

California's
Quality of Care Report Card

2004-05



How does your HMO or
medical group measure up?

The State of California
OFFICE OF THE PATIENT ADVOCATE

What's Inside?

The State of California's Office of the Patient Advocate (OPA) publishes the Quality of Care Report Card each year to provide you with comparative information on the performance of California's largest HMOs and medical groups.

HMO Quality

How do HMOs rate on helping you stay healthy, caring for your illnesses, communicating with you and delivering customer service?

Page 2

Medical Group Quality

Which medical groups and their doctors see that you get care when you need it? Do they communicate clearly and spend enough time with you?

Page 4

HMO Services in Other Languages

What services are available to you if English is not your first language or you use American Sign Language? Find out more about how HMOs compare.

Page 18

What's the difference between an HMO and a Medical Group?

- HMOs are a form of health insurance, often called health plans
- A medical group is a group of doctors
- Your doctor will be in a medical group that has a contract with your HMO
- Your HMO and medical group share responsibility for your care
- Your HMO also has contracts with hospitals, labs and other providers

To order additional free copies of this Report Card, call toll-free 1-866-466-8900.

Arnold Schwarzenegger, Governor
State of California

Sunne Wright McPeak, Secretary
Business, Transportation and Housing Agency

About these Ratings

To help you find an HMO that meets your care and service needs, we've summarized our HMO quality ratings into four categories:

Care for Staying Healthy

How well do HMOs and their doctors help members avoid illness and find problems early?

Care for Getting Better

How well do HMOs and their doctors help members get the right treatment to recover from serious illness such as heart disease or depression?

Care for Living with Illness

How well do HMOs and their doctors take care of members who have chronic illnesses such as high blood pressure, asthma, and diabetes?

Member Rating of Health Plan

How do members rate how well HMOs help patients get the care they need and provide customer service that avoids "insurance headaches?"

For More Information

This information is a summary of more detailed information that is available in the on-line version of the Quality of Care Report Card at www.opa.ca.gov/report_card.

To find out more about services provided, contact your HMO directly using the telephone numbers at the end of this report.

Statewide Ratings

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 HMO - CaliforniaCare	★	★★★	★★★	★
Blue Shield of California HMO	★	★★★	★★★	★★★
CIGNA HMO	★	★★★	★★★	★
Health Net	★	★★★	★★★	★★★
Kaiser Permanente - North	★★★	★★★★	★★★	★★★
Kaiser Permanente - South	★★★	★★★	★	★★★
PacifiCare of California	★	★★★	★★★	★★★
Universal Care	★	★★★	★★★	★
Western Health Advantage	Not willing to report			★★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

Areas

All of California

- Aetna Health of California Inc.
- Blue Cross HMO - California Care
- Blue Shield of California HMO
- CIGNA HMO
- Health Net
- PacifiCare of California
- Universal Care

Northern California Only

- Kaiser Permanente - North
- Western Health Advantage

Southern California Only

- Kaiser Permanente - South

About these Ratings

We've provided medical group quality ratings—which are based on reports from more than 50,000 Californians—so you can choose a doctor from a medical group that offers the best care for you and your family. The ratings are summarized into five categories:

Overall Rating of Care

How do patients rate the overall care from the doctors and other staff at the medical group?

Coordinating Patient Care

How do patients rate the group's doctors and staff in getting test results to patients, seeing that the doctor is up-to-date about their patients' specialist care and that everyone that the patient saw has the right information about their health problem?

Getting Treatment and Specialty Care

How do patients rate the medical group in getting tests or treatments and seeing specialists when needed?

Communicating with Patients

How do patients rate the group's doctors and staff in listening carefully, explaining clearly and spending enough time with them?

Timely Care and Service

How do patients rate the medical group on scheduling and keeping appointments on time, getting care after hours and by telephone and seeing their regular doctor without delay?

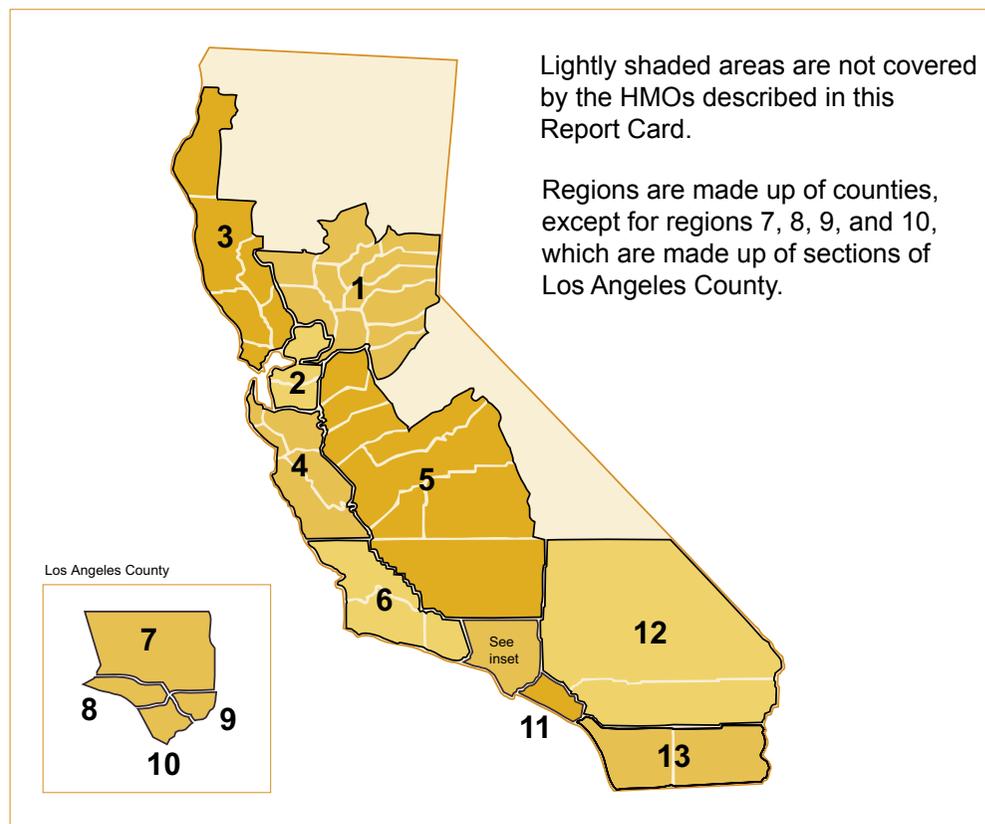
For More Information

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Ratings By Region

1	Greater Sacramento Area	Page 6
2	East Bay	Page 7
3	North Bay and North Coast	Page 8
4	San Francisco and South Bay	Page 9
5	Central Valley	Page 10
6	Central Coast	Page 10
7	San Fernando and San Gabriel	Page 11
8	Western Los Angeles County	Page 12
9	Eastern Los Angeles County	Page 13
10	Torrance and South Bay	Page 14
11	Orange	Page 15
12	Inland Empire	Page 16
13	San Diego and Imperial	Page 17



1. Greater Sacramento Area

Amador, Butte, Calaveras, Colusa, El Dorado, Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Hill Physicians Medical Group - Sacramento	★★	★★★★	★★	★★	★★
(Kaiser) Permanente Medical Group - Sacramento Area	★	★	★	★	★★
Medclinic Of Sacramento	★	★	★	★	★★
Sutter Independent Physicians	★★	★★	★	★★	★★
Sutter Medical Group	★★	★★	★★	★★	★★
Sutter West Medical Group	★★	★★	★★★★	★★	★★★★
UC Davis Health System	★★	★★	★★	★★	★★
Woodland Clinic	★★	★★	★★	★★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

2. East Bay

Alameda, Contra Costa, and Solano Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Affinity Medical Group	★★	★★	★★	★★	★★
Alta Bates Medical Group	★	★	★	★	★★
Bay Valley Medical Group	★	★★	★	★★	★★
Hill Physicians Med. Grp. - East Bay	★★	★★★★	★★	★★	★★
Hill Physicians Med. Grp. - Solano	★★	★★	★★	★★	★★★★
John Muir/Mt. Diablo Health Network	★★	★★	★	★★	★★
(Kaiser) Permanente Medical Group - Bay Area	★	★★	★★	★★	★★
(Kaiser) Permanente Medical Group - Sacramento Area	★	★	★	★	★★
Palo Alto Medical Foundation	★★★★	★★★★	★★★★	★★	★★★★
Solano Regional/Fairfield Medical Group	★	★	★	★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

3. North Bay and North Coast

Humboldt, Lake, Marin, Mendocino, Napa, and Sonoma Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Brown & Toland Medical Group	★★	★	★	★★	★★
Humboldt-Del Norte IPA	★★★★	★★★★	★★	★★	★★★★
(Kaiser) Permanente Medical Group - Bay Area	★	★★	★★	★★	★★
Marin Individual Practice Association	★★	★★	★	★★	★★
Sonoma County Primary Care IPA	★★★★	★★★★	★★★★	★★	★★★★
Sutter of the Redwoods	★★	★★★★	★★★★	★★	★★
Valley of the Moon Medical Group	★★	★★	★★	★★	★★

Ratings Key Excellent ★★★★★ Good ★★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

4. San Francisco and South Bay

Monterey, San Benito, San Francisco, San Mateo, Santa Clara, and Santa Cruz Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Brown & Toland Medical Group	★★	★	★	★★	★★
Camino Medical Group	★★	★★	★★★★	★★	★★★★
Chinese Community Medical Group	★	☆	★	★	★★
Hill Physicians Med. Grp. - East Bay	★★	★★★★	★★	★★	★★
Hill Physicians Med. Grp. - S.F.	★★	★★★★	★★	★★	★★★★
(Kaiser) Permanente Medical Group - Bay Area	★	★★	★★	★★	★★
Mills-Peninsula Medical Group	★★	★★★★	★★	★★	★★
Palo Alto Medical Foundation	★★★★	★★★★	★★★★	★★	★★★★
Physicians Med. Group of San Jose	★★	★★	★★★★	★★	★★
Physicians Med. Group of Santa Cruz	★★	★★	★★	★★	★★
San Jose Good Samaritan Med. Grp.	★	★	★	★★	★★
Santa Clara County IPA	★★	★★	★	★★	★★
Santa Cruz Medical Clinic	★★	★	★	★★	★★

Ratings Key Excellent ★★★★★ Good ★★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

5. Central Valley

Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, and Tulare Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Allcare IPA	★	★	★	★★	★★
Bakersfield Family Medical Center	★	★	★	★★	★★
Central Valley Medical Group	★★	★	★	★★	★★
Delta IPA	★★	★★	★	★★	★★
Golden Empire Managed Care	★★	★★★★	★★	★★	★★
(Kaiser) Permanente Medical Group - Bay Area	★	★★	★★	★★	★★
Key Medical Group	★	★	★	★★	★★
Medcore Medical Group/Omni IPA	★	★	★	★	★★
Sante Community Physicians IPA Medical Corp.	★★	★★	★★	★★	★★★★
Sutter Gould Medical Foundation	★★	★	★	★★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

6. Central Coast

Santa Barbara, San Luis Obispo, and Ventura Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Buenaventura Medical Group	★	★	★	★	★★
Community Medical Group	★	★	★	★	★★
Midcoast Care	★	★	★	★★	★★
Ojai Valley Community Med. Group	★★	★★★★	★★★★	★★	★★★★
San Luis Obispo Select IPA	☆	☆	★	☆	★★
Sansum-Santa Barbara Medical Foundation	★★	★	★★★★	★★	★★
Santa Barbara Select IPA	★	★★★★	★	★★	★★
SeaView IPA	★	★★	★	★★	★★
Valley Care IPA	★★	★★★★	★★★★	★★	★★★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

7. San Fernando and San Gabriel

San Fernando and San Gabriel Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Arcadia Health City Medical Group	Not rated	Not rated	Not rated	Not rated	Not rated
Community Medical Group	★	★	★	★	★★
Downey Alliance Medical Group	★★	★★	Not rated	Not rated	★★★★
Facey Medical Group	★	★	★	★★	★★
Glendale Memorial Medical Group	★	★	★	★	★★
HealthCare Partners Medical Group	★★	★★	★★	★★	★★
High Desert Medical Group	☆	☆	☆	☆	★
(Kaiser) Southern California Permanente Medical Group - LA	★	★	★	★	★★
Korean American Medical Group	★	★★	★	★	★★
La Vida IPA	★	☆	☆	★	★
La Vida Multi-Speciality Med. Center	★	★	★	★	★★
Lakeside Medical Group	★	★	★	★★	★★
Loma Linda University Healthcare	★★	★	★★	★★	★★
Noble Community Med. Associates	★	★	☆	☆	★★
Northridge Medical Group	★	★	★★	★	★★
Physician Associates of the Greater San Gabriel Valley	★	★	★	★	★★
Prospect Med. Grp. - Sherman Oaks	Not rated	Not rated	Not rated	Not rated	Not rated
Regal Medical Group/San Gabriel Valley Medical Group	★	★	★★	★	★★
Sierra Primary Care Medical Group	★	★	☆	★	★★
The Industry Health Network	★★	★★	★★	★★	★★★★
Verdugo Hills Medical Group	★	★	★	★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

8. Western Los Angeles County

Western Los Angeles County

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Cedars Sinai IPA	★★	★★	★★	★★	★★★★
Cedars-Sinai Medical Group	★★	★	★★	★★	★★★★
Centinela IPA Medical Group	★	★	★	★	★★
Downey Select IPA Medical Group	★★	★	★★	★★	★★
Health Source Medical Group	☆	★	★	★	★
HealthCare Partners Medical Group	★★	★★	★★	★★	★★
Hollywood Presbyterian Med. Group	Not rated	Not rated	Not rated	Not rated	Not rated
(Kaiser) Southern California Permanente Medical Group - LA	★	★	★	★	★★
Physician Associates of the Greater San Gabriel Valley	★	★	★	★	★★
ProfessionalCare Medical Group	★	★	★	★	★★
St. Vincent IPA	★★	★★	★★	★	★★★★
UCLA Medical Group	★★	★	★	★	★★★★

Ratings Key Excellent ★★★★★ Good ★★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

9. Eastern Los Angeles County

Eastern Los Angeles County

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
All Care Medical Group	Not rated	Not rated	Not rated	Not rated	Not rated
Allied Physicians Of California	★	★	★★	★	★★
Bright Medical Associates	★★	★	★	★	★★
Desert Medical Group, Inc.	★★	★★	★★★★	★	★★★★
Downey Select IPA Medical Group	★★	★	★★	★★	★★
Family Care Specialists Med. Group	★	☆	★	★	★★
HealthCare Partners IPA	★	★★	★	★★	★★
HealthCare Partners Medical Group	★★	★★	★★	★★	★★
(Kaiser) Southern California Permanente Medical Group- LA	★	★	★	★	★★
La Vida IPA	★	☆	☆	★	★
La Vida Multi-Speciality Medical Center	★	★	★	★	★★
Lakewood Health Plan	★	★	★	★	★★
Pioneer Medical Group	★★	★★	★★	★★	★★
ProfessionalCare Medical Group	★	★	★	★	★★
ProMed Health Network of Pomona Valley	★	★	★	★★	★★
Prospect Medical Group - Nuestra Familia	Not rated	Not rated	Not rated	Not rated	Not rated
St. Francis IPA	Not rated	Not rated	Not rated	Not rated	Not rated
St. Vincent IPA	★★	★★	★★	★	★★★★
Talbert Medical Group	★	★	★	★	★★

Ratings Key Excellent ★★★★★ Good ★★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

10. Torrance and South Bay

Torrance and South Bay

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Alamitos IPA (AIPA)	★	★	★	★	★★
Allied Physicians Of California	★	★	★★	★	★★
Cedars Sinai IPA	★★	★★	★★	★★	★★★★
Cedars-Sinai Medical Group	★★	★	★★	★★	★★★★
Centinela IPA Medical Group	★	★	★	★	★★
Harriman Jones Medical Group	★	☆	★★	★	★★
HealthCare Partners IPA	★	★★	★	★★	★★
HealthCare Partners Medical Group	★★	★★	★★	★★	★★
(Kaiser) Southern California Permanente Medical Group - LA	★	★	★	★	★★
La Vida IPA	★	☆	☆	★	★
La Vida Multi-Specialty Medical Center	★	★	★	★	★★
Lakewood Health Plan	★	★	★	★	★★
Memorial Healthcare IPA	★★	★	★★	★★	★★
Physicians Of Greater Long Beach IPA	★	★	★	★	★★
Pioneer Medical Group	★★	★★	★★	★★	★★
St. Francis IPA	Not rated	Not rated	Not rated	Not rated	Not rated
Talbert Medical Group	★	★	★	★	★★
Torrance Hospital IPA	★★	★★	★★	★★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

“Not rated” means the medical group had too few patients in the sample to report this result.

11. Orange

Orange County

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Affiliated Doctors of Orange County	★	★	★★	★	★★
AMVI Medical Group	★	★	★★	Not rated	★
Arta Health Network	Not rated	Not rated	Not rated	Not rated	Not rated
Bristol Park Medical Group	★★	★★	★★	★★	★★
Gateway Medical Group	★	★	★	★	★★
Greater Newport Physicians Medical Group	★★	★★	★★★★	★★	★★
Harriman Jones Medical Group	★	☆	★★	★	★★
HealthCare Partners Medical Group	★★	★★	★★	★★	★★
(Kaiser) Southern California Permanente Medical Group - LA	★	★	★	★	★★
Lakewood Health Plan	★	★	★	★	★★
Memorial Healthcare IPA	★★	★	★★	★★	★★
Monarch HealthCare	★★	★★	★★	★★	★★
ProfessionalCare Medical Group	★	★	★	★	★★
Prospect Med. Grp. - Orange County	★	★★	★	★	★★
St. Joseph Heritage Medical Group	★★	★★	★★★★	★★	★★★★
St. Joseph Hospital Affiliated Physicians	★★	★	★★	★★	★★★★
St. Jude Heritage Medical Group	★★	★★	★★	★★	★★★★
St. Jude Hospital Affiliated Physicians	★★	★★	★	★★	★★
Talbert Medical Group	★	★	★	★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

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12. Inland Empire

Riverside and San Bernardino Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Antelope Valley/Pegasus Med. Grp.	☆	★	★	★	★
Beaver Medical Group	★★	★	★★	★	★★
Empire Physicians Medical Group	★	★★	★★	★★	★★
Family Seniors Medical Group	★★	★★	★★★★	★	★★
Heritage Victor Valley	☆	★	★	☆	★
High Desert Medical Group	☆	☆	☆	☆	★
(Kaiser) Southern California Permanente - LA	★	★	★	★	★★
Oasis IPA	★	★	★	★	★★
PrimeCare - Chino Valley	★	★	★	★	★
PrimeCare - Corona	★	★	★	★	★★
PrimeCare - Hemet	☆	★	★	★	★
PrimeCare - Inland Valley	★	★	★	★	★★
PrimeCare - Moreno Valley	☆	☆	★	★	★★
PrimeCare - Redlands	★★	★	★★	★	★★★★
PrimeCare - Riverside	★	★	★	★	★★
PrimeCare - Sun City	★	★	★★	★★	★★
PrimeCare - Temecula	★	★	★	★	★★
ProMed Health Network of Pomona Valley	★	★	★	★★	★★
Prospect Medical Group - Corona	★	Not rated	Not rated	Not rated	★★
Riverside Medical Clinic	★	★	★★	★★	★★
Riverside Physician Network	★★	★★	★★	★★	★★
San Bernardino Medical Group	★★	★★	★★★★	★★	★★★★
St. Mary/Choice Medical Group/Apple Valley	☆	☆	★	☆	★★
United Family Care	☆	☆	★	★	★★
Upland Medical Group	★	★	☆	★	★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

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13. San Diego and Imperial

Imperial and San Diego Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Coordinating Patient Care	Getting Treatment and Speciality Services	Communicating with Patients
Centre For Health Care Medical Associates	★	★	★	★★	★★
Greater Tri-Cities IPA	★	★	★★	★	★★
Imperial Co. Physicians Med. Grp.	★	★	★	★	★★
(Kaiser) Southern California Permanente Med. Group - San Diego	★	★	★	★★	★★
Mercy Physicians Medical Group	★★	★★★★	★★★★	★★	★★
Penn Elm Medical Group	★★	★★	★★	★★	★★★★
Primary Care Associated Medical Group	★	★	★★	★★	★★
San Diego Physicians Medical Group	★	★	★	★★	★★
Scripps Clinic Medical Group	★★	★	★★	★★	★★
Scripps Mercy Medical Group	★★★★	★★★★	★★★★	★★	★★★★
Sharp Community Medical Group	★★	★★	★★	★★	★★★★
Sharp Mission Park Medical Group	★★	★★	★★	★	★★★★
Sharp Rees-Stealy Medical Group	★★	★	★★	★★	★★★★
UCSD Healthcare Network	★	☆	★★	★	★★★★

Ratings Key Excellent ★★★ Good ★★ Fair ★ Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

About these Ratings

Why this information is important

It is important to be aware of the services HMOs offer in other languages if you or a member of your family use American Sign Language (ASL) or do not speak English. Using an interpreter or translated written materials may help you communicate better with your doctor and your HMO.

Ratings of HMO Effort

The rating information shows how the HMOs compare to each other in terms of which plans report that they offer more or less language assistance services. The chart is not intended to indicate the quality of the services provided.

Above average effort indicates that the HMO reports that it offers more language assistance services than other HMOs that rate average or below average.

Average effort indicates that the HMO reports that it offers more language assistance services than HMOs that rate below average, but not as many as HMOs that rate above average.

Below average effort indicates that the HMO reports that it offers fewer language assistance services than other HMOs.

The ratings are based on plans' responses to a survey requesting information on how members communicate with their HMO and doctor, access information in non-English languages, and obtain information on services and cost. Additionally, the survey asked plans about their efforts to monitor services offered and to give priority to language services issues. The rating system uses a single score that combines what each HMO does for its members across all types of coverage.

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Statewide Ratings

HMO	Rating
Alameda Alliance for Health	●
Blue Cross HMO - California Care	↓
CalOptima	↑
Care1st Health Plan	↑
Central Coast Alliance for Health	↑
Community Health Plan	●
Contra Costa Health Plan	↑
Health Net	↓
Health Plan of San Joaquin	↓
Health Plan of San Mateo	↓
Inland Empire Health Plan	●
Kaiser Permanente - North	●
Kaiser Permanente - South	●
Kern Family Health Care	↑
L.A. Care Health Plan	●
Molina Healthcare of California	↑
PacifiCare of California	↓
Partnership Health Plan of California	↑
San Francisco Health Plan	●
Santa Barbara Regional Health Authority	●
Santa Clara Family Health Plan	↑
Sharp Health Plan	●
UHP Healthcare	↓
Universal Care	↑

Ratings Key Above Average Effort ↑ Average Effort ● Below Average Effort ↓

Aetna Health of California Inc.
800-756-7039
800-628-3323 (TTY/TDD)
www.aetna.com

Alameda Alliance for Health
510-747-4500
510-747-4567 (Member Services)
510-747-4501 (TTY/TDD)
www.alamedaalliance.com

Blue Cross HMO - CaliforniaCare
800-999-3643
800-735-2929 (TTY/TDD)
www.bluecrossca.com

Blue Shield of California HMO
800-200-3242
800-241-1823 (TTY/TDD)
www.blueshieldca.com

CalOptima
888-587-8088
714-246-8500
714-246-8523 (TTY/TDD)
www.caloptima.org

Care 1st Health Plan
800-605-2556
800-735-2929 (TTY/TDD)
www.care1st.com

Central Coast Alliance for Health
800-700-3874
877-548-0857 (TTY/TDD)
www.ccah-alliance.org

CIGNA HMO
800-344-0557
800-321-9545 (TTY/TDD)
www.cigna.com

Community Health Plan
800-475-5550
800-353-7988 (TTY/TDD)
http://ladhs.org/chp

Contra Costa Health Plan
877-661-6230
800-735-2929 (TTY/TDD)
www.cchealth.org

Health Net
800-638-3889 (North)
800-522-0088 (South)
800-995-0852 (TTY/TDD)
www.healthnet.com

Health Plan of San Joaquin
800-932-7526
800-655-8294 (Advice nurse)
209-939-3588 (TTY/TDD)
www.hpsj.com

Health Plan of San Mateo
800-750-4776
650-616-8037 (TTY/TDD)
www.hpsm.org

Inland Empire Health Plan
800-440-4347
909-890-0731 (TTY/TDD)
www.iehp.org

Kaiser Permanente
800-464-4000
800-788-0616 (Spanish)
800-757-7585 (Chinese)
800-777-1370 (TTY/TDD)
www.kaiserpermanente.org

Kern Family Health Care
800-391-2000
800-735-2929 (TTY/TDD)

L.A. Care Health Plan
800-452-2273
213-694-1250
866-522-2731 (TTY/TDD)
www.lacare.org

Molina Healthcare of California
800-526-8196
800-479-3310 (TTY/TDD)
www.molinahealthcare.com

Pacificare of California
800-624-8822
800-735-2922 (TTY/TDD)
www.pacificare.com

Partnership Health Plan
800-863-4155
707-863-4120 (TTY/TDD)
www.partnershiphp.org

San Francisco Health Plan
800-288-5555
888-883-7347 (TTY/TDD)
415-547-7830 (TTY/TDD local)
www.sfhp.org

Santa Barbara Regional Health Authority
877-814-1861
805-685-4131 (RELAY)
www.sbrha.org

Santa Clara Family Health Plan
800-260-2055
800-567-7759 (TTY/TDD)
www.scfhp.com

Sharp Health Plan
800-359-2002
www.sharp.com
www.sharphealthplan.com

UHP Healthcare
800-544-0088
888-702-3323 (TTY/TDD)
www.uhphealthcare.com

Universal Care
800-635-6668
866-321-5955 (TTY/TDD)
www.universalcare.com

Western Health Advantage
888-563-2250
888-877-5378 (TTY/TDD)
www.westernhealth.com

Need help with an HMO problem?

First call your health plan—look for the number in this directory or on your HMO membership card. If that doesn't work, call the **HMO Help Center** toll-free, 24 hours a day at **1-888-HMO-2219** (or **TDD** at **1-877-688-9891**).

State of California
Office of the Patient Advocate

980 9th Street, Suite 500
Sacramento, CA 95814-2738



1-866-HMO-8900
www.opa.ca.gov

About the Office of the Patient Advocate

The State of California Office of the Patient Advocate was established in July 2000. The Office:

- informs consumers about their HMO rights under California law
- teaches consumers how to use their HMO
- assists consumers in getting the best quality of care
- helps consumers find assistance when they have an HMO problem
- provides many free materials to educate consumers about HMOs

About the Data

This report card was prepared with information from the following sources:

- California Cooperative Healthcare Reporting Initiative (CCHRI)
- Consumer Assessment of Health Plans Survey (CAHPS®)
- Health Plan Employer Data and Information Set (HEDIS®)
- OPA 2004 Survey of Cultural and Language Services Provided by California Health Plans

For more information, refer to the Quality of Care Report Card on the web at www.opa.ca.gov/report_card.