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Sharp Health Plan recognized nationally and in California for high-quality care and service

San Diego-based health plan is highest member-rated health plan — for the fifth year in a row.

SAN DIEGO, CA — Sharp Health Plan, a not-for-profit, locally-based health plan serving San Diegans of all ages, today announced that they have once again been recognized nationally and in California for their affordable, high-quality care and service, including the following distinctions:

- Sharp Health Plan is **one of the nation's highest-rated health plans with a rating of 4.5 out of 5 in the National Committee for Quality Assurance's (NCQA) Private Health Insurance Plan Ratings 2019-20.**¹ NCQA is a non-profit organization dedicated to improving health care quality that accredits and certifies a wide range of health care organizations.
- **Sharp Health Plan is the highest member-rated health plan in California — for the fifth year in a row.** In 2019, Sharp Health Plan had the highest member ratings for health care, personal doctor and specialist among reporting California health plans.²
- Sharp Health Plan earned a **4.5 out of 5 Overall Star Rating for 2020** from the Centers for Medicare and Medicaid Services (CMS), and achieved a **5-Star score for ratings of the health plan, health care quality, drug plan and care coordination.**³ These CMS ratings serve as an indicator of the excellent quality, performance and value of Sharp Health Plan's Medicare Advantage plans.

"We constantly aim to exceed our members' expectations. We're deeply committed to providing The Sharp Experience from coverage to care — every touch, every time. Our promise: provide affordable, high-quality health insurance with extraordinary service," says Melissa Hayden Cook, president and chief executive officer of Sharp Health Plan. "We believe in providing the best health insurance possible to our members."

Sharp Health Plan's high quality comes from a superior foundation of population health management through their high level of integration with the Sharp HealthCare delivery system. Sharp Health Plan uniquely collaborates with Sharp-affiliated doctors, hospitals and other providers to help improve members' quality of care and patient experience.

"As part of the Sharp HealthCare delivery system, we're committed to providing high-quality care," explains Cary B. Shames, DO, chief medical officer of Sharp Health Plan. "Our dedication to population health management is a key differentiator in our industry and continues to be a primary contributor to why we receive national and statewide recognition for our clinical quality and patient experience, year after year."

This year, Sharp Health Plan is also proud to offer some of the most competitive rates in San Diego — with Sharp Health Plan, San Diegans can save up to 15.7% on select Covered California plans. Sharp Health Plan is dedicated to providing members with high-quality health insurance at affordable rates.

Visit sharphealthplan.com/honors to learn more.



About Sharp Health Plan

Sharp Health Plan is a locally-based, not-for-profit health plan that has been serving San Diegans for over 25 years. With 135,000 members, Sharp Health Plan offers San Diegans access to high-quality and affordable health insurance through their individual and family plans, commercial group plans, and Medicare plans. They continue to be recognized nationally and locally for their award-winning healthcare for San Diegans of all ages. Visit sharphealthplan.com to learn more.

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¹ Rating of 4.5 out of 5 in NCQA's Private Health Insurance Plan Ratings 2019-20. National Committee for Quality Assurance (NCQA) is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and manages the evolution of HEDIS®, the performance measurement tool used by more than 90% of the nation's health plans. NCQA's Web site (www.ncqa.org) contains information to help consumers, employers and others make more informed health care choices.

² The source for this data is Quality Compass® 2019 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass® 2019 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). Sharp Health Plan achieved the following summary ratings (9+10): 57.30 for Rating of the Health Plan compared to the California all LOBs average (excluding PPOs & EPOs) of 47.23; 65.25 for Rating of Health Care compared to the California all LOBs average (excluding PPOs & EPOs) of 51.87; 74.47 for Rating of Personal Doctor compared to the California all LOBs average (excluding PPOs & EPOs) of 65.60 and 75.68 for Rating of Specialist compared to the California all LOBs average (excluding PPOs & EPOs) of 63.50.

³ Every year, Medicare evaluates plans based on a 5-star rating system.

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