



**THIS IS WHAT WE GET FOR
SPREADING HEALTH.**

"First Ever 4-Star Rating in California"

HMO QUALITY REPORT CARD, CALIFORNIA OFFICE OF THE PATIENT ADVOCATE
opa.ca.gov

"One of the Top 50 Commercial Health Plans in the U.S."

U.S. NEWS & WORLD REPORT/NCQA "AMERICA'S BEST HEALTH PLANS 2008-09."*

"Excellent" ratings in every category

NCQA 2008 HEALTH PLAN REPORT CARD†

**"Highest Member Satisfaction among Commercial
Health Plans in California"**

J.D. POWER AND ASSOCIATES‡

2008 QUALITY AND SERVICE RATINGS

OPA – First Ever 4-Star Rating in California

HMO Quality Report Card, California Office of the Patient Advocate. opa.ca.gov

U.S. News & World Report – Best in California and Ranked in Nation's Top 50

For the second year in a row, Kaiser Permanente Northern California was named the top-ranked commercial health plan in California in the *U.S. News & World Report/NCQA "America's Best Health Plans 2008–09."* ** This year, we were also ranked in the top 50 commercial health plans in the nation.

NCQA – Kaiser Permanente Northern California Achieves Excellent Accreditation Status

Kaiser Permanente Northern California achieved "Excellent" Accreditation Status in every category on the 2008 annual Health Plan Report Card of the National Committee for Quality Assurance (NCQA).†

J.D. Power and Associates – Highest Member Satisfaction

Kaiser Permanente in California had the "Highest Member Satisfaction among Commercial Health Plans in California" according to the J.D. Power and Associates 2008 National Health Insurance Plan Study, which measures member satisfaction in six key areas that apply to Kaiser Permanente: coverage and benefits; choice of doctors, hospitals, and pharmacies; information and communication; approval processes; insurance statements; and customer service.‡

DMHC – First Ever DMHC "Right Care Initiative" Award

Kaiser Permanente received the first ever "Right Care Initiative" award from the California Department of Managed Health Care (DMHC) for Best Performance Improvement in Heart Disease and Diabetes Prevention. hmohelp.ca.gov

CCHRI – 2008 Report Shows Quality Service in Kaiser Permanente Northern California

Kaiser Permanente in Northern California achieved ratings of "above national mean" in 35 of 40 measures of quality according the 2008 Report on Quality released by the California Cooperative Healthcare Reporting Initiative (CCHRI). The report includes data in five clinical areas—Young Families, Preventive Health, Chronic Disease, Cardiovascular Health, and Mental Health—as well as in Member Service. cchri.org

IHA – Kaiser Permanente's Medical Groups in California Are Top Performers

Permanente Medical Groups in 26 areas in California were ranked as "Top Performers" in the state by the Integrated Healthcare Association (IHA), a nonprofit organization that manages the nation's largest pay-for-performance program for physicians. iha.org

**"America's Best Health Plans" is a trademark of *U.S. News & World Report*. View the complete report online at health.usnews.com/sections/health/health-plans/index.html.

†Commercial HMO and Medicare-contracted product lines, National Committee for Quality Assurance Health Plan Report Card. View the complete report online at hprc.ncqa.org.

‡Kaiser Foundation Health Plan of California received the highest numerical score among large commercial health plans in California in the proprietary J.D. Power and Associates 2008 National Health Insurance Plan StudySM. The study is based on 37,060 total member responses, measuring seven plans in California (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed November–December 2007. Your experience may vary. jdpower.com.