

Consumer Access to Public Reporting on P4P Results



2005 HMO Report Card *Office of the Patient Advocate*

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Acting Director

National Pay for Performance Summit ▪ February 7, 2006 ▪ Los Angeles, CA



MISSION

Office of the Patient Advocate

***To inform and educate consumers
about their rights and responsibilities
as HMO enrollees.***



STATUTORY MANDATES

Office of the Patient Advocate

- 1. HMO Quality Report Card**
- 2. Consumer Education**
- 3. Advice and Assistance to HMO Enrollees**
- 4. Recommendations to DMHC**
- 5. Collaboration with Other Organizations**

OBJECTIVES

HMO Report Card

- 1. To provide comparative quality information for consumers, purchasers, regulators, and advocates.***
- 2. To “incentivize” quality improvement through public disclosure.***
- 3. To educate consumers about health care quality.***

BASIC FEATURES

HMO Report Card

- 1. *Scope & Data Sources***
- 2. *Methodology***
- 3. *Presentation***
- 4. *Outreach and Distribution***

SCOPE & DATA SOURCES

HMO Report Card

- ***California's 10 largest HMOs -- 95% of all commercial enrollees (HEDIS & CAHPS)***
- ***200+ medical groups – 85% of all commercial and Medicare enrollees (HEDIS & CAS)***
- ***Linguistic access information for commercial and Medi-Cal plans (OPA Survey)***

LINGUISTIC ACCESS SERVICES

HMO Report Card

Does the health plan provide:

- ✓ ***Telephone interpretation services?***
- ✓ ***Access to face-to-face interpreters?***
- ✓ ***Bilingual provider lists?***
- ✓ ***Non-English written materials?***



HEALTH PLAN METHODOLOGY

HMO Report Card

Four Summary Star “Grades” (30 individual clinical & patient satisfaction scores):

- 1. Staying Healthy (10 scores)***
- 2. Getting Better (9 scores)***
- 3. Living with Illness (10 scores)***
- 4. Member Rating of Health Plan (1 score)***



MEDICAL GROUP METHODOLOGY

HMO Report Card

Two Summary Star “Grades” (29 individual scores):

1. *Getting the Right Medical Care (9)*

2. *Patient Rating of Care (20)*

- *Coordinating Patient Care (3)*
- *Timely Care & Service (9)*
- *Getting Treatment & Specialty Care (4)*
- *Communicating with Patients (4)*

PRESENTATION

HMO Report Card

- ❑ ***Web-Based***
- ❑ ***Comparative***
- ❑ ***Interactive***
- ❑ ***English, Spanish, Chinese***
- ❑ ***Printed Summary***

MAIN PAGE

2005 HMO Report Card Website

Welcome to *California* 

The State of California OFFICE OF THE PATIENT ADVOCATE Language | English | Español | 中文 | Text size | A- | A | A+



Are Californians getting the right care?

★★★★ Excellent ★★ Good ★ Fair ☆ Poor Explain ratings

2005 HMO Report Card

Find out how your HMO measures up:

- Overall HMO Ratings
- Plan Customer Service
- Member Complaints
- Mental Health
- Diabetes
- Heart Care
- Maternity Care
- Helping Smokers Quit
- Child/Adolescent Health
- Women's Health
- Checking for Cancer

See how your doctor's medical group compares:

- Overall Medical Group Ratings
- Getting the Right Medical Care
- Patient Rating of Care

What if I don't speak English?:

- Services for Non-English Speaking Members
- Servicios para afiliados que no hablan inglés
- 為不說英語的會員所提供的服務

Related links

[About the HMO Report Card](#)
[What is an HMO?](#)
[What is a Medical Group?](#)
[Department of Managed Health Care's HMO Help Center](#)
[Office of the Patient Advocate](#)
[State of California](#)
[Office of the Patient Advocate](#)
[State of California](#)

Other ways to get the report card

[Print report card](#)
[Have a report card mailed to you](#)
[Call toll free \(866\) 466-8900](#)

Health Plan (HMO)	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Member Rating of Health Plan
Aetna Health of California Inc.	★	★	★★	★★
Blue Cross of California - HMO	★	★	★★★★	★★
Blue Shield of California	★	★	★★	★★
CIGNA HealthCare of California	★	★★	★★★★	★
Health Net of California	★	★★	★★★★	★★
Kaiser Permanente - Northern California	★	★★★★	★★	★★★★
Kaiser Permanente - Southern California	★★	★★★★	★★	★★★★
PacificCare of California	★	★★	★★	★★★★
Universal Care	★	★	★★	★★
Western Health Advantage	★	★	★★	★★★★

Did you know?

HMOs and medical groups are sometimes required to provide language services such as interpreter and translation services to members who do not speak English as their first language.

[Services for Non-English Speaking Members](#)

[Previous fact](#) | [Next fact](#)



MAIN PAGE – HMO RATINGS

2005 HMO Report Card

★★★★ Excellent ★★ Good ★ Fair ☆ Poor Explain ratings				
Health Plan (HMO)	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Member Rating of Health Plan
Aetna Health of California Inc.	★	★	★★	★★
Blue Cross of California - HMO	★	★	★★★★	★★
Blue Shield of California	★	★	★★	★★
CIGNA HealthCare of California	★	★★	★★★★	★
Health Net of California	★	★★	★★★★	★★
Kaiser Permanente - Northern California	★	★★★★	★★	★★★★
Kaiser Permanente - Southern California	★★	★★★★	★★	★★★★
PacificCare of California	★	★★	★★	★★★★
Universal Care	★	★	★★	★★
Western Health Advantage	★	★	★★	★★★★

MAIN PAGE – TOPICS

2005 HMO Report Card

2005 HMO Report Card

Find out how your HMO measures up:

- [Overall HMO Ratings](#)
- [Plan Customer Service](#)
- [Member Complaints](#)
- [Mental Health](#)
- [Diabetes](#)
- [Heart Care](#)
- [Maternity Care](#)
- [Helping Smokers Quit](#)
- [Child/Adolescent Health](#)
- [Women's Health](#)
- [Checking for Cancer](#)

See how your doctor's medical group compares:

- [Overall Medical Group Ratings](#)
- [Getting the Right Medical Care](#)
- [Patient Rating of Care](#)

What if I don't speak English?:

- [Services for Non-English Speaking Members](#)
- [Servicios para afiliados que no hablan inglés](#)
- [為不說英語的會員所提供的服務](#)

Related links

- [About the HMO Report Card](#)
- [What is an HMO?](#)
- [What is a Medical Group?](#)
- [Department of Managed Health Care's HMO Help Center](#)
- [Office of the Patient Advocate](#)
- [State of California](#)

Other ways to get the report card

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- [Have a report card mailed to you](#)
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MEDICAL GROUP COUNTY SELECTOR

2005 HMO Report Card

Select a County

Please select a county by clicking the county name. Counties are listed alphabetically.

A-L	M-R	S-Z
Alameda	Madera	Sacramento
Alpine	Marin	San Benito
Amador	Mariposa	San Bernardino
Butte	Mendocino	San Diego
Calaveras	Merced	San Francisco
Colusa	Modoc	San Joaquin
Contra Costa	Mono	San Luis Obispo
Del Norte	Monterey	San Mateo
El Dorado	Napa	Santa Barbara
Fresno	Nevada	Santa Clara
Glenn	Orange	Santa Cruz
Humboldt	Placer	Shasta
Imperial	Plumas	Sierra
Inyo	Riverside	Siskiyou
Kern		Solano
Kings		Sonoma
LA: Eastern LA		Stanislaus
LA: San Fernando/San Gabriel		Sutter
LA: Torrance and South Bay		Tehama
LA: Westside		Trinity
Lake		Tulare
Lassen		Tuolumne
		Ventura
		Yolo
		Yuba

Why do I need to select a county?

There are many HMOs and Medical Groups in California. By selecting a county you can see the HMOs and Medical Groups that operate in or around your area.

If you want to see information for other counties, you can change your selection anytime from the other pages in this report card.

MEDICAL GROUP RATINGS SUMMARY

Sacramento County - 2005 HMO Report Card

Medical Group Ratings

Compare how medical groups score on seeing that patients get the right care and how patients rate their care and service experiences.

Higher scores for Getting the Right Medical Care means that medical groups see that patients get care that meets recommended standards. Groups also are scored on the Patient Rating of Care Experience; this includes aspects of care—like communicating with doctors and staff—that only patients can report.

The chart on this page shows Medical Groups that operate in Sacramento County.

[Select a different county](#)

[Print this page](#)

★★★★ Excellent ★★ Good ★ Fair ☆ Poor [Explain ratings](#)

Medical Group Ratings		
California Medical Group	Getting the Right Medical Care	Patient Rating of Care Experiences
Golden State Physicians Medical Group	★	★★
Hill Physicians Medical Group-Sacramento	★★	★★
MedClinic Medical Group	★★	★
Sutter Independent Physicians	★★	★★
Sutter Medical Group	★★	★★
The Permanente Medical Group - North Valley	★★	★★
UC Davis Health System	★★	★★

See more about

Ratings based on patient records and recommended standards of care

[Getting the Right Medical Care](#)

Ratings based on patient surveys of their care and service

[Patient Rating of Care Experience](#)

Go to

[HMO Ratings](#)

[Medical Group Ratings](#)

[Services for Non-English Speaking Members](#)

Related links

[About the Medical Group Ratings](#)

[How to Select a Medical Group](#)

[Glossary](#)



MEDICAL GROUP RATINGS SUMMARY

West Los Angeles, 2005 HMO Report Card

★★★ Excellent ★★ Good ★ Fair ☆ Poor Explain ratings		
Medical Group Ratings		
California Medical Group	Getting the Right Medical Care	Patient Rating of Care Experiences
Access IPA	Too few patients in sample to report	Did not report
Access Medical Group	★	Did not report
Axminster Medical Group	★★	★★
Bay Area Community Medical Group	★★	★★
Cedars-Sinai Health Associates	★★	★★
Cedars-Sinai Medical Group	★★★	★★
Centinela Valley IPA	★	★
Downey Select IPA Medical Group	★	★★
Freeman Medical Group IPA	★	★
Global Care Medical Group	Too few patients in sample to report	★
HealthCare Partners IPA	★★	★★
Hollywood Presbyterian Medical Group	★	Too few patients in sample to report
OmniCare Medical Group	☆	Too few patients in sample to report
Prairie Medical Group	☆	☆
Prospect Health Source Medical Group	★	☆
Robert Kennedy IPA	Too few patients in sample to report	Did not report
Southern California Permanente Medical Group- LA	The Permanente Medical Groups' quality program differs from the California Pay for Performance program that is reported here	★★
St. Vincent IPA	★	★★
The Industry Health Network	☆	★★★★
UCLA Medical Group	★★★	★★

MEDICAL GROUP RATINGS SUMMARY

Sacramento County, 2005 HMO Report Card

Medical Group Ratings

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[Select a different county](#)

[Print this page](#)

★★★★ Excellent ★★ Good ★ Fair ☆ Poor [Explain ratings](#)

Medical Group Ratings		
California Medical Group	Getting the Right Medical Care	Patient Rating of Care Experiences
Golden State Physicians Medical Group	★	★★
Hill Physicians Medical Group-Sacramento	★★	★★
MedClinic Medical Group	★★	★
Sutter Independent Physicians	★★	★★
Sutter Medical Group	★★	★★
The Permanente Medical Group - North Valley	★★	★★
UC Davis Health System	★★	★★

See more about

Ratings based on patient records and recommended standards of care

[Getting the Right Medical Care](#)

Ratings based on patient surveys of their care and service

[Patient Rating of Care Experience](#)

Go to

[HMO Ratings](#)

[Medical Group Ratings](#)

[Services for Non-English Speaking Members](#)

Related links

[About the Medical Group Ratings](#)

[How to Select a Medical Group](#)

[Glossary](#)

MED GP DRILL DOWN – HEDIS SCORES

Sacramento County, 2005 HMO Report Card

Getting the Right Medical Care

 Print this page

High scoring medical groups see that patients who are at-risk are screened for deadly diseases. These medical groups make sure that doctors are tracking patients who have a lifelong condition to help them avoid complications or a worsening of the disease. The groups also see that patients, including young children, get vaccines to prevent illness.

Be sure to look at the quality ratings that matter most to you by clicking on those topics to the right. These results are based on patient administrative records from the medical group or HMO. A number of medical groups do not have results for all of the quality topics as they may have too few patients with a particular condition or need.

How well do medical groups and their doctors see that patients get care that meets recommended standards?

- [> Asthma Medication](#)
- [> Childhood Immunizations](#)
- [> Screening for Breast Cancer](#)
- [> Screening for Cervical Cancer](#)
- [> Testing Chlamydia](#)
- [> Testing Blood Sugar](#)
- [> Testing Cholesterol](#)
- [> Controlling Cholesterol*](#)
- [> Controlling Blood Sugar For Diabetes Patients*](#)

*The Controlling Cholesterol and Controlling Blood Sugar for Diabetes Patients scores are not included in the Getting the Right Medical Care medical group ratings. For details, see [About the Medical Group Ratings](#)

MED GP DRILL DOWN – CHLAMYDIA

Sacramento County, 2005 HMO Report Card

Testing Chlamydia

What was measured?

What percentage of medical group members, women ages 16-25 and sexually active, were tested for Chlamydia?

These results are based on a sample of patient administrative records from the medical group or HMO.

Why is it important?

Finding sexually transmitted diseases early is key to curing the disease, preventing the spread to others, and avoiding harmful complications if left untreated. Women who have Chlamydia can use antibiotic medicine to eliminate the infection and avoid complications including pelvic inflammatory disease and infertility.

The chart on this page shows Medical Groups that operate in **Sacramento County**.

[Select a different county](#)

[Print this page](#)

Testing Chlamydia		
California Medical Group	0% (worse)	(better) 100%
The Permanente Medical Group - North Valley		
MedClinic Medical Group		
Sutter Medical Group		
Sutter Independent Physicians		
UC Davis Health System		
Hill Physicians Medical Group- Sacramento		
Golden State Physicians Medical Group		

See more about

[Getting the Right Medical Care](#)

Go to

[HMO Ratings](#)

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[Services for Non-English Speaking Members](#)

Related links

[About the Medical Group Ratings](#)

[How to Select a Medical Group](#)

[Glossary](#)

MEDICAL GROUP RATINGS SUMMARY

Sacramento County, 2005 HMO Report Card

Medical Group Ratings

Compare how medical groups score on seeing that patients get the right care and how patients rate their care and service experiences.

Higher scores for Getting the Right Medical Care means that medical groups see that patients get care that meets recommended standards. Groups also are scored on the Patient Rating of Care Experience; this includes aspects of care—like communicating with doctors and staff—that only patients can report.

The chart on this page shows Medical Groups that operate in Sacramento County.

[Select a different county](#)

[Print this page](#)

★★★★ Excellent ★★ Good ★ Fair ☆ Poor [Explain ratings](#)

Medical Group Ratings		
California Medical Group	Getting the Right Medical Care	Patient Rating of Care Experiences
Golden State Physicians Medical Group	★	★★
Hill Physicians Medical Group-Sacramento	★★	★★
MedClinic Medical Group	★★	★
Sutter Independent Physicians	★★	★★
Sutter Medical Group	★★	★★
The Permanente Medical Group - North Valley	★★	★★
UC Davis Health System	★★	★★

See more about

Ratings based on patient records and recommended standards of care

[Getting the Right Medical Care](#)

Ratings based on patient surveys of their care and service

[Patient Rating of Care Experience](#)

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[HMO Ratings](#)

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[Services for Non-English Speaking Members](#)

Related links

[About the Medical Group Ratings](#)

[How to Select a Medical Group](#)

[Glossary](#)

MED GP DRILL DOWN – CAS SCORES

Sacramento County, 2005 HMO Report Card

Patient Rating of Care Experience

Use these medical group quality ratings - based on reports from more than 50,000 Californians - to see how a medical group can affect your experience with your doctor and care, your health and your life.

The chart on this page shows Medical Groups that operate in **Sacramento County**.

[Select a different county](#)

[Print this page](#)

★★★★★ Excellent ★★ Good ★ Fair ☆ Poor Explain ratings				
Patient Rating of Care Experience				
Name of Medical Group	Coordinating Patient Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating with Patients
Golden State Physicians Medical Group	★	★★★	★★★	★★★
Hill Physicians Medical Group-Sacramento	★★★	★★★	★★★	★★★
MedClinic Medical Group	★	★★★	★★★	★
Sutter Independent Physicians	★★★	★★★	★★★	★★★
Sutter Medical Group	★★★★★	★★★	★★★★★	★★★
The Permanente Medical Group - North Valley	★★★	★★★	★★★	★★★
UC Davis Health System	★★★★★	★★★	★★★	★★★★★

See more about

- [Coordinating Patient Care](#)
- [Timely Care and Service](#)
- [Getting Treatment and Specialty Care](#)
- [Communicating with Patients](#)

Go to

- [HMO Ratings](#)
- [Medical Group Ratings](#)
- [Services for Non-English Speaking Members](#)

Related links

- [About the Medical Group Ratings](#)
- [How to Select a Medical Group](#)
- [Glossary](#)

MED GP DRILL DOWN – TIMELY CARE

Sacramento County, 2005 HMO Report Card

Timely Care and Service

 Print this page

High scoring medical groups see that sick patients quickly get care and that their regular doctor is available when they need care. The best medical groups make it easy to schedule an appointment and don't keep you waiting for a visit to start. When patients phone with a question about their health they get an answer that same day.

These results are based on a survey of a sample of medical group patients.

How well do the medical group's doctors and staff do in seeing that patients get appointments, answers and care when they need it?

- After Hours Help
- Getting Appointments Soon
- Urgent Problems Seen Quickly
- Help Over the Phone
- Helpful Office Staff*
- Seeing Doctor Quickly: Urgent Care
- Seeing Doctor Soon: Routine Care
- Seeing Doctor: Preventive Care
- Visits Start on Time

* Helpful Office Staff score is not included in the Timely Care and Service medical group ratings. For details, see [About the Medical Group Ratings](#)

MED GP DRILL DOWN – VISITS ON TIME

Sacramento County, 2005 HMO Report Card

Visits Start on Time

What was measured?

What percentage of patients reported waiting in the doctor's office fewer than 15 minutes past the appointment time to begin their visit?

Why is it important?

Quality customer service means that scheduled appointments happen on schedule.

These results are based on a survey of a sample of medical group patients.

The chart on this page shows Medical Groups that operate in **Sacramento County**.

[Select a different county](#)

[Print this page](#)

Look for differences of at least four percentage points. Smaller differences are often not significant.

See more about

[Timely Care and Service](#)

Visits Start on Time		
Health Plan (HMO)	Rating	0% (worse) (better) 100%
The Permanente Medical Group - North Valley	62%	<div style="width: 62%;"></div>
Sutter Medical Group	60%	<div style="width: 60%;"></div>
Golden State Physicians Medical Group	55%	<div style="width: 55%;"></div>
UC Davis Health System	55%	<div style="width: 55%;"></div>
Sutter Independent Physicians	53%	<div style="width: 53%;"></div>
Hill Physicians Medical Group-Sacramento	51%	<div style="width: 51%;"></div>
MedClinic Medical Group	47%	<div style="width: 47%;"></div>

Go to

- [HMO Ratings](#)
- [Medical Group Ratings](#)
- [Services for Non-English Speaking Members](#)

Related links

- [About the Medical Group Ratings](#)
- [How to Select a Medical Group](#)
- [Glossary](#)

MED GP DRILL DOWN – DR EXPLAINS Sacramento County, 2005 HMO Report Card

Doctor Explains Clearly

What was measured?

What percentage of patients reported that the doctor explained matters clearly to them?

These results are based on a survey of a sample of medical group patients.

Why is it important?

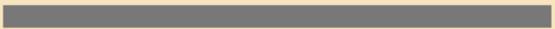
Patients who trust and have good communications with their doctor are more likely to follow their treatment plans and to try to change habits that are harmful to their health.

The chart on this page shows Medical Groups that operate in Sacramento County.

[Select a different county](#)

[Print this page](#)

Look for differences of at least four percentage points. Smaller differences are often not significant.

Doctor Explains Clearly			
Health Plan (HMO)	Rating	0% (worse)	(better) 100%
Hill Physicians Medical Group-Sacramento	94%		
UC Davis Health System	94%		
Sutter Independent Physicians	93%		
Sutter Medical Group	93%		
MedClinic Medical Group	92%		
Golden State Physicians Medical Group	91%		
The Permanente Medical Group - North Valley	90%		

See more about

[Communicating With Patients](#)

Go to

[HMO Ratings](#)

[Medical Group Ratings](#)

[Services for Non-English Speaking Members](#)

Related links

[About the Medical Group Ratings](#)

[How to Select a Medical Group](#)

[Glossary](#)

PRINTED SUMMARY – FRONT

2005 HMO Report Card



2005 HMO Report Card

California's Office of the Patient Advocate



How does your HMO measure up?

California HMO (Health Plan)	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Member Rating of Health Plan
Aetna Health of California, Inc.	★	★	★★	★★
Blue Cross HMO CaliforniaCare	★	★	★★★★	★★
Blue Shield of California	★	★	★★	★★
CIGNA HMO	★	★★	★★★★	★
Health Net	★	★★	★★★★	★★
Kaiser Permanente Northern California	★	★★★★	★★	★★★★
Kaiser Permanente Southern California	★★	★★★★	★★	★★★★
PacifiCare of California	★	★★	★★	★★★★
Universal Care	★	★	★★	★★
Western Health Advantage	★	★	★★	★★★★

Rating Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

Are you and your family getting the right care?

hmoreportcard.ca.gov

1-866-466-8900 TTY/TDD 1-866-499-0858

PRINTED SUMMARY – BACK

2005 HMO Report Card



Office of the Patient Advocate (OPA)
980 9th Street, Suite 500
Sacramento, CA 95814

Alternative formats are available by calling:
1-866-466-8900
TTY/TDD **1-866-499-0858**

California's Top Rated Medical Groups

Of more than 200 California medical groups, these twenty were rated highest based on providing recommended care and patient satisfaction. See how your doctor's medical group compares at hmoreportcard.ca.gov.



Get the full story

Before choosing your HMO or Medical Group, let OPA show you how they're doing. Call or visit us online for more information on topics such as:

- Child/Adolescent Health
- Diabetes
- Heart Care
- Helping Smokers Quit
- Maternity Care
- Member Complaints
- Mental Health
- Plan Customer Service
- Women's Health

You will also find information on language services available for members who do not speak English.

hmoreportcard.ca.gov
1-866-466-8900 TTY/TDD 1-866-499-0858



DISTRIBUTION OF PRINTED SUMMARIES 2005 HMO Report Card

- **Local Pharmacies (574)**
- **Public Libraries (500+)**
- **Community-Based Organizations (500+ Events)**
- **Website Downloading/Printing**
- **Order Copies Toll-Free @ 1-866-HMO-8900**

EVALUATION CRITERIA

HMO Report Card

- ✓ ***Use***
- ✓ ***Usability***
- ✓ ***Usefulness***

ISSUES & CONSIDERATIONS

HMO Report Card

- 1. Absolute vs. Relative Scoring**
- 2. Consumer Use vs. Industry Use**
- 3. Data Usability vs. Data Precision**
- 4. Consumer Usefulness vs. Available Data**
- 5. Voluntary vs. Mandatory Participation**

NEW SOURCES & USES OF DATA

HMO Report Card

1. HEDIS, CAHPS, CAS

2. OSHPD Hospital Discharge Data

3. Population-Based Surveys

- *California Health Interview Survey*
- *Behavioral Risk Factor Surveillance Survey*

4. OPA Surveys



ACKNOWLEDGMENTS

HMO Report Card Project

- **California Cooperative Healthcare Reporting Initiative**
- **Integrated Healthcare Association**
- **Pacific Business Group on Health & Sapien Corporation**
- **OPA Cultural & Linguistic Services Work Group**
- ***Walgreens*, Leader, Independent Pharmacies**
- **California Association of Health Plans**
- **Local Health Plans of California**
- **Participating Health Plans and Medical Groups**



WEB ADDRESS
HMO Report Card

VISIT

hmoreportcard.ca.gov