



## **Sharp Health Plan Recognized Nationally and in California for High-Quality Care and Service**

*San Diego-based health plan is rated highest member-rated health plan, again!*

**SAN DIEGO, February 12, 2018** – Sharp Health Plan, a not-for-profit health plan serving San Diegans for the past 25 years, announced today that they have once again been recognized nationally and in California for their high-quality care and service.

**Sharp Health Plan achieved an Excellent Accreditation status – the highest status awarded by the National Committee for Quality Assurance (NCQA) – and were one of the highest-rated health plans in the nation with a rating of 4.5 out of 5 in NCQA’s Private Health Insurance Plan Ratings 2017-2018.** NCQA is a private, non-profit organization dedicated to improving health care quality that accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

In addition to this prestigious national recognition, **Sharp Health Plan was rated the highest member-rated health plan in California, and achieved the highest member ratings for health care, personal doctor, specialist, getting care quickly and customer service** among reporting California health plans.<sup>1</sup>

**They were also the only Covered California health plan to earn a 5-Star rating – the highest possible – in Covered California’s 2018 Coverage Year Quality Ratings for Summary Quality Rating and Members’ Care Experience Rating.**<sup>2</sup>

“Our focus is on exceeding our members’ expectations regarding their health care, coverage and service needs, all at prices they can afford,” said Melissa Hayden-Cook, president and chief executive officer of Sharp Health Plan. “Our members are at the center of everything we do. This member-centered approach has consistently earned us recognition for high-quality coverage, and enables us to deliver the personalized ‘Sharp Experience’ that San Diegans have grown to expect from Sharp.”

As part of its commitment to members and the larger San Diego community, Sharp Health Plan strives to deliver high-quality, affordable coverage that’s accessible, simple to use and



personalized to each of its members. Additional information about Sharp Health Plan's honors and accreditations can be found at [sharphealthplan.com/honors](http://sharphealthplan.com/honors).

### **About Sharp Health Plan**

Sharp Health Plan is a not-for-profit health plan that has been serving San Diegans since 1992. With over 140,000 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. To learn more, visit [sharphealthplan.com](http://sharphealthplan.com).

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<sup>1</sup> The source for this data is Quality Compass® 2017 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass® 2017 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): 58.90 for Rating of the Health Plan compared to the California all LOBs average (excluding PPOs & EPOs) of 47.71; 64.62 for Rating of Health Care compared to the California all LOBs average (excluding PPOs & EPOs) of 52.34; 70.45 for Rating of Personal Doctor compared to the California all LOBs average (excluding PPOs & EPOs) of 64.26 and 77.18 for Rating of Specialist compared to the California all LOBs average (excluding PPOs & EPOs) of 65.86. Sharp Health Plan earned the following composite scores (Usually+Always): 90.37 for Customer Service compared to the California all LOBs average (excluding PPOs & EPOs) of 84.90 and 86.56 for Getting Care Quickly compared to the California all LOBs average (excluding PPOs & EPOs) of 77.58.

<sup>2</sup> Health plan quality ratings are calculated by Covered California using data the plans provided to the federal government in 2017. Qualified Health Plans (QHP) contract with approved survey vendors that independently conduct the QHP Enrollee Survey each year. Quality ratings and QHP Enrollee Survey results may change from one year to the next. For more information, please see CMS' Health Insurance Marketplace<sup>SM</sup> Quality Initiatives website: [www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html](http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html).