

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	5%	75,470	
Anthem EPO	69	69	68	65	5%	78,090	
Blue Shield HMO	71	71	65	64	9%	137,030	
Blue Shield PPO	73	73	70	71	23%	358,510	
Chinese Community HMO	67	67	62	68	0%	3,820	
Health Net HMO	66	68	67				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	75	75	71	67	39%	617,290	
LA Care HMO	67	67	64	65	7%	115,090	
Molina Healthcare HMO	68	68	57	64	4%	65,120	
Oscar Health Plan EPO	71	71	70	68	3%	53,110	
Sharp Health Plan HMO	73	73	74	72	2%	31,740	
Valley Health Plan HMO	57	57	54	57	1%	21,080	
Western Health Advantage HMO	73	73	73	68	1%	9,900	

- 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 50th percentile of national performance; 10 of 12 plan products scored below the 25th percentile, accounting for 75% of our enrollees
- Performance below the 50th percentile means that fewer than 72% of enrollees, and below 25th 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	5%	75,470	
Anthem EPO	50	50	45	49	5%	78,090	
Blue Shield HMO	50	50	52	57	9%	137,030	
Blue Shield PPO	46	50	50	50	23%	358,510	
Chinese Community HMO	50	50	39	52	0%	3,820	
Health Net HMO	51	50	52				
Health Net EPO							
Health Net PPO		42	38				
Kaiser Permanente HMO	53	53	53	49	39%	617,290	
LA Care HMO	50	50	48	52	7%	115,090	
Molina Healthcare HMO	49	49	46	48	4%	65,120	
Oscar Health Plan EPO	53	53	52	52	3%	53,110	
Sharp Health Plan HMO	46	46	57	56	2%	31,740	
Valley Health Plan HMO	51	51	45	48	1%	21,080	
Western Health Advantage HMO	48	48	50	52	1%	9,900	

- 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 50th percentile of national performance, accounting for 77% of our enrollees
- Performance below the 50th percentile means that fewer than 51% of enrollees rated their health plan's customer service highly

Appropriate Testing for Children with Pharyngitis



Trend with caution for all product lines

	MY 2018	MY 2019	MY 2020	MY 2021			
Appropriate Testing for Children With Pharyngitis	US Benchmark	US Benchmark	US Benchmark	US Benchmark	Percent of Enrollees	Number of Enrollees	Number of Plans
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
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				37	4%	75,470	
Anthem EPO	70	70	45	31	5%	78,090	
Blue Shield HMO	70	70	43	39	8%	137,030	
Blue Shield PPO	78	78	53	47	21%	358,510	
Chinese Community HMO			10				
Health Net HMO	55	55	22	22	6%	103,520	
Health Net EPO							
Health Net PPO		62	44	35	2%	39,950	
Kaiser Permanente HMO	93	93	51	18	36%	617,290	
LA Care HMO			27	24	7%	115,090	
Molina Healthcare HMO	42	42	27	17	4%	65,120	
Oscar Health Plan EPO			40	33	3%	53,110	
Sharp Health Plan HMO	92	92	76	73	2%	31,740	
Valley Health Plan HMO			27	16	1%	21,080	
Western Health Advantage HMO			71	57	1%	9,900	

- 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 50th percentile of national performance, accounting for 99% of our enrollees
- Performance below the 50th 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
Appropriate Treatment for Children With Upper Respiratory Infection							
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
Covered California Plan-Specific Performance	MY 2018	MY 2019	MY 2020	MY 2021			
Anthem HMO				82	4%	75,470	
Anthem EPO	94	94	76	79	5%	78,090	
Blue Shield HMO	91	91	77	83	8%	137,030	
Blue Shield PPO	91	91	77	84	21%	358,510	
Chinese Community HMO			90	92	0%	3,820	
Health Net HMO	87	87	68	74	6%	103,520	
Health Net EPO							
Health Net PPO		91	75	80	2%	39,950	
Kaiser Permanente HMO	99	99	91	95	36%	617,290	
LA Care HMO	90	90	72	76	7%	115,090	
Molina Healthcare HMO	88	88	77	91	4%	65,120	
Oscar Health Plan EPO	100	100	89	91	3%	53,110	
Sharp Health Plan HMO	96	96	86	93	2%	31,740	
Valley Health Plan HMO			85	91	1%	21,080	
Western Health Advantage HMO			86	92	1%	9,900	

- 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 50th percentile of national performance, accounting for 63% of our enrollees
- Performance below the 50th 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	4%	75,470	
Anthem EPO	27	29	31	33	5%	78,090	
Blue Shield HMO	29	32	35	40	8%	137,030	
Blue Shield PPO	29	33	35	45	21%	358,510	
Chinese Community HMO	59	59	55				
Health Net HMO	29	29	30	43	6%	103,520	
Health Net EPO							
Health Net PPO		34	36	44	2%	39,950	
Kaiser Permanente HMO	53	62	69	71	36%	617,290	
LA Care HMO	24	32	32	35	7%	115,090	
Molina Healthcare HMO	34	34	37	39	4%	65,120	
Oscar Health Plan EPO	31	41	51	46	3%	53,110	
Sharp Health Plan HMO	53	57	57	59	2%	31,740	
Valley Health Plan HMO	21	37	37	36	1%	21,080	
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 50th percentile of national performance, accounting for 18% of our enrollees
- Performance below the 50th 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	6%	78,090	
Blue Shield HMO	81	81	82	75	10%	137,030	
Blue Shield PPO	81	81	83	80	26%	358,510	
Chinese Community HMO	80	80	77	76	0%	3,820	
Health Net HMO	76	80	81				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	80	80	80	73	45%	617,290	
LA Care HMO	77	77	76	75	8%	115,090	
Molina Healthcare HMO	78	78	73				
Oscar Health Plan EPO	83	83					
Sharp Health Plan HMO	79	79	87	84	2%	31,740	
Valley Health Plan HMO	73	73	73	76	2%	21,080	
Western Health Advantage HMO	81	81	82	85	1%	9,900	

- 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 25th percentile of national performance accounting for 97% of our enrollees
- Performance below the 25th percentile means that fewer than 81% of enrollees rated their care coordination as effective

Plan Administration (CAHPS Customer Service)



	MY 2018	MY 2019	MY 2020	MY 2021			
Plan Administration (CAHPS Customer Service)	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	5%	75,470	
Anthem EPO	69	69	66	66	5%	78,090	
Blue Shield HMO	69	69	70	66	9%	137,030	
Blue Shield PPO		67	66	69	23%	358,510	
Chinese Community HMO	69	69	63	68	0%	3,820	
Health Net HMO	64	67	69				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	73	73	76	67	39%	617,290	
LA Care HMO	70	70	67	68	7%	115,090	
Molina Healthcare HMO	66	66	65	63	4%	65,120	
Oscar Health Plan EPO	78	78	71	71	3%	53,110	
Sharp Health Plan HMO	71	71	76	76	2%	31,740	
Valley Health Plan HMO	67	67	60	62	1%	21,080	
Western Health Advantage HMO	67	67	72	75	1%	9,900	

- 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 50th percentile of national performance, accounting for 93% of our enrollees
- Performance below the 50th 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%	29,440	
Anthem EPO	71	45	58	61	5%	71,590	
Blue Shield HMO	68	41	59	54	8%	117,610	
Blue Shield PPO	70	45	55	57	21%	325,190	
Chinese Community HMO							
Health Net HMO	71	50	56	56	8%	130,890	
Health Net EPO							
Health Net PPO				62	3%	42,040	
Kaiser Permanente HMO	73	52	66	59	38%	583,900	
LA Care HMO	80	41	52	44	6%	95,860	
Molina Healthcare HMO	55	50	52	38	4%	55,810	
Oscar Health Plan EPO		45	64	33	4%	67,390	
Sharp Health Plan HMO	52	47	39	62	2%	23,710	
Valley Health Plan HMO		44					
Western Health Advantage HMO	95	95	35	51	1%	9,520	

- 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 50th percentile of national performance, accounting for 9% of our enrollees
- Between MY 2020 and MY 2021, six plan products advanced to a higher percentile
- Performance below the 50th percentile means that 9% 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	8%	78,090	
Blue Shield HMO	88	88	89	86	14%	137,030	
Blue Shield PPO	85	84	87				
Chinese Community HMO	84	84		84	0%	3,820	
Health Net HMO	83	85	86				
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	86	86	89	83	61%	617,290	
LA Care HMO	83	83	82	83	11%	115,090	
Molina Healthcare HMO	83	83	79				
Oscar Health Plan EPO	87	87					
Sharp Health Plan HMO	87	87	92	89	3%	31,740	
Valley Health Plan HMO	84	84	85	82	2%	21,080	
Western Health Advantage HMO	85	85	89	89	1%	9,900	

- Survey data asks enrollees to rate their personal doctor
- In MY 2021, six out of eight plan products scored below the 50th percentile of national performance, accounting for 96% of our enrollees
- Performance below the 50th percentile means that fewer than 96% 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	3%	3,820	
Health Net HMO		82					
Health Net EPO							
Health Net PPO							
Kaiser Permanente HMO	81	81					
LA Care HMO	83	83		79	89%	115,090	
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	8%	9,900	

- 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 50th percentile of national performance, accounting for 97% of our enrollees
- Performance below the 50th 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	4%	75,470	
Anthem EPO	78	78	79	76	5%	78,090	
Blue Shield HMO	77	77	78	77	8%	137,030	
Blue Shield PPO	81	81	77	73	21%	358,510	
Chinese Community HMO	91	91					
Health Net HMO	77	78	78	77	6%	103,520	
Health Net EPO							
Health Net PPO		74	73	70	2%	39,950	
Kaiser Permanente HMO	85	86	87	85	36%	617,290	
LA Care HMO	71	78	79	78	7%	115,090	
Molina Healthcare HMO	72	73	76	74	4%	65,120	
Oscar Health Plan EPO	80	80	83	81	3%	53,110	
Sharp Health Plan HMO	73	81	77	68	2%	31,740	
Valley Health Plan HMO	78	83	80	78	1%	21,080	
Western Health Advantage HMO	87	87	78	75	1%	9,900	

- 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 50th percentile of national performance, accounting for 52% 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
- Performance below the 50th percentile means that fewer than 77% of members did not receive imaging within 28 days of low back pain diagnosis