



Quality Improvement Program

How we measure up

The Quality Improvement Program is the process of finding out how we can improve your care. To help us serve you the best we can, we look closely at your access to medical care and at our programs. We measure their quality and safety. The results tell us what works best and what needs improvement. At Anthem, your health is important to us — and our experienced team can help you stay focused on it.

What tells us how we're doing?

To measure how we're doing, we use tools from professional organizations, like:

- **Healthcare Effectiveness Data and Information Set (HEDIS®)** — data that measures the quality of care and services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** — a member satisfaction survey

2018 Healthcare Effectiveness Data and Information Set (HEDIS®)

A HEDIS performance measure tells us how to calculate “rates” for quality. For instance, one HEDIS measure defines exactly how plans should figure out the percentage of members needing cholesterol lowering medication who actually got a prescription. Performance measures let plans see what their rate is and how they compare to other plans.

The HEDIS data helps us make sure you are getting the services you need. These services help keep you healthy or find health problems early so they can be treated sooner. We keep track of over 75 items. The data reflects 2017's results. We compared it to the average Medicaid rate in the United States.

Our scores

For 2017, which is reported in 2018, we beat the goal. 87% of the HEDIS measures were at or above the required performance rates. They were higher than the California Department of Health Care Services' goal of 85%.

In 2018, our greatest improvements in CAHPS scores were the ratings in the areas of all health care, personal doctor, customer service, getting care quickly and how well our doctors communicate.

Our goals

This year, we want to make sure that:

- All our members get quality health care and service.
- We understand all our members' cultures and languages.
- We work to improve the health of our members.
- We help our members stay well and manage their health care needs.

Learn more about quality management

Have questions about the Quality Management program?

Call us. We can talk to you about:

- What quality management is
- How we are doing and what our goals are
- How we are working to make things better for you

We can also send you information on our Quality Management program. Please call the Customer Care Center at the number on your member ID card. We'll mail you a copy of the program with goals, process and results. We also can tell you more about how we can help you get quality care.

Anthem Blue Cross follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- Sex

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats, including Braille, large print and audio at no cost to you. Call us toll free at 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letras grandes y audio sin costo para usted. Llámenos a la línea gratuita al 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

您在醫療保健、向我們諮詢、或是閱讀我們寄給您的資料時有需要任何的幫助嗎？我們以其他語言和格式提供我們的資料，包括點字、大型字體印刷和音訊格式，您無需支付任何費用。請撥打免費電話1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)。

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