Quality Rating System

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REGION 18 — Orange County	Quality Rating
Anthem Blue Cross of California EPO, HMO	★★★
Blue Shield of California PPO	★★★
Health Net HMO, HCSA	★★★
Kaiser Permanente HMO	★★★★

Quality Rating System

Covered California health plans are rated using members' reported experiences with their plans. The system has one to four stars, with four stars being the top rating.

To assign the star rating, each health plan is compared to results for health plan in the western U.S. region. A four-star plan means the health plan scored in the top 25 percent of all the rated plans; a three-star plan scores between 50 and 75 percent of all plans; two stars means the plan is in the 25 to 50 percent range; and one star is for plans in the bottom 25 percent.

The California plans are compared to regional results for PPO health plans network, because they most mirror the types of plans offered throughout Covered California.

Health plan members are asked to report their experiences in the areas of access, including getting doctor appointments, treatments and tests; health plan customer service; and the quality of medical care, including services provided by doctors.

The ratings are based on consumer surveys for the most recent year they are available, in most cases, from 2013. The surveyed members were reporting on care received before the launch of Covered California. In future years, plans will be rated by members enrolled in Covered California plans.

* Inland Empire: San Bernardino and Riverside counties