



August 20, 2013

Dear Plan Advisory Group member,

As we all appreciate regarding how to address the issue of how to communicate health plan quality information, there are many trade-offs and Covered California wants to acknowledge the collaborative approach which has been evident in our discussions to date and which will serve us all well as we take on other challenges. Based on the input to date and additional work done by Covered California since last week's Plan Quality Forum on this topic, Covered California has made the following decisions:

1. There will be no Quality Rating System (QRS) information displayed at the outset of open enrollment for October 2013. This decision is consistent with the memo issued by Covered California on August 2, 2013 and the information provided by Peter Lee at the August 8, 2013 Board meeting.
2. Based on the August 13 Covered California Plan Forum input, Covered California assessed a policy that would require reporting a QRS score for all plans that met a criteria of 80% network similarity to that plan's existing networks. In attempting to apply this policy using provider information currently available to Covered California, it was not possible to consistently and credibly make this similarity comparison for each health plan participating in Covered California in time for the deadlines associated with the October 1, 2013 open enrollment. As outlined in more detail below, Covered California looks forward to working with its health plans and other stakeholders to move to this interim solution as soon as possible.
3. A general link to the Office of the Patient Advocate (OPA) website will be created and available on the enrollee selection page, but will not part of the consumer plan selection process.

4. The collection of HEDIS and CAHPS information beginning in 2014 remains a contractual commitment for each plan partner and is necessary for the availability of QRS information for open enrollment 2015 and for compliance with plan performance standards as outlined in Attachment 14 to the model contract.

Thanks for your continued support and collaboration,

Pamela Power, Manager
Covered California Plans Management