



Transparency of Health Data Enhanced from OPA

Financial Solvency Standards Board Meeting

March 16, 2016

Sacramento, CA

Presented by Beth Abbott, Director
CA State Office of the Patient Advocate

OPA 2015-16 Report Cards

- 15th year edition available on our website at www.opa.ca.gov
- OPA rates health maintenance organizations (HMOs), preferred provider organizations (PPOs), and 206 medical groups and assigns star ratings
- Report Cards include more than 2,000 clinical and patient experience data
- Consumers can sort medical groups by county and find ratings in specific disease/treatment categories



Added Total Cost of Care for Medical Groups on March 9, 2016

- Average annual cost of care paid by health plans and consumers for:
 - Hospitalization
 - Physician services including specialists
 - Ancillary care
 - Laboratory and radiology services
 - Pharmacy



Total Cost of Care

- Cost Data Does Not Include:
 - “Carved Out” Expenses, such as
 - Mental Health
 - Substance Use Treatment
 - Extraordinary costs for some newborn babies
- Data from Integrated HealthCare Association (IHA) validated over the last 6 years



Debut of Medicare Medical Group Report Cards

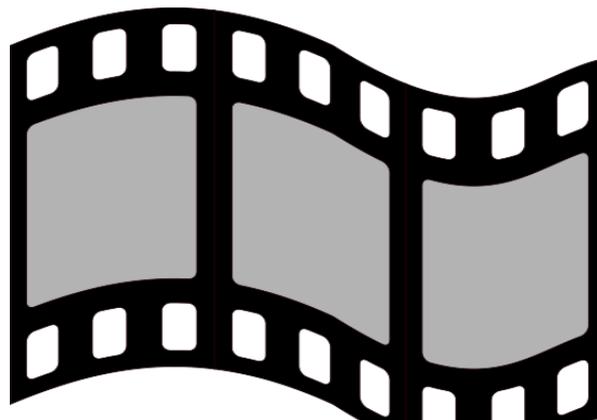
★ Added IHA's Medicare Medical Group 5 Star Ratings for CA into official OPA Report Card

★ To enable greater access and awareness of quality ratings for seniors and people with disabilities



Previews of Coming Attractions in 2016 and Beyond

- Baseline Complaint Data Analysis Report for Complaints filed with DMHC, CDI, Covered.CA, and Medi-Cal
- Possible Move from 4 Star to 5 Star Rating System for all of OPA's Report Cards
- New DMHC Data on Timely Access to Care Based on CA's Elapsed Time Standards



The State of California Office of the Patient Advocate



Beth Abbott, Director

www.opa.ca.gov

(916) 324-6407