

# State of California - Office of the Patient Advocate



## California Mental Health Planning Council Meeting

October 18, 2012

# Today's Presentation

- I. OPA Overview**
- II. Patient Rights**
- III. Partnerships**
- IV. Public Reporting**
- V. AB 922**
- VI. Questions and Comments**

# OPA Mandates

**P**atient Rights

**P**artnerships

**P**ublic Reporting

# Patient Rights & Responsibilities

## Californians will:

- \* Know their patient rights and responsibilities
- \* Make informed health care decisions
- \* Receive high quality health care services

# Patient Rights and Responsibilities

## OPA Consumer Education



FreeDigitalPhotos.net

### Consumer Resources

- \* **Guides**
- \* **Worksheets**
- \* **Videos**
- \* **Consumer Alerts**
- \* **E-Newsletter**
- \* **Social Networking**
- \* **Patient Rights Info**
- \* **Report Card**

# Consumer Educational Materials

## Mental Health Resources

- \* Inserts
- \* Posters

### MENTAL HEALTH CARE

Trauma Drama: Feels like you a

You're going through it, and you can make it through.

California's Office of the Patient Advocate  
is here to help you.

---

What do you do when the doctor says it's

YOU ARE NOT ALONE

VISIT [OPA.CA.GOV](http://OPA.CA.GOV)

Have a problem or complaint with your health plan?  
Call 1.888.466.2219 or visit [HealthHelp.ca.gov](http://HealthHelp.ca.gov)

Find the Office of the Patient Advocate on: [facebook](#) [Twitter](#)

There is hope.

Ask for help and support from your health plan. Your health plan may cover mental health treatment, individual and family behavioral counseling, eating disorders, anger management, anxiety treatment and other confidential services. **Talk with your doctor about seeing a mental health specialist:**

- Clinical Psychologist
- Social Worker
- Marriage and Family Therapist
- Psychiatrist

**Who to contact:**  
**National Alliance on Mental Illness (NAMI)**  
(916) 567-0163 / [www.NAMI.org](http://www.NAMI.org)

**Share Ourselves**  
[www.StoriesThatHeal.samhsa.gov](http://www.StoriesThatHeal.samhsa.gov)

**Suicide Prevention Lifeline**  
1-800-273-TALK (8255) / [www.SuicidePreventionLifeline.org](http://www.SuicidePreventionLifeline.org)

**For information and education materials about getting the most out of your health plan, call the Office of the Patient Advocate (OPA) at 1-866-466-8900 or visit [www.opa.ca.gov](http://www.opa.ca.gov)**

**For problems or complaints about your health plan, call the Help Center at 1-888-466-2219 or visit [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)**

Created by African American Health Institute (AAHI) of San Bernardino County for the State of California Office of the Patient Advocate contract #08VCA0014. Printed in 2010.



# OPA Partnerships

The slide features a solid blue background. At the bottom, there are several overlapping, wavy, light blue lines that create a sense of movement and depth, transitioning from the blue background to a white area at the very bottom of the frame.

# Partner Resources Health Plan Guides

## Cómo Utilizar Su Plan de Salud



Una guía para  
aprovechar  
al máximo su  
HMO o PPO



El Estado de California  
Oficina del Defensor  
del Paciente

www.opa.ca.gov



## California's HMO Guide for Seniors

Getting  
the Most  
from Your  
Medicare  
HMO



*The State of California*  
OFFICE OF THE PATIENT ADVOCATE

www.opa.ca.gov

# Partner Resources

- \* Web badges
- \* Posters
- \* Other materials



免費  
讓您從健康照顧中  
得到最大益處  
opa.ca.gov



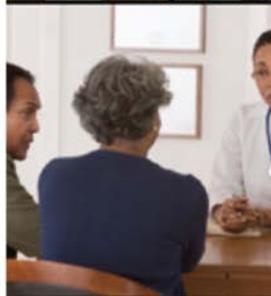
THE PATIENT  
ADVOCATE

opa.ca.gov



## HEALTH CARE

We earned it.



Need help ge

- Reducing medical costs?
- Understanding medical be

We have advocates someone



THE PATIENT  
ADVOCATE

opa.ca.gov

# GUIDING YOU TO BETTER HEALTH CARE

California's Office of the Patient Advocate is here to help you.

Learn about getting the care you need and making the most of doctor visits, health insurance benefits, and more.

Order a FREE guide on "How to Use Your Health Plan" at opa.ca.gov.

Web site and guide are available in English, Spanish and Chinese.

Visit opa.ca.gov for health care tips, to download health worksheets, find out about patient rights, plus much more!



VISIT OPA.**CA**.GOV ADVOCATE



Have a problem or complaint with your health plan? Call 1.888.466.2219 or visit HealthHelp.ca.gov

Find the Office of the Patient Advocate on: [facebook](#) [twitter](#)

# Partner Resources Videos

## Video Topics

- \* **DMHC Help Center**
- \* **Independent Medical Review**
- \* **Balance Billing**
- \* **Using Your Benefits – Women**
- \* **Using Your Benefits - African American**



# Partner Resources Materials

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VISIT **OPA.** *CA* **.GOV** 



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Find the Office of the Patient Advocate on:  

Order materials at  
[www.opa.ca.gov](http://www.opa.ca.gov)

# Consumer Assistance Partner Referrals

## Inform Consumers - Where to Get Help Promote - Better Coordination

Need help with  
your health plan?  
Call us! **1-888-466-2219**



DEPARTMENT OF  
**Managed  
Health Care  
HelpCenter**



CALIFORNIA  
DEPARTMENT OF INSURANCE

Skip to



California  
**HICAP**  
HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM

CALIFORNIA DEPARTMENT OF  
**Health Care Services**  
Mental Health Ombudsman Services



# Public Reporting California Health Care Quality Data

# OPA Public Reporting Health Care Quality



# OPA Public Reporting Mandate

**Health & Safety Code: §1368.02(c)(1), et seq.**

**Compiling an annual publication, to be made available on the department's Internet Web site, of a quality of care report card including but not limited to health care service plans.**

# OPA Public Reporting - Goals

[www.HealthCareQuality.ca.gov](http://www.HealthCareQuality.ca.gov)

## Goal: Improve Quality of Health Care

### Objectives:

- \* To incentivize improvement, transparency, and create greater accountability, at all levels of the health care system
- \* To provide the public with useful, usable information on health care quality
- \* To engage consumers to become more effective, efficient users of health care

# Public Reporting

[www.HealthCareQuality.ca.gov](http://www.HealthCareQuality.ca.gov)

## Using Quality Data to Improve Care and Clinical Outcomes

Data used by health plans, providers, consumers and others. For example:

- \* **Right Care Initiative – University of Best Practices** focused on cardiovascular disease and diabetes
- \* **Pay-for-Performance**

# OPA Public Reporting - Outcomes

[www.HealthCareQuality.ca.gov](http://www.HealthCareQuality.ca.gov)

## Outcomes of Public Reporting

- \* Used by state regulators, community advocates and quality improvement programs
- \* Associated more with provider behavior than with consumer
- \* Improved quality over time for publicly reported measures

# Public Reporting OPA Health Care Quality Report Cards

How does your **health plan**  
MEASURE UP?



## To find out, start here:

Visit [OPA.CA.GOV](http://OPA.CA.GOV) to see the California Health Care Quality Report Card

- Compare health plans in California on important areas of care for adults and children
- View how members rate their health plan



Why is this important?

Getting the right care at the right time can help you improve your health and stay healthy.

HMO Health Plan	Meeting National Standards of Care*
Aetna Health of California, Inc.	★★★★
Anthem Blue Cross - HMO	★★★★
Blue Shield of California - HMO	★★★★
CIGNA HMO	★★★★
Health Net of California, Inc.	★★★★
Kaiser Permanente - Northern California	★★★★
Kaiser Permanente - Southern California	★★★★
UnitedHealthcare of California (formerly FirstCare)	★★★★
Western Health Advantage	★★★

PPO Health Plan	Meeting National Standards of Care*
Aetna Health of California, Inc.	★★★★
Aetna PPO	★★★★
Anthem Blue Cross PPO	★★★★
Blue Shield of California/Blue Shield Life PPO	★★★★
CIGNA PPO	★★★★
Health Net PPO	★★★★
UnitedHealthcare Insurance Co., Inc.	★★★★

Health plan performance is scored on a scale from one to four stars, with four stars being the highest rating.  
\* National Standards of Care represents how well a health plan performs in getting their members the right care from screening for cancer to treatment for diabetes and heart care.

See the **2012 Edition of the Health Care Quality Report Card** to compare how well health plans provide quality care for **asthma, diabetes, heart care, maternity care** and other conditions.



OPA.CA.GOV



**Health Care Quality Report Card**  
California's Gateway to Health Care Quality Ratings

Language: [English](#) | [Español](#) | [中文](#)



[Home](#) | [Health Plans](#) | [Doctors and Medical Groups](#) | [Hospitals and Long-Term Care](#) | [Language Services](#) | [Research and Background](#)

## What will I find here?

You will find quality ratings for health insurance plans, health care providers, and more.

- ★★★★ Excellent
- ★★★ Good
- ★★ Fair
- ★ Poor

## I'm looking for...

[Help with my HMO?](#)

[HMO Ratings](#)

[Medical Group Ratings](#)

[HMO ratings on asthma, cancer, diabetes, and more](#)

[How to choose a plan?](#)

[Data about managed care](#)

[More about quality](#)

[More about this report card](#)

## Are You Getting Quality Health Care?

Review our **quality ratings** to see if you and your family are getting the care you deserve.



### Health insurance plan ratings

Find out how California's health insurance plans rate on the quality of care their members receive

[HMOs... PPOs... Medicare... Medi-Cal... Healthy Families... CalPERS... Not sure](#)



### Health care provider ratings

Find out how medical groups, doctors, and other providers rate on the care their patients receive

[Medical Groups... Hospitals... Long-Term Care](#)



### Language services

Find out about language assistance and services for non-English speaking members.

[Language services... Servicios en otros idiomas... 為母語不是英](#)



### Learn more

Find research and background material on health care quality in California.

[About quality... About managed care... About health care reform](#)

# Public Reporting OPA Health Care Quality Report Cards

## OPA Annual Report Cards

1. HMO -- 9 CA largest plans
2. PPO -- 6 CA largest plans
3. Medical Groups -- 200+ groups

## Other Quality Data

1. Medi-Cal Managed Care
2. Healthy Families
3. Medicare
4. Hospitals
5. Skilled Nursing Homes

# OPA Health Care Quality Report Cards

## Features

### Measures:

- \* **Clinical scores and ratings**
- \* **Patient Experience scores and ratings**
- \* **Aggregated scores on conditions and overall care**

### Other information:

- \* **Health plan services and programs**
- \* **Profiles of health plans and medical groups**

# Public Reporting

[www.HealthCareQuality.ca.gov](http://www.HealthCareQuality.ca.gov)

## Clinical Care – 9 topic areas include:

The screenshot shows the website for the California Office of the Patient Advocate. The main navigation bar includes links for Home, About OPA, Health Plan Basics, Getting Better Care, Quality Report Card, and Contact Us. The current page is titled "Diabetes Care At-a-Glance" under the "HMO Ratings" section. It features a star rating system for various HMOs, with Kaiser Permanente - Northern California and Kaiser Permanente - Southern California both receiving 5-star ratings. The page also includes a "What Was Measured?" section listing specific care metrics and a "Why Is It Important?" section explaining the importance of diabetes care.

**Diabetes Care At-a-Glance**

Health Plans ▶ HMO Ratings ▶

★★★★★ Excellent  
★★★★ Good  
★★★ Fair  
★★ Poor

**Diabetes Care**  
We compared HMO members' records to a set of national standards for quality of care.

Health Plan	Rating
<a href="#">Aetna Health of California, Inc.</a>	★★★★
<a href="#">Anthem Blue Cross - HMO</a>	★★★★
<a href="#">Blue Shield of California - HMO</a>	★★★★
<a href="#">CIGNA HMO</a>	★★★★
<a href="#">Health Net of California, Inc.</a>	★★★★
<a href="#">Kaiser Permanente - Northern California</a>	★★★★★
<a href="#">Kaiser Permanente - Southern California</a>	★★★★★
<a href="#">PacifiCare of California</a>	★★★★
<a href="#">Western Health Advantage</a>	★★★★

**What Was Measured?**

- ▶ Eye Exam for Diabetes Patients
- ▶ Testing Blood Sugar for Diabetes Patients
- ▶ Controlling Blood Sugar for Diabetes Patients
- ▶ Testing Cholesterol for Diabetes Patients
- ▶ Controlling Cholesterol for Diabetes Patients
- ▶ Testing Kidney Function for Diabetes Patients
- ▶ Controlling Blood Pressure For Diabetes Patients

**Why Is It Important?**

The best HMOs work with members who have diabetes to prevent health problems. The doctors check members' blood sugar and blood pressure and cholesterol levels often and help to keep them controlled. They also test regularly for early signs of complications, like kidney failure and blindness.

- \* Asthma
- \* Diabetes
- \* Mental Health
- \* Others

# Public Reporting Member Experience Ratings

[Health Plans](#) ▶ [HMO Ratings](#) ▶

## Getting Care Easily At-a-Glance 2012 Edition

- ★★★★★ Excellent
- ★★★★ Good
- ★★★ Fair
- ★ Poor

### Getting Care Easily

We compared how members rated their HMO during 2009 and 2010 to national results.

[Aetna Health of California, Inc.](#)



\*

**Getting Care Easily**

[Anthem Blue Cross - HMO](#)



\*

**Plan Service**

[Blue Shield of California - HMO](#)



\*

**Doctor Communication**

[CIGNA HMO](#)



\*

**Member Complaints**

[Health Net of California, Inc.](#)



[Kaiser Permanente - Northern California](#)



[Kaiser Permanente - Southern California](#)



[UnitedHealthcare of California \(formerly PacifiCare\)](#)



[Western Health Advantage](#)



# Public Reporting

## Mental Health & Behavioral Health Measures

\* HEDIS measures reported for HMOs & PPOs

1. Alcohol & Drug Dependence Treatment
2. Anti-depressant Medication –Initial Treatment
3. Anti-depressant Medication –Ongoing Treatment
4. Follow-up Visit after Mental Illness Hospital Stay

\* Comparison to the top 10% of health plans nationwide

# Public Reporting Summary Score

[Health Plans](#) ▶ [HMO Ratings](#) ▶

## Mental Health Care At-a-Glance 2012 Edition

- ★★★★★ Excellent
- ★★★★ Good
- ★★★ Fair
- ★ Poor

### Mental Health Care

We compared HMO members' records in 2010 to a set of national standards for quality of care.

### What Was Measured?

- ▶ Alcohol & Drug Dependence Treatment
- ▶ Anti-depressant Medication — Ongoing Treatment
- ▶ Follow-up Visit After Mental Illness Hospital Stay

### Why Is It Important?

The best HMOs make sure that members who have major depression can see a doctor regularly and get the right medications. They also follow-up to see that alcohol or drug dependence patients stay in treatment.

[Aetna Health of California, Inc.](#)



[Anthem Blue Cross - HMO](#)



[Blue Shield of California - HMO](#)



[CIGNA HMO](#)



[Health Net of California, Inc.](#)



[Kaiser Permanente - Northern California](#)



[Kaiser Permanente - Southern California](#)



[UnitedHealthcare of California \(formerly PacifiCare\)](#)



[Western Health Advantage](#)



# Public Reporting Individual Measure - HMO

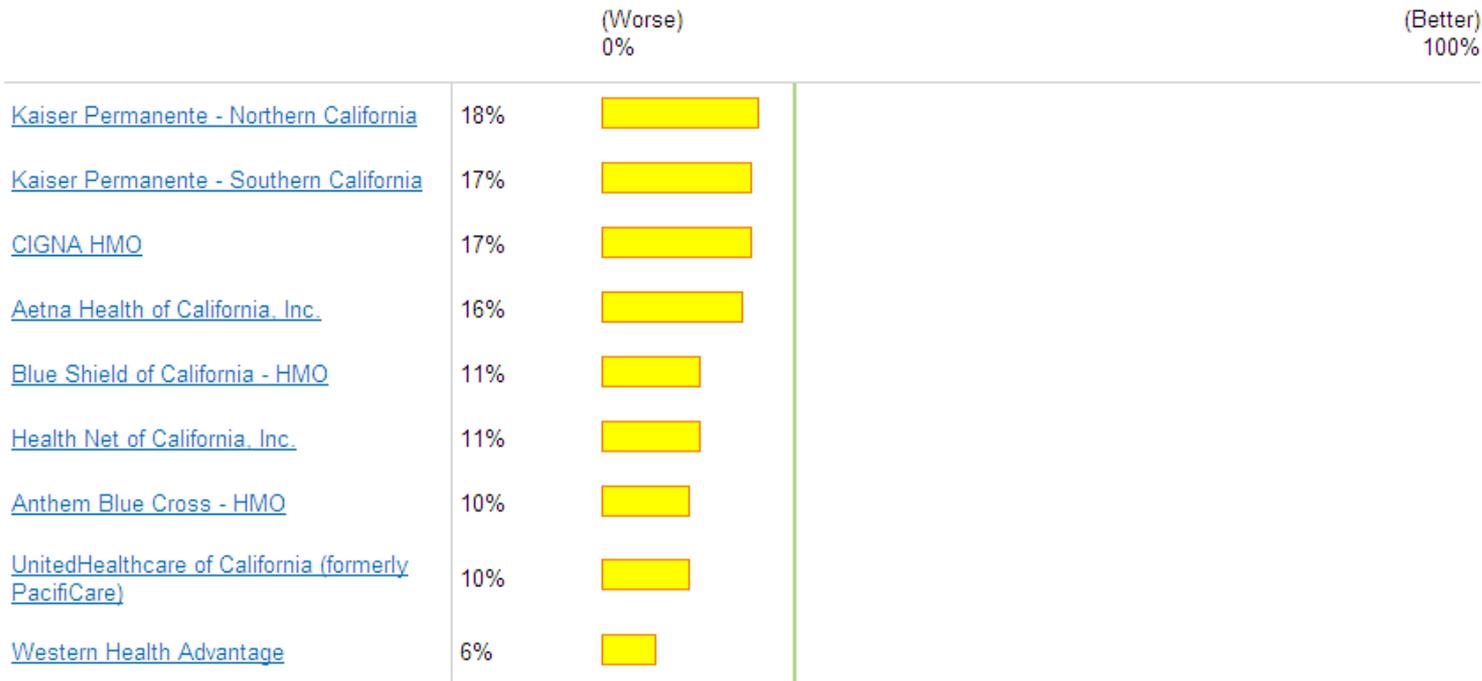
[Health Plans](#) ▶ [HMO Ratings](#) ▶ [Mental Health Care](#) ▶

## Alcohol & Drug Dependence Treatment 2012 Edition

Look for differences of at least 4%. Smaller differences usually are not significant.

### Alcohol & Drug Dependence Treatment

We compared HMO members' records in 2010 to a set of national standards for quality of care.



Score for top health plans nationwide 22%\*

### What Was Measured?

What percentage of HMO adolescent or adult members, who are diagnosed with alcohol or other drug dependence, have several follow-up treatment services within 30 days of being diagnosed?

These results are based on HMO patient administrative records.

### Why Is It Important?

Getting continuing care for substance abuse is critical to successful treatment. Fewer than one in four people who abuse alcohol or drugs get treatment. And, among those who begin treatment, more than half do not complete the care. Substance abuse patients who remain in treatment for a longer period of time are much more likely to stop their alcohol or drug dependence.

### Compare California Scores to National Results

[Click here to hide the national 90th percentile score.](#)

[Why isn't my health plan listed?](#)

# Public Reporting Individual Measure - PPO

[Health Plans](#) ▶ [PPO Ratings](#) ▶ [Mental Health Care](#) ▶

## Anti-depressant Medication — Ongoing Treatment 2012 Edition

Look for differences of at least 4%. Smaller differences usually are not significant.

### Anti-depressant Medication — Ongoing Treatment

We compared PPOs' care for members in 2010 using national standards for quality of care.

(Worse)  
0%

(Better)  
100%



Score for top health plans nationwide 56%\*

[Why isn't my health plan listed?](#)

### What Was Measured?

What percentage of PPO members who were treated for depression remained on anti-depressant medication for 6 months of ongoing care following their initial treatment?

These results are based on PPO patient administrative records.

### Why Is It Important?

People who are depressed can be treated with medicines called anti-depressants. Good care means checking that patients follow their doctor's instructions about taking medicines. About half of the people who take anti-depressants do not finish all of their medicine or take it incorrectly.

### Compare California Scores to National Results

[Click here to hide the national 90th percentile score.](#)

# Public Reporting Enhancements to come

- \* **Redesigned Website**
- \* **Timely Access**
- \* **Complaint Data**

# OPA & AB 922 (Monning)

## Consumer Assistance & Education

### January 2013 – OPA Serving all Californians

- \* Outreach and education about health care coverage
- \* Refer consumers with inquiries and complaints
- \* Assist consumers with problems related to services
- \* Coordinate with patient assistance programs
- \* Develop Guides with other state departments

# AB 922 Implementation Public Reporting

## Complaint Data

- \* **Collect consumer complaint data from CDI, DMHC, DHCS, MRMIB, and the HBEx**
- \* **Analyze and publicly report on consumer complaints about health care coverage**
  - Demographic data
  - Source of coverage
  - Regulator
  - Insurer or plan
  - Resolution of complaint
- \* **Initial planning phase to begin by December 2012**

# Collaboration

**Ideas for working  
together?**



# Questions and Comments



FreeDigitalPhotos.net

**Questions?  
Comments?**



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*[www.opa.ca.gov](http://www.opa.ca.gov)*



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**Facebook**



Follow us on Twitter

**@CaPatientAdv**