



TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

**MEDI-CAL MANAGED CARE
2012 QUALITY AWARDS**
Presented on April 11, 2012

HEDIS® Awards

- ❖ For *outstanding performance* in the California Department of Health Care Services 2011 Healthcare Effectiveness Data and Information Set (HEDIS®) Measures for Medi-Cal Managed Care:
 - *Gold Quality Award* – San Francisco Health Plan (San Francisco County)
 - *Silver Quality Award* – Central California Alliance for Health (Monterey and Santa Cruz Counties)
 - *Bronze Quality Award* – Kaiser Permanente (Sacramento County)
 - *Honorable Mention Quality Award* – CalOptima (Orange County)
- ❖ For *most improved performance from 2010 to 2011* in the California Department of Health Care Services 2011 Healthcare Effectiveness Data and Information Set (HEDIS®) measures for Medi-Cal Managed Care:
 - Community Health Group (San Diego County)

Partnership Awards from the Office of the Ombudsman

- ❖ For *outstanding service and support* in 2011 to Medi-Cal Managed Care Plan Members in partnership with the Medi-Cal Managed Care Office of the Ombudsman:
 - *Gold Quality Award* – Health Net Solutions (Fresno, Kern, Los Angeles, Sacramento, San Diego, Stanislaus and Tulare Counties)
- ❖ For *most improved service and support* in 2011 to Medi-Cal Managed Care Plan Members in partnership with the Medi-Cal Managed Care Office of the Ombudsman:
 - *Most Improved Quality Award* – Inland Empire Health Plan (Riverside and San Bernardino Counties)

Special Acknowledgement Awards

- ❖ For *outstanding contribution to quality improvement* in the Medi-Cal Managed Care Program through many years of strong advocacy and dedicated support for Medi-Cal Managed Care quality improvement activities:
 - Danita Carlson, Community Relations Director
Central California Alliance for Health

- ❖ For *outstanding contribution to quality improvement* in the Medi-Cal Managed Care Program in 2011 by coordinating and arranging funding for translating the Group Needs Assessment Member Survey into nine threshold languages and sharing the results with all plans:
 - Otilia Tiutin, Manager of Cultural and Linguistic Services
Contra Costa Health Plan

*Prepared by:
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March 2012*