

# QUALITY OVERVIEW

## Kaiser Permanente®



### PURPOSE OF THIS DOCUMENT

This document gives company statistics for each Colorado Qualified Health Plan (QHP) and gives comparable rating information on clinical quality measurement (medical care), enrollee experience (member experience) and plan administration (plan efficiency, affordability and management) to allow consumers to compare health plans while shopping for coverage.

Plan quality ratings and enrollee survey results are calculated by the federal Centers for Medicare & Medicaid Services (part of the U.S. Department of Health and Human Services) using data provided by health plans in 2018. The ratings will be displayed for health plans for the 2019 plan year. Learn more about these ratings. [www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MQI/Quality-Rating-System/About-the-QRS.html](http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MQI/Quality-Rating-System/About-the-QRS.html)

### Company Statistics

<b>Founded In:</b>	1945
<b>Website:</b>	<a href="http://www.KP.org">www.KP.org</a>
<b>Coverage Area:</b>	Denver/Boulder, Mountain CO, Northern CO, Southern CO
<b>Colorado Membership (2017):</b>	
<b>Individual Members:</b>	100,075

Coverage area shows the area where a health insurance plan accepts members.

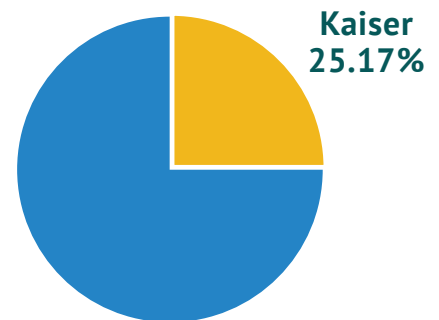
### Confirmed Complaints

**Confirmed Complaints: 223**

Consumers complain to the Colorado Division of Insurance (DOI) about things such as claims handling, cancellation of a policy, refund of premium or coverage for a particular item or service. In a “confirmed complaint,” the DOI determined the insurer committed a violation of the applicable state insurance law or regulation, a federal requirement the DOI has authority to enforce or the term/condition of an insurance policy or certificate. Confirmed complaints include all group sizes, not just exchange plans.

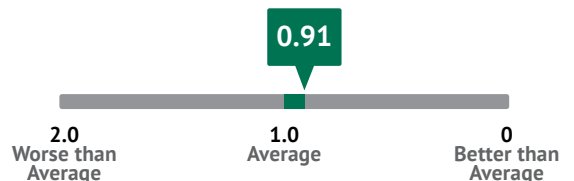
*Complaints are measured across the entire membership in that line of business for the carrier, including all group sizes. Source: 2017 Colorado DORA Division of Insurance Online Complaint Report*

### Colorado Market Share



Percentage of total market share is based on all medical and dental carriers.

### Consumer Complaint Index



The complaint index shows how often health plan members complain about their company, as compared to other companies adjusting for the size of the company. It is calculated by dividing a company's confirmed complaints by its total premium income by specific product. The average is 1.0 so an index of less than 1.0 means fewer people complained about Kaiser Permanente than similar sized companies.

# Accreditation and Quality Ratings



## Accreditation for the Exchange Product

Accreditation is a process by which an impartial organization will review a company's operations to ensure the company is conducting business in a way that is consistent with national standards.

### Accreditation:

### NCQA Health Plan Accreditation (Marketplace HMO)

*The National Committee for Quality Assurance (NCQA) is an independent not-for-profit organization dedicated to assessing and reporting on the quality of health-related programs.*

### Accreditation Status:

### Accredited

*Accredited means the organization's programs for service and clinical quality meet basic requirements for consumer protection and quality improvement. "Accredited" is the best possible status for Marketplace plans.*



## Quality Ratings System : Global Rating

Each rated health plan has an "overall" quality rating of 1 to 5 stars (5 is the highest rating) which accounts for member experience, medical care and health plan administration. This gives you an objective way to quickly compare plans based on quality as you shop.



## Quality Ratings System : Summary Indicators

CMS created three summary indicator ratings for each QHP to give high level measures of quality. The ratings are based on information the plans provided in 2017. The Marketplace confirmed the information and assigned the ratings. In some cases, like when plans are new or have low enrollment, ratings aren't available. This doesn't mean the plans are low quality.



### Medical Care

*Based on how well providers manage health care including screening, basic health services and monitoring some conditions*



### Member Experience

*Based on surveys of member satisfaction*



### Plan Administration

*Based on how well the plan is run including customer service, access to needed information and network providers ordering appropriate tests and treatment*

## Additional Detail

More detailed measures are available on each Qualified Health Plan (QHP). You may find additional measures in the Appendices. Check the Appendices for measures that are important to your family's health.

You can also search, compare and assess providers, hospitals and other health care facilities using these tools:  
[www.healthcare.gov/find-provider-information](http://www.healthcare.gov/find-provider-information)

# Appendix I : Clinical Quality Management



Below you will find the detailed measures that are used to assign the rating of 5 stars for Clinical Quality Management or Medical Care.

## Clinical Effectiveness



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### Asthma Care

This measure assesses how often members with asthma in the plan were on the appropriate medication.



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### Behavioral Health

This is a combination measure and includes: the percentage of members in the plan on antidepressants who are appropriately followed, Follow Up After Hospitalization for Mental Illness, Follow Up Care for Children Prescribed Medication for Attention Deficit with Hyperactivity Disorder (ADHD), and how well members on the plan identified to have alcohol or drug dependence problems are treated and seen in follow up.



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### Cardiovascular Care

This is a combination measure and includes: how frequently members with high blood pressure have a blood pressure in the target range, and how frequently members with a certain type of high blood pressure medicines and cholesterol medication take their medications.



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### Diabetes Care

This is a combination measure and includes five different measures of diabetes care: screening for diabetic eye disease and kidney disease, if people with diabetes have their A1C tested and in control, and how frequently patients with diabetes take their medications.

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## Patient Safety



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### Patient Safety

This is a combination measure and includes two different indicators. First is a measure to see if people on certain chronic medications have a lab test at least once per year to check for side effects. The second looks at how often patients who were discharged from the hospital have an unplanned readmission within 30 days of discharge. A high rate of unplanned readmissions may suggest poor care in the hospital and/or poor discharge planning and care coordination.



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## Prevention



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### Checking for Cancer

This measure includes Breast Cancer Screening, Cervical Cancer Screening and Colorectal Cancer Screening.



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### Maternal Health

This combination measure assesses if pregnant women see a provider within the first trimester and if women are followed up appropriately after they deliver a baby.



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### Staying Healthy (Adult)

This combination measure includes: Adult obesity (BMI) Assessment, Chlamydia Screening in Women, Flu Vaccinations for Adults, and if enrollees who smoke or used tobacco are helped to quit.



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### Staying Healthy (Child)

This combination measure assesses if children get an annual Dental Visit, children and adolescents get Appropriate Immunizations, if children have their weight assessed and receive appropriate counseling and Well Child Visits.

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# Appendix II : Enrollee or Member Experience



Below you will find the detailed measure used to assign the rating of 5 stars for Enrollee or Member Experience.

## Access and Coordination



### Access to Care

This rating is based on responses to four Qualified Health Plan (QHP) Enrollee Survey questions:

1. In the last six months, when you needed care right away, how often did you get care as soon as you needed it?
2. In the last six months, how often did you get an appointment for a checkup or routine care at a doctor's office or clinic as soon as you needed it?
3. In the last six months, how often was it easy to get the care, tests or treatment you needed?
4. In the last six months, how often did you get an appointment to see a specialist as soon as you needed?

### Care Coordination

This rating is based on responses to six Qualified Health Plan (QHP) Enrollee Survey questions:

1. When you visited your personal doctor for a scheduled appointment in the last six months, how often did he or she have your medical records or other information about your care?
2. In the last six months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
3. In the last six months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?
4. In the last six months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?
5. In the last six months, how often did your personal doctor talk about all the prescription medicines you were taking?
6. In the last six months, did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?



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# Appendix II : Enrollee or Member Experience



Below you will find the detailed measure used to assign the rating of 5 stars for Enrollee or Member Experience.

## Doctor and Care



### Cultural Competence

This rating is based on responses to three Qualified Health Plan (QHP) Enrollee Survey questions:

1. In the last six months, when you needed an interpreter at your doctor's office or clinic, how often did you get one?
2. In the last six months, how often were the forms you had to fill out available in the language you prefer?
3. In the last six months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?

### Rating of All Health Care

This rating is based on enrollee responses to the QHP Enrollee Survey item:

1. Using any number from zero to ten, where zero is the worst health care possible and ten is the best health care possible, what number would you use to rate all your health care in the last six months?

### Rating of Personal Doctor

This rating is based on enrollee responses to the QHP Enrollee Survey item:

1. Using any number from zero to ten, where zero is the worst personal doctor possible and ten is the best personal doctor possible, what number would you use to rate your personal doctor?

### Rating of Specialist

This rating is based on enrollee responses to the QHP Enrollee Survey item:

1. We want to know your rating of the specialist you saw the most often in the last six months. Using any number from zero to ten, where zero is the worst specialist possible and ten is the best specialist possible, what number would you use to rate the specialist?



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# Appendix III : Plan Efficiency and Administration



Below you will find the detailed measure used to assign the rating of 1 star for Plan Efficiency, Affordability & Management or Plan Administration.

## Efficient Care



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### Efficient Care

- Appropriate testing for Children with Pharyngitis (Sore throat)
- Appropriate Treatment for Children with Upper Respiratory Infection (colds)
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
- Use of Imaging Studies for Low Back Pain



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# Appendix III : Plan Efficiency and Administration



Below you will find the detailed measure used to assign the rating of 1 star for Plan Efficiency, Affordability & Management or Plan Administration.

## Enrollee Experience with Health Plan



### Access to Information

This Quality Rating Survey (QRS) measure is based on enrollee responses to the Qualified Health Plan (QHP) Enrollee Survey and provides information on the following:

1. In the last six months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
2. In the last six months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment before you got it?
3. In the last six months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?

### Plan Administration

This QRS survey measure is based on enrollee responses to the QHP Enrollee Survey on the following:

1. In the last six months, how often did your health plan's customer service give you the information or help you needed?
2. In the last six months, how often did your health plan's customer service staff treat you with courtesy and respect?
3. In the last six months, how often did the time that you waited to talk to your health plan's customer service staff take longer than you expected?
4. In the last six months, how often were the forms from your health plan easy to fill out?
5. In the last six months, how often did the health plan explain the purpose of a form before you filled it out?

### Rating of Health Plan

This QRS survey measure is based on enrollee responses to the QHP Enrollee Survey item:

1. Using any number from zero to ten, where zero is the worst health plan possible and ten is the best health plan possible, what number would you use to rate your health plan in the past six months?



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