Healthcare HMO	66	66	65	63	4%	55,770	
Oscar Health Plan EPO	78	78	71	71	4%	67,370	
Sharp Health Plan HMO	71	71	76	76	1%	23,700	
Valley Health Plan HMO	67	67	60	62	1%	22,040	
Western Health Advantage HMO	67	67	72	75	1%	9,510	

- Survey data asks enrollees to rate their health plan's customer service in the past 6 months
- In MY 2021, nine out of 12 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 93% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 71% of enrollees rated their health plan's customer service highly

# Plan All-Cause Readmissions



Trend with caution for all product lines for only the Outlier Rate

	MY 2018	MY 2019	MY 2020	MY 2021			
Plan All-Cause Readmissions	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	≤52	≤52	≤41	≤44	16%	248,500	4
Plans at 66th to 90th Percentile	>52 to 67	>52 to 67	>41 to 55	>44 to 56	17%	258,020	3
Plans at 50th to 66th Percentile	>67 to 71	>67 to 71	>55 to 60	>56 to 61	59%	909,090	2
Plans at 25th to 50th Percentile	>71 to 77	>71 to 77	>60 to 69	>61 to 68	9%	137,340	3
Plans Below 25th Percentile	Above 77	Above 77	Above 69	Above 68	0%	0	0
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				44	2%	29,430	
Anthem EPO	71	45	58	61	5%	71,530	
Blue Shield HMO	68	41	59	54	7%	117,540	
Blue Shield PPO	70	45	55	57	21%	325,110	
Chinese Community HMO							
Health Net HMO	71	50	56	56	8%	130,850	
Health Net EPO							
Health Net PPO				62	3%	42,040	
Kaiser Permanente HMO	73	52	66	59	37%	583,840	
LA Care HMO	80	41	52	44	6%	95,860	
Molina Healthcare HMO	55	50	52	38	4%	55,770	
Oscar Health Plan EPO		45	64	33	4%	67,370	
Sharp Health Plan HMO	52	47	39	62	1%	23,700	
Valley Health Plan HMO		44					
Western Health Advantage HMO	95	95	35	51	1%	9,510	

- 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 2021, three out of 12 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 9% of our enrollees
- Between MY 2020 and MY 2021, six plan products advanced to a higher percentile
- MY 2021 performance below the 50<sup>th</sup> percentile means that 56% of adults had one or more unplanned readmissions than expected

# Rating of Personal Doctor



Rating of Personal Doctor	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	90 +	90 +	91 +	90 +	0%	0	0
Plans at 66th to 90th Percentile	88 to <90	88 to <90	89 to <91	89 to <90	0%	0	0
Plans at 50th to 66th Percentile	87 to <88	87 to <88	88 to <89	88 to <89	4%	41,640	2
Plans at 25th to 50th Percentile	86 to <87	86 to <87	87 to <88	86 to <88	0%	0	0
Plans Below 25th Percentile	Below 86	Below 86	Below 87	Below 86	96%	972,400	6
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO							
Anthem EPO	84	84	85	86	5%	71,530	
Blue Shield HMO	88	88	89	86	7%	117,540	
Blue Shield PPO	85	84	87				
Chinese Community HMO	84	84		84	0%	4,800	
Health Net HMO	83	85	86				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	86	86	89	83	37%	583,840	
LA Care HMO	83	83	82	83	6%	95,860	
Molina Healthcare HMO	83	83	79				
Oscar Health Plan EPO	87	87					
Sharp Health Plan HMO	87	87	92	89	1%	23,700	
Valley Health Plan HMO	84	84	85	82	1%	22,040	
Western Health Advantage HMO	85	85	89	89	1%	9,510	

- Survey data asks enrollees to rate their personal doctor
- In MY 2021, six out of eight plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 96% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 88% of enrollees rated their personal doctor highly

# Rating of Specialist



Rating of Specialist (CAHPS of Specialist Seen Most Often)	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	87 +	87 +	89 +	88 +	0%	0	0
Plans at 66th to 90th Percentile	86 to <87	86 to <87	87 to <89	87 to <88	0%	0	0
Plans at 50th to 66th Percentile	85 to <86	85 to <86	86 to <87	86 to <87	3%	3,820	1
Plans at 25th to 50th Percentile	84 to <85	84 to <85	85 to <86	84 to <86	8%	9,900	1
Plans Below 25th Percentile	Below 84	Below 84	Below 85	Below 84	89%	115,090	1
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO							
Anthem EPO							
Blue Shield HMO							
Blue Shield PPO			87				
Chinese Community HMO				86	0%	4,800	
Health Net HMO		82					
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	81	81					
LA Care HMO	83	83		79	6%	95,860	
Molina Healthcare HMO							
Oscar Health Plan EPO							
Sharp Health Plan HMO	85	85					
Valley Health Plan HMO							
Western Health Advantage HMO	86	86	86	84	1%	9,510	

- Survey data asks enrollees to rate the specialists they saw most often in the last 6 months
- In MY 2021, two out of three plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 97% of our enrollees
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 86% of enrollees rated their specialists highly
- The relatively small pool of possible respondents results in limited reportable results

# Use of Imaging Studies for Low Back Pain



Use of Imaging Studies for Low Back Pain	MY 2018	MY 2019	MY 2020	MY 2021			
	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
Plans at 90th Percentile and Above	86 +	86 +	88 +	85 +	36%	617,290	1
Plans at 66th to 90th Percentile	79 to <86	79 to <86	81 to <88	80 to <85	3%	53,110	1
Plans at 50th to 66th Percentile	77 to <79	77 to <79	79 to <81	77 to <80	8%	136,170	2
Plans at 25th to 50th Percentile	72 to <77	72 to <77	74 to <79	71 to <77	49%	827,640	7
Plans Below 25th Percentile	Below 72	Below 72	Below 74	Below 71	4%	71,690	2
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				75	2%	29,430	
Anthem EPO	78	78	79	76	5%	71,530	
Blue Shield HMO	77	77	78	77	7%	117,540	
Blue Shield PPO	81	81	77	73	21%	325,110	
Chinese Community HMO	91	91					
Health Net HMO	77	78	78	77	8%	130,850	
Health Net EPO							
Health Net PPO		74	73	70	3%	42,040	
Kaiser Permanente HMO	85	86	87	85	37%	583,840	
LA Care HMO	71	78	79	78	6%	95,860	
Molina Healthcare HMO	72	73	76	74	4%	55,770	
Oscar Health Plan EPO	80	80	83	81	4%	67,370	
Sharp Health Plan HMO	73	81	77	68	1%	23,700	
Valley Health Plan HMO	78	83	80	78	1%	22,040	
Western Health Advantage HMO	87	87	78	75	1%	9,510	

- 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 2021, nine out of 13 plan products scored below the 50<sup>th</sup> percentile of national performance, accounting for 53% of our enrollees
- Between MY 2020 and MY 2021 one plan reached or exceeded the 90th percentile but one other plan regressed to a lower percentile
- MY 2021 performance below the 50<sup>th</sup> percentile means that fewer than 77% of members did not receive imaging within 28 days of low back pain diagnosis