



State Quality Solutions: Public Reporting and Transparency

The National Committee for Quality Assurance (NCQA) offers expertise with public reporting and transparency initiatives to build health plan accountability and drive quality improvement.

Expertise	Capabilities	Current Clients (Sampling)
<p>REPORT CARDS, SCORECARDS, QUALITY RATING SYSTEMS AND CONSUMER GUIDES</p> <p>NCQA offers expertise in methodology design, development and maintenance to support states with health plan and provider transparency initiatives.</p>	<p>Methodology Design</p> <ul style="list-style-type: none"> Environmental scans and crosswalks Identify domains/focus areas Measure selection Level of detail (roll up, individual indicator) Scaling approach (3 stars vs. 5 stars) Inclusion of additional data (accreditation status) Consumer testing/focus groups Annual reassessment <p>Technical Reports: Final methodology design Guidance Reports: Usability and value (consumer-friendly) Data Extract: Ready-to-use file (for design program vendor)</p> <p>Related Capabilities</p> <ul style="list-style-type: none"> Technical Assistance: Leveraging results for P4P/VBP Measure Development: Technical specification development Measure Collection: HEDIS and non-HEDIS Measure Validation: HEDIS and non-HEDIS Marketing: Development or review of promotional materials 	<p>REPORT CARDS/SCORECARDS:</p> <ul style="list-style-type: none"> CA Office of the Patient Advocate (OPA) DE Department of Health and Human Services NCQA Health Plan Report Cards <p>QUALITY RATING SYSTEM:</p> <ul style="list-style-type: none"> CMS Marketplace QRS NCQA Health Plan Ratings <p>CONSUMER GUIDES:</p> <ul style="list-style-type: none"> NY Consumer Guide for Insurers

California Office of the Patient Advocate (OPA)

<http://www.opa.ca.gov/pages/reportcard.aspx>

COMPARE SELECTED
CLEAR ALL

Click on a drop-down menu for HMO and PPO plan names, star ratings, and information:

▼ SORT

QUALITY OF MEDICAL CARE
PATIENTS RATE OVERALL EXPERIENCE

▼ SORT

▼ SORT

+ View All Health Plans (HMOs & PPOs)

Health Plan	Quality of Medical Care	Patients Rate Overall Experience
<input type="checkbox"/> Aetna - PPO	FAIR	GOOD
<input type="checkbox"/> Aetna Health of California, Inc. - HMO	FAIR	GOOD
<input type="checkbox"/> Anthem Blue Cross - HMO	GOOD	FAIR
<input type="checkbox"/> Anthem Blue Cross - PPO	GOOD	GOOD
<input type="checkbox"/> Blue Shield of California - HMO	GOOD	GOOD
<input type="checkbox"/> Blue Shield of California/Blue Shield Life - PPO	FAIR	FAIR
<input type="checkbox"/> CIGNA - HMO	GOOD	GOOD
<input type="checkbox"/> CIGNA - PPO	FAIR	FAIR

New York State Consumer Guide for Insurers

https://www.dfs.ny.gov/consumer/health/cg_health_2018.pdf

WOMEN'S HEALTH: HMOS (2016)

UNDERSTANDING THE CHART

The symbols in the chart show how each HMO compares to the average for all New York HMOs. HMOs with a "▲" performed better than the New York HMO average.

Note: Symbols show statistically significant differences between each health insurance company's score and the New York average. "Statistically significant" means scores varied by more than could be accounted for by chance.

When comparing plan rates, note that some plans have the same rate but a different symbol. This is because plan rates are based on the number of members, which can differ among plans, and how much a plan's rate differs from the New York average.

HMO	Performance Compared to the New York HMO Average					
	Breast Cancer Screening	Cervical Cancer Screening	Timeliness of Prenatal Care	Postpartum Care	Chlamydia Screening	
NY HMO Average	73	81	89	79	55	63
Capital District Physicians Health Plan	80 ▲	85 ▲	96 ▲	90 ▲	67 ▲	71 ▲
Community Blue (HealthNow) ¹	76 ▲	78 ▼	95 ▲	89 ▲	57 ▲	64 ▲
Empire HealthChoice HMO, Inc.	65 ▼	72 ▼	87	74 ▼	53	61
Excelsus (Univera Healthcare) ²	76 ▲	81	97 ▲	91 ▲	49	59
Excelsus BlueCross BlueShield ²	77 ▲	81	95 ▲	89 ▲	44 ▼	55 ▼
HIP Health Maintenance Organization	75 ▲	84	90	73 ▼	77 ▲	80 ▲
Independent Health Association, Inc.	76 ▲	80	97 ▲	91 ▲	58	63
MVP Health Plan, Inc.	74 ▲	76 ▼	95 ▲	83 ▲	52	64
Oxford Health Plans (NY), Inc.	58 ▼	82	77 ▼	63 ▼	59	67 ▲

¹Includes data for HealthNow PPO membership.

²Includes data for Univera PPO membership.

³Includes data for Excelsus BlueCross BlueShield PPO membership.

Legend

▲ Significantly better than the NY HMO average.
 ▼ Significantly worse than the NY HMO average.
 No symbol indicates that the average is not different from the NY HMO average.

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