

Healthy Families Program 2007 Plan Performance Profile Report

Agenda Item 7.h
4/22/09 Meeting



California Managed Risk Medical Insurance Board
Benefits & Quality Monitoring Division



April 2009



California Managed Risk Medical Insurance Board

Healthy Families Program (HFP)

MRMIB provides and promotes access to affordable coverage for comprehensive, high quality, cost effective health care services to improve the health of Californians.

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Introduction

The 2007 Plan Performance Profile Report provides an assessment of individual plan performance on contractual requirements, including measures related to the quality of care provided to children in the Healthy Families Program (HFP). This report is a compilation of information previously released in the 2007 Member Satisfaction Survey Report and 2007 Healthcare Effectiveness Data and Information Set (HEDIS®)¹ Report. It also includes information related to coverage areas, enrollment trends and Medical Loss Ratio.

This is the second time MRMIB staff prepared Plan Performance Profiles. The Profiles provide the Managed Risk Medical Insurance Board (MRMIB) with details about how the HFP health, dental and vision plans meet clinical and patient satisfaction standards. MRMIB uses the Profiles to evaluate and improve the quality of care provided to children in the HFP. MRMIB intends to use the Profiles as one of its tools to identify opportunities for plan-specific performance improvement projects.

Performance Evaluation Criteria

HFP participating health plans were evaluated in the following areas:

- Quality of care based on the 2007 HEDIS results
- Member satisfaction based on the 2007 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² Survey results
- Adolescent satisfaction based on the 2007 Young Adult Health Care Survey (YAHCS®)³ results
- Enrollment trends

- Medical Loss Ratio as reported by the plan and where applicable, the Department of Managed Health Care (DMHC) audited rate.

HFP participating dental plans were evaluated in the following areas:

- Access to dental care based on the 2007 HEDIS results for the *Annual Dental Visit* measure
- Member satisfaction based on the 2007 Dental CAHPS (D-CAHPS®)⁴ survey results
- Enrollment trends
- Medical Loss Ratio as reported by the plan and where applicable, the DMHC audited rate.

HFP participating vision plans were evaluated in the following areas:

- Member satisfaction based on the 2007 open enrollment customer satisfaction survey results
- Enrollment trends
- Medical Loss Ratio as reported by the plan and where applicable, the DMHC audited rate.

A summary of each plan's performance is presented on the cover page of the Profile. Plan performance has been summarized by Areas of Achievement and Areas for Improvement.

Areas of Achievement include:

- Improvement in a score of 3% or more from 2006 to 2007.

1 HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

2 CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

3 YAHCS® was developed and tested by the Child and Adolescent Health Measurement Initiative (CAHMI)

4 D-CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

Performance Evaluation Criteria (continued)

- Outstanding performance significantly higher than the program average.
- Recognition of plans who received an award in 2009 for outstanding performance on 2007 HEDIS, CAHPS or YAHCS measures.

Areas for Improvement include:

- Decreases in performance of 3% or more from 2006 to 2007.
- Scores that are significantly lower than the program average.
- YAHCS scores for all plans, except the two top performing plans, because of the low rate of counseling and screening for risky behaviors, pregnancy and mental health.

Plans were also evaluated on enrollment trends for the last 2 years and the plan's reported Medical Loss Ratio for 2006/07. This information is listed under Enrollment and Medical Loss Ratio.

Key Findings

- HEDIS results overall continued to improve over the last 3 years. Four plans had scores that were consistently above the program average for 2007 and are being recognized for outstanding performance:
 1. Alameda Alliance for Health
 2. CalOptima Kids
 3. Kaiser Foundation Health Plan
 4. San Francisco Health Plan
- CAHPS scores have remained stable over the last 2 years. For the statewide plans, Anthem Blue Cross, Blue Shield and Health Net, members continue to report higher levels of satisfaction with the

Exclusive Provider Organization (EPO) product compared to the Health Maintenance Organization (HMO) product.

- Three plans had CAHPS scores that were consistently above the program average for 2007 and are being recognized for outstanding performance:
 1. Anthem Blue Cross EPO
 2. Kaiser Foundation Health Plan
 3. Ventura County Health Care Plan
- YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behaviors, pregnancy and mental health. This is an area for future improvement for all plans. The Health Plan of San Mateo had scores consistently above the program average for 2007 and is being recognized for outstanding performance.
- Kaiser Foundation Health Plan continues to be one of the top performing plans in all categories and is being recognized for outstanding performance in both HEDIS and CAHPS.
- Dental plan performance on the Annual Dental Visit HEDIS measure shows that only 59% of HFP enrolled children age 2 and older had an annual dental visit in 2007. This means that approximately 235,000 eligible children (age 2 and older) did not see a dentist that year. The plan scores range from a low of 21% of children in Health Net Dental and 23% in Western Dental who had a dental visit, to a high of 70% of children in Delta Dental, the largest dental plan in the HFP.
- Dental plan performance on the 2007 D-CAHPS survey shows that members continue to experience much lower levels of satisfaction with their dental plans and dental care compared to the health plan survey. However, the Exclusive Provider Organizations (EPOs), Delta Dental and Premier Access, consistently received significantly higher ratings compared to the Dental Maintenance Organizations (DMOs).

Key Findings (continued)

- The results of the 2007 Open Enrollment Customer Satisfaction Survey provide the only measurement of member satisfaction with the vision plans and the response rate in 2007 was particularly small. Only 374 families completed the survey. The responses show that members gave their vision plan an average rating of 3 on a scale of 1 to 5.
- Overall enrollment in the program increased by 15% over the last 2 years. Only 1 health plan (Community Health Plan) and 1 dental plan (SafeGuard Dental) experienced declining enrollment.
- The Medical Loss Ratio (MLR) reported by most of the plans met the contracted rate in 2006-07, though eleven plans did not meet it that year. MRMIB contracts with the Department of Managed Health Care to audit the plans' self-reported MLR. Where information on DMHC audits is available, it is included in this report. MRMIB is moving down a path of greater enforcement of the MLR contract provision and will be requiring more frequent audits for plans that do not meet the MLR.

Future Plan Performance Profiles

The Plan Performance Profiles are intended to recognize the top performing plans as well as those that have shown improvement and those that need to continue to improve. Future Profiles will be used to monitor changes in performance on existing measures and will also include information about several new measures. Addition of the new measures will hopefully continue to offer insight into the quality of care provided to children in HFP.

In the Summer of 2009, the health plans will report their 2008 HEDIS data, including one new measure, *Lead Screening in Children*. The dental plans will continue to report on the *Annual Dental Visit* HEDIS measure in addition to a new set of dental measures that were developed by the Dental Advisory Committee in 2007. These results will be

included in future Profiles. MRMIB expects the HFP dental plans to significantly increase the number of children receiving dental care services in future years.

While no national standard exists for measuring vision care quality or member satisfaction, both the American Optometric Association and the American Academy of Ophthalmology recommend that children, ages 3 to 19, receive an eye exam every one to two years. This is an area for future improvement to measure vision plan satisfaction and whether children in the program are receiving the recommended services.

It has been two years since the last consumer satisfaction surveys were administered. Due to lack of funding, the surveys were not administered in 2008. However, the Children's Health Insurance Program Reauthorization Act of 2009 (CHIPRA) requires states to conduct the CAHPS survey. MRMIB anticipates conducting the consumer surveys in either 2009 or 2010 and the survey results will be presented in future Profiles.

Reading this Report

The following should be considered as you read this report:

- Changes of 3% or more were considered significant and are highlighted in the Areas of Achievement and Areas for Improvement.
 - The HEDIS charts include 3 new measures that were first reported in 2007 – *Appropriate Treatment for Upper Respiratory Infections*, *Appropriate Testing for Children with Pharyngitis* and *Chlamydia Screening*. Since this is the first year these measures were reported, results should be viewed with caution. Where plans significantly exceeded the program average, the results were noted.
 - Several plans did not have a large enough sample to report data for some of the HEDIS measures or to be included in the 2006 YAHCS, therefore trend data for YAHCS is not available for all plans.
 - The rate for *Childhood Immunization Status* is for Combination 3, which includes the pneumococcal conjugate vaccine. Rates were significantly lower in 2005 and 2006, which could be due to a shortage of the pneumococcal conjugate vaccine at that time. The good news is the rates of immunizations have improved - for some plans there was significant improvement.
 - There are several measures that have small sample sizes overall and changes in plan scores should be viewed with caution. This includes the *Well-Child Visits, 0 to 15 Months* HEDIS measure and the *CAHPS Overall Rating of Specialist*.
 - The 2007 CAHPS survey included the Children with Chronic Conditions (CCC) measurement set. However, these results are not included in the report because only 1,090 out of 10,420 survey respondents had a child with a chronic condition. The small sample size does not allow for an accurate evaluation of plan performance for this population.
- Plan performance on HEDIS, CAHPS and YAHCS was evaluated based on a comparison to the program average for 2007. Comparisons to state and national benchmarks were previously publicly reported in both the 2007 Member Satisfaction Survey Report and 2007 HEDIS Report. These reports are available on the MRMIB website at www.mrmib.ca.gov.
 - This report contains enrollment numbers through December 2008 and coverage areas for the 2007/08 benefit year. However, significant changes in plan service areas, particularly Anthem Blue Cross EPO and HMO, Blue Shield EPO and HMO and Health Net EPO and HMO, occurred in February 2009 that should be considered when reviewing the information in this report.

Alameda Alliance for Health has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Alameda County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 HEDIS measures.
- ▶ Three scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well Child Visits, 3 to 6 Years of Life*
 - ◇ *Adolescent Well-Care Visits*
- ▶ The score for *Childhood Immunization Status* increased significantly (19%) from 2006.
- ▶ The plan's scores for the 3 new measures collected in 2007 were significantly higher than the program average.
- ▶ Compared to the program average, the plan's scores were at or above the program average for 2007.

2007 CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Overall Rating of Specialist*



Areas for Improvement

2007 CAHPS Scores

- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or slightly above the HFP program average for 2007.



Enrollment and Medical Loss Ratio

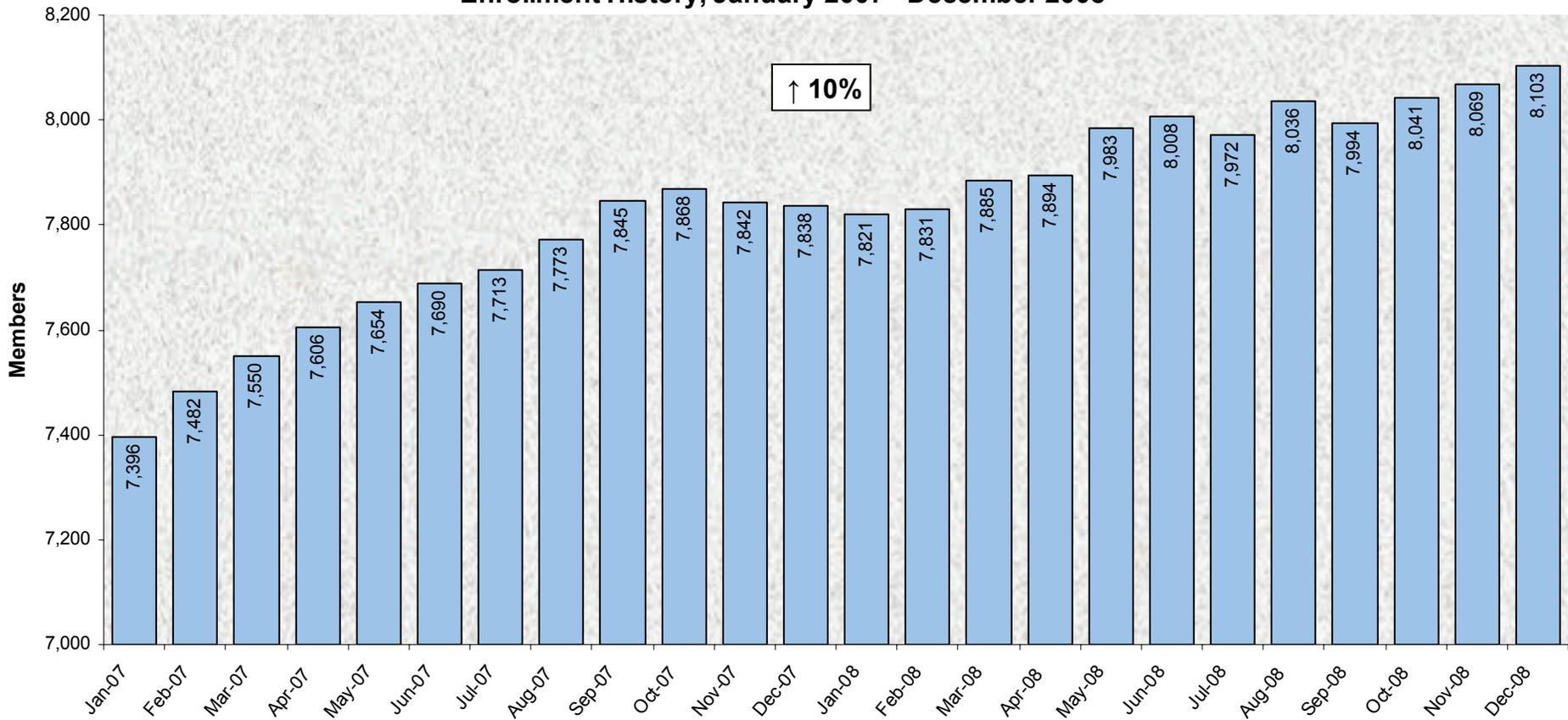
- ▶ Enrollment increased by 10% in the last 2 years. Enrollment as of December 2008 was 8,103.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
Alameda Alliance for Health

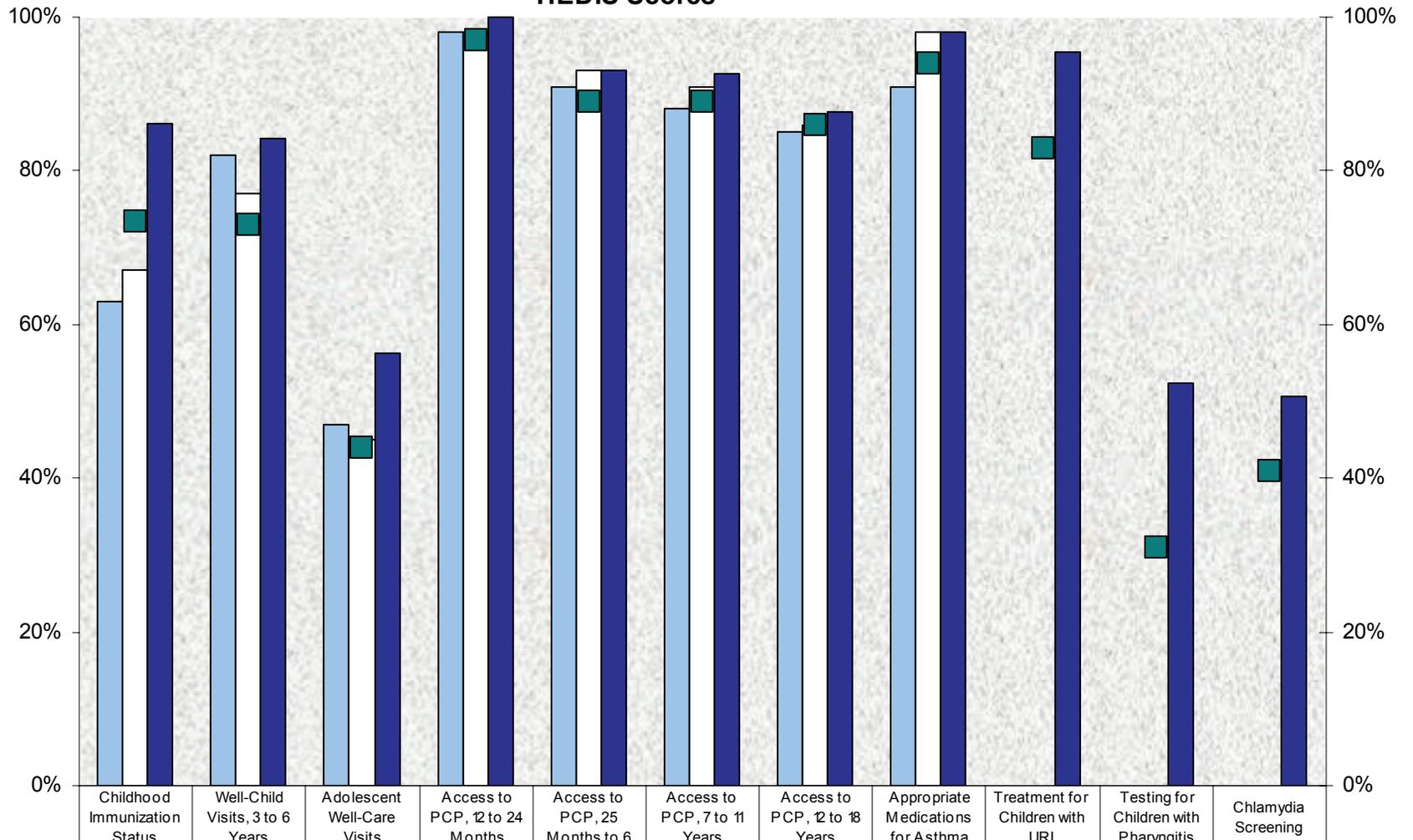


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Alameda County (CPP)	

Alameda Alliance for Health
Enrollment History, January 2007 - December 2008



Alameda Alliance for Health
HEDIS Scores

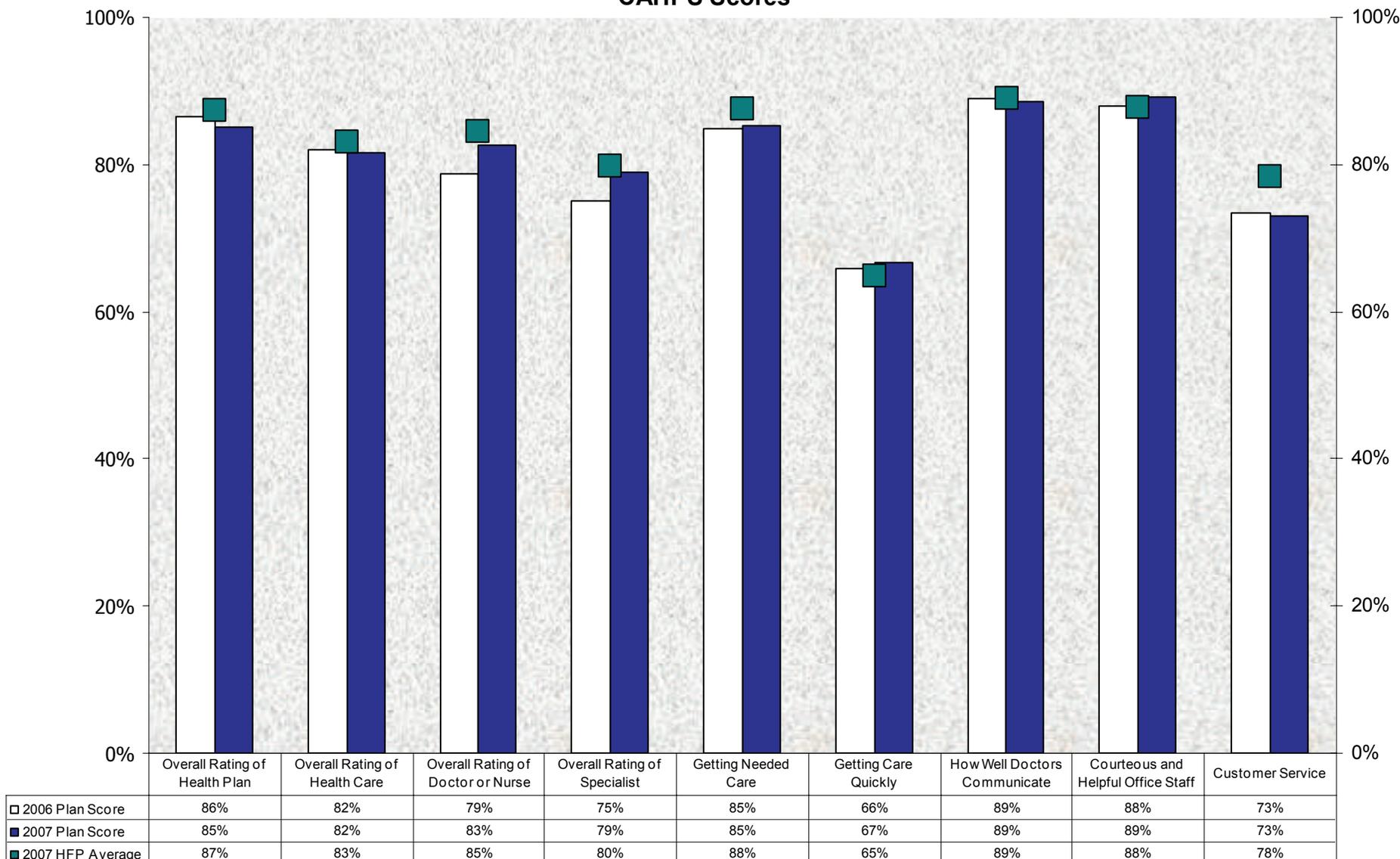


2005 Plan Score	63%	82%	47%	98%	91%	88%	85%	91%			
2006 Plan Score	67%	77%	45%	98%	93%	91%	86%	98%			
2007 Plan Score	86%	84%	56%	100%	93%	93%	88%	98%	96%	52%	51%
2007 HFP Weighted Average	73%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

Note: Alameda Alliance for Health did not have an adequate sample size to report a score for Well-Child Visits, 0 to 15 Months in 2006 and 2007.

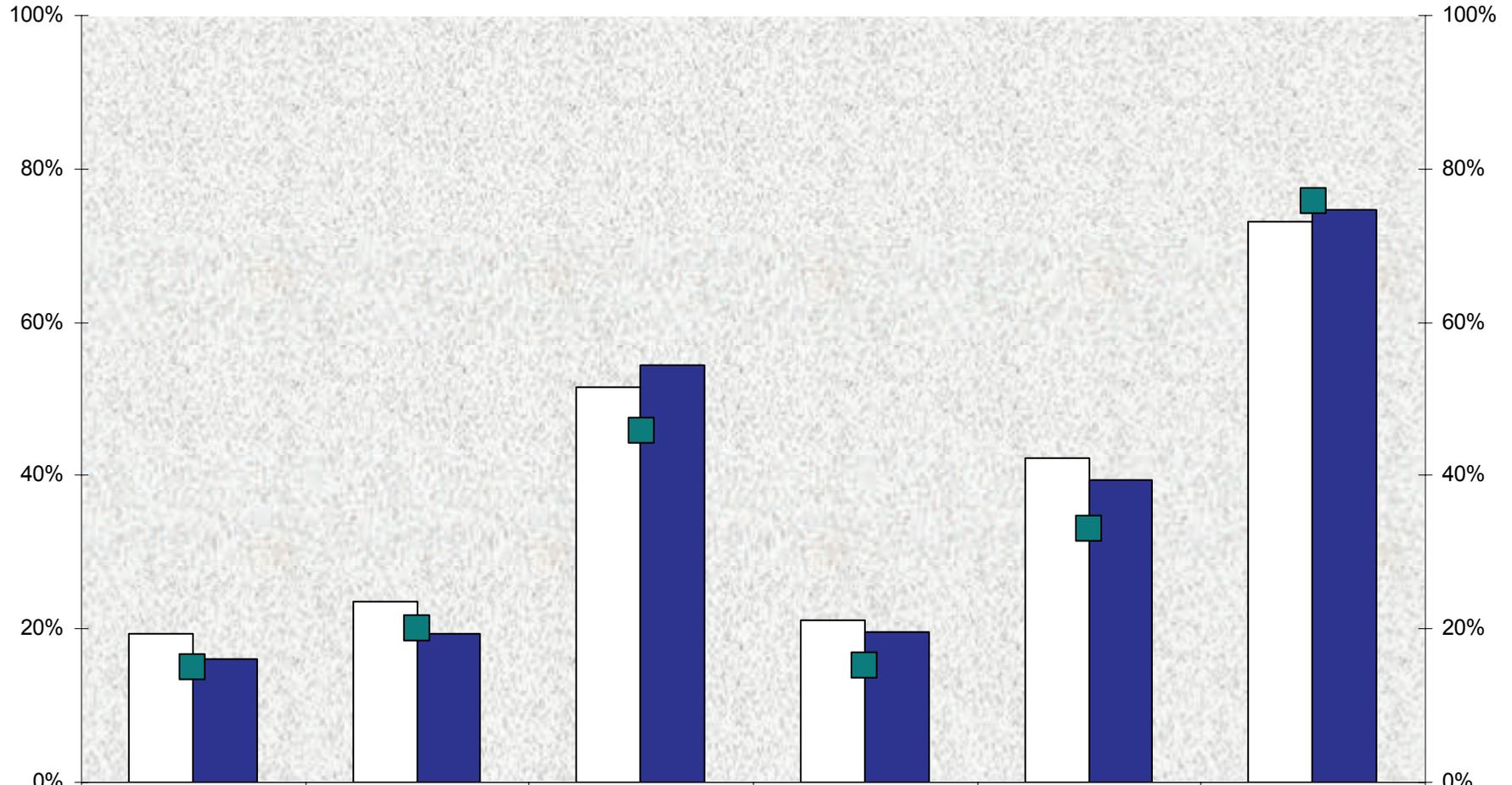
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Alameda Alliance for Health
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Alameda Alliance for Health
YAHCS Scores



	Counseling and Screening to Prevent Risky Behavior	Counseling and Screening to Prevent Pregnancy & STDs	Counseling and Screening Related to Diet & Weight	Counseling and Screening Related to Mental Health	Care Provided in a Confidential and Private Setting	Communication and Experience of Care
□ 2006 Plan Score	19%	24%	52%	21%	42%	73%
■ 2007 Plan Score	16%	19%	55%	20%	40%	75%
■ 2007 HFP Average	15%	20%	46%	15%	33%	76%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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Anthem Blue Cross EPO has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in 34 counties. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Three scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Adolescent Well-Care Visits*
- ▶ The score for *Well-Child Visits, 0 to 15 Months*, increased significantly (25%) from 2006.
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

2007 CAHPS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 CAHPS survey.
- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Customer Service*
- ▶ Compared to the program average, the plan's scores were at or above the program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ Two score decreased from 2006:
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Access to PCP, 12-18 Years*

2007 CAHPS Scores

- ▶ The *Overall Rating of Specialist* declined from 2006.

2007 YAHCS Scores

- ▶ YAHCS scores overall in HFP are very low with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at or below the program average for 2007.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 13% in the last 2 years. Enrollment as of December 2008 was 207,067.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile

Anthem Blue Cross EPO

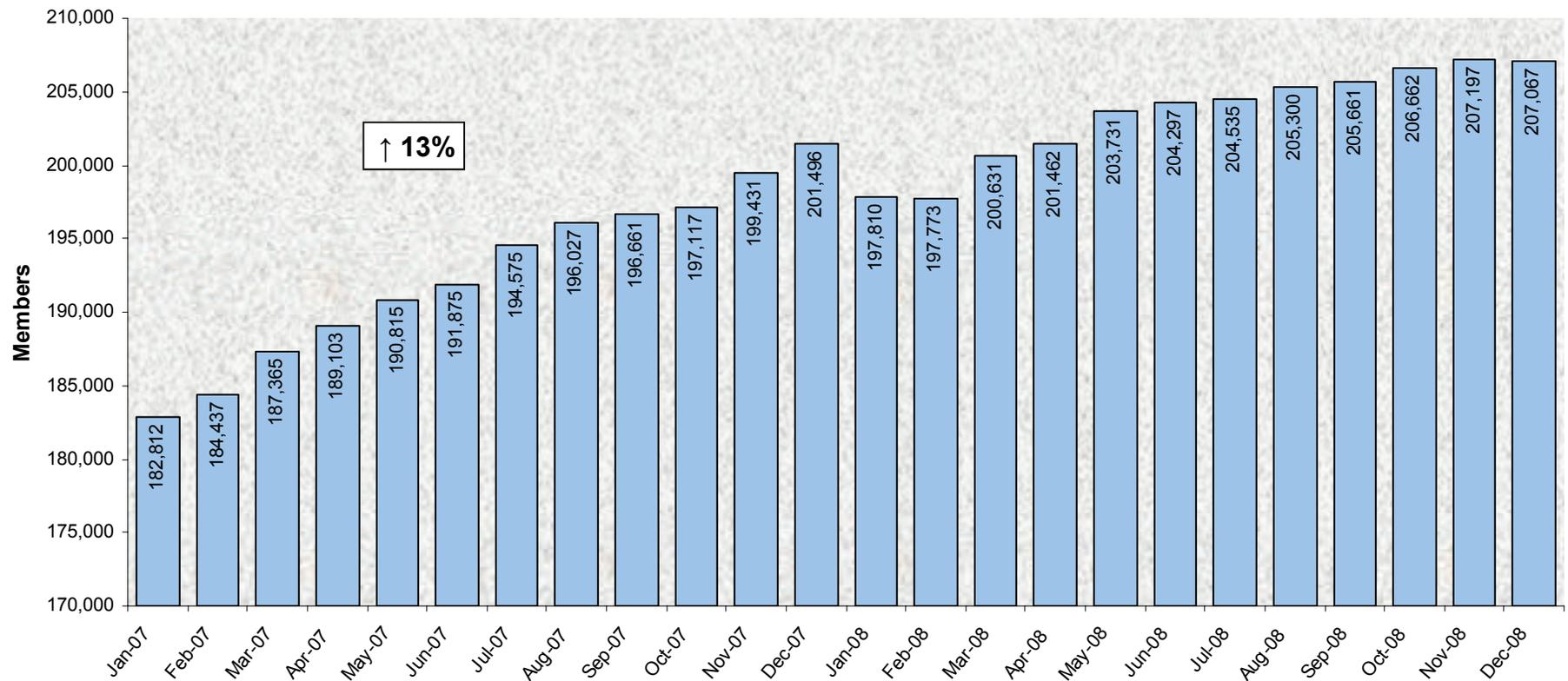


HFP Plan since May 1, 1998 Licensed by DMHC

2007/08 Coverage Area

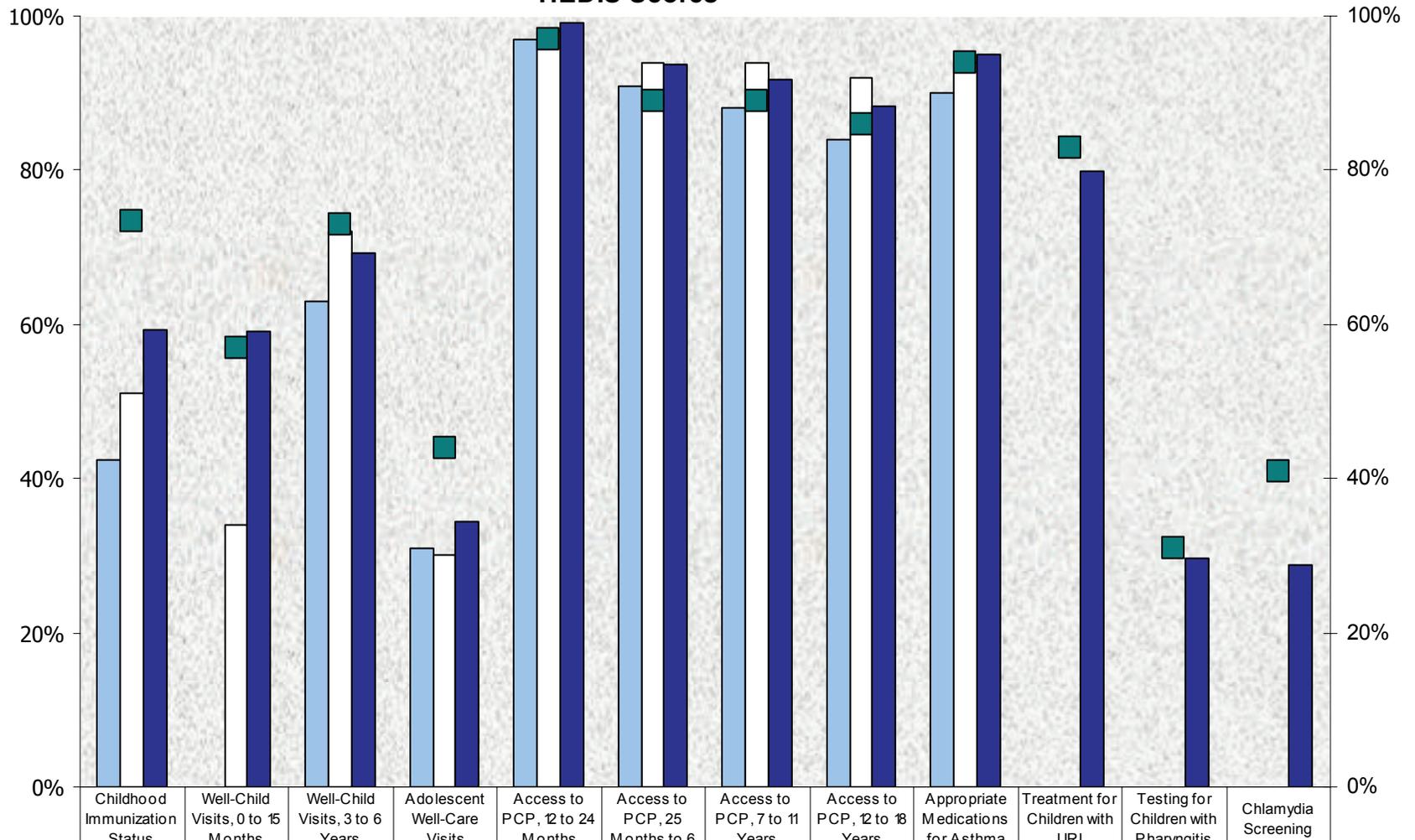
Alpine *, Amador *, Butte *, Calaveras *, Colusa, Del Norte *, El Dorado *, Glenn *, Humboldt *, Imperial *, Inyo *, Kings *, Lake *, Lassen *, Madera *, Marin *, Mariposa *, Mendocino *, Merced, Modoc *, Mono *, Monterey, Napa, Nevada *, Orange, Placer *, Plumas *, Riverside, San Benito *, San Bernardino, San Joaquin, San Luis Obispo *, San Mateo, Santa Barbara, Santa Cruz, Shasta *, Sierra *, Siskiyou *, Solano *, Sonoma *, Sutter *, Tehama *, Trinity *, Tulare, Tuolumne *, Ventura, Yolo *, Yuba Counties
 * = CPP

Anthem Blue Cross EPO
Enrollment History, January 2007 - December 2008





Anthem Blue Cross EPO
 HEDIS Scores

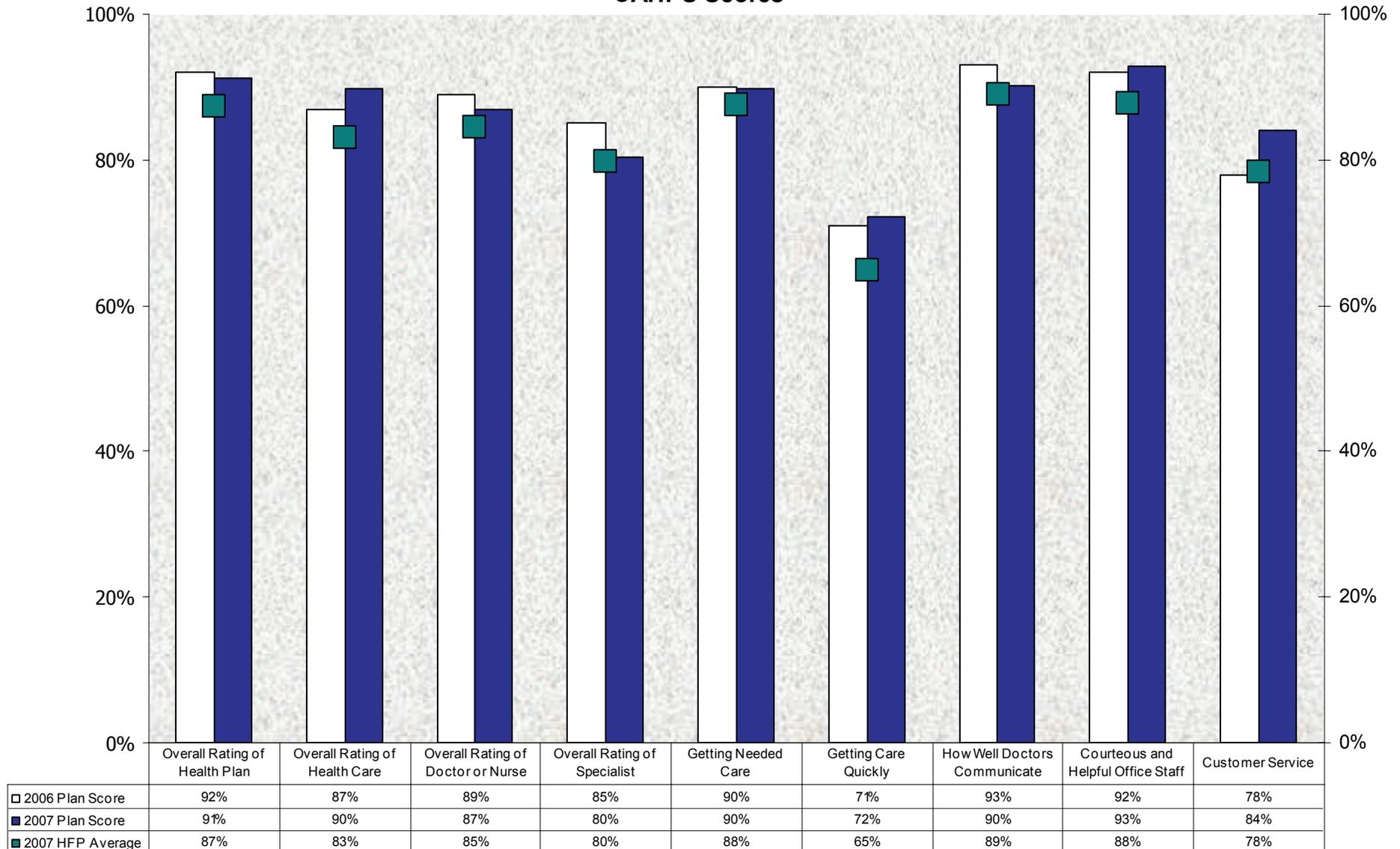


2005 Plan Score	42%	63%	31%	97%	91%	88%	84%	90%				
2006 Plan Score	51%	34%	72%	30%	98%	94%	94%	92%	94%			
2007 Plan Score	59%	59%	69%	35%	99%	94%	92%	88%	95%	80%	30%	29%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average



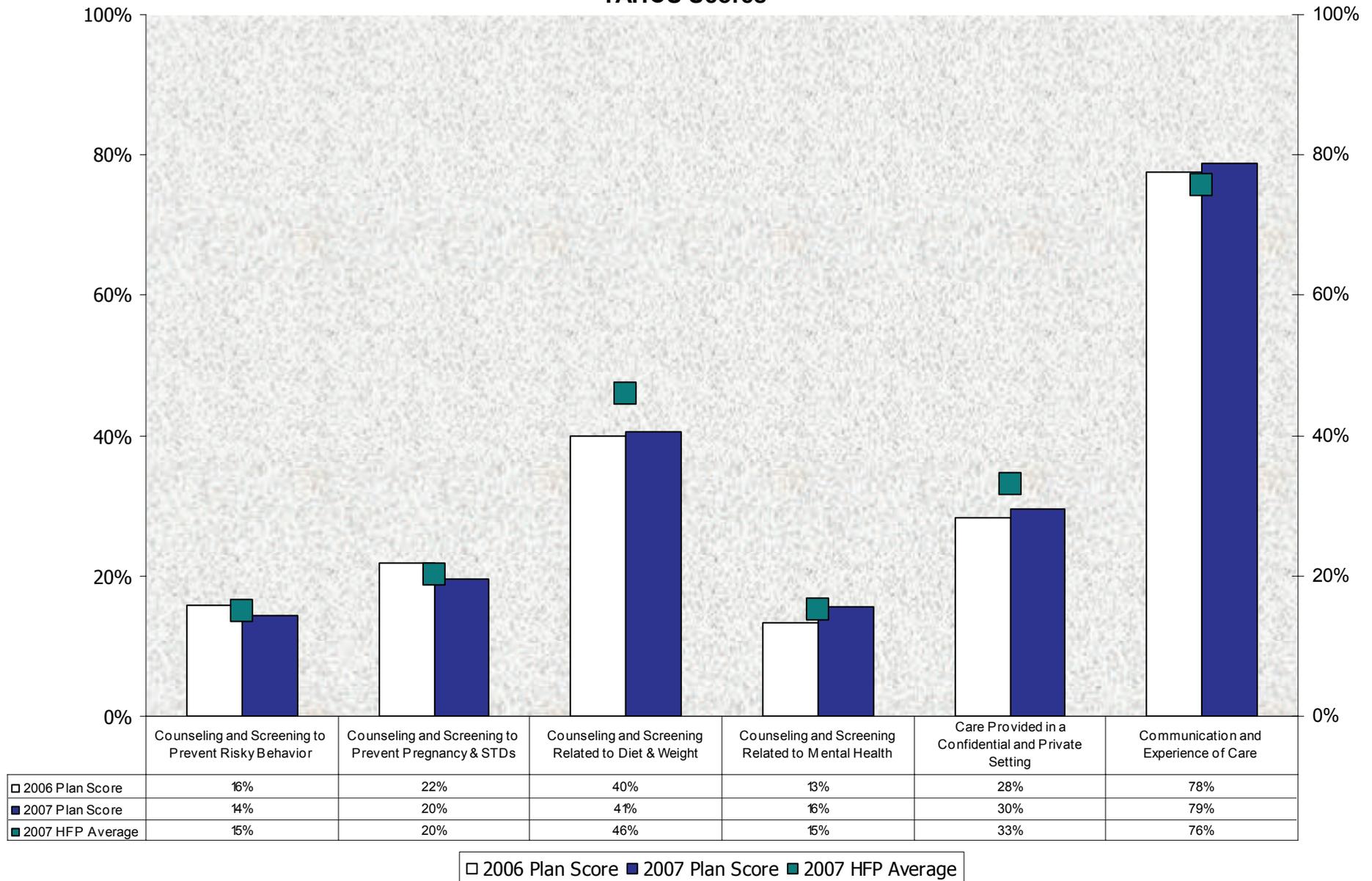
Anthem Blue Cross EPO
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average



Anthem Blue Cross EPO
 YAHCS Scores



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Anthem Blue Cross HMO has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Sacramento County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Six scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
 - ◇ *Access to PCP, Ages 12 to 24 Months*
 - ◇ *Access to PCP, Ages 25 Months to 6 Years*
- The score for *Childhood Immunizations Status* increased significantly (16%) from 2006. However, the plan's score was below the program average for 2007.
- The score for *Well-Child Visits, 0 to 15 Months*, increased significantly (25%) from 2006.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 3% in the last 2 years. Enrollment as of December 2008 was 130,674.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.



Areas for Improvement

2007 HEDIS Scores

- ▶ Despite the increases in several HEDIS measures, the plan's scores were generally at or below the program average .

2007 CAHPS Scores

- ▶ Two ratings declined from 2006
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Overall Rating of Specialist*
- ▶ Compared to the program average, the plan's scores were below the program average in all ratings for 2007.

2007 YAHCS Scores

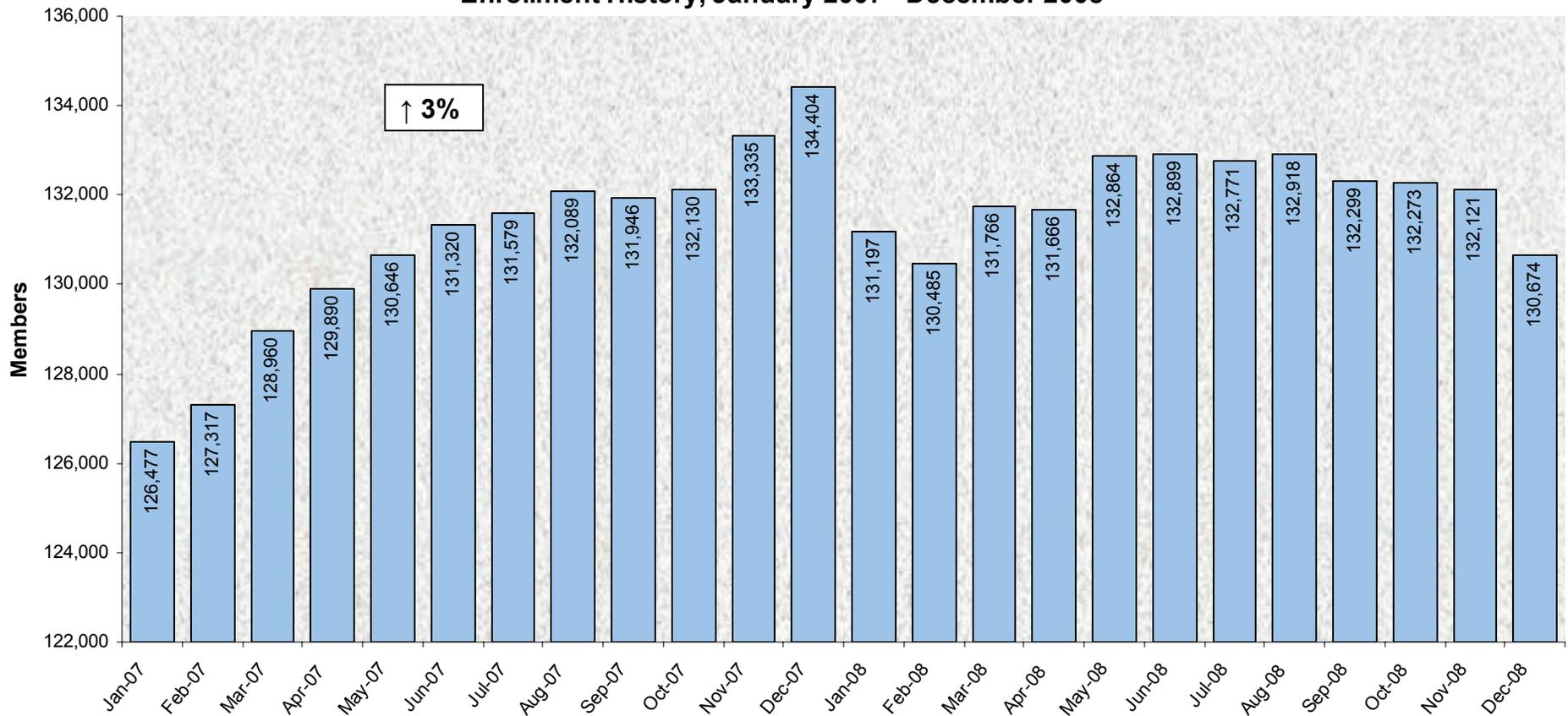
- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were below the program average for 2007.

2007 Healthy Families Program Plan Performance Profile
 Anthem Blue Cross HMO



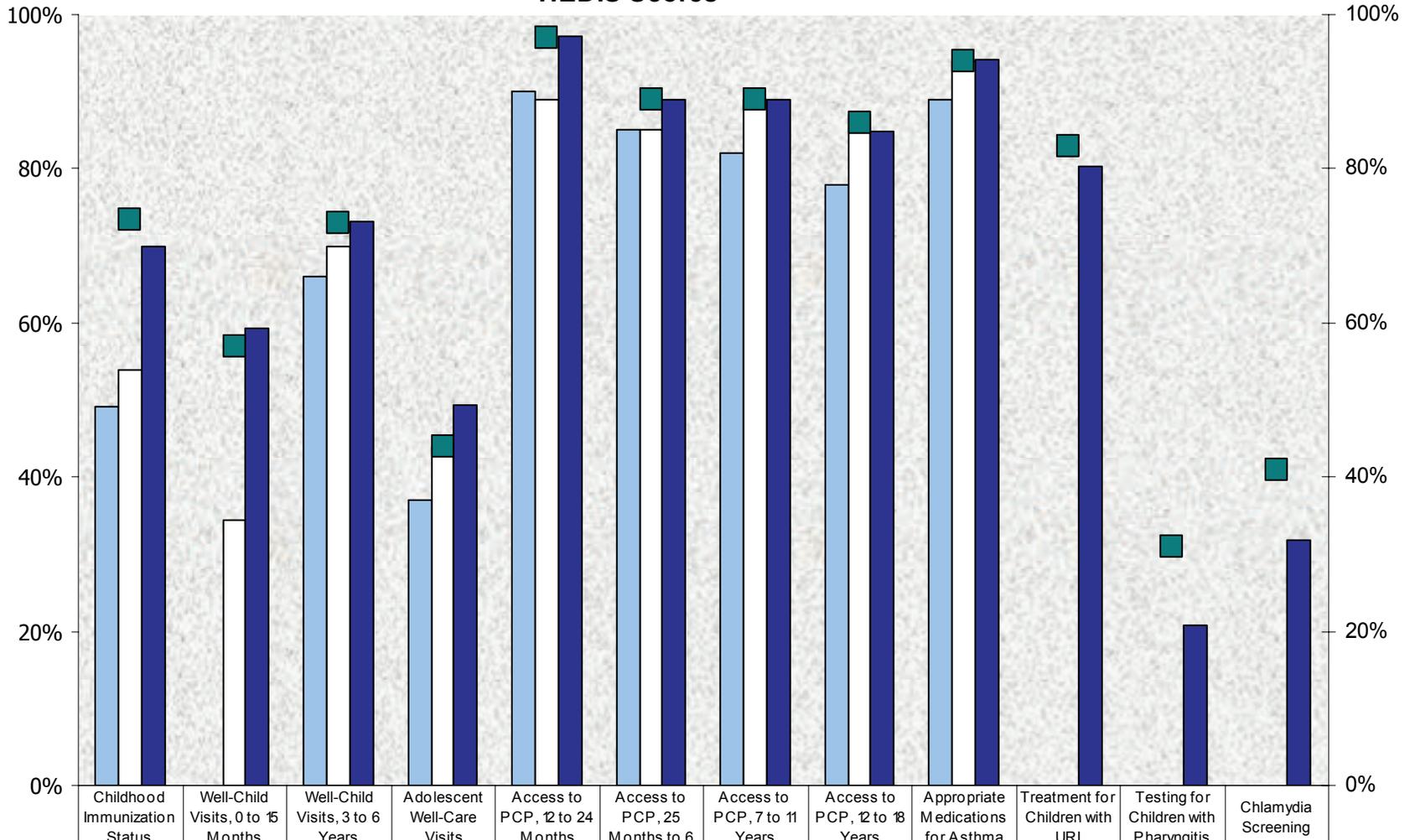
HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Alameda, Contra Costa, Fresno, Kern, Los Angeles, Sacramento (CPP), San Diego, San Francisco, Santa Clara and Stanislaus Counties	

**Anthem Blue Cross HMO
 Enrollment History, January 2007 - December 2008**





**Anthem Blue Cross HMO
 HEDIS Scores**

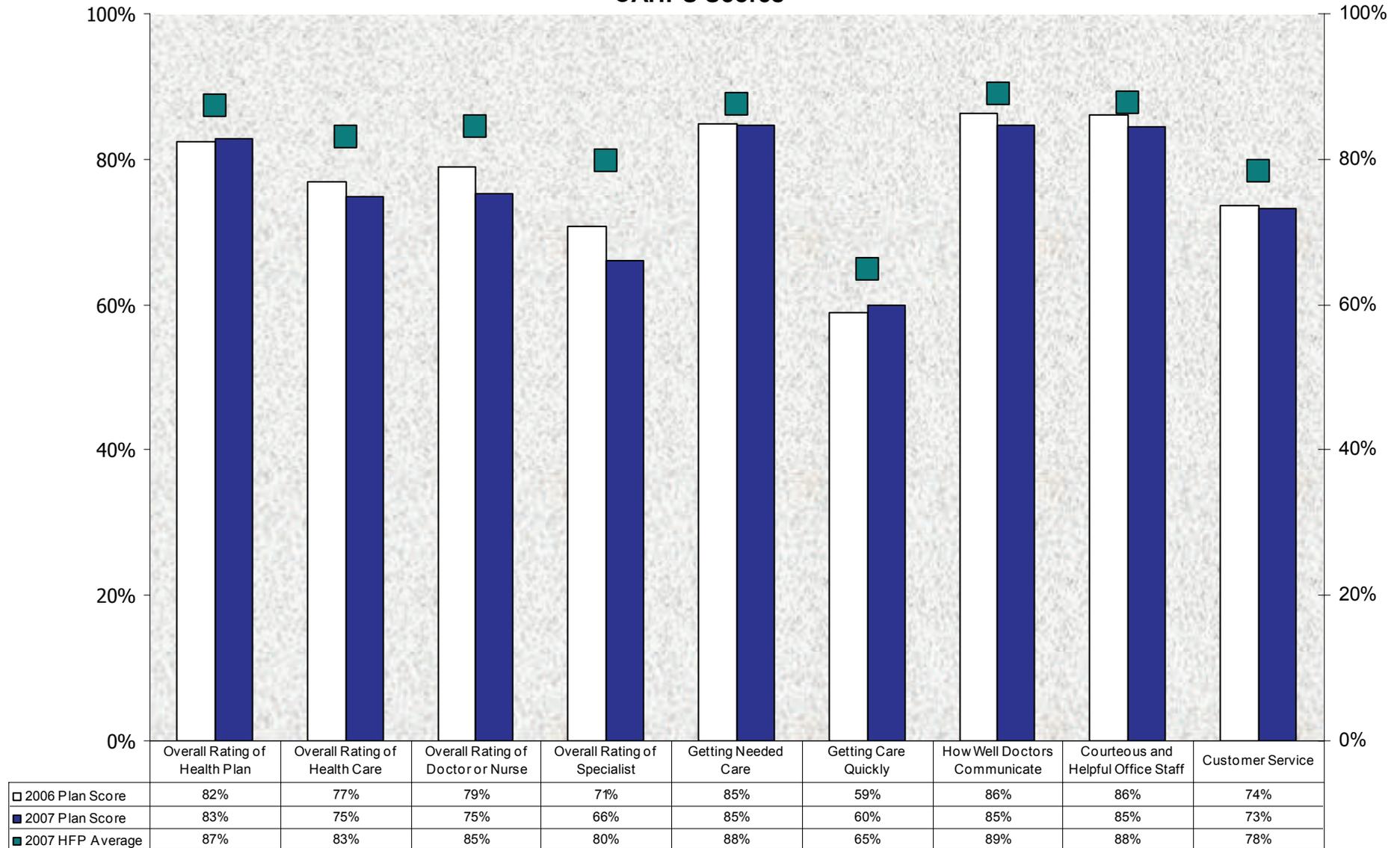


	2005 Plan Score	2006 Plan Score	2007 Plan Score	2007 HFP Weighted Average
Childhood Immunization Status	49%	54%	70%	73%
Well-Child Visits, 0 to 15 Months		34%	59%	57%
Well-Child Visits, 3 to 6 Years	66%	70%	73%	73%
Adolescent Well-Care Visits	37%	44%	49%	44%
Access to PCP, 12 to 24 Months	90%	89%	97%	97%
Access to PCP, 25 Months to 6	85%	85%	89%	89%
Access to PCP, 7 to 11 Years	82%	89%	89%	89%
Access to PCP, 12 to 18 Years	78%	87%	85%	86%
Appropriate Medications for Asthma	89%	94%	94%	94%
Treatment for Children with URI			80%	83%
Testing for Children with Pharyngitis			21%	31%
Chlamydia Screening			32%	41%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average



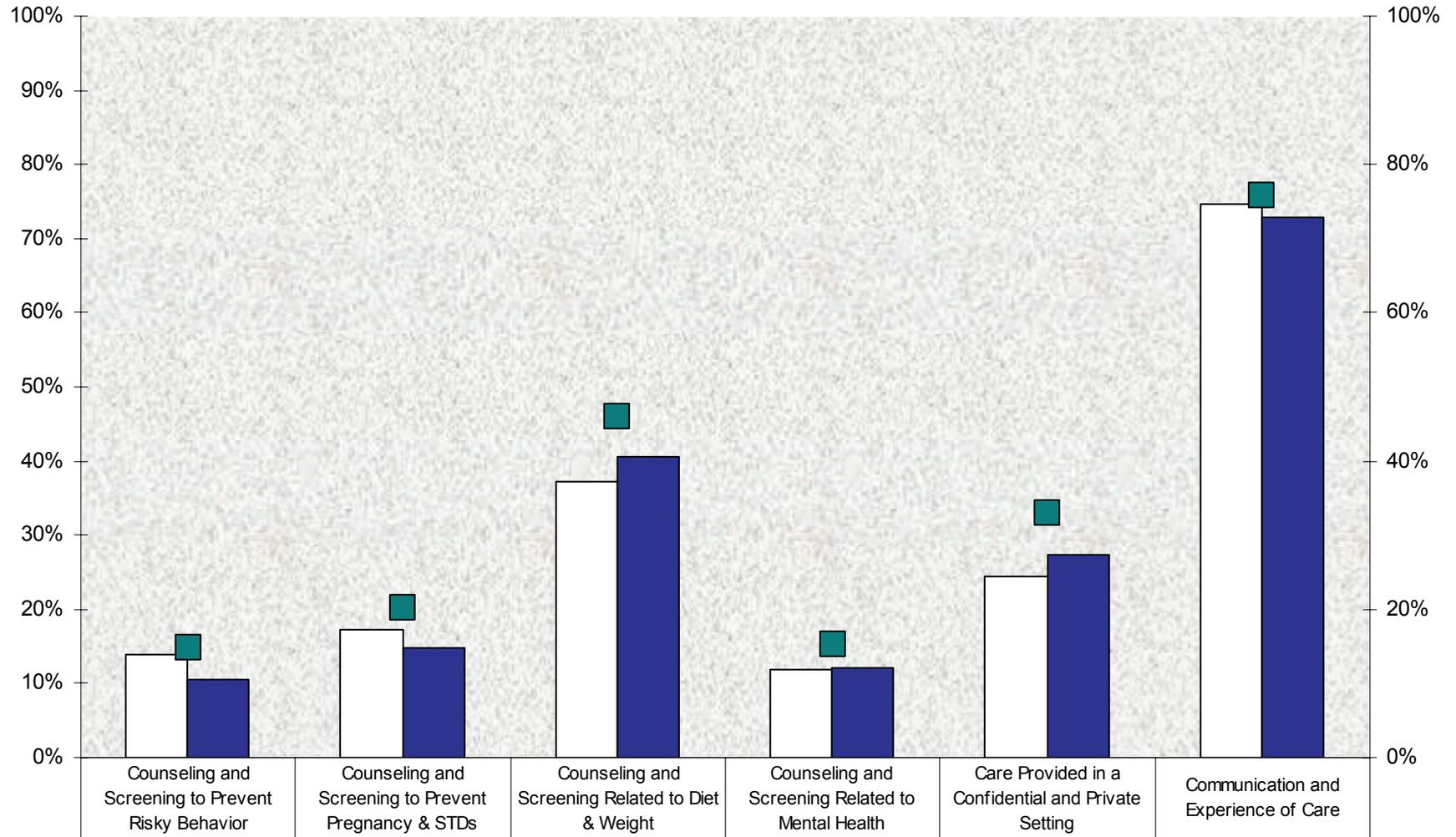
Anthem Blue Cross HMO
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average



Anthem Blue Cross HMO
 YAHCS Scores



□ 2006 Plan Score	14%	17%	37%	12%	24%	75%
■ 2007 Plan Score	11%	15%	41%	12%	27%	73%
■ 2007 HFP Average	15%	20%	46%	15%	33%	76%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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Blue Shield EPO has provided health services to children in the Healthy Families Program (HFP) since 2000. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ The score for *Childhood Immunization Status* increased significantly (50%) from 2006.
- ▶ The score for *Well-Child Visits, 0 to 15 Months* increased significantly (36%) from 2006.
- ▶ The score for *Well-Child Visits, 3 to 6 Years* increased significantly (11%) from 2006.
- ▶ The score for *Adolescent Well-Care Visits* increased significantly (10%) from 2006.
- ▶ The score for *Access to PCP, 12 to 18 Years* increased from 2006.
- ▶ The score for *Appropriate Testing for Children with Pharyngitis* was well above the program average.

2007 CAHPS Scores

- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ Despite the significant increase in several HEDIS measures, compared to the program average, the plan's scores were at or below the program average for 2007, with the exception of *Testing for Children with Pharyngitis*.

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Overall Rating of Specialist*
 - ◇ *Customer Service*

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were below the program average for 2007.



Enrollment and Medical Loss Ratio

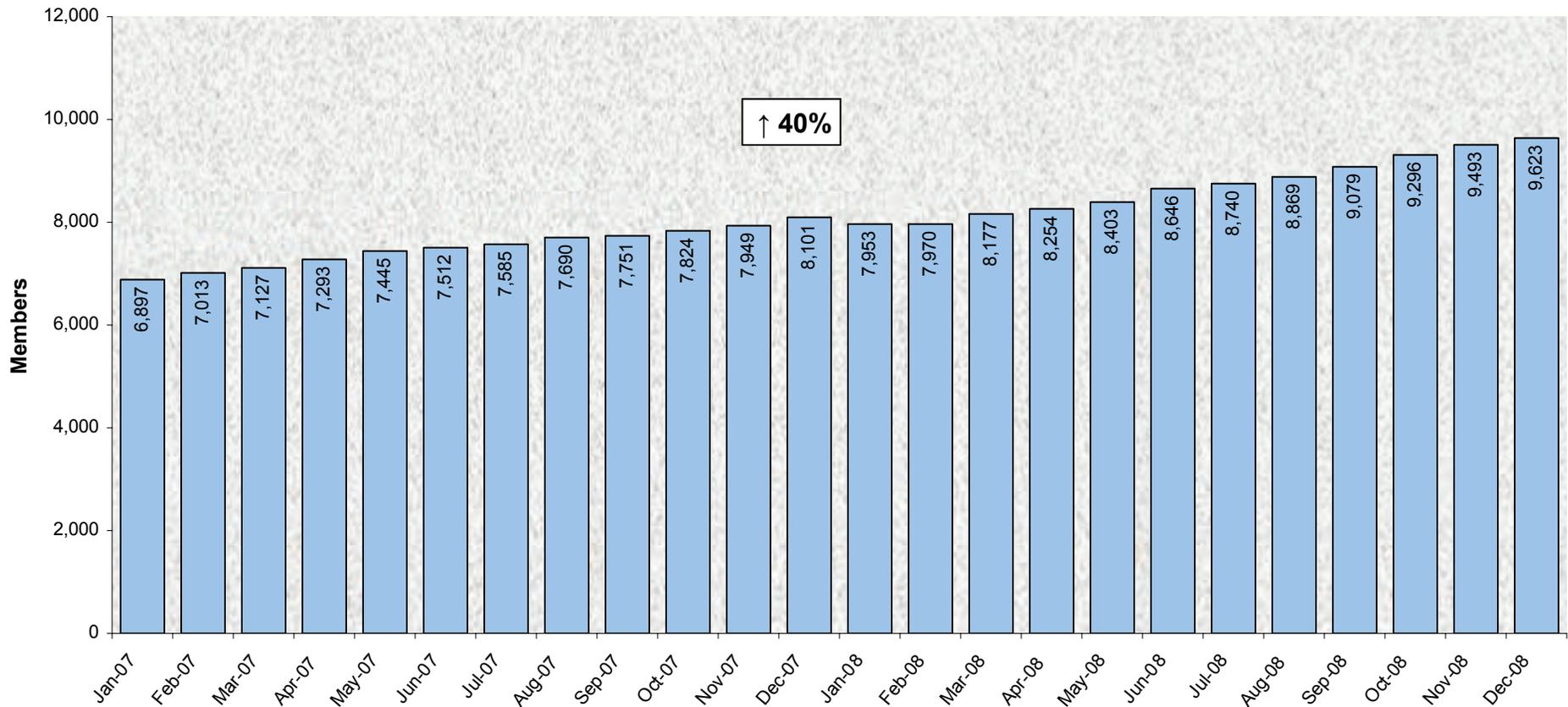
- ▶ Enrollment increased by 40% in the last 2 years. Enrollment as of December 2008 was 9,623.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile Blue Shield EPO

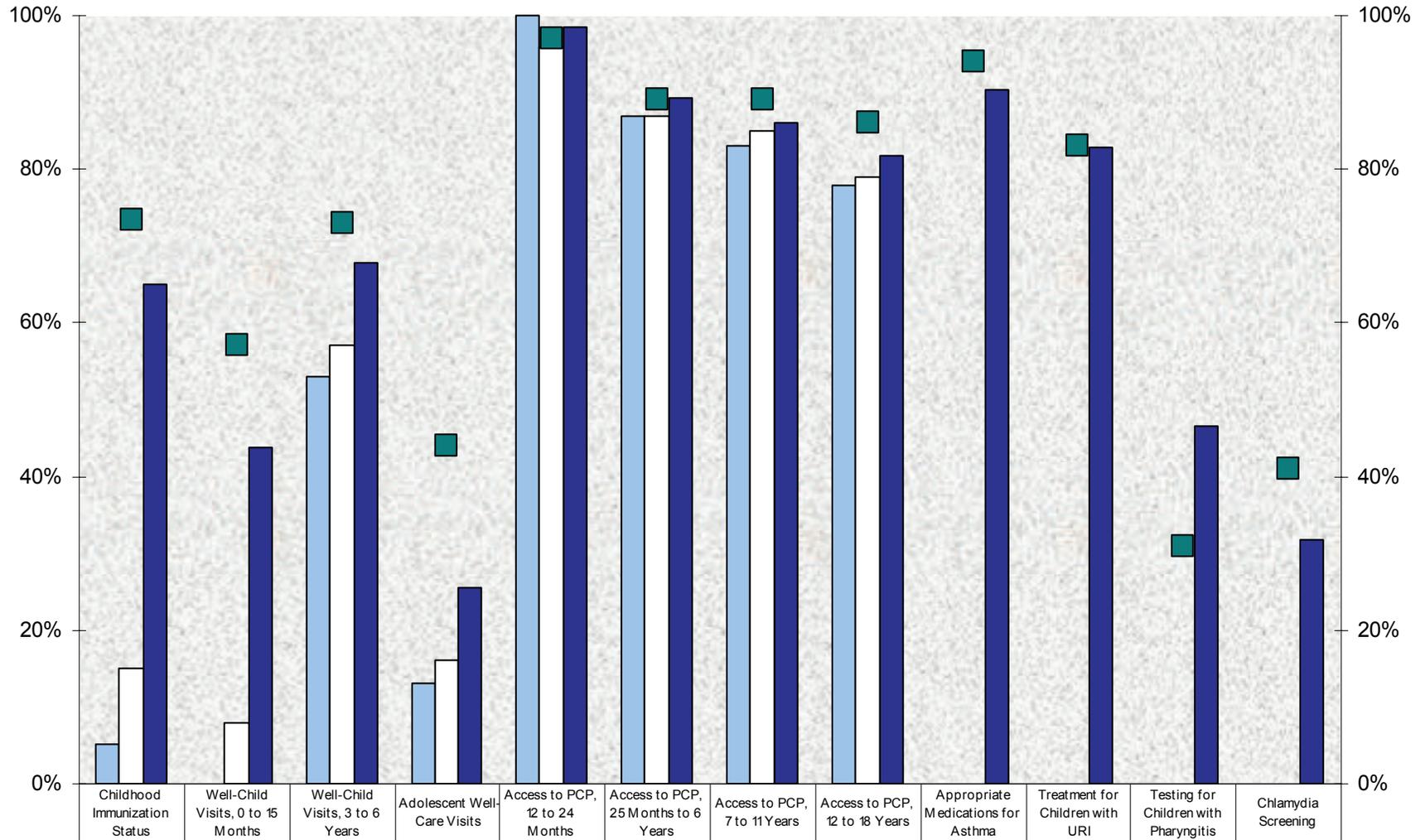


HFP Plan since July 1, 2000	Licensed by DMHC
2007/08 Coverage Area	
Butte, Calaveras, Del Norte, Glenn, Humboldt, Imperial, Kings, Lake, Madera, Mendocino, Merced, San Benito, San Diego, San Luis Obispo, Shasta, Stanislaus, Tehama, Tuolumne and Yuba Counties	

**Blue Shield EPO
Enrollment History, January 2007 - December 2008**



Blue Shield EPO
HEDIS Scores

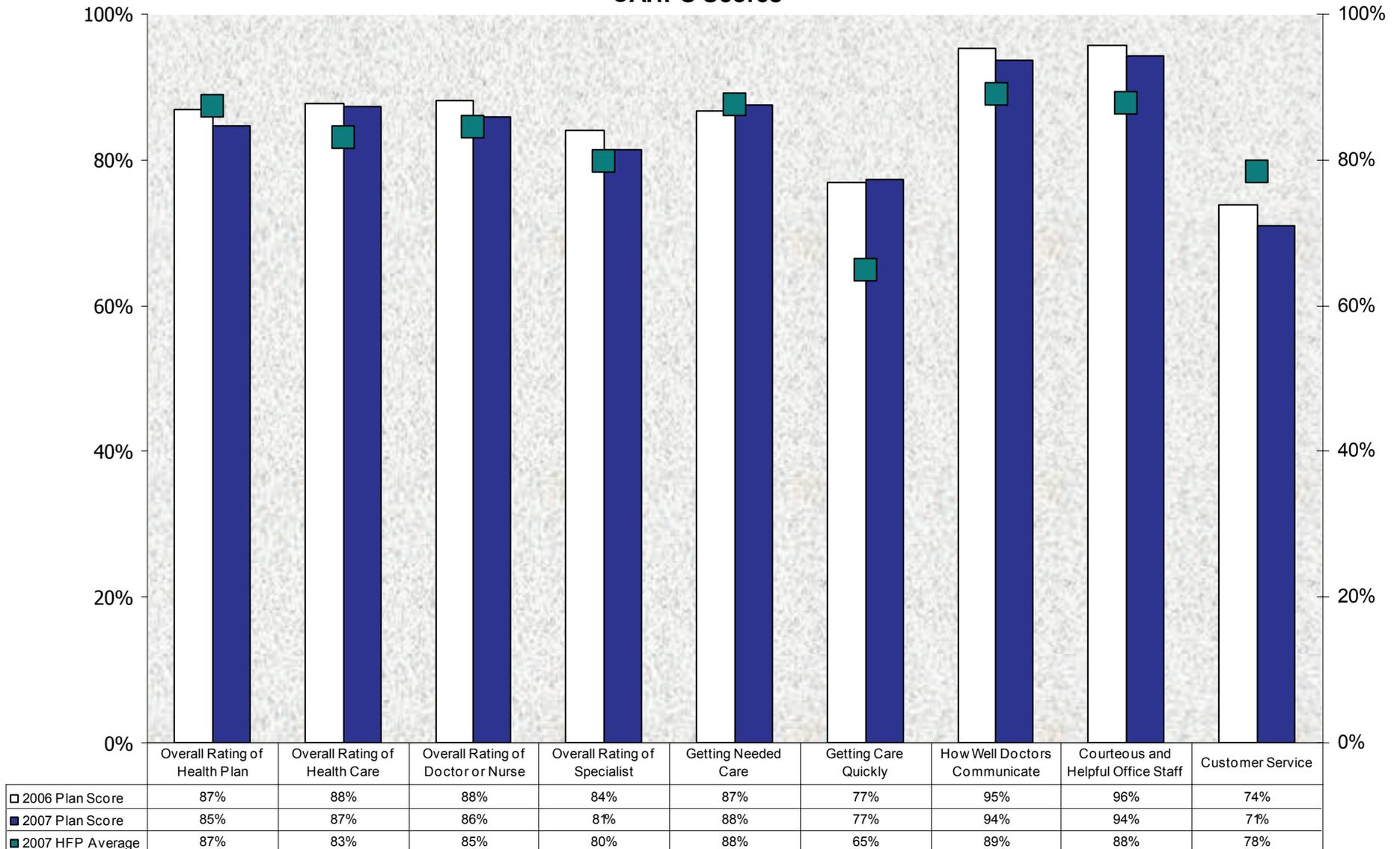


■ 2005 Plan Score	5%	8%	53%	13%	100%	87%	83%	78%				
□ 2006 Plan Score	15%	8%	57%	16%	96%	87%	85%	79%				
■ 2007 Plan Score	65%	44%	68%	26%	98%	89%	86%	82%	90%	83%	47%	32%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

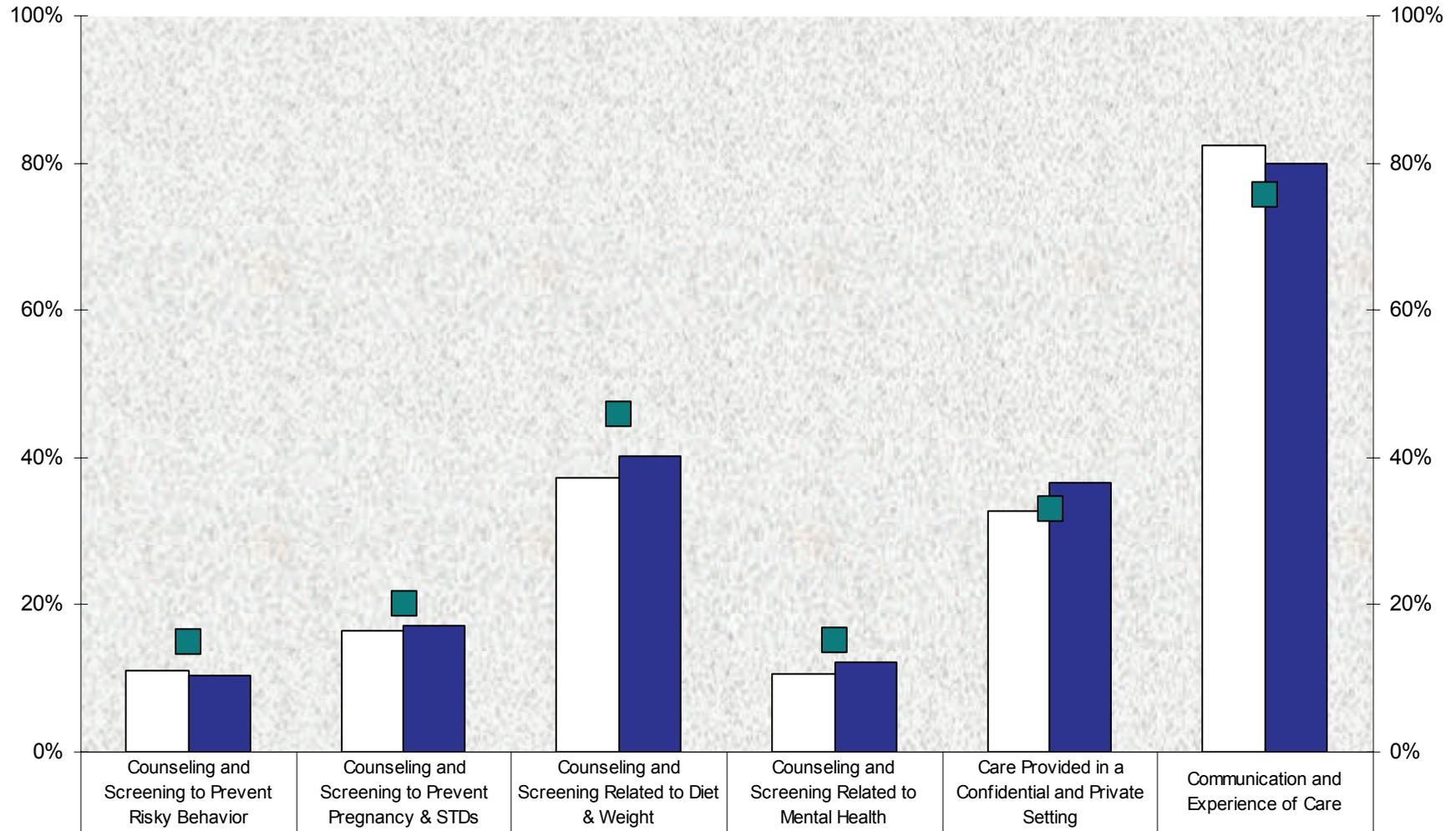


Blue Shield EPO
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Blue Shield EPO
YAHCS Scores



□ 2006 Plan Score	11%	17%	37%	11%	33%	82%
■ 2007 Plan Score	10%	17%	40%	12%	37%	80%
■ 2007 HFP Average	15%	20%	46%	15%	33%	76%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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Blue Shield HMO has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Four scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Access to PCP, 12 to 24 Months*
 - ◇ *Access to PCP, 12 to 18 Years*
- ▶ The score for *Well-Child Visits, 0 to 15 Months*, increased significantly (16%) from 2006.

2007 CAHPS Scores

- ▶ Five ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Getting Needed Care*
 - ◇ *How Well Doctors Communicate*



Areas for Improvement

2007 HEDIS Scores

- ▶ Despite increases in several HEDIS measures, compared to the program average, the plan's scores were at or below the program average for 2007.

2007 CAHPS Scores

- ▶ The *Courteous and Helpful Office Staff* rating declined from 2006.
- ▶ Compared to the program average, the plan's scores were at or below the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were below the program average for 2007.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 8% in the last 2 years. Enrollment as of December 2008 was 36,477.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile Blue Shield HMO



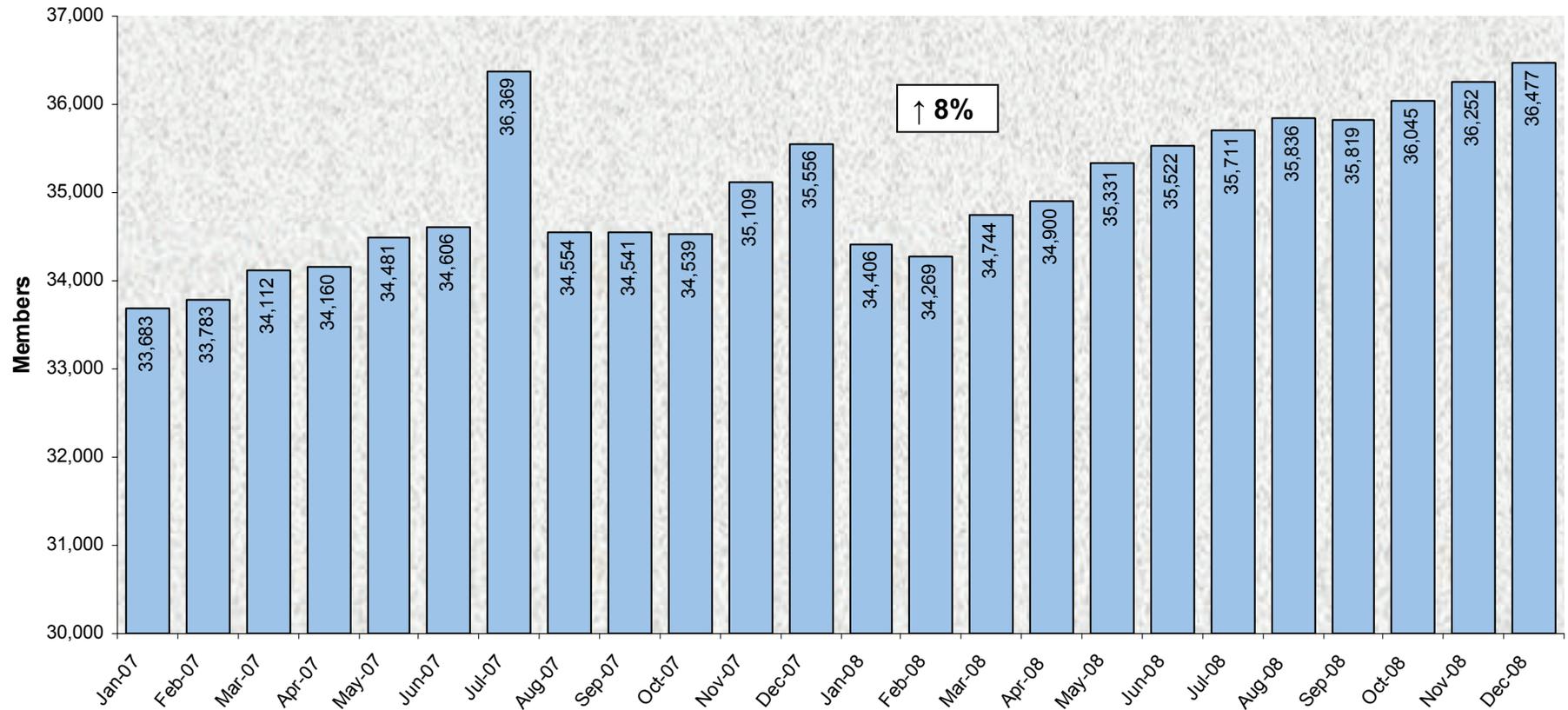
HFP Plan since May 1, 1998

Licensed by DMHC

2007/08 Coverage Area

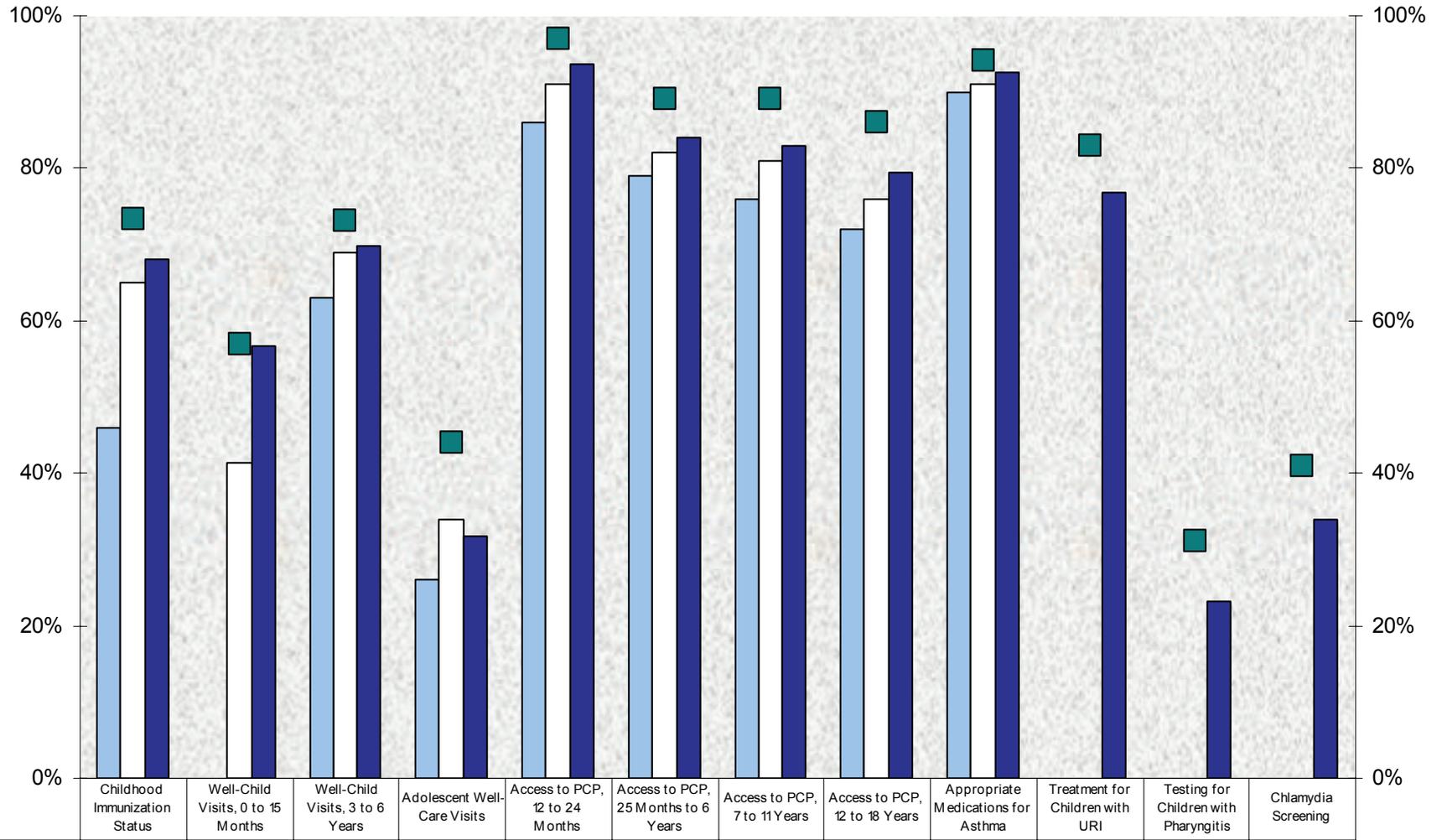
Alameda, El Dorado, Los Angeles, Marin, Nevada, Orange, Placer, Riverside, Sacramento, San Bernardino, San Francisco, San Joaquin, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Ventura and Yolo Counties

Blue Shield HMO Enrollment History, January 2007 - December 2008





Blue Shield HMO
HEDIS Scores

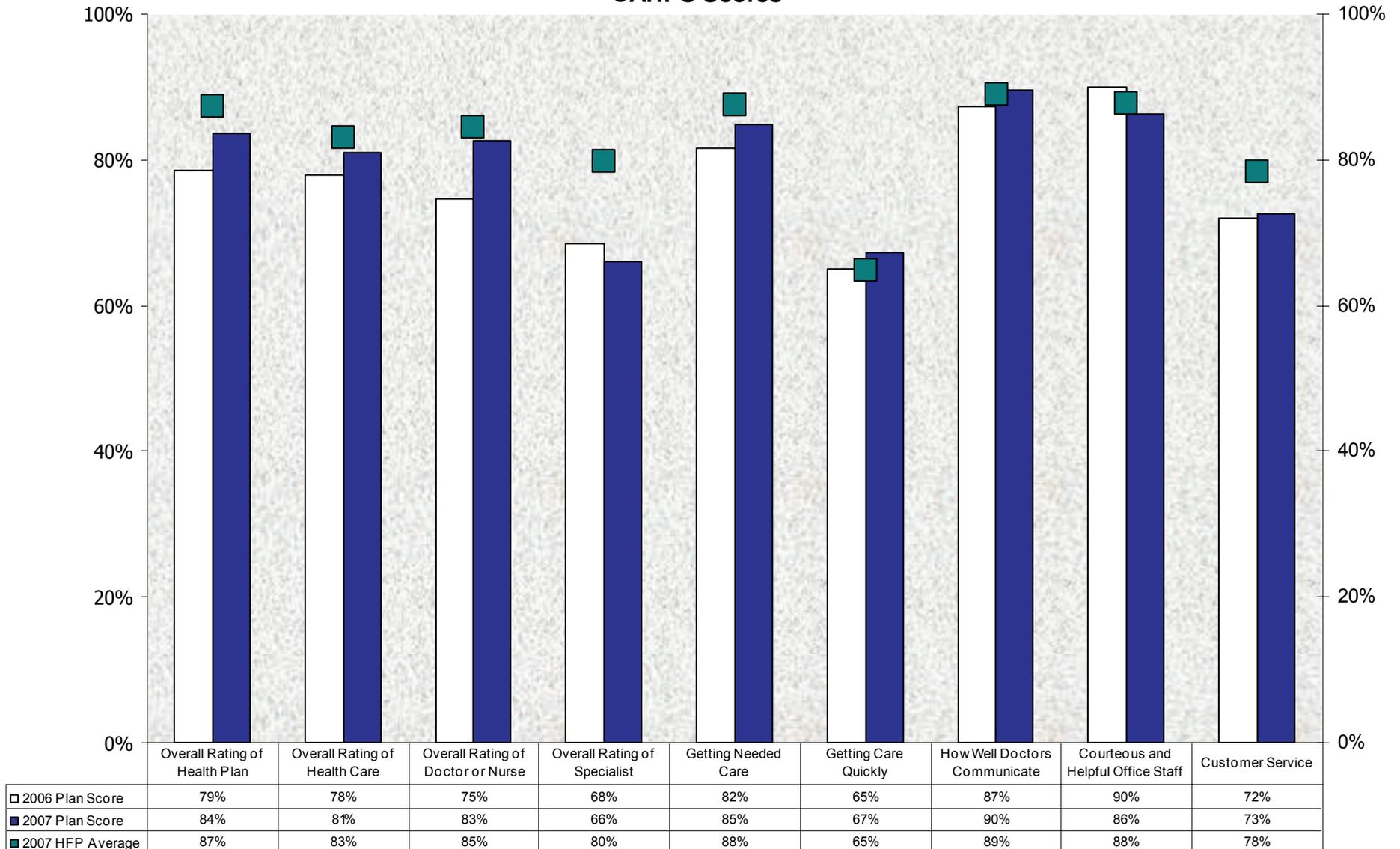


■ 2005 Plan Score	46%		63%	26%	86%	79%	76%	72%	90%			
□ 2006 Plan Score	65%	41%	69%	34%	91%	82%	81%	76%	91%			
■ 2007 Plan Score	68%	57%	70%	32%	94%	84%	83%	79%	93%	77%	23%	34%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

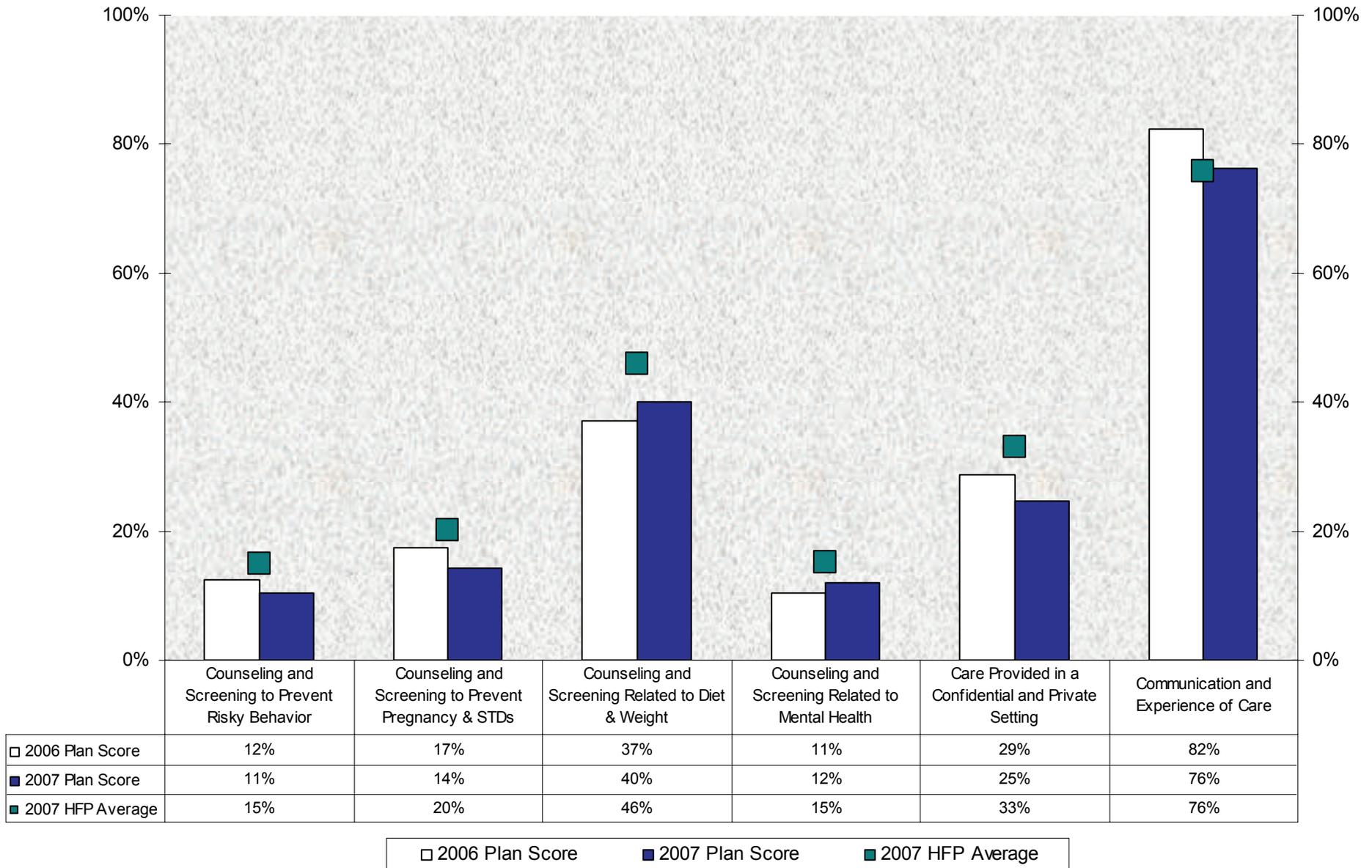


Blue Shield HMO
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Blue Shield HMO
YAHCS Scores



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CalOptima Kids has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Orange County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 HEDIS measures.
- ▶ Three scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Adolescent Well-Care Visits*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

2007 CAHPS Scores

- ▶ Seven ratings increased from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Overall Rating of Specialist*
 - ◇ *Getting Needed Care*
 - ◇ *Getting Care Quickly*
 - ◇ *Courteous and Helpful Office Staff*
- ▶ Compared to the program average, the plan's score for all measures were at or above the program average for 2007.



Areas for Improvement

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or slightly above the program average for 2007.



Enrollment and Medical Loss Ratio

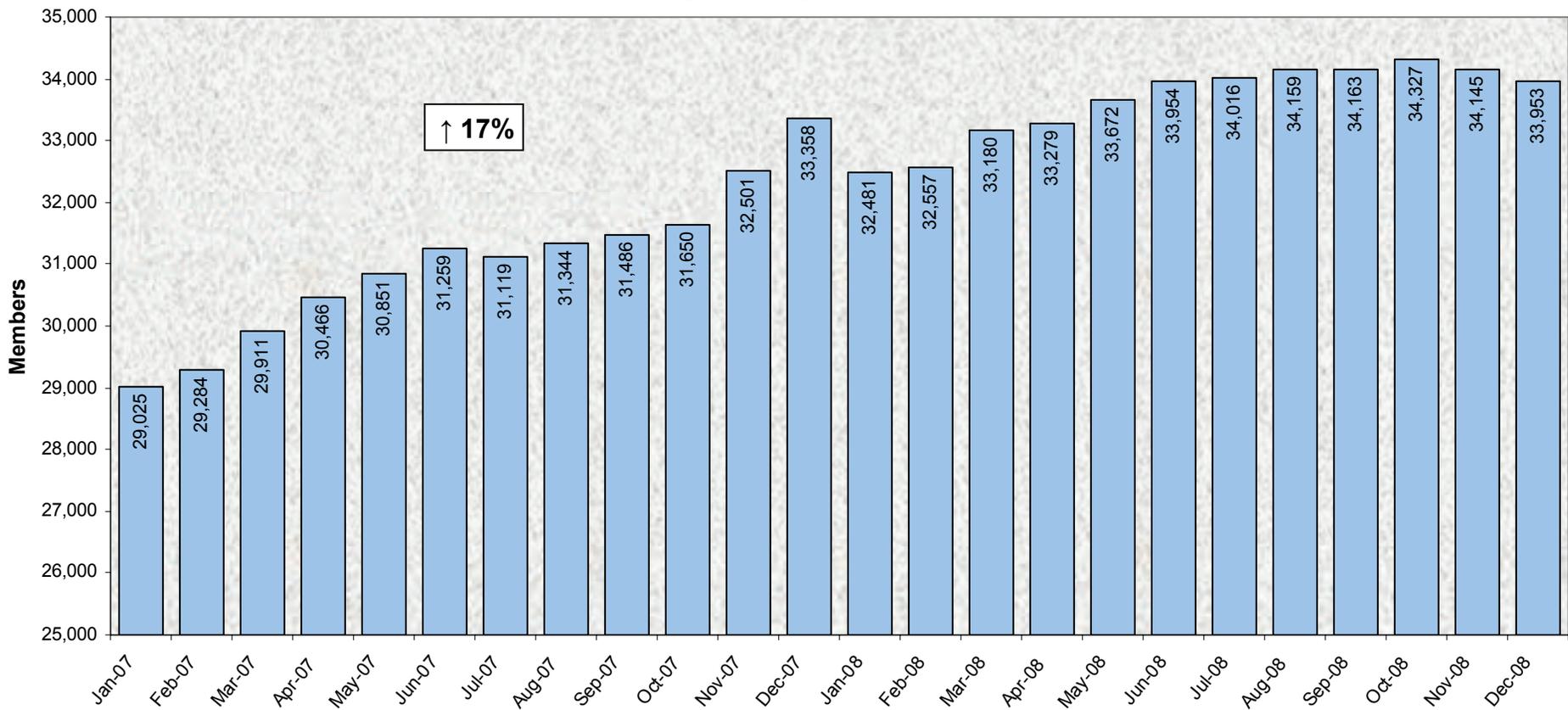
- ▶ Enrollment increased by 17% in the last 2 years. Enrollment as of December 2008 was 33,953.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
 CalOptima Kids



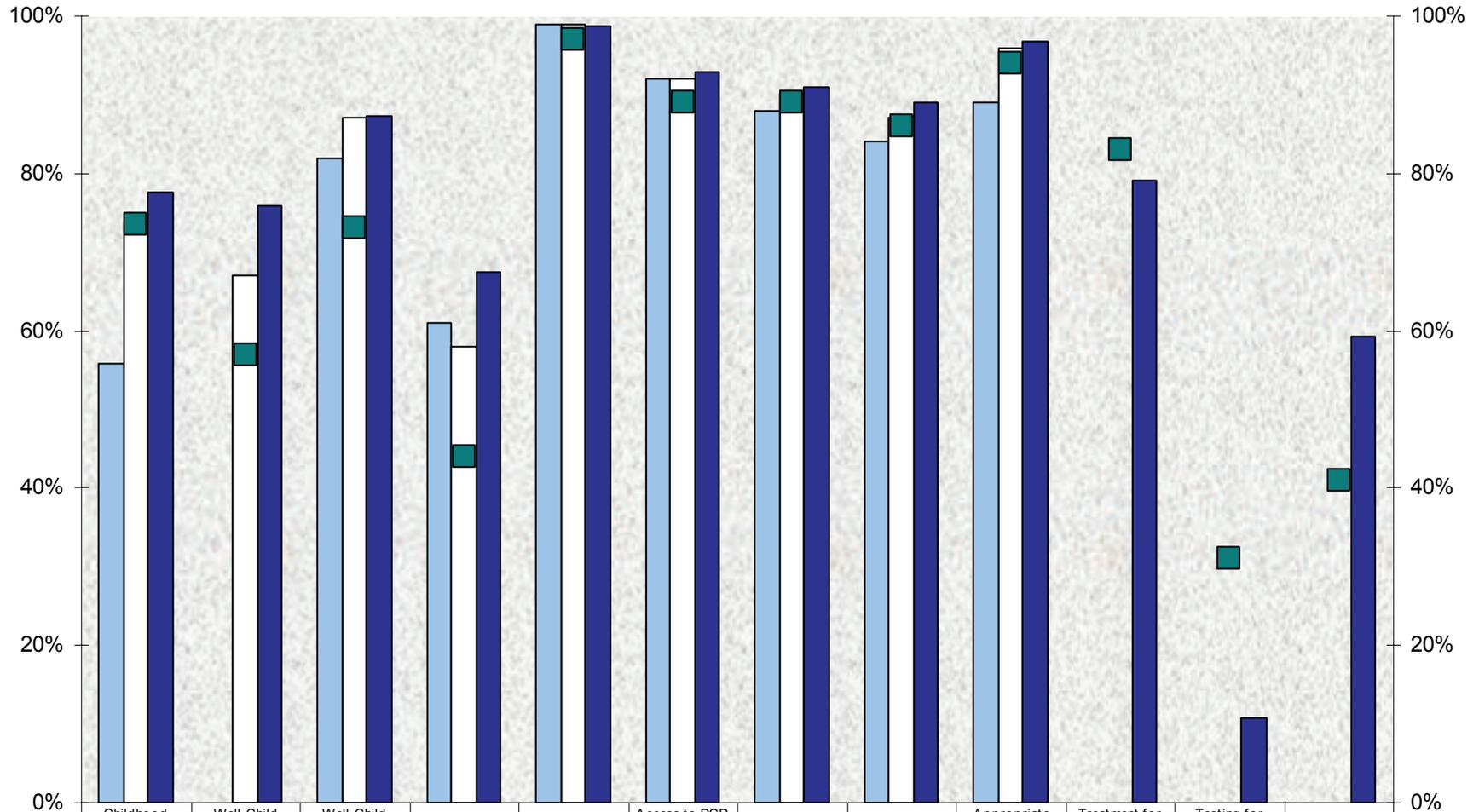
HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Orange County (CPP)	

CalOptima Kids
 Enrollment History, January 2007 - December 2008





CalOptima Kids
HEDIS Scores

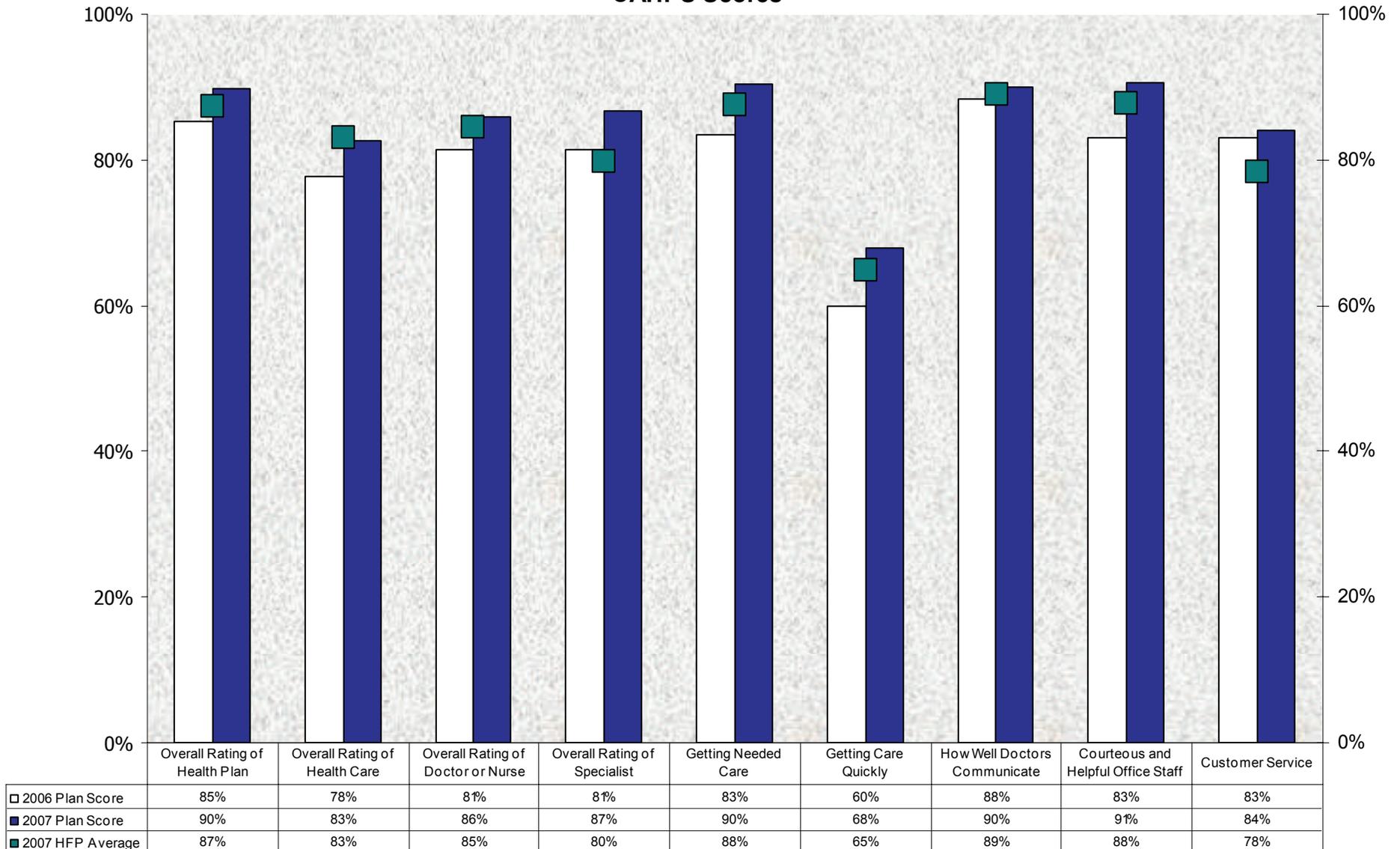


	Childhood Immunization Status	Well-Child Visits, 0 to 15 Months	Well-Child Visits, 3 to 6 Years	Adolescent Well-Care Visits	Access to PCP, 12 to 24 Months	Access to PCP, 25 Months to 6 Years	Access to PCP, 7 to 11 Years	Access to PCP, 12 to 18 Years	Appropriate Medications for Asthma	Treatment for Children with URI	Testing for Children with Pharyngitis	Chlamydia Screening
■ 2005 Plan Score	56%	67%	82%	61%	99%	92%	88%	84%	89%			
□ 2006 Plan Score	74%	67%	87%	58%	99%	92%	90%	87%	96%			
■ 2007 Plan Score	78%	76%	87%	67%	99%	93%	91%	89%	97%	79%	11%	59%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

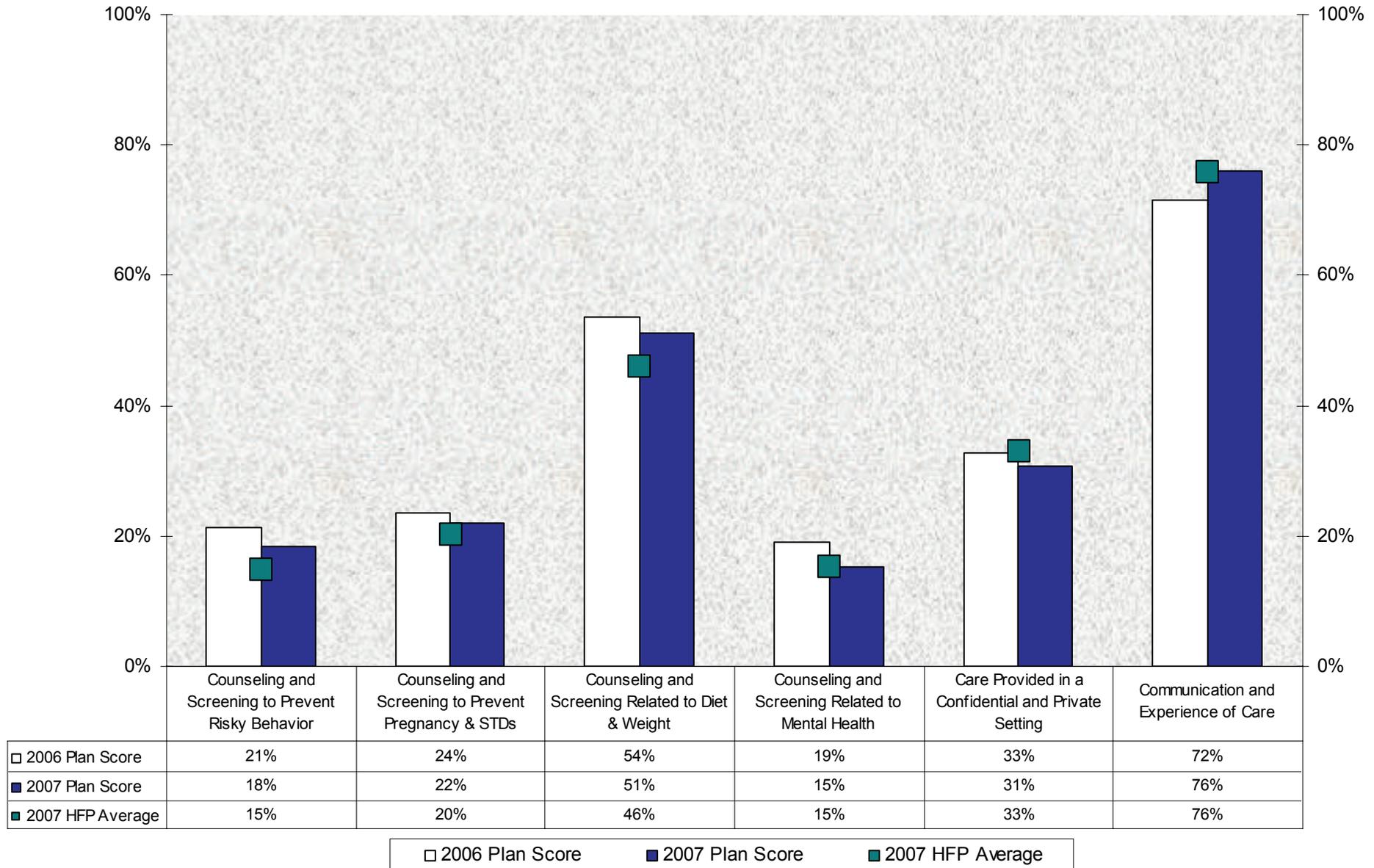


CalOptima Kids
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

CalOptima Kids
 YAHCS Scores



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Care 1st Health Plan has provided health services to children in the Healthy Families Program (HFP) since 2000. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Five scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Access to PCP, 12 to 24 Months*
 - ◇ *Access to PCP, 25 Months to 6 Years*
 - ◇ *Access to PCP, 7 to 11 Years*
 - ◇ *Access to PCP, 12 to 18 Years*
- ▶ The score for *Childhood Immunization Status* increased significantly (13%) from 2006.

2007 CAHPS Scores

- ▶ Three ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Overall Rating of Specialist*



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Use of Appropriate Medications for People with Asthma* decreased by 8% from 2006.
- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007 except *Childhood Immunization Status, Well-Child Visits, 3 to 6 Years and Adolescent Well-Care Visits*.

2007 CAHPS Scores

- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or slightly below the program average for 2007.



Enrollment and Medical Loss Ratio

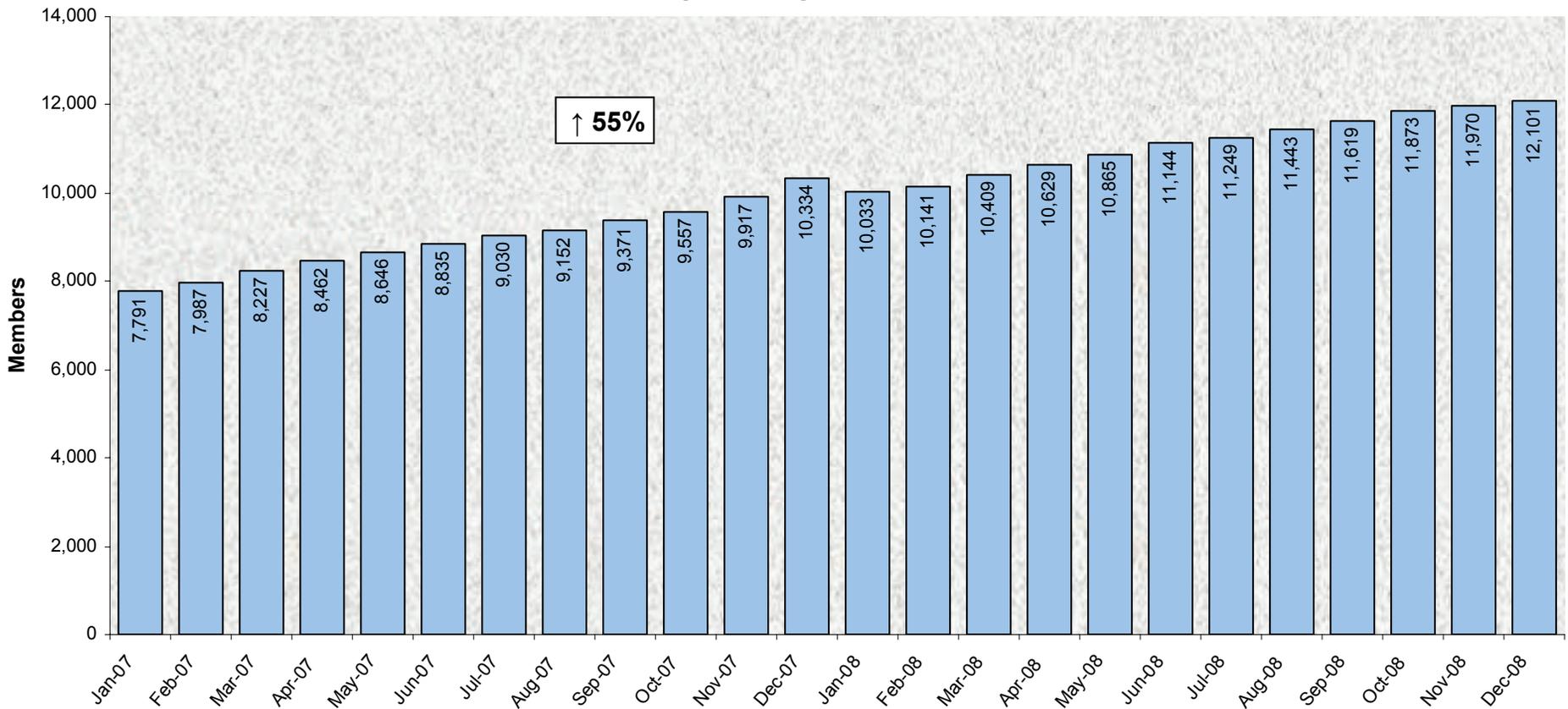
- ▶ Enrollment increased by 55% in the last 2 years. Enrollment as of December 2008 was 12,101.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07. However, it did not meet the contracted rate per the DMHC audit.

2007 Healthy Families Program Plan Performance Profile
 Care 1st Health Plan

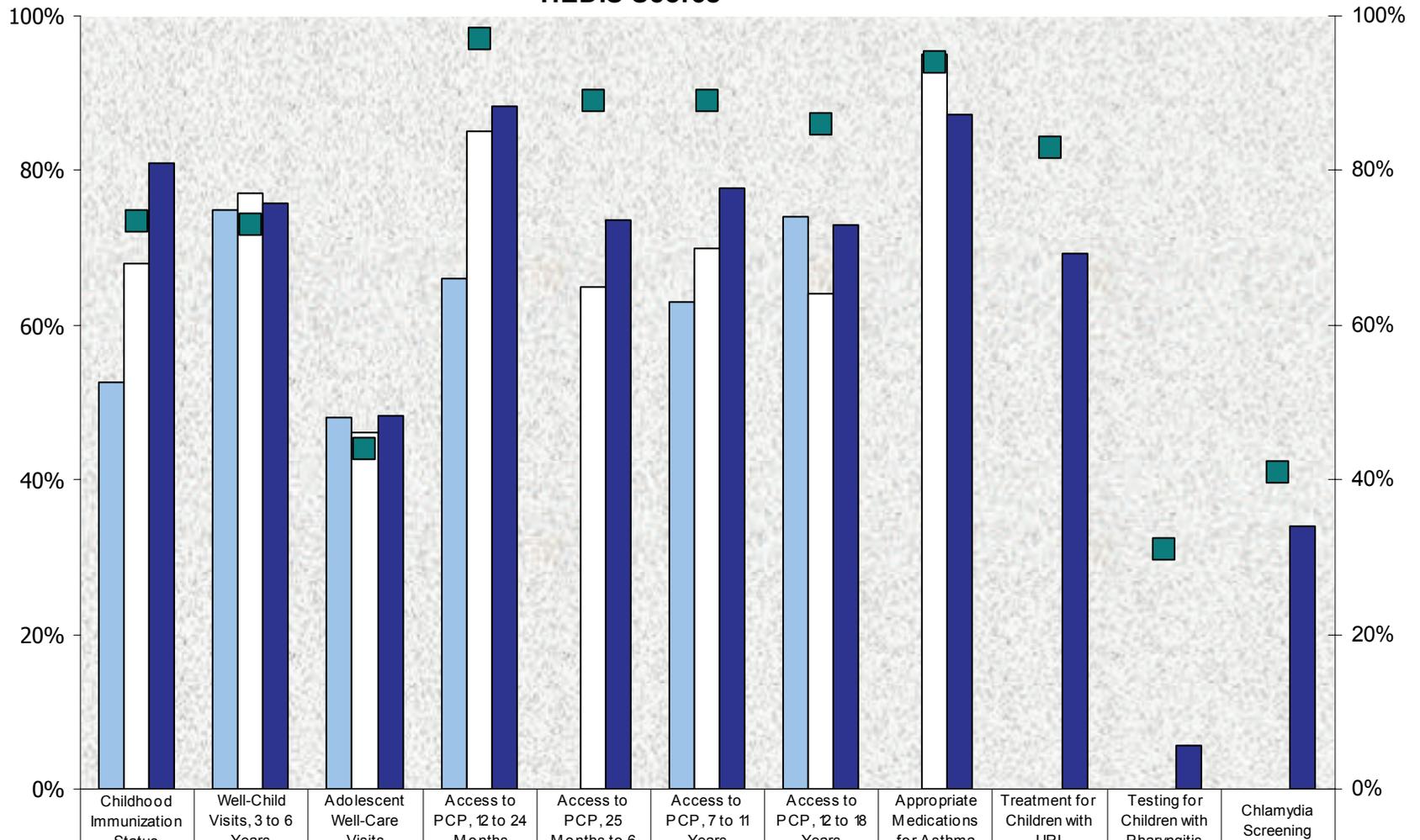


HFP Plan since May 3, 2000	Licensed by DMHC
2007/08 Coverage Area	
Los Angeles and San Diego Counties	

Care 1st Health Plan
 Enrollment History, January 2007 - December 2008



Care 1st Health Plan
HEDIS Scores

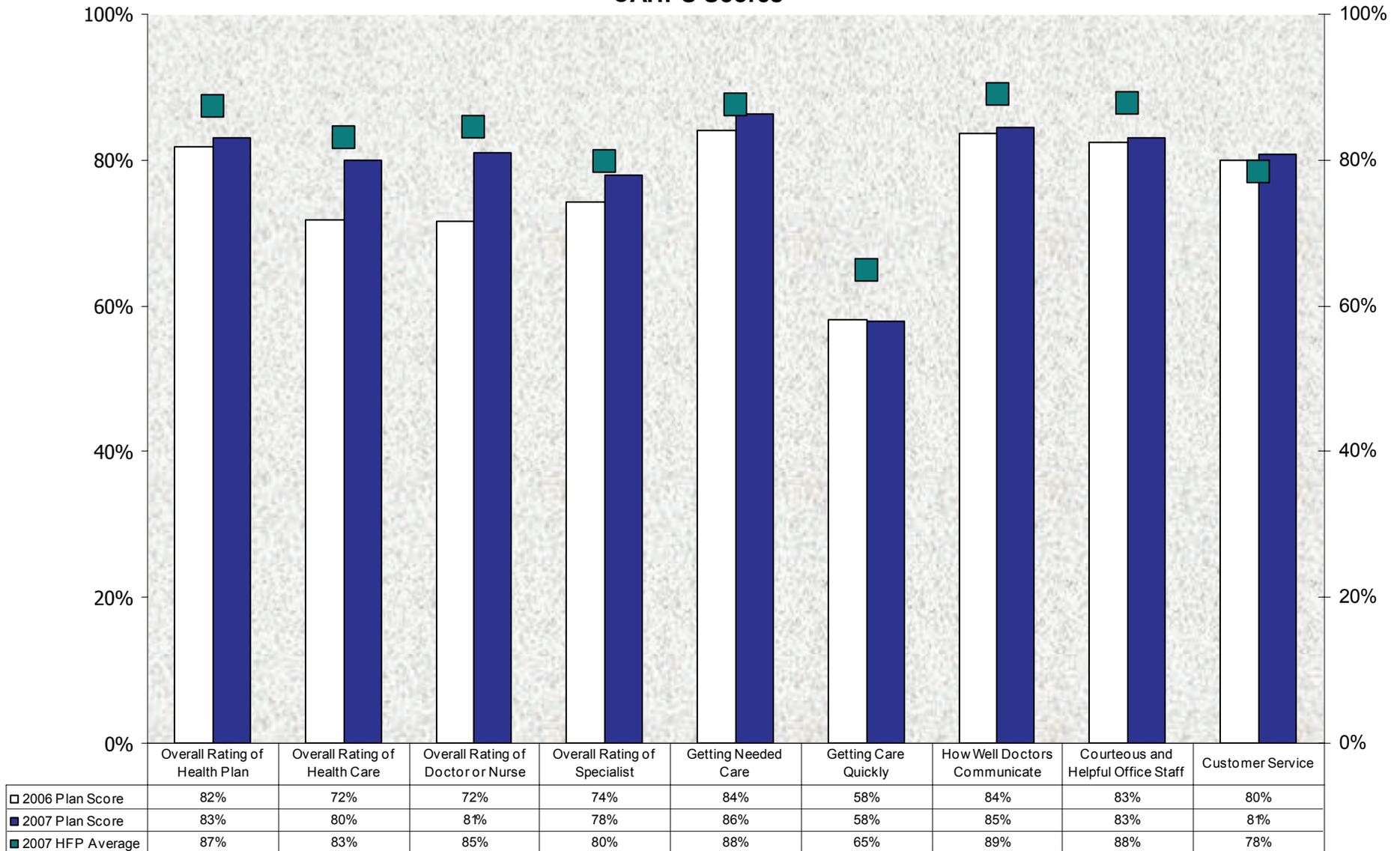


2005 Plan Score	53%	75%	48%	66%	65%	63%	74%	95%			
2006 Plan Score	68%	77%	46%	85%	65%	70%	64%	95%			
2007 Plan Score	81%	76%	48%	88%	74%	78%	73%	87%	69%	6%	34%
2007 HFP Weighted Average	73%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

Note: Care 1st Health Plan did not have an adequate sample size to report a score for Well-Child Visits in the First 15 Months of Life in 2006 and 2007.

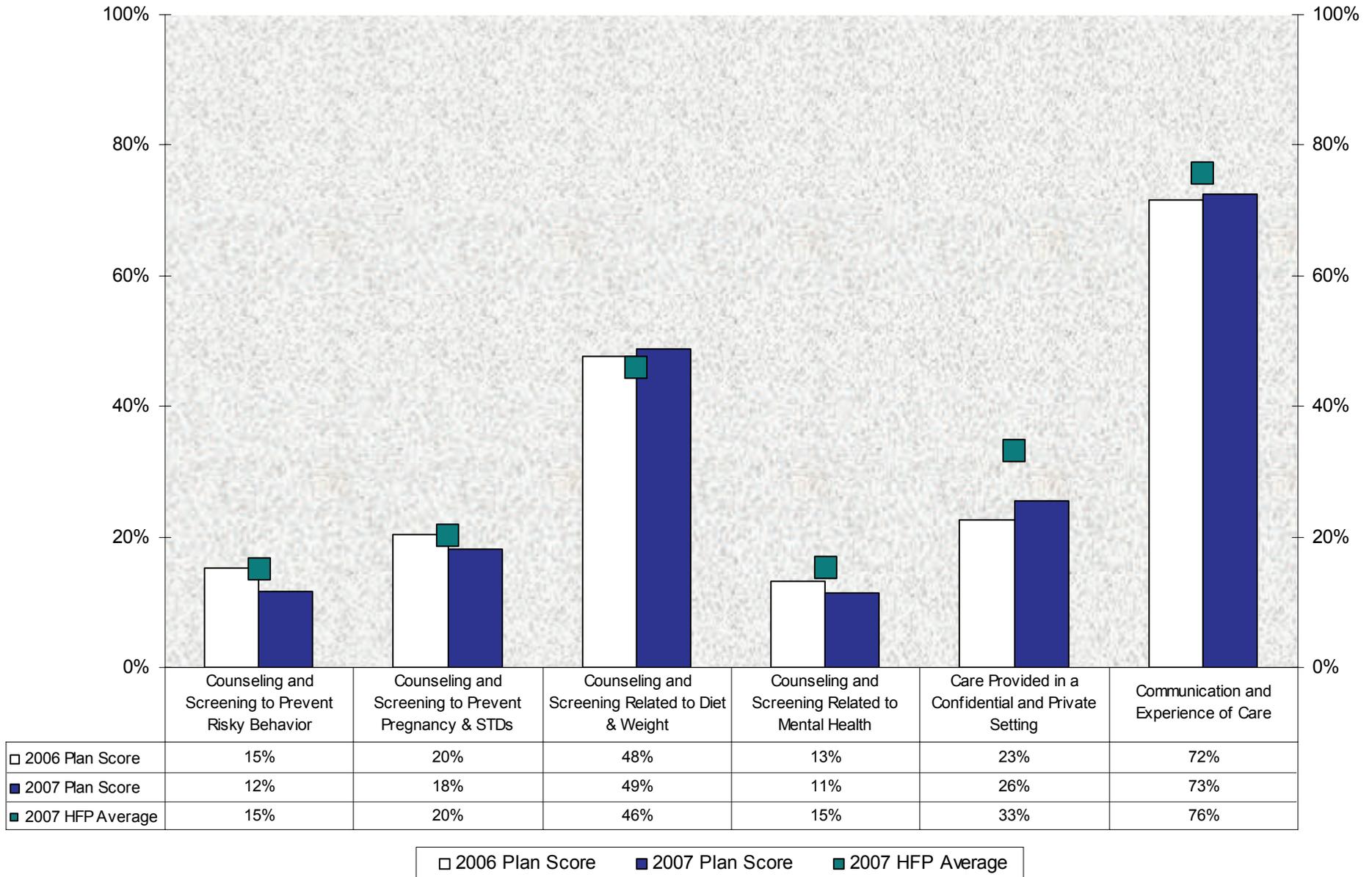
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Care 1st Health Plan
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Care 1st Health Plan
 YAHCS Scores



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CenCal Health has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Santa Barbara County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years, CAHPS results for the last 2 surveys and YAHCS results for 2007.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Three scores increased from 2006:
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Access to PCP, 25 Months to 6 Years*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

2007 CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Doctor or Nurse*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Childhood Immunization Status* decreased from 2006. However, the plan's score was above the program average for 2007.
- ▶ The score for *Access to PCP, Ages 12 to 24 Months* decreased from 2006.

2007 CAHPS Scores

- ▶ The score for *Overall Rating of Specialist* declined significantly from 2006 and was well below the program average.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at the HFP program average for 2007.



Enrollment and Medical Loss Ratio

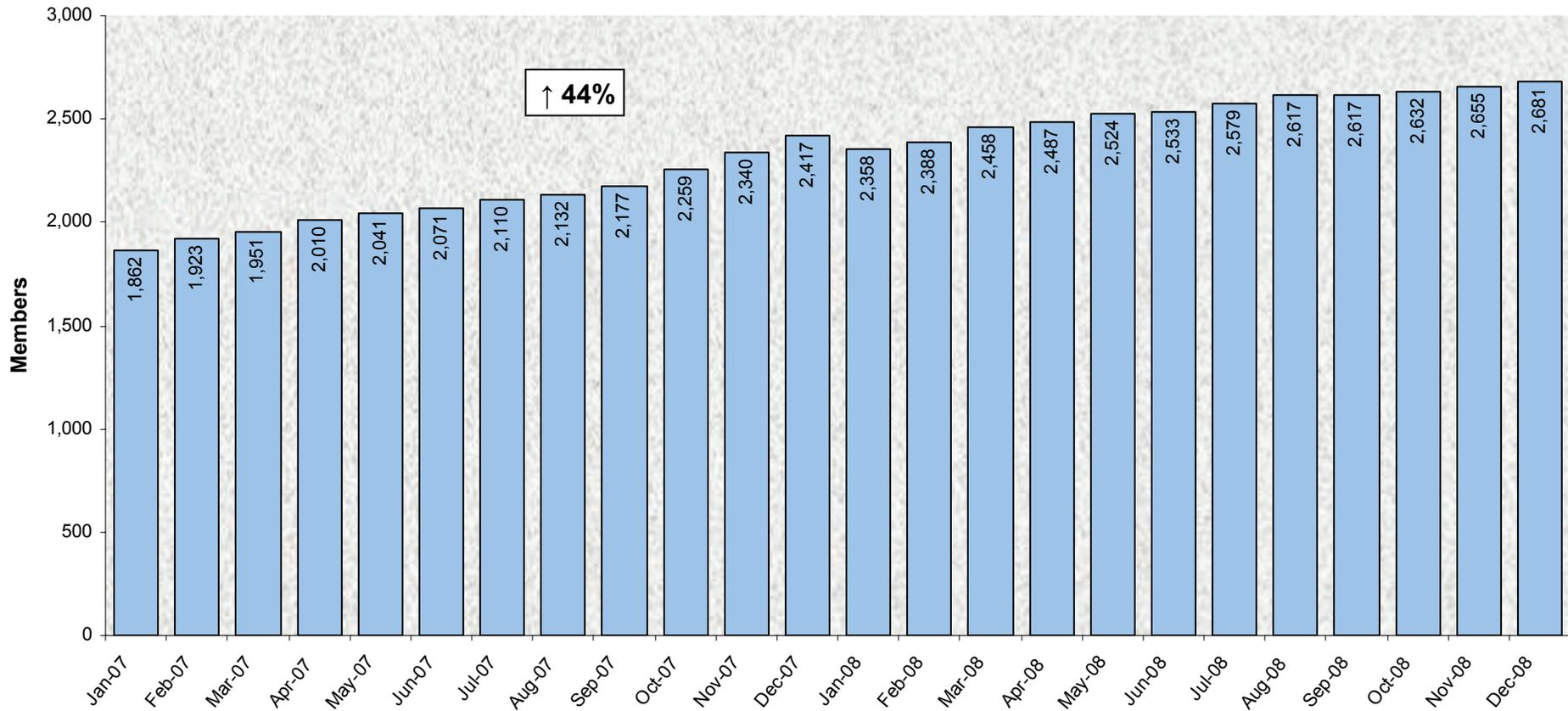
- ▶ Enrollment increased by 44% in the last 2 years. Enrollment as of December 2008 was 2,681.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
 CenCal Health

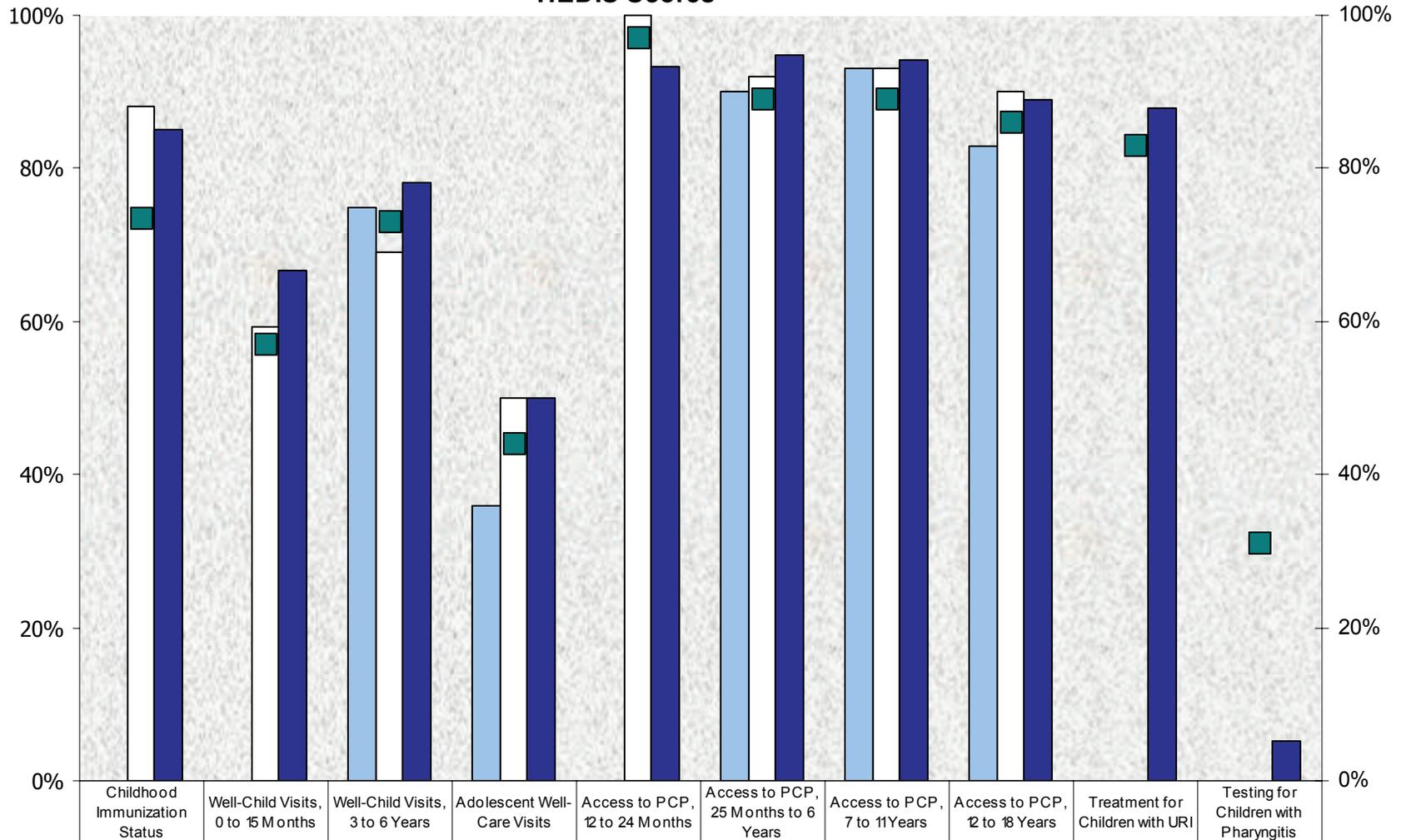


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
San Luis Obispo and Santa Barbara (CPP) Counties	

**CenCal Health
 Enrollment History, January 2007 - December 2008**



**CenCal Health
HEDIS Scores**



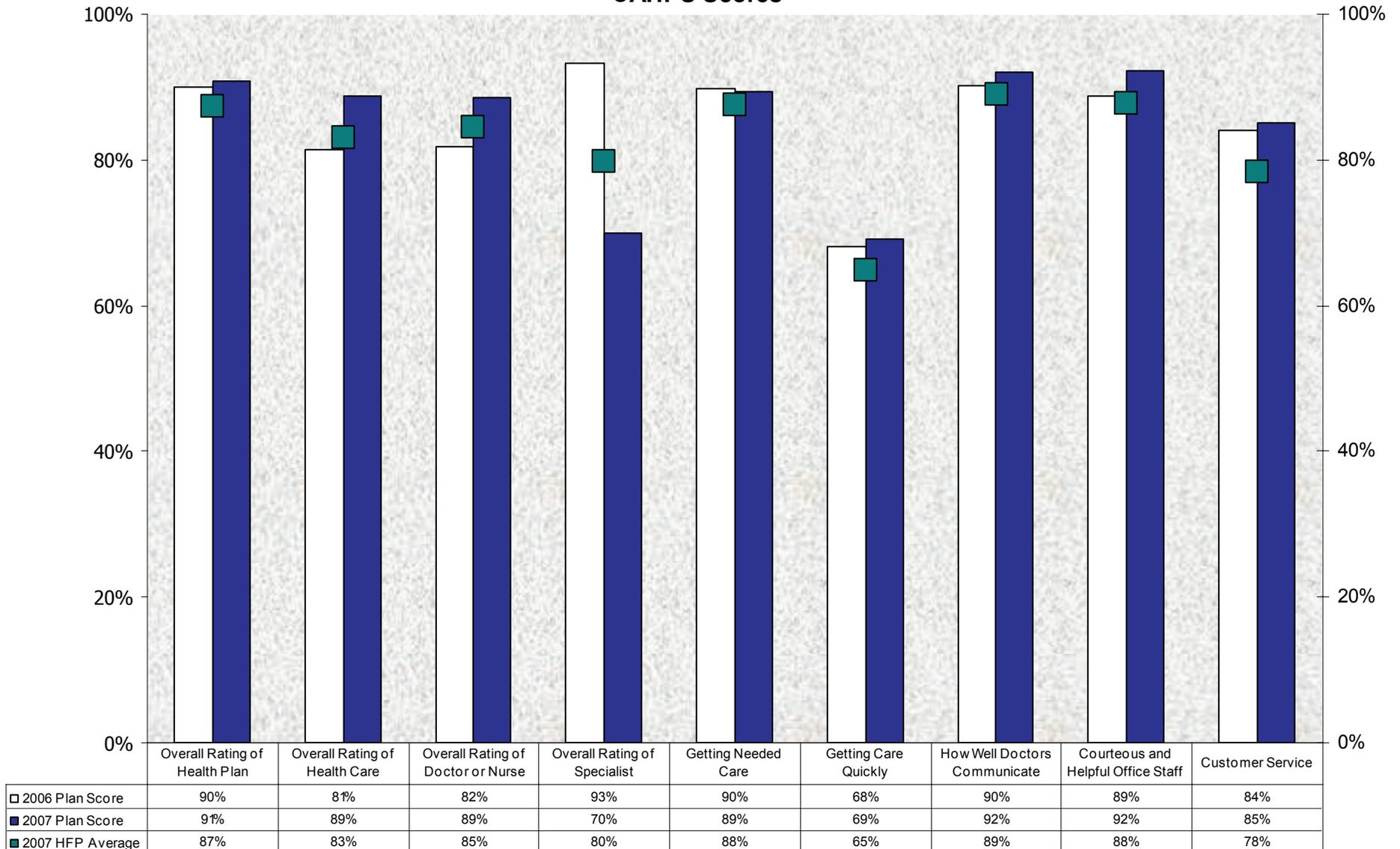
■ 2005 Plan Score			75%	36%		90%	93%	83%		
□ 2006 Plan Score	88%	59%	69%	50%	100%	92%	93%	90%		
■ 2007 Plan Score	85%	67%	78%	50%	93%	95%	94%	89%	88%	5%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	83%	3%

Note: CenCal Health did not have an adequate sample size to report a score for Appropriate Medication for Asthma in 2006 and 2007 and Chlamydia Screening in 2007.

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

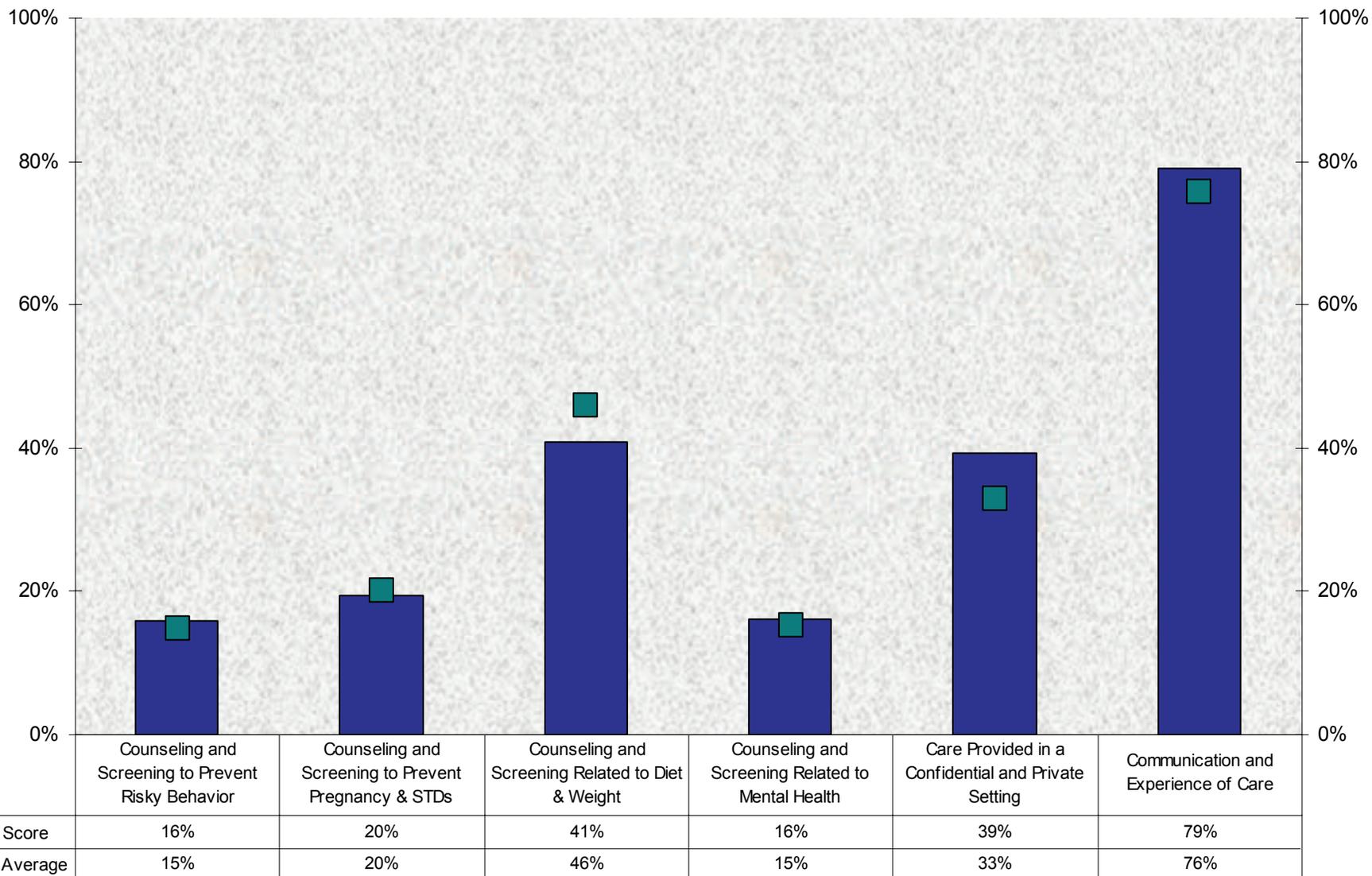


CenCal Health
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

CenCal Health
 YAHCS Scores



Note: CenCal Health did not have an adequate sample size to be included in the 2006 YAHCS survey.

■ 2007 Plan Score ■ 2007 HFP Average

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Central Coast Alliance for Health has provided health services to children in the Healthy Families Program (HFP) since 2000. The plan serves an important role in the community as the Community Provider Plan (CPP) in Monterey and Santa Cruz counties. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years, CAHPS results for the last 2 surveys and YAHCS results for 2007.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Four scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
 - ◇ *Access to PCP, 12 to 18 Years*
- ▶ Compared to the program average, the plan's scores were above the program average in all measures for 2007.

2007 CAHPS Scores

- ▶ The *Customer Service* rating improved from 2006.
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were above the HFP program average in all measures for 2007.



Areas for Improvement

2007 CAHPS Scores

- ▶ The *Getting Care Quickly* rating declined from 2006.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 61% in the last 2 years. Enrollment as of December 2008 was 3,930.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07. However, it did not meet the contracted rate per the DMHC audit.

2007 Healthy Families Program Plan Performance Profile
 Central Coast Alliance for Health



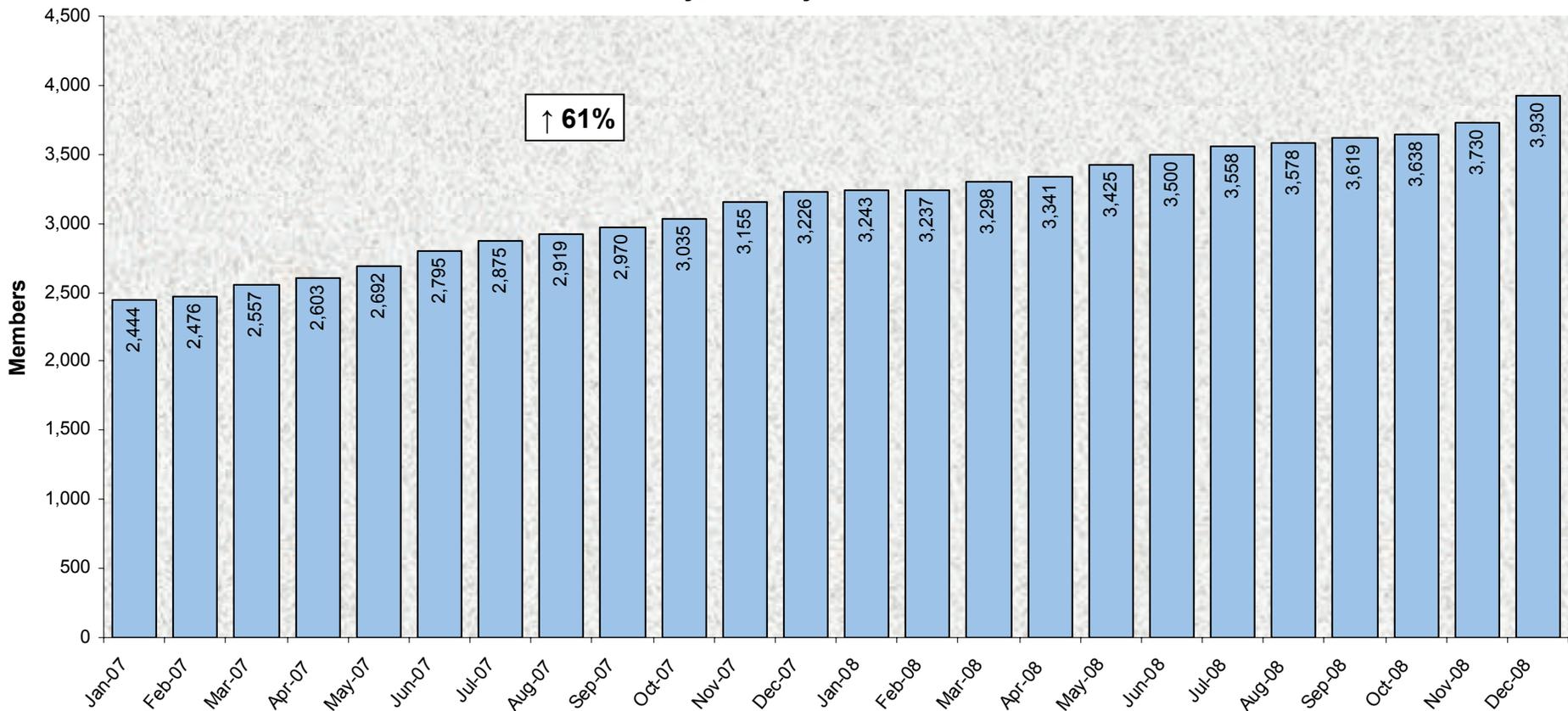
HFP Plan since March 6, 2000

Licensed by DMHC

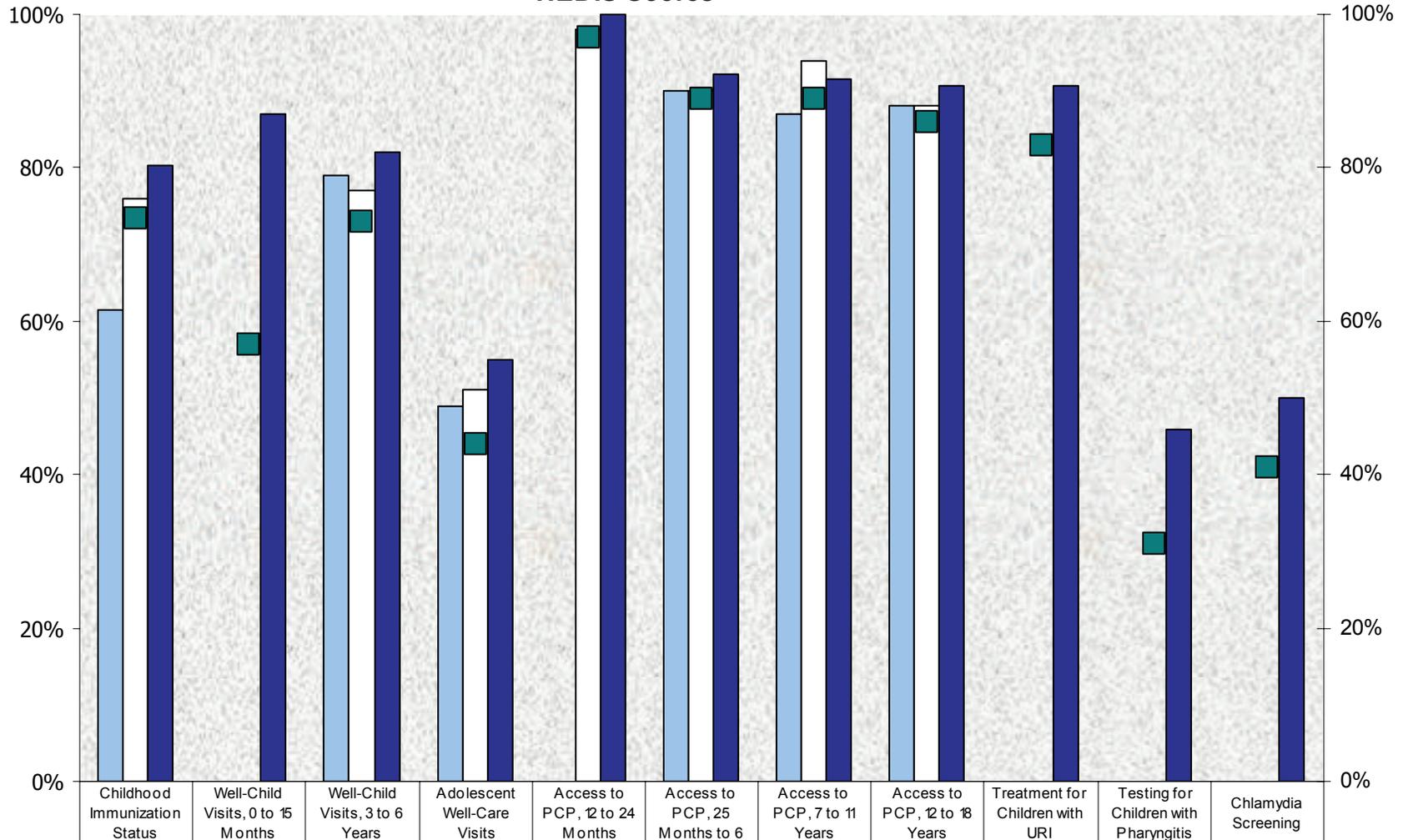
2007/08 Coverage Area

Monterey (CPP) and Santa Cruz (CPP) Counties

Central Coast Alliance for Health
 Enrollment History, January 2007 - December 2008



Central Coast Alliance for Health
 HEDIS Scores



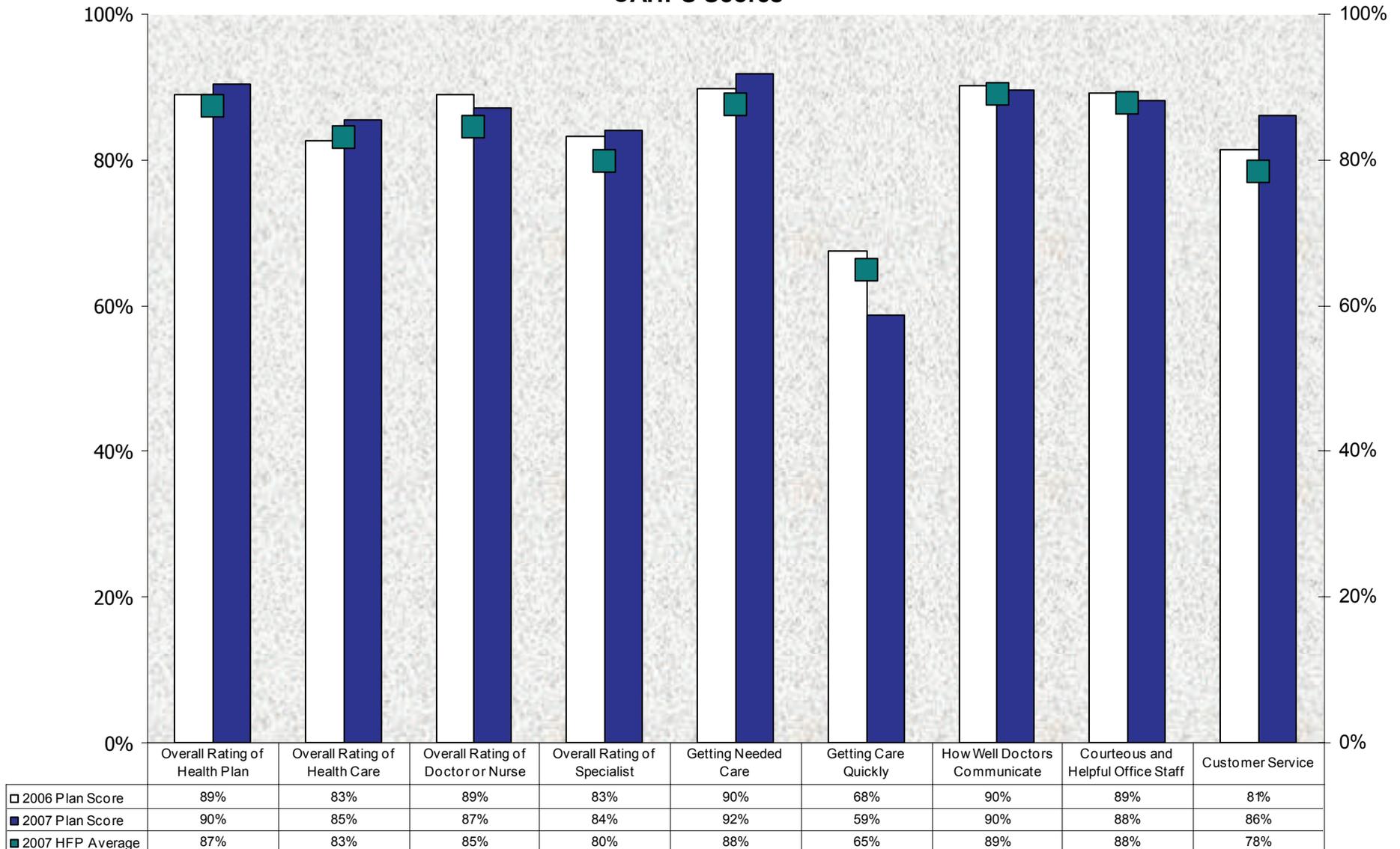
2005 Plan Score	62%		79%	49%	98%	90%	87%	88%			
2006 Plan Score	76%		77%	51%	98%	90%	94%	88%			
2007 Plan Score	80%	87%	82%	55%	100%	92%	92%	91%	91%	46%	50%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	83%	31%	41%

Note: Central Coast Alliance for Health did not have an adequate sample size to report a score for Well Child Visits, 0 to 15 Months in 2006 and Appropriate Medication for Asthma in 2006 and 2007.

2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

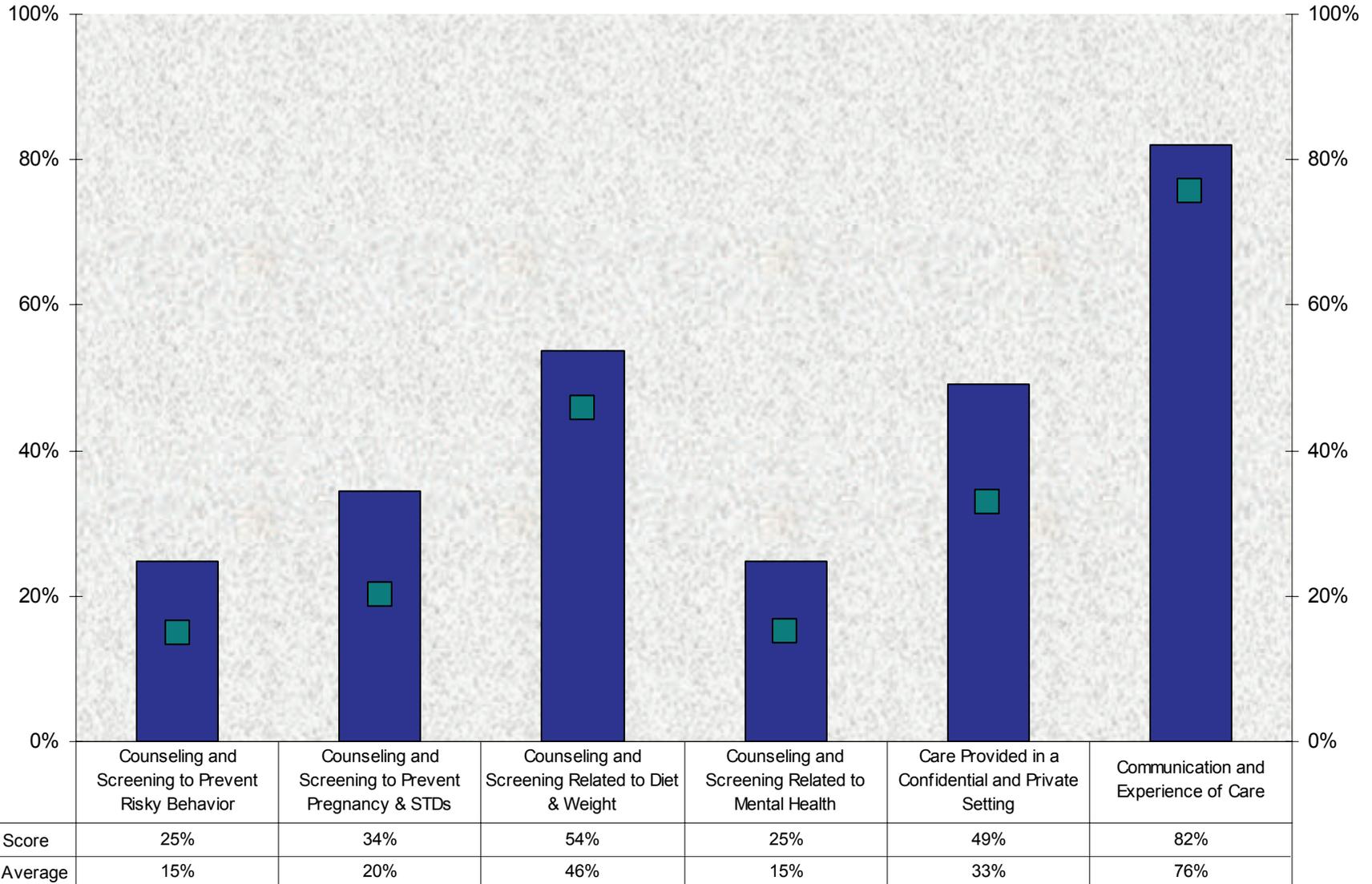


Central Coast Alliance for Health
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Central Coast Alliance for Health
 YAHCS Scores



Note: Central Coast Alliance for Health did not have an adequate sample size to be included in the 2006 YAHCS survey.

■ 2007 Plan Score ■ 2007 HFP Average

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Community Health Group has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in San Diego county. The charts on the following pages show the enrollment trends for the last 2 years, HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 CAHPS Scores

- ▶ Three ratings improved from 2006:
 - ◇ Overall Rating of Health Plan
 - ◇ Overall Rating of Specialist
 - ◇ Customer Service
- ▶ Compared to the program average, the plan's scores were at or slightly above the program average for 2007.

2007 HEDIS Scores

- ▶ In 2 of the 3 new measures reported in 2007, the plan's score was significantly higher than the program average.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 11% in the last 2 years. Enrollment as of December 2008 was 25,694.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate for 2006-07.



Areas for Improvement

2007 HEDIS Scores

- ▶ Six scores decreased from 2006:
 - ◇ Childhood Immunization Status
 - ◇ Well-Child Visits, 0 to 15 Months
 - ◇ Well-Child Visits, 3 to 6 Years
 - ◇ Access to PCP, 12 to 24 Months
 - ◇ Access to PCP, 25 Months to 6 Years
 - ◇ Access to PCP, 7 to 11 Years
- ▶ Compared to the program average, the plan's scores were at or below the program average for 2007, except as previously noted.

2007 YAHCS Scores

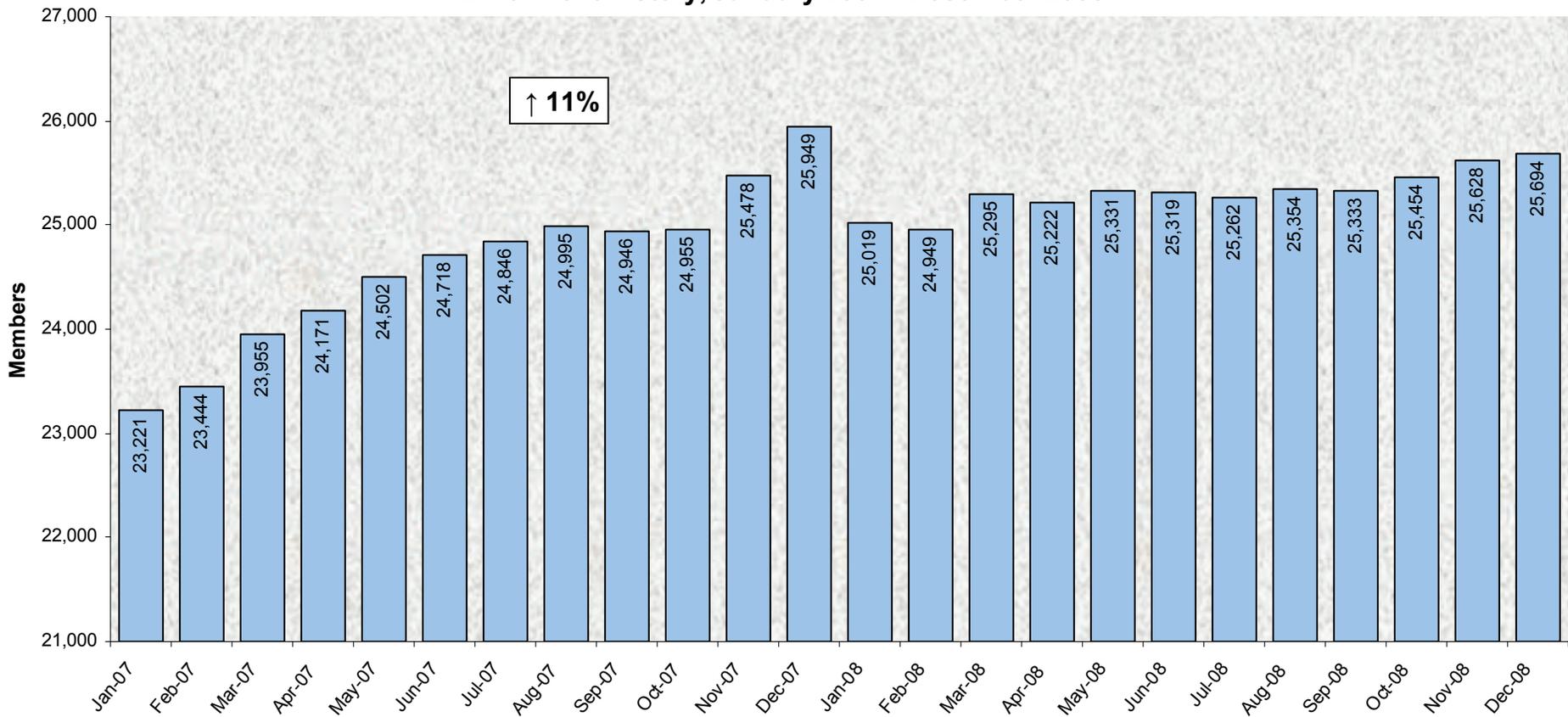
- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or above the program average for 2007.

2007 Healthy Families Program Plan Performance Profile Community Health Group

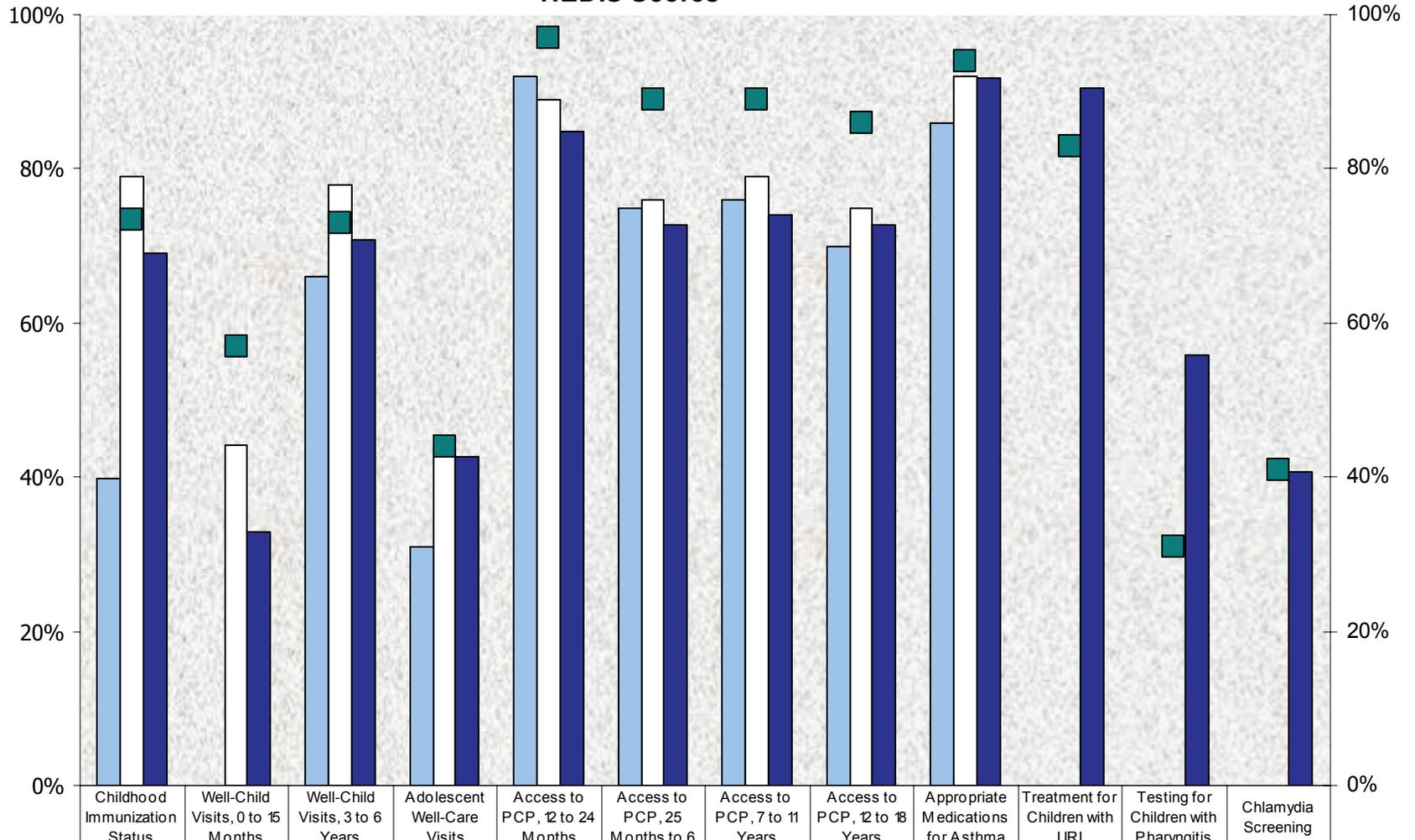


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Riverside and San Diego (CPP) Counties	

**Community Health Group
Enrollment History, January 2007 - December 2008**



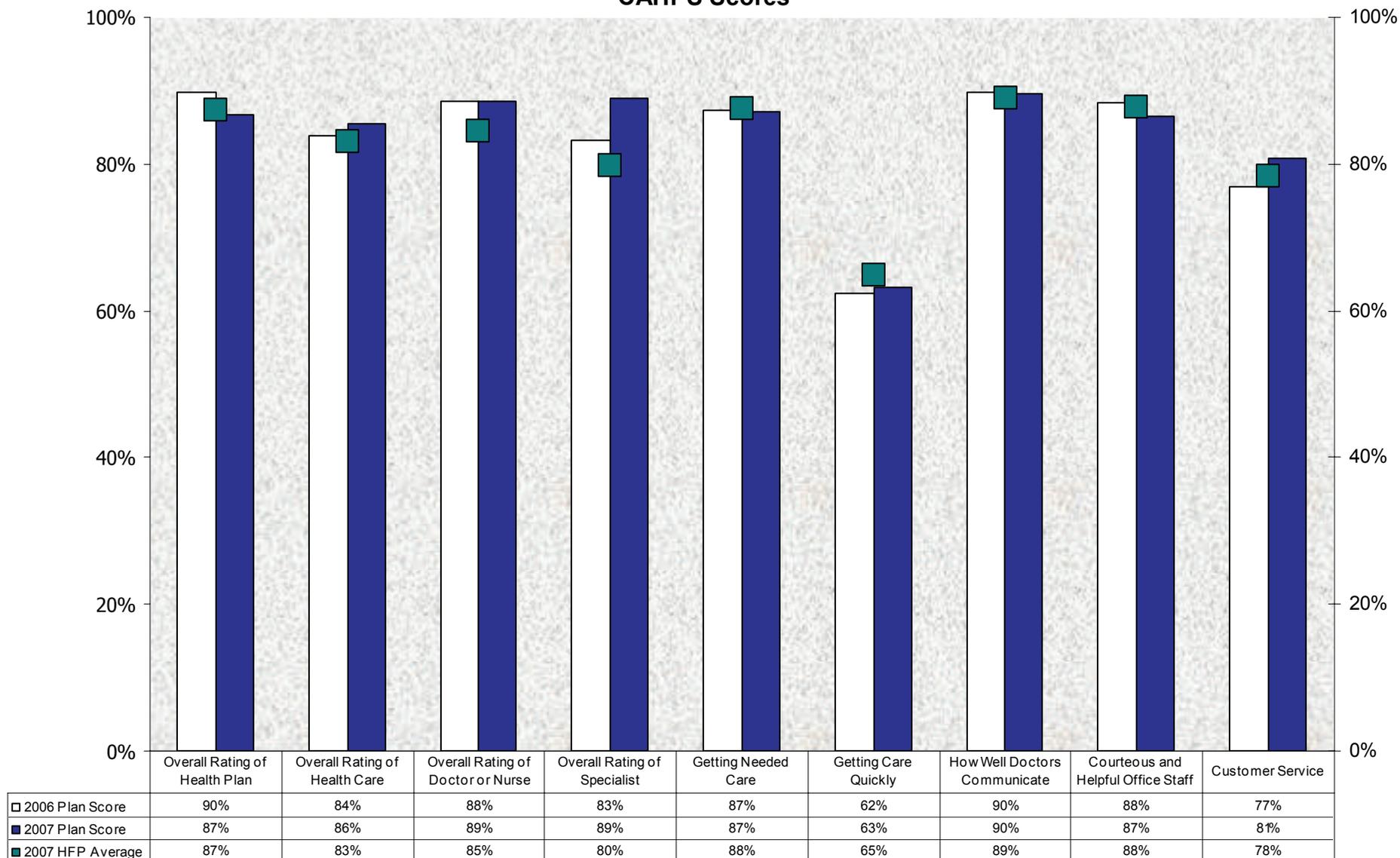
Community Health Group
HEDIS Scores



2005 Plan Score	40%	66%	31%	92%	75%	76%	70%	86%				
2006 Plan Score	79%	44%	78%	44%	89%	76%	79%	75%	92%			
2007 Plan Score	69%	33%	71%	43%	85%	73%	74%	73%	92%	91%	56%	41%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

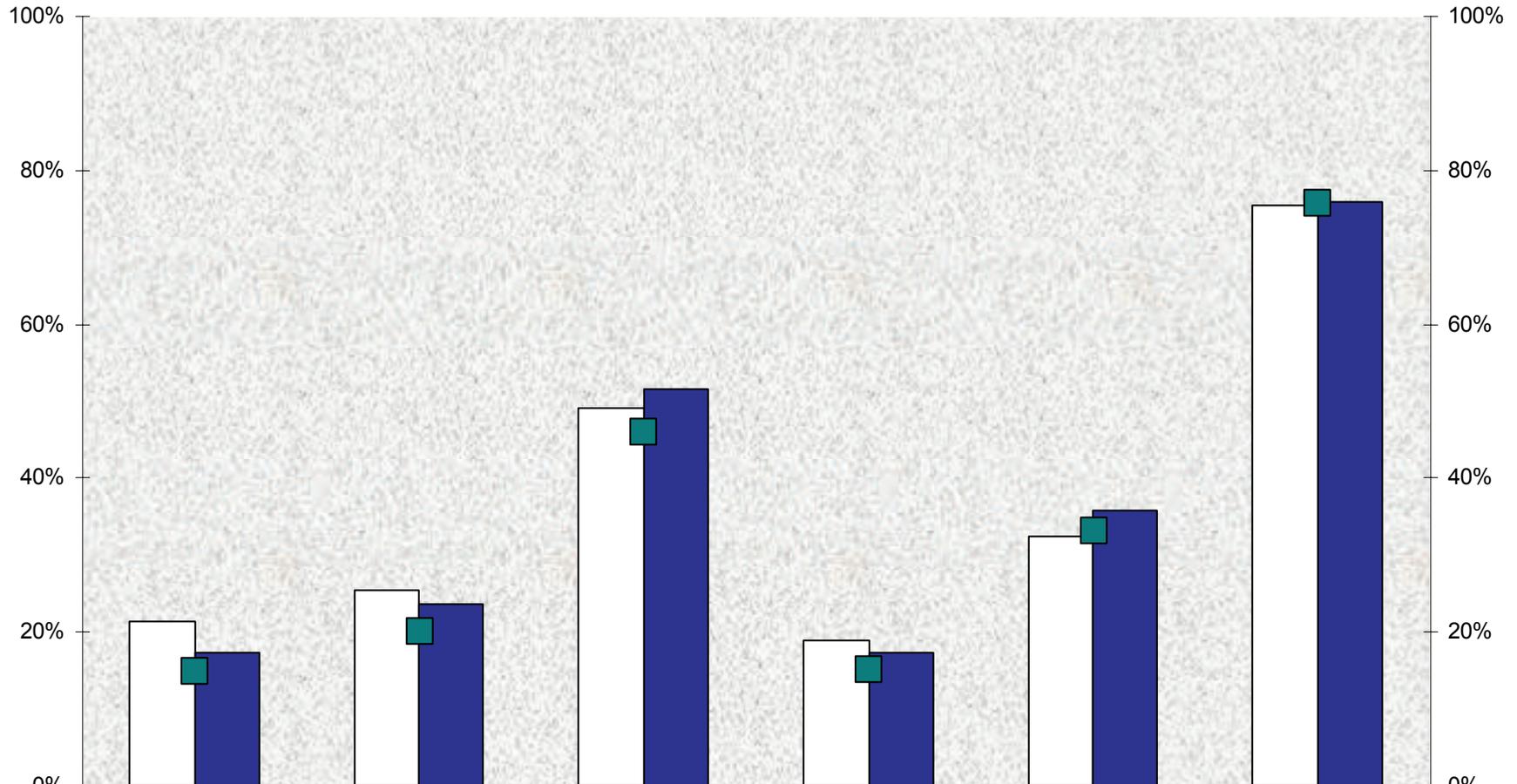
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Community Health Group
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Community Health Group
YAHCS Scores



	Counseling and Screening to Prevent Risky Behavior	Counseling and Screening to Prevent Pregnancy & STDs	Counseling and Screening Related to Diet & Weight	Counseling and Screening Related to Mental Health	Care Provided in a Confidential and Private Setting	Communication and Experience of Care
□ 2006 Plan Score	22%	26%	49%	19%	33%	76%
■ 2007 Plan Score	17%	24%	52%	17%	36%	76%
■ 2007 HFP Average	15%	20%	46%	15%	33%	76%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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Community Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Los Angeles county. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Three scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Access to PCP, 12 to 24 Months*
 - ◇ *Appropriate Medications for Asthma*

2007 CAHPS Scores

- ▶ Three ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Getting Needed Care*
 - ◇ *How Well Doctors Communicate*



Enrollment and Medical Loss Ratio

- ▶ Enrollment decreased by 4% in the last 2 years with a significant decrease (9%) in 2008. Enrollment as of December 2008 was 18,727.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate for 2006-07.



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Well Child Visits in the First 15 Months of Life* decreased significantly (19%) in 2006 and was far below the program average.
- ▶ Compared to the program average, the plan's scores were at or below the program average for 2007.

2007 CAHPS Scores

- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007.

2007 YAHCS Scores

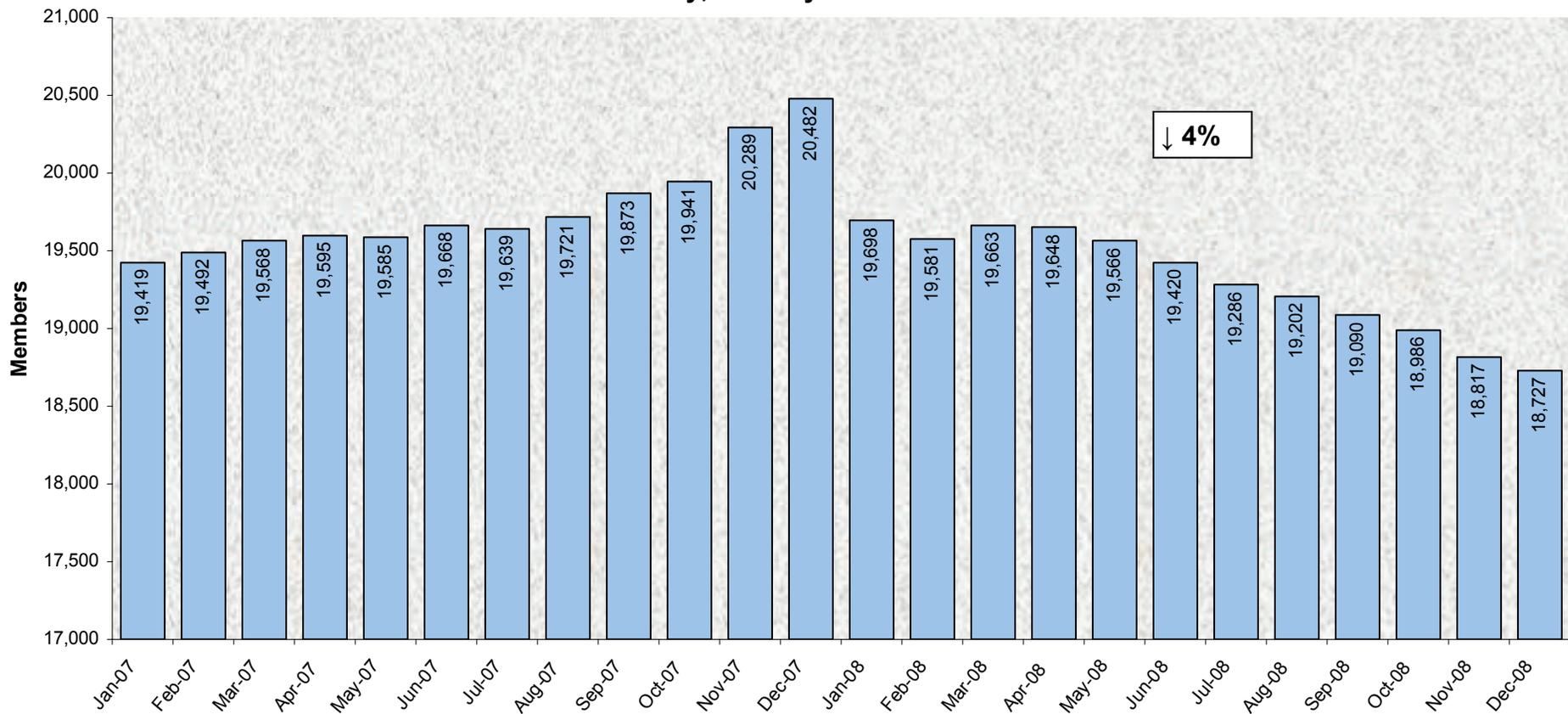
- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or below the HFP program average for 2007.

2007 Healthy Families Program Plan Performance Profile Community Health Plan

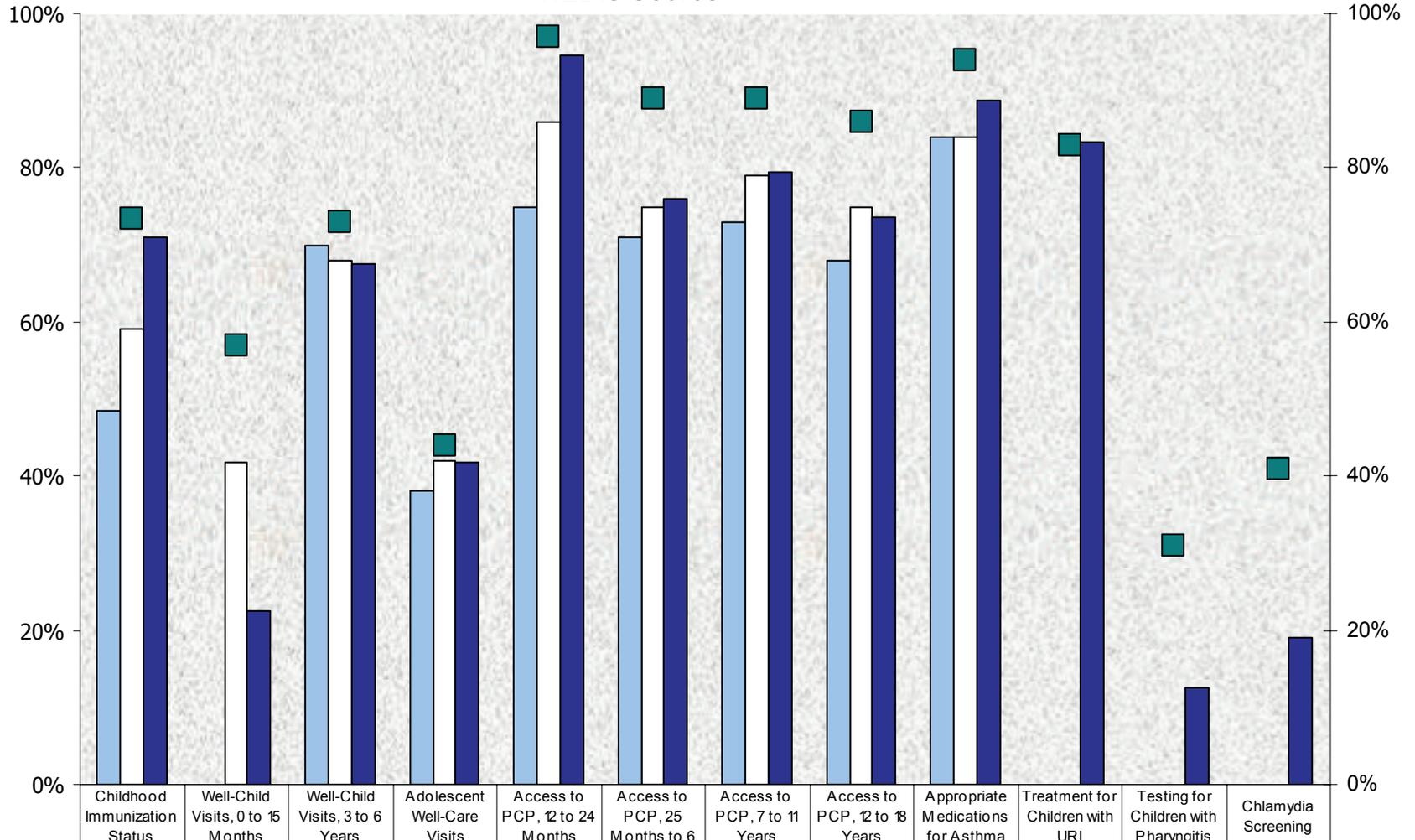


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Los Angeles County (CPP)	

**Community Health Plan
Enrollment History, January 2007 - December 2008**



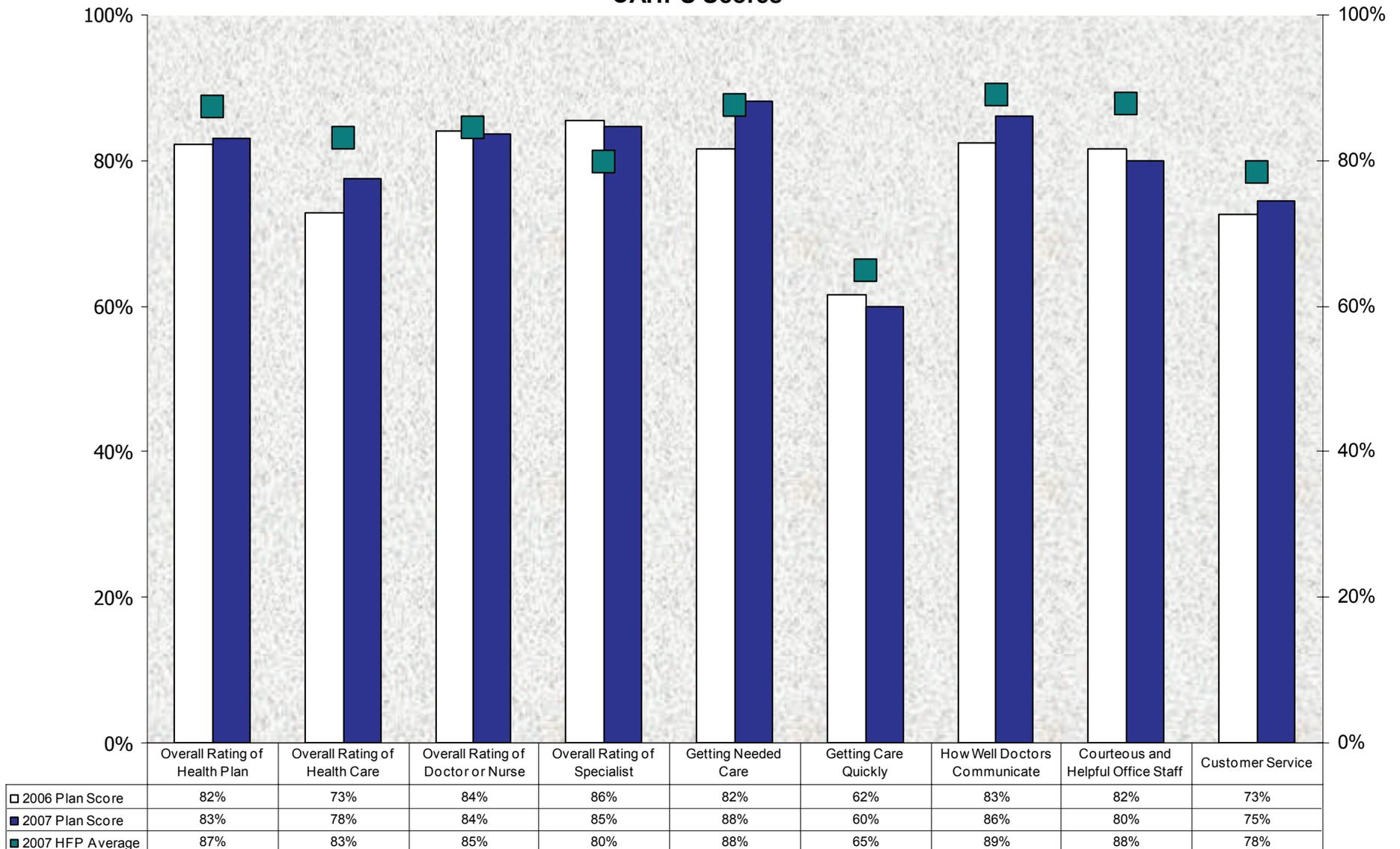
Community Health Plan
HEDIS Scores



2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

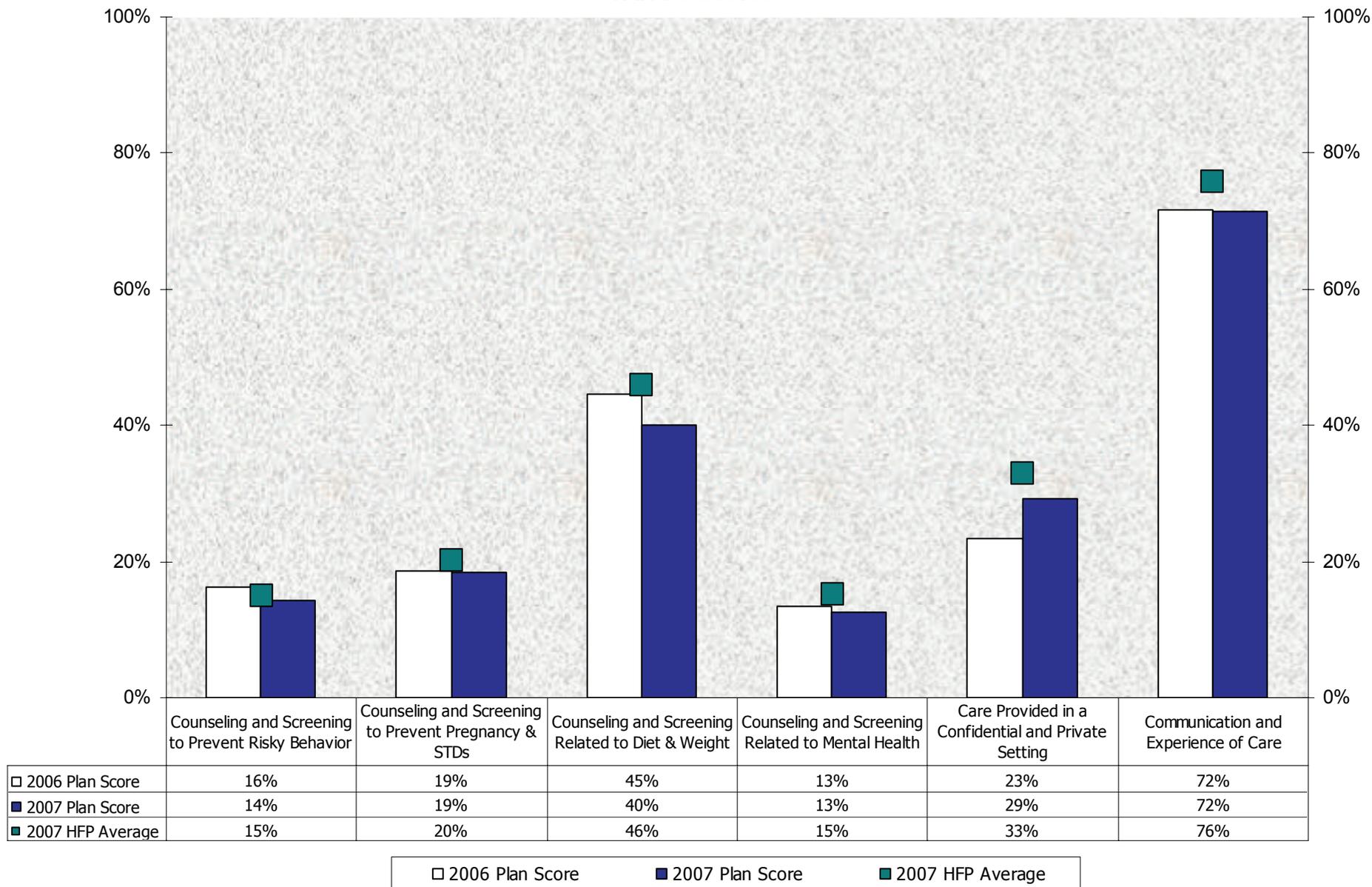


Community Health Plan
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Community Health Plan
YAHCS Scores



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Contra Costa Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Contra Costa county. The charts on the following pages show enrollment trends for the last 2 years, HEDIS results for the last 3 years, CAHPS results for the last 2 surveys and YAHCS results for 2007.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Two scores increased from 2006:
 - ◇ *Adolescent Well-Care Visits*
 - ◇ *Access to PCP, 12 to 18 Years*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

2007 CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Getting Needed Care*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Access to PCP, Ages 12 to 24 Months*, decreased from 2006.

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Getting Care Quickly*
 - ◇ *Courteous and Helpful Office Staff*

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at the HFP program average for 2007.



Enrollment and Medical Loss Ratio

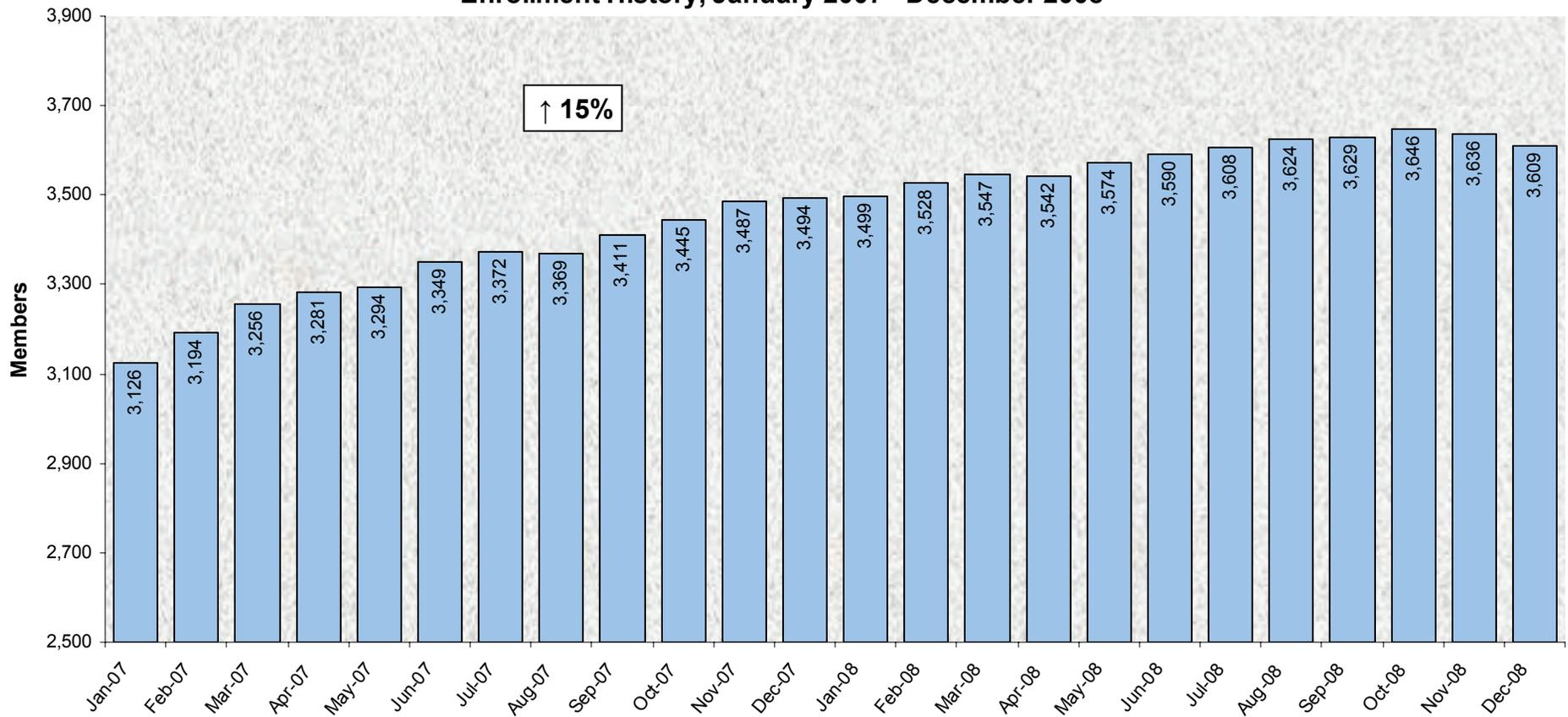
- ▶ Enrollment increased by 15% in the last 2 years. Enrollment as of December 2008 was 3,609.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile
 Contra Costa Health Plan



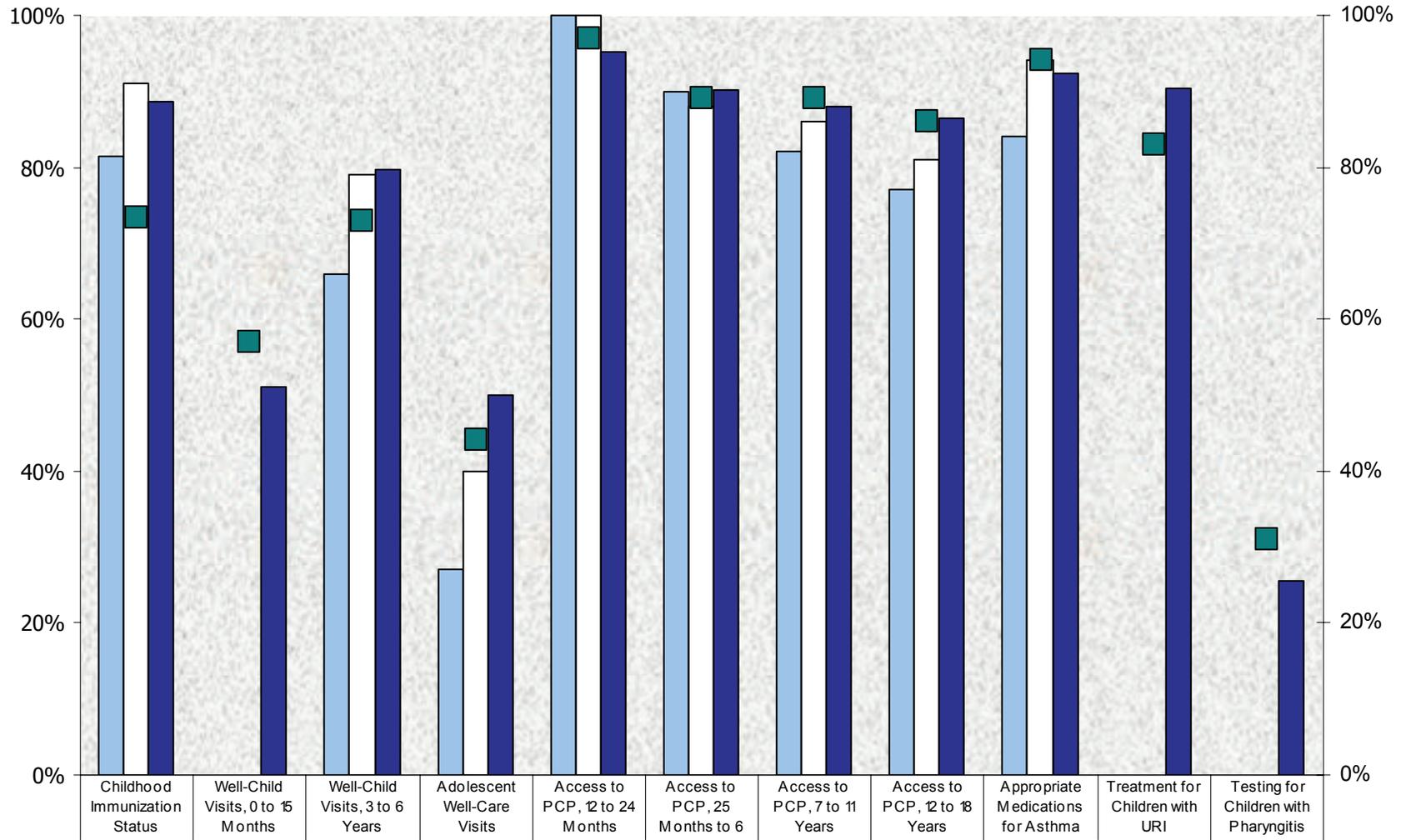
HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Contra Costa County (CPP)	

Contra Costa Health Plan
 Enrollment History, January 2007 - December 2008





Contra Costa HealthPlan
 HEDIS Scores



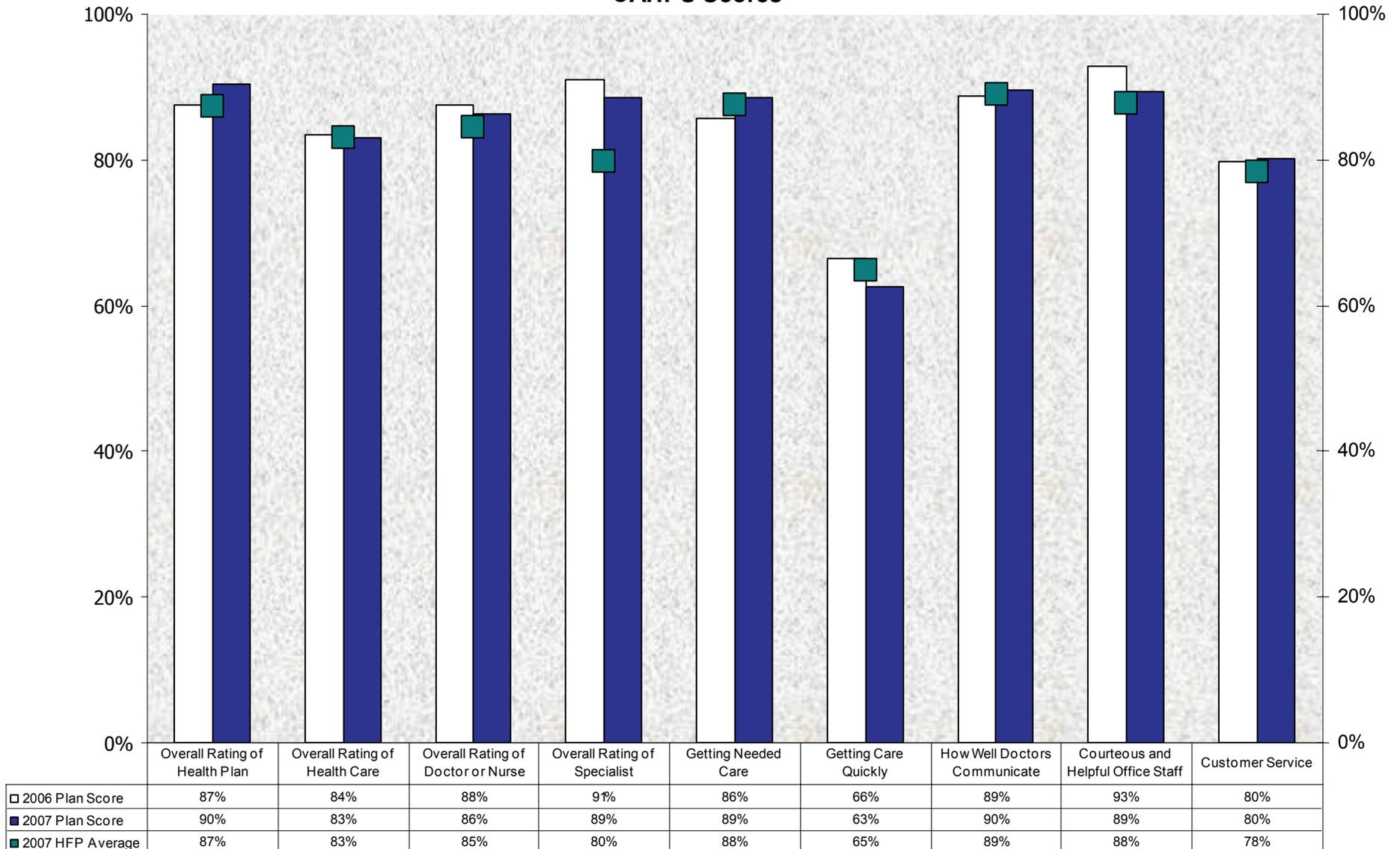
2005 Plan Score	81%		66%	27%	100%	90%	82%	77%	84%		
2006 Plan Score	91%		79%	40%	100%	88%	86%	81%	94%		
2007 Plan Score	89%	51%	80%	50%	95%	90%	88%	87%	92%	91%	26%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%

Note: Contra Costa Health Plan did not have an adequate sample size to report a score for Well-Child Visits, 0 to 15 Months, in 2006 and Chlamydia Screening in 2007.

2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

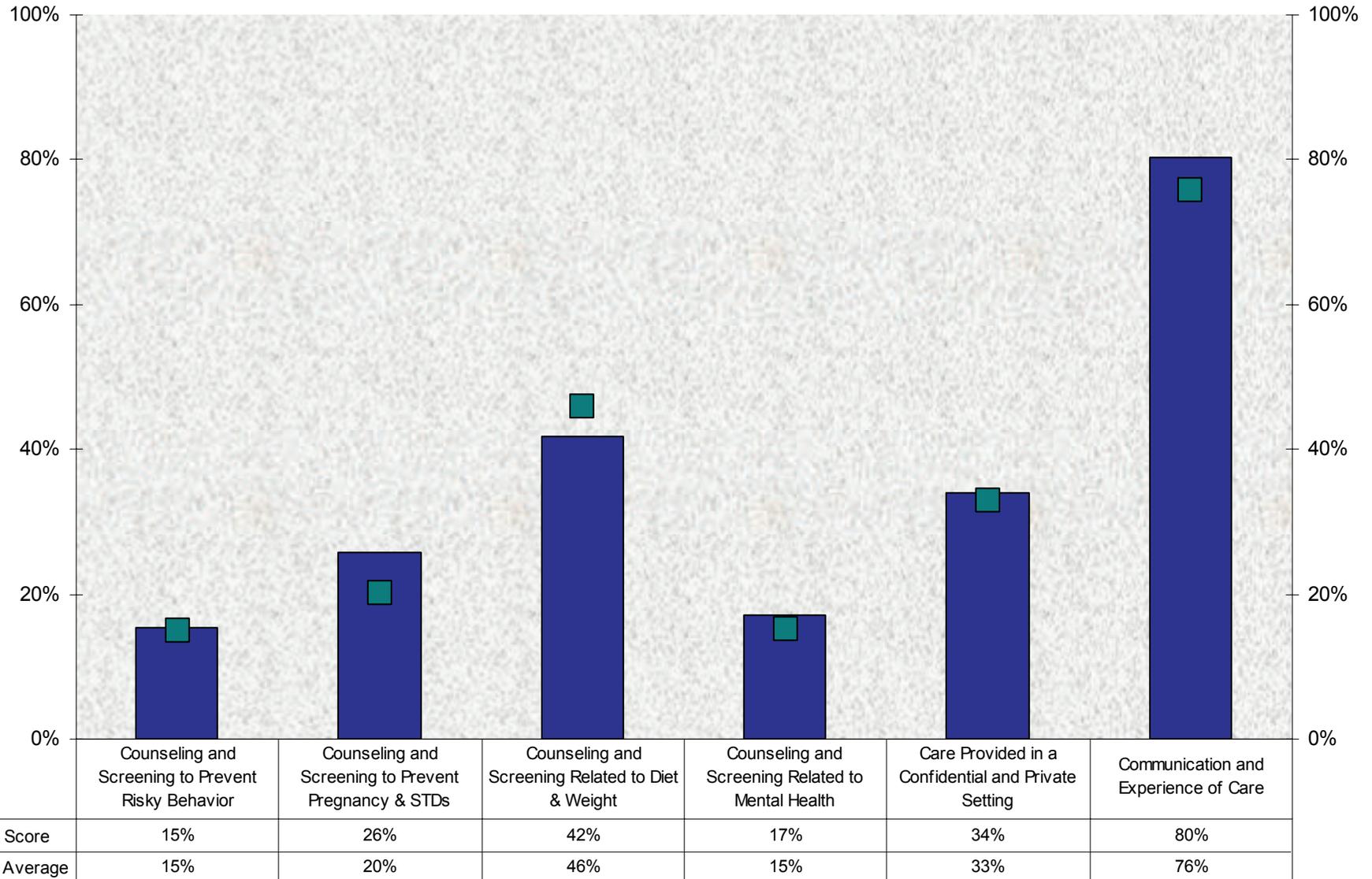


Contra Costa Health Plan
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Contra Costa Health Plan
 YAHCS Scores



Note: Contra Costa Health Plan did not have an adequate sample size to be included in the 2006 YAHCS survey.

■ 2007 Plan Score ■ 2007 HFP Average

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Health Net EPO has provided health services to children in the Healthy Families Program (HFP) since 2002. The plan serves an important role in the community as the Community Provider Plan (CPP) in Colusa and Yuba counties. The charts on the following pages show enrollment trends for the last 2 years, CAHPS results for the last 2 surveys and YAHCS results for 2007.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.

Areas of Achievement

2007 CAHPS Scores

- ▶ Four ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Getting Care Quickly*
 - ◇ *Customer Service*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

Areas for Improvement

2007 HEDIS Scores

- ▶ The plan did not have a large enough sample to report HEDIS scores for EPO members. The HEDIS results for Health Net EPO and HMO are presented together on page 83.

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Getting Needed Care*
 - ◇ *Courteous and Helpful Office Staff*

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally below the HFP program average for 2007.

Enrollment and Medical Loss Ratio

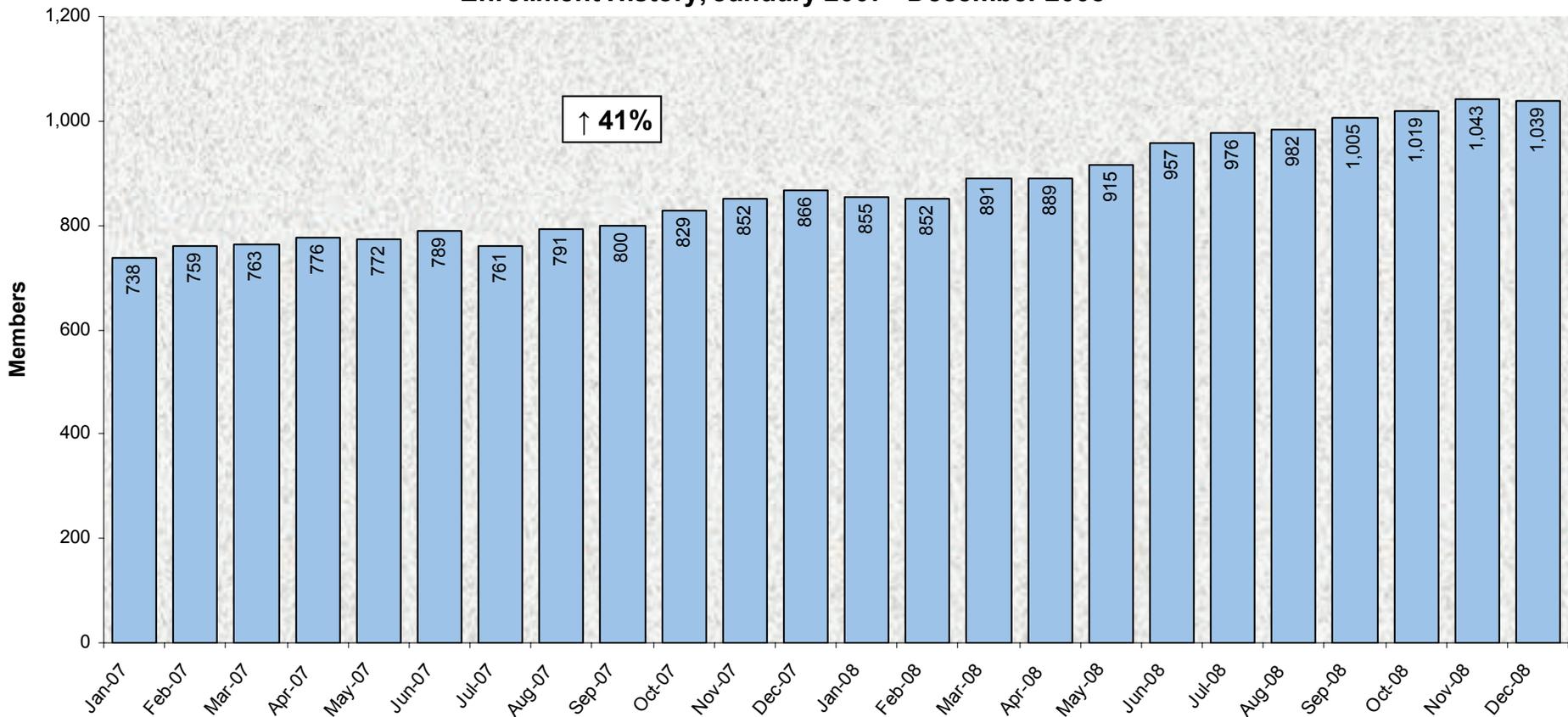
- ▶ Enrollment increased by 41% in the last 2 years. Enrollment as of December 2008 was 1,039.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile
Health Net EPO



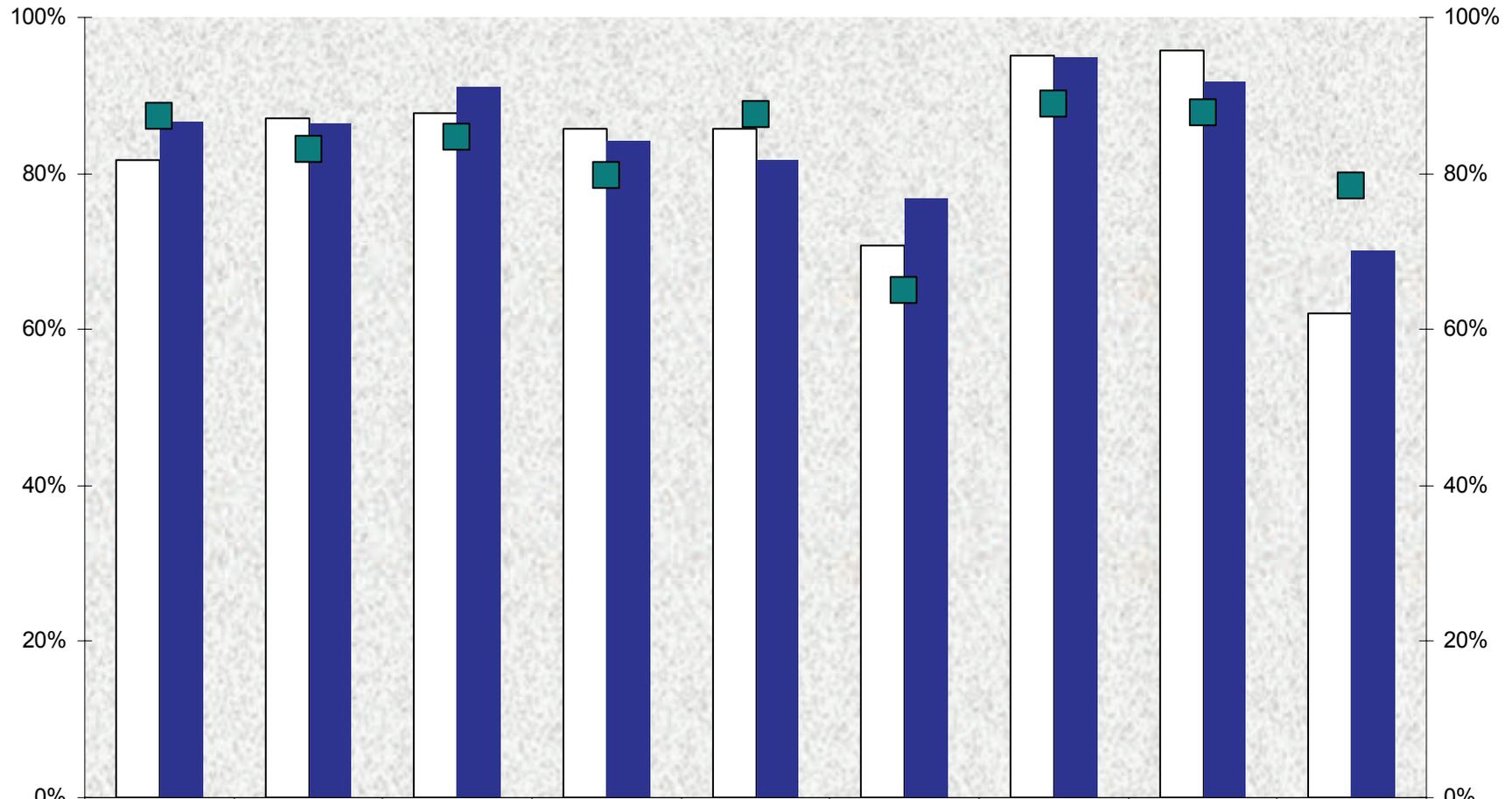
HFP Plan since July 1, 2002	Licensed by CDI
2007/08 Coverage Area	
Amador, Butte, Colusa (CPP), Glenn, Humboldt, Imperial, Lake, Mariposa, Mendocino, Plumas, San Luis Obispo, Sierra, Sutter, Tehama and Yuba (CPP) Counties	

Health Net EPO
Enrollment History, January 2007 - December 2008





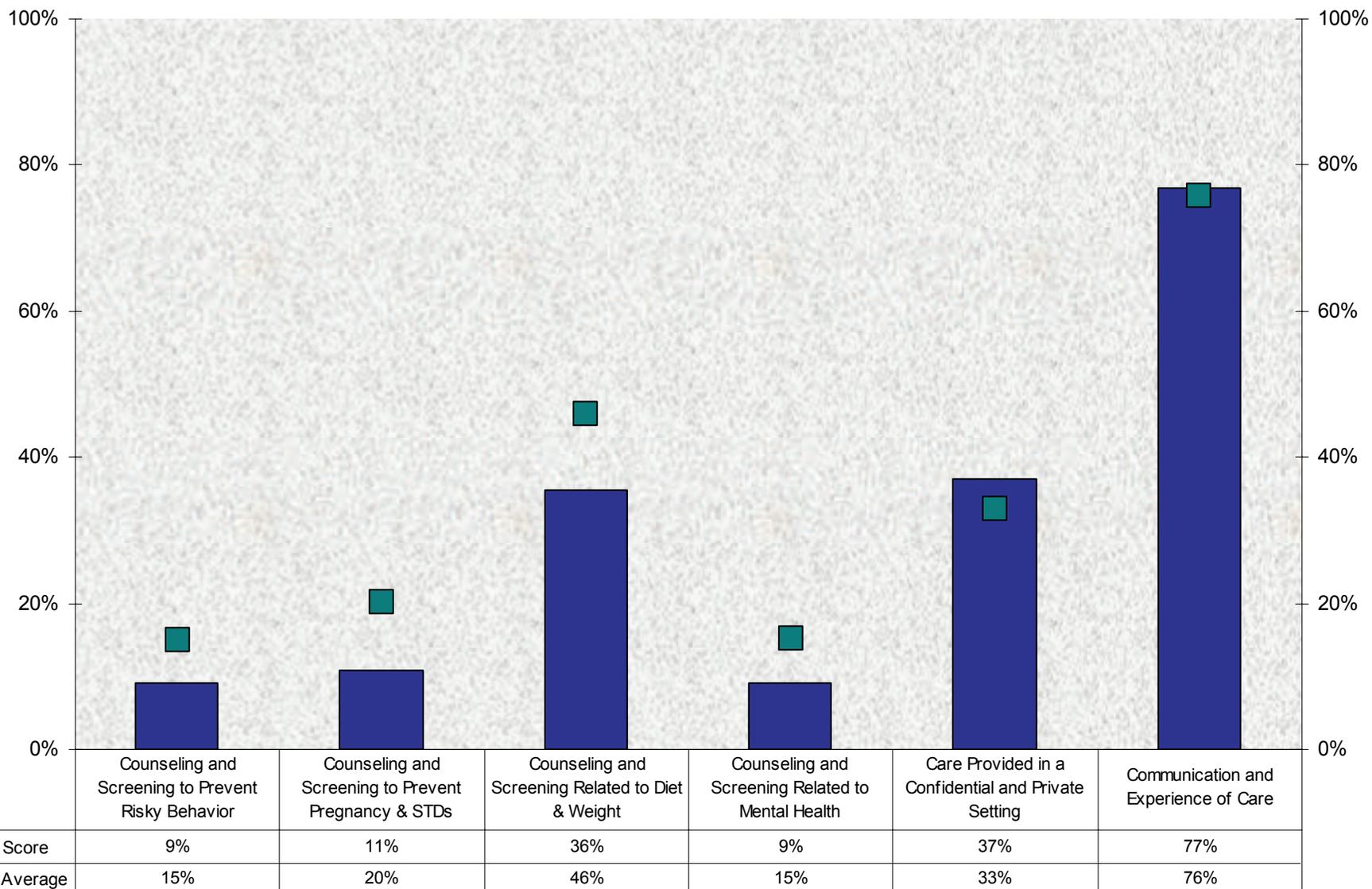
Health Net EPO
CAHPS Scores



	Overall Rating of Health Plan	Overall Rating of Health Care	Overall Rating of Doctor or Nurse	Overall Rating of Specialist	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service
□ 2006 Plan Score	82%	87%	88%	86%	86%	71%	95%	96%	62%
■ 2007 Plan Score	87%	86%	91%	84%	82%	77%	95%	92%	70%
■ 2007 HFP Average	87%	83%	85%	80%	88%	65%	89%	88%	78%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Health Net EPO
YAHCS Scores



Note: Health Net EPO did not have an adequate sample size to be included in the 2006 YAHCS survey.

■ 2007 Plan Score ■ 2007 HFP Average

Health Net HMO has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Fresno, Napa and Tulare counties. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the HMO and EPO combined for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Three scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*

2007 CAHPS Scores

- ▶ The *Overall Rating of Health Plan* score improved from 2006.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 18% in the last 2 years. Enrollment as of December 2008 was 123,732.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.



Areas for Improvement

2007 HEDIS Scores

- ▶ Three scores decreased from 2006:
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Access to PCP, 12 to 24 Months*
 - ◇ *Appropriate Medications for Asthma*
- ▶ Compared to the program average, the plan's scores were generally below the program average for 2007, except for *Childhood Immunization Status* and the scores related to *Well-Child* and *Adolescent Visits*.

2007 CAHPS Scores

- ▶ Three ratings declined from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Specialist*
 - ◇ *Getting Care Quickly*
- ▶ Compared to the program average, the plan's scores were generally at or below program average scores for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or below the HFP program average for 2007.

2007 Healthy Families Program Plan Performance Profile

Health Net HMO

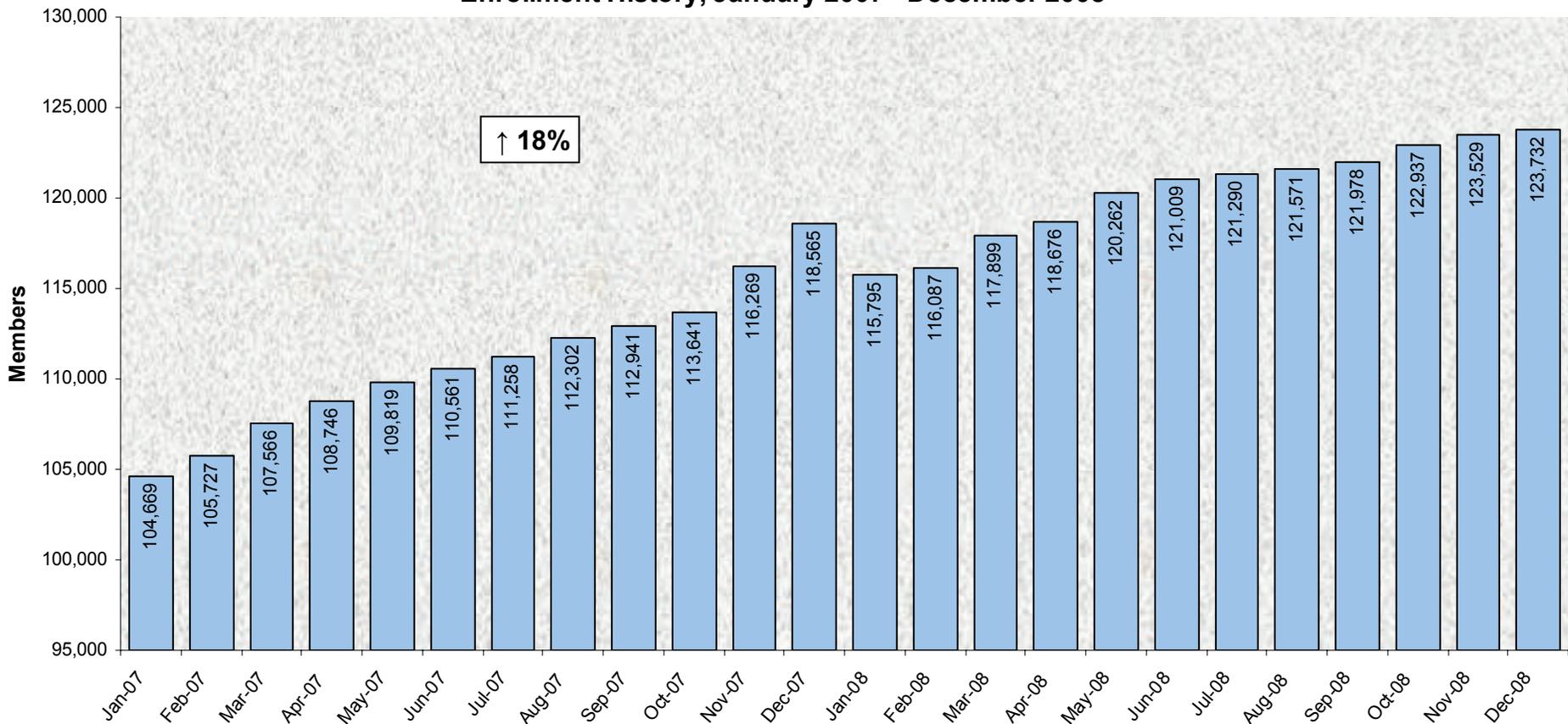


HFP Plan since May 1, 1998 Licensed by DMHC

2007/08 Coverage Area

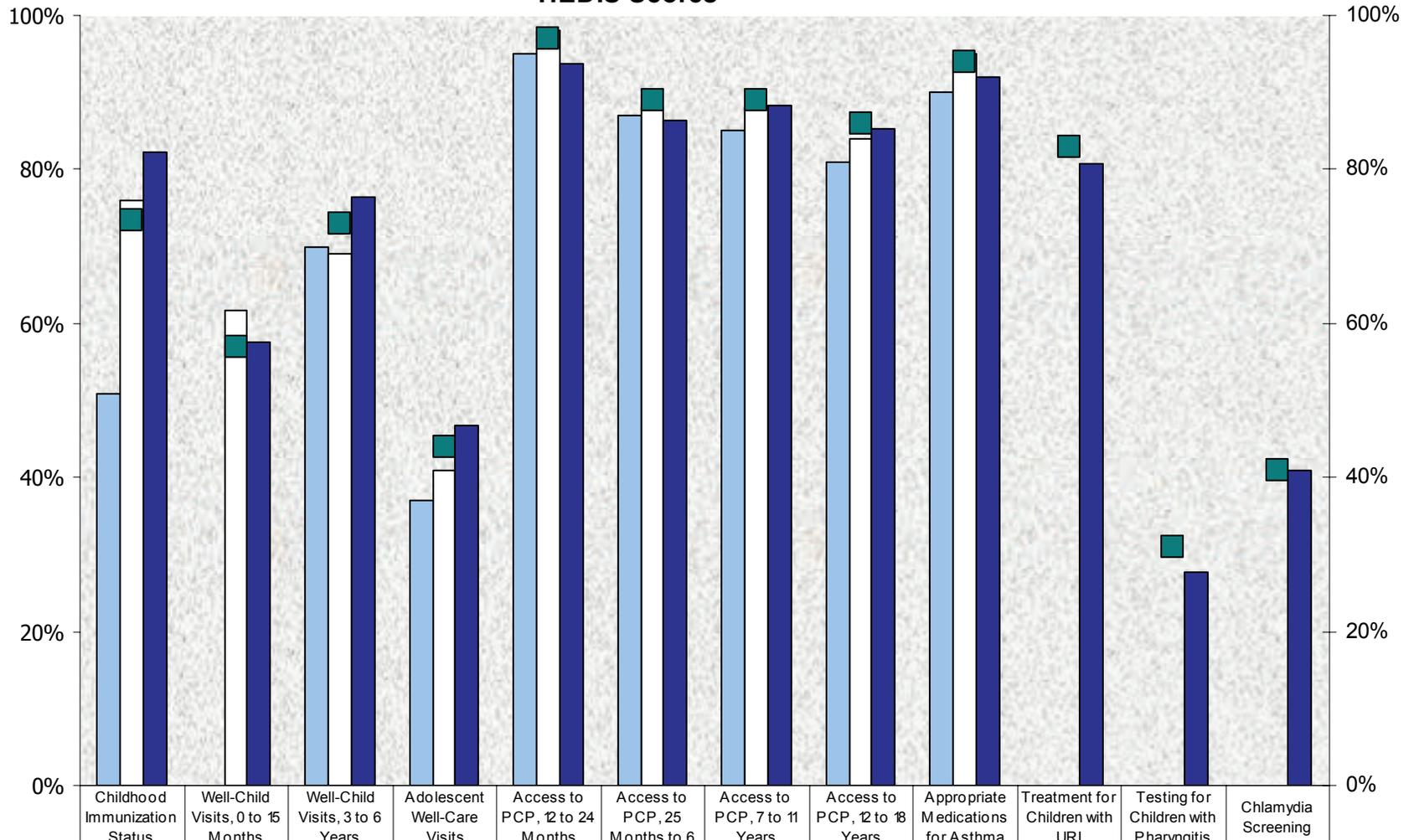
Alameda, Contra Costa, El Dorado, Fresno (CPP), Kern, Kings, Los Angeles, Madera, Marin, Merced, Napa (CPP), Nevada, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, Tulare (CPP), Ventura and Yolo Counties

Health Net HMO
Enrollment History, January 2007 - December 2008





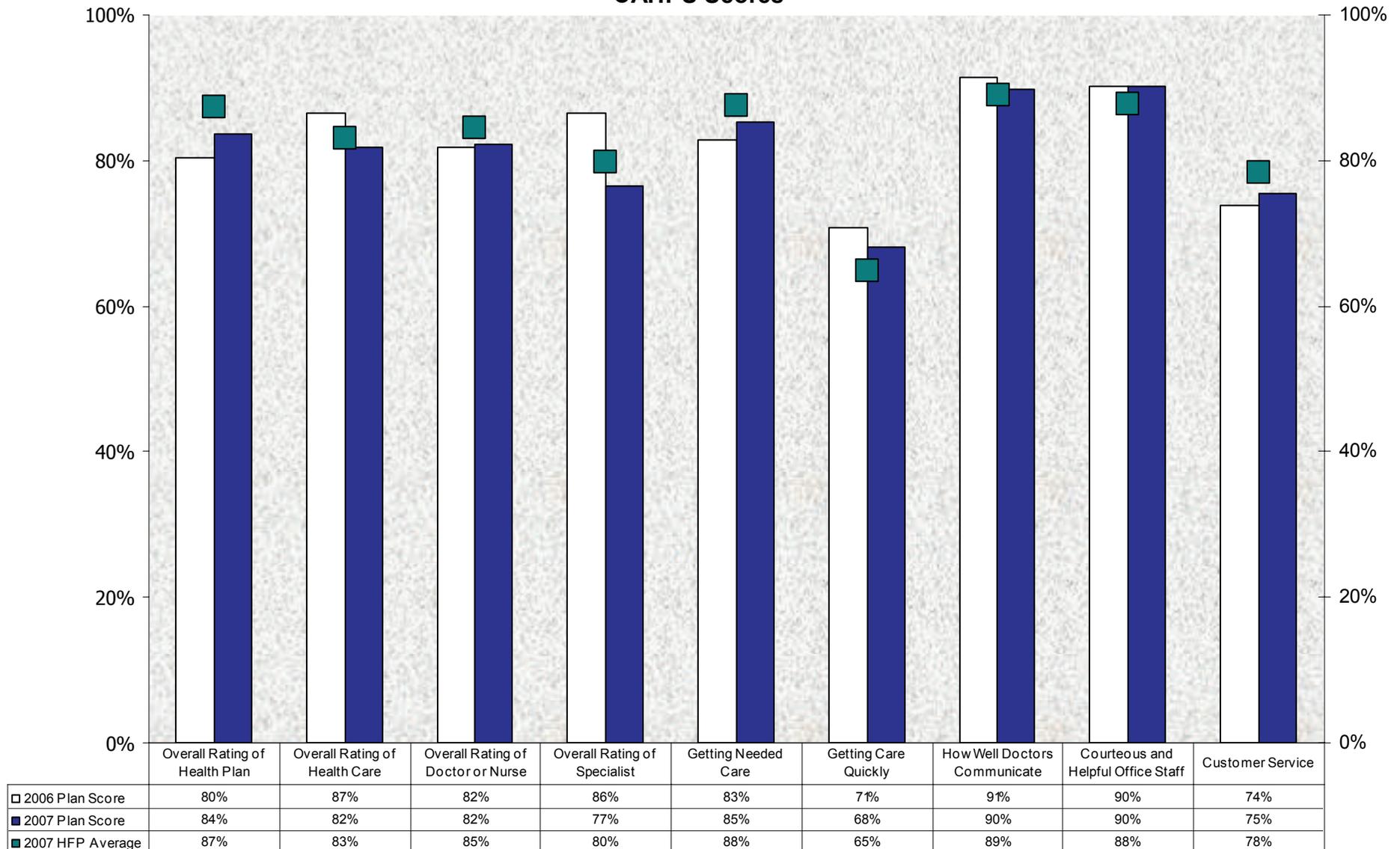
Health Net HMO & EPO
HEDIS Scores



2005 Plan Score	51%	62%	70%	37%	95%	87%	85%	81%	90%			
2006 Plan Score	76%	62%	69%	41%	98%	88%	88%	84%	95%			
2007 Plan Score	82%	58%	76%	47%	94%	86%	88%	85%	92%	81%	28%	41%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

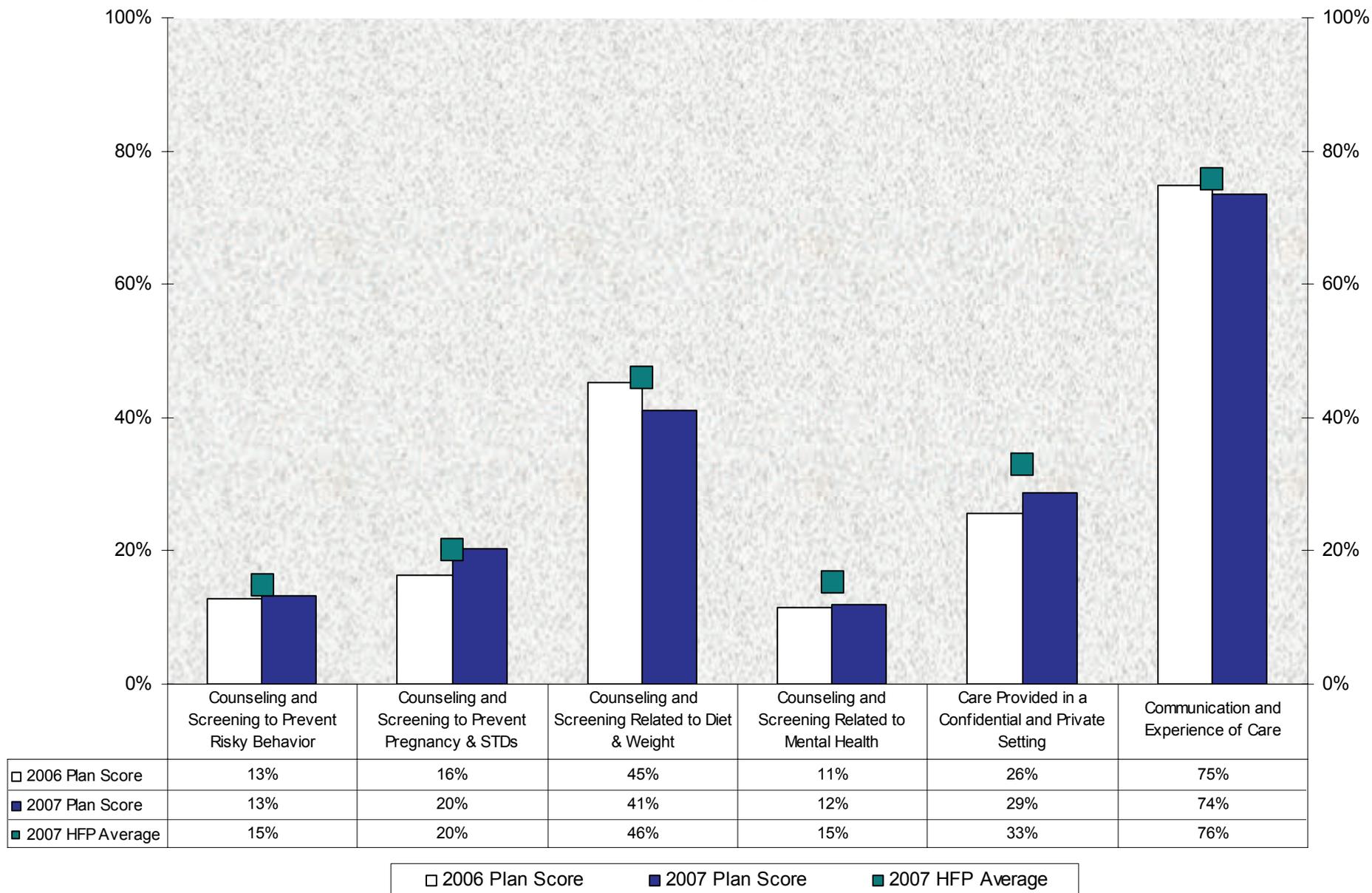
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Health Net HMO
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Health Net HMO
YAHCS Scores



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The Health Plan of San Joaquin has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Merced, San Joaquin and Stanislaus counties. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Five scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
 - ◇ *Access to PCP, 12 to 24 Months*
 - ◇ *Appropriate Medications for Asthma*
- ▶ The score for *Childhood Immunization Status* increased significantly (11%) from 2006.
- ▶ Compared to the program average, the plan's score for *Childhood Immunization Status*, scores related to *Well-Child* and *Adolescent Visits* and *Appropriate Medications for Asthma* were above the program average for 2007.

2007 CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Doctor or Nurse*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ Compared to the program average, all scores related to *Access to PCP* measures were well below the program average for 2007.

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Overall Rating of Specialist*
 - ◇ *Customer Service*

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were at or below the HFP program average for 2007.



Enrollment and Medical Loss Ratio

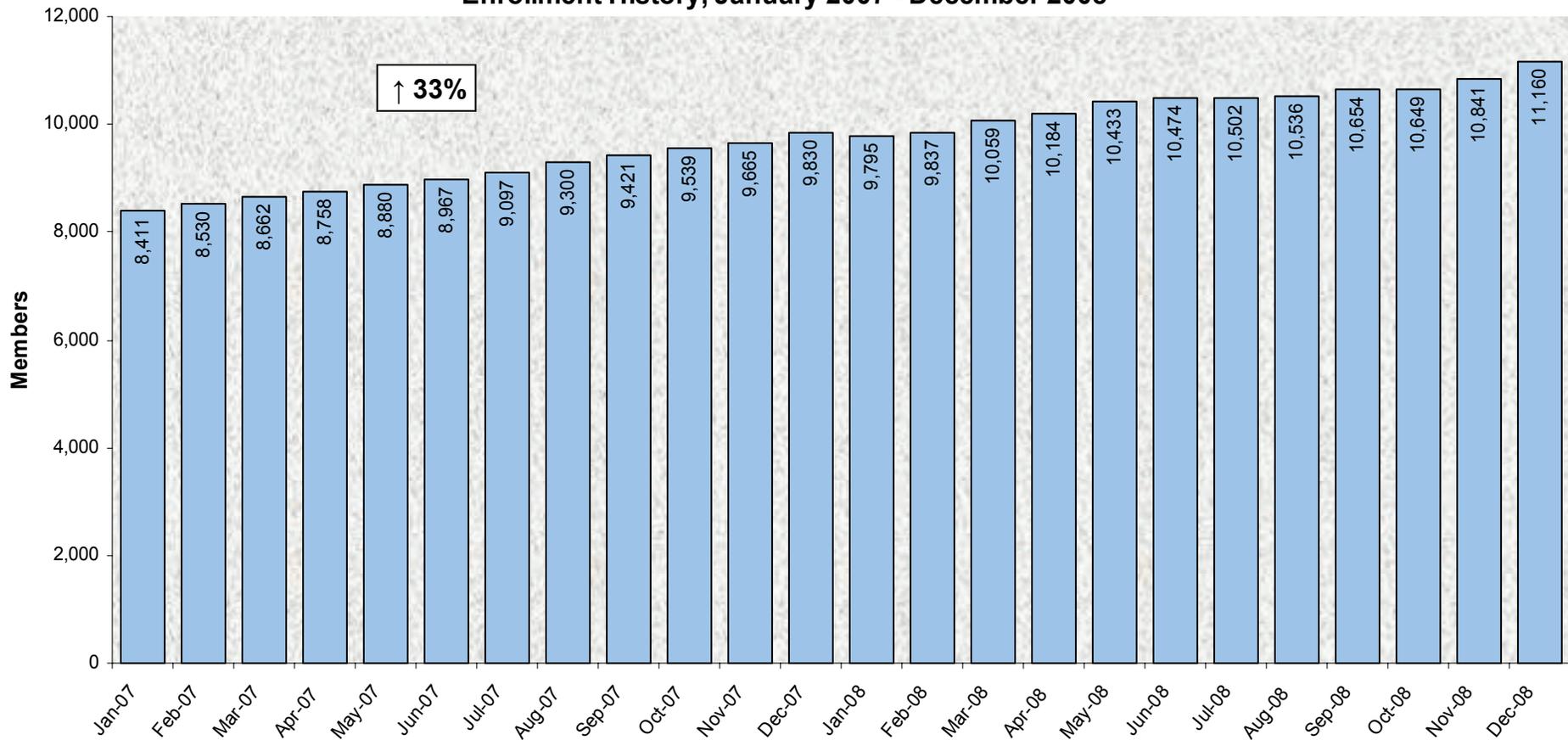
- ▶ Enrollment increased by 33% in the last 2 years. Enrollment as of December 2008 was 11,160.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile
 Health Plan of San Joaquin



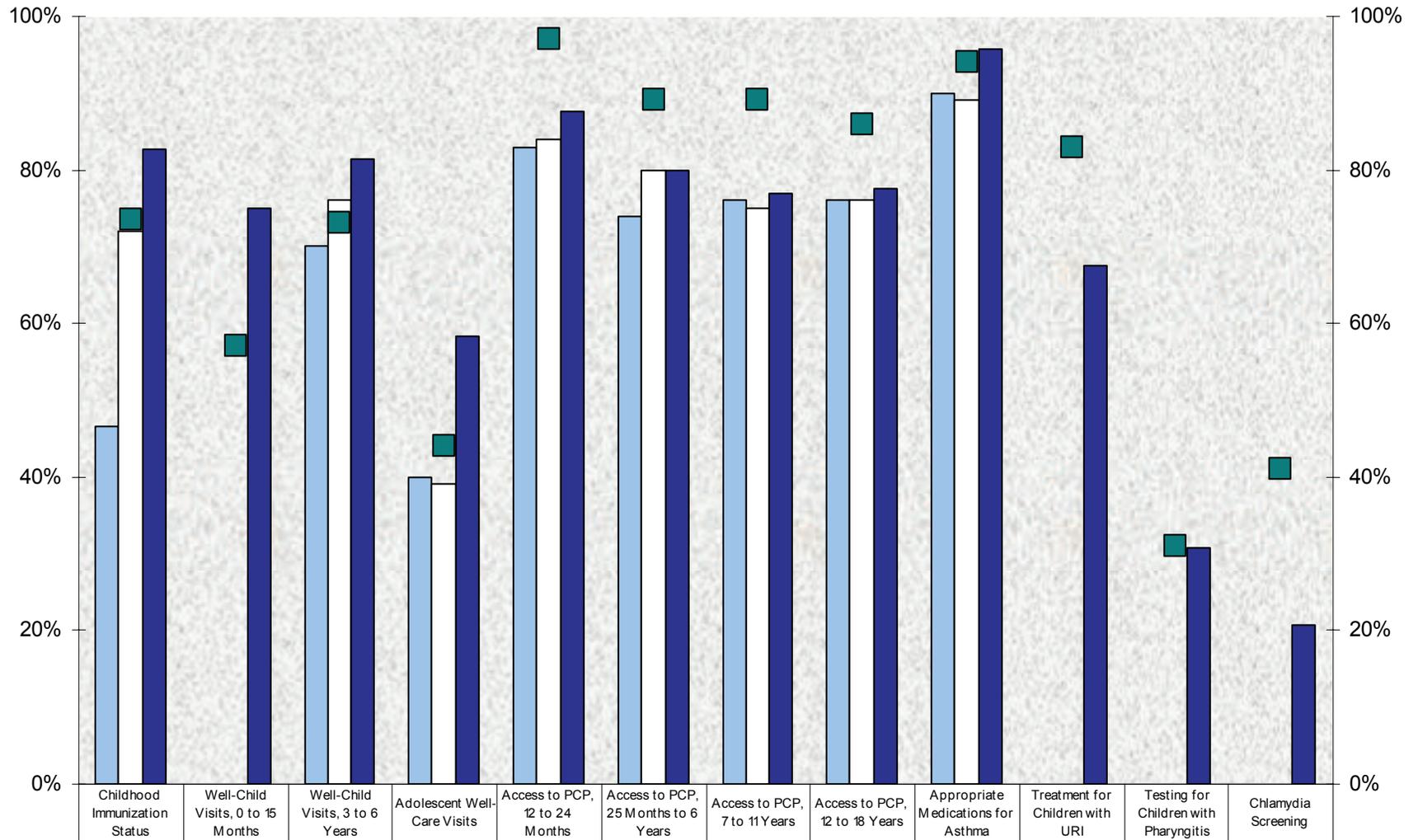
HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Merced (CPP), San Joaquin (CPP) and Stanislaus (CPP) Counties	

Health Plan of San Joaquin
 Enrollment History, January 2007 - December 2008





Health Plan of San Joaquin
HEDIS Scores

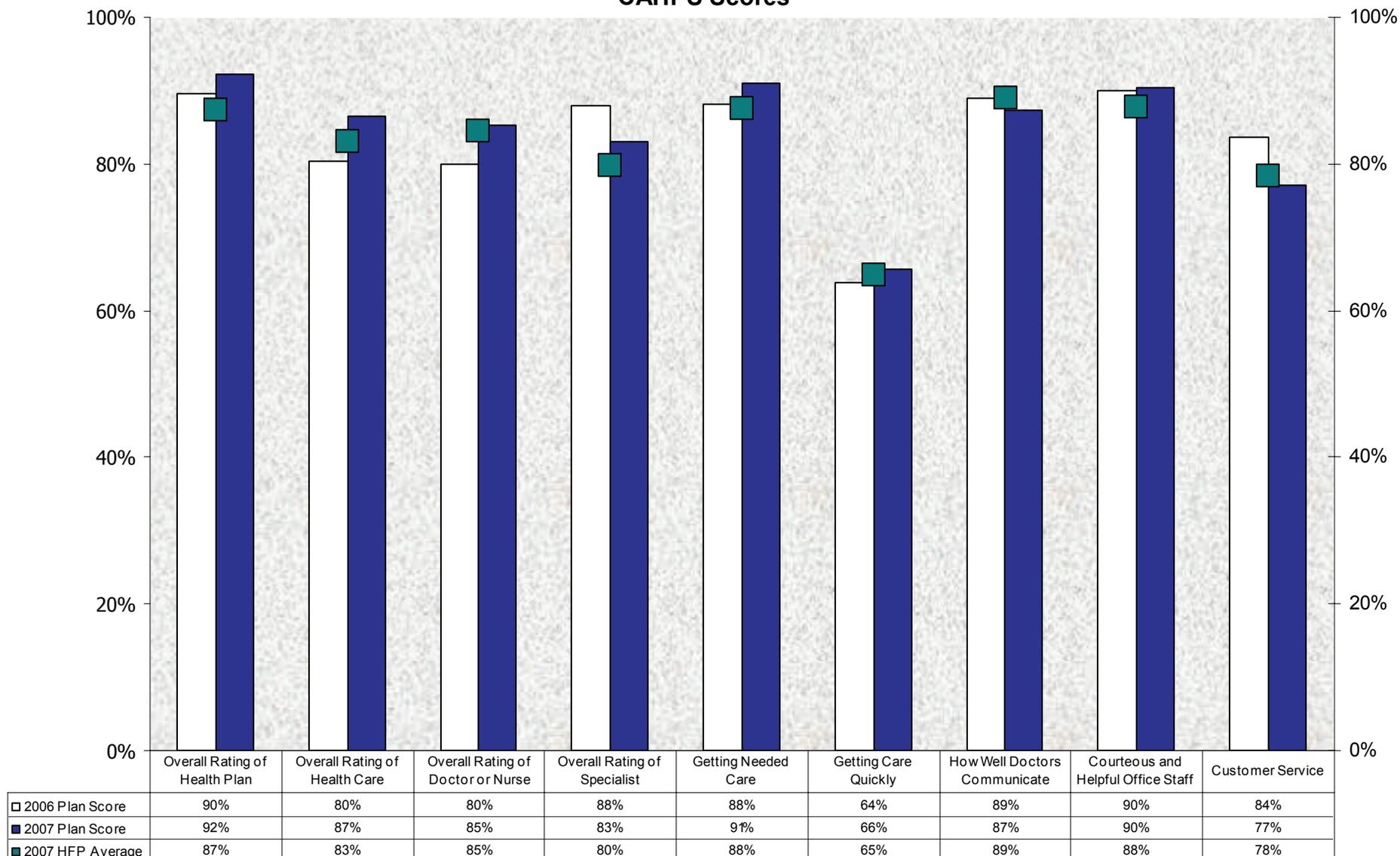


■ 2005 Plan Score	46%		70%	40%	83%	74%	76%	76%	90%			
□ 2006 Plan Score	72%		76%	39%	84%	80%	75%	76%	89%			
■ 2007 Plan Score	83%	75%	82%	58%	88%	80%	77%	78%	96%	68%	31%	21%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

Note: Health Plan of San Joaquin did not have an adequate sample size to report a score for Well-Child Visits, 0 to 15 Months, in 2006.

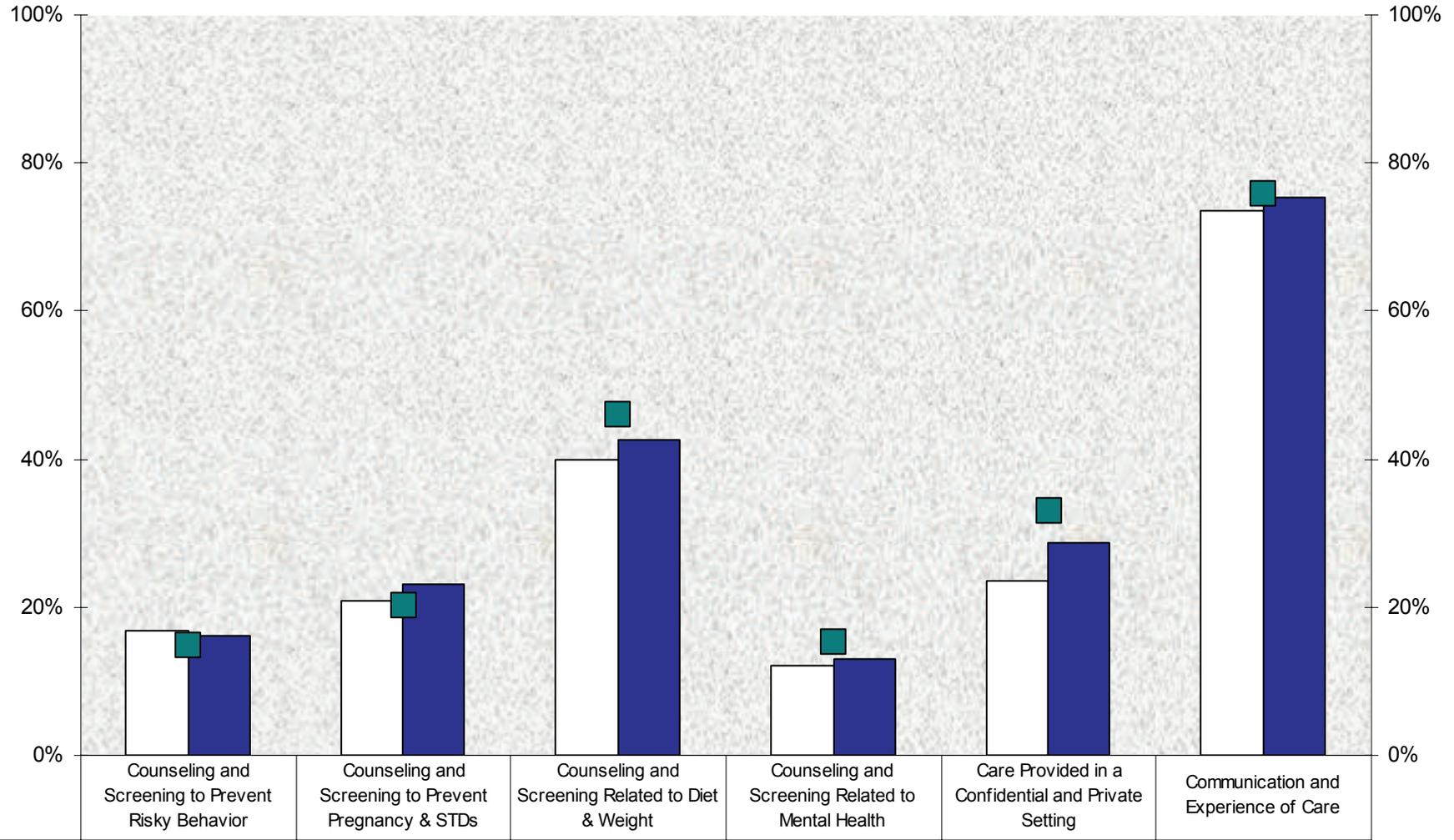
■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

Health Plan of San Joaquin
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Health Plan of San Joaquin
YAHCS Scores



□ 2006 Plan Score	17%	21%	40%	12%	24%	74%
■ 2007 Plan Score	16%	23%	43%	13%	29%	75%
■ 2007 HFP Average	15%	20%	46%	15%	33%	76%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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The Health Plan of San Mateo has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in San Mateo County. The charts on the following pages show enrollment trends for the last 2 years, HEDIS results for the last 3 years, CAHPS results for the last 2 surveys and YAHCS results for 2007..

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Two scores increased from 2006:
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
- ▶ Compared to the program average, the plan's scores were generally above the program average for 2007.
- ▶ The plan's scores for the 3 new measures reported in 2007 were significantly higher than the program average.

2007 CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Getting Care Quickly*
- ▶ Compared to the program average, the plan's scores were generally at or significantly above the program average for 2007.

2007 YAHCS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 YAHCS.
- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were significantly higher than the HFP program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ Two scores decreased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Appropriate Medications for Asthma*

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Overall Rating of Specialist*
 - ◇ *Customer Service*



Enrollment and Medical Loss Ratio

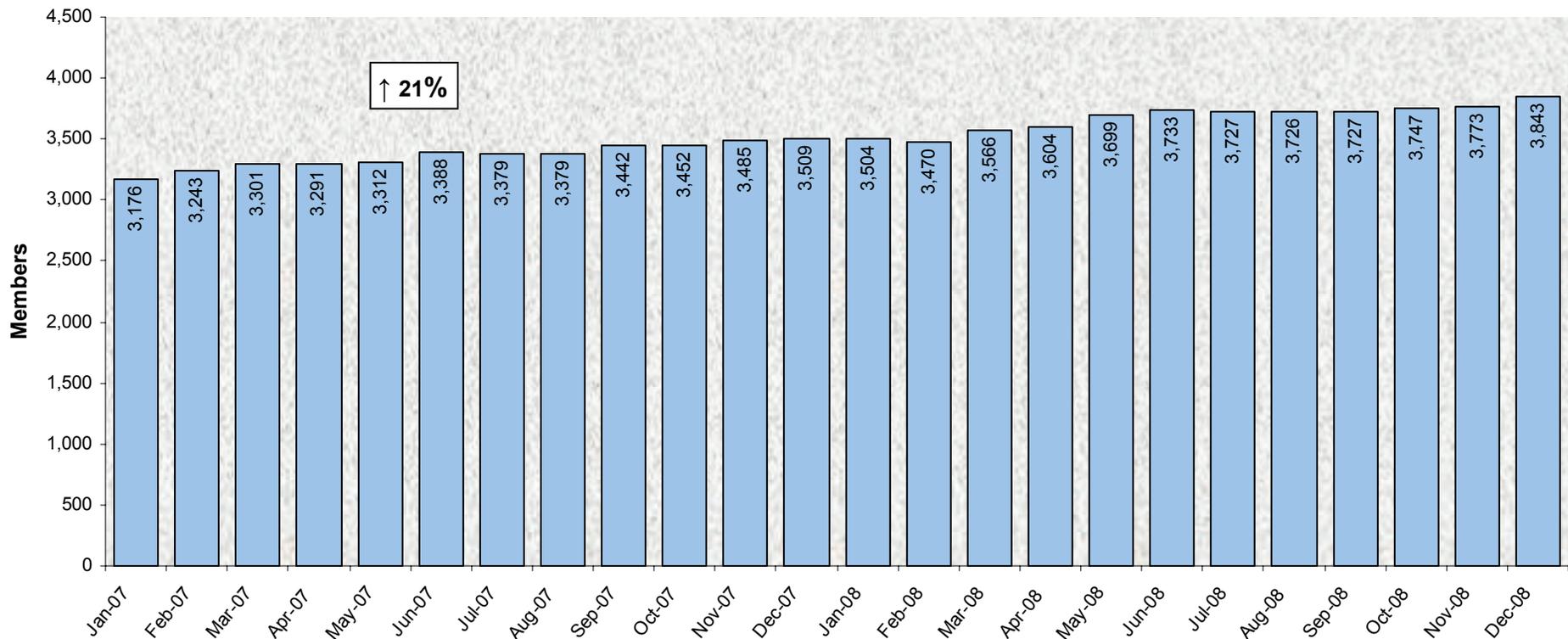
- ▶ Enrollment increased by 21% in the last 2 years. Enrollment as of December 2008 was 3,843.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile
 Health Plan of San Mateo

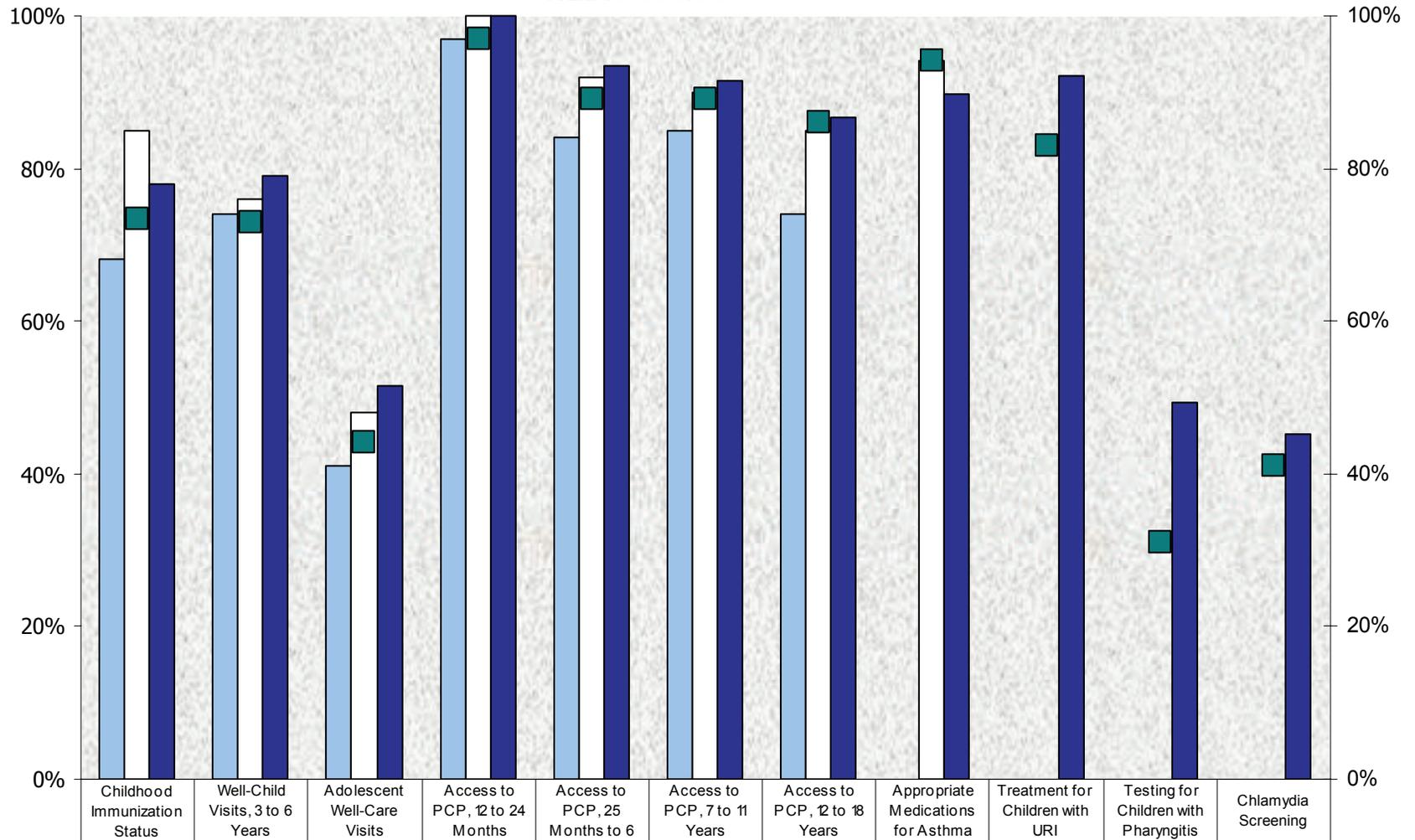


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
San Mateo County (CPP)	

Health Plan of San Mateo
 Enrollment History, January 2007 - December 2008



Health Plan of San Mateo
HEDIS Scores

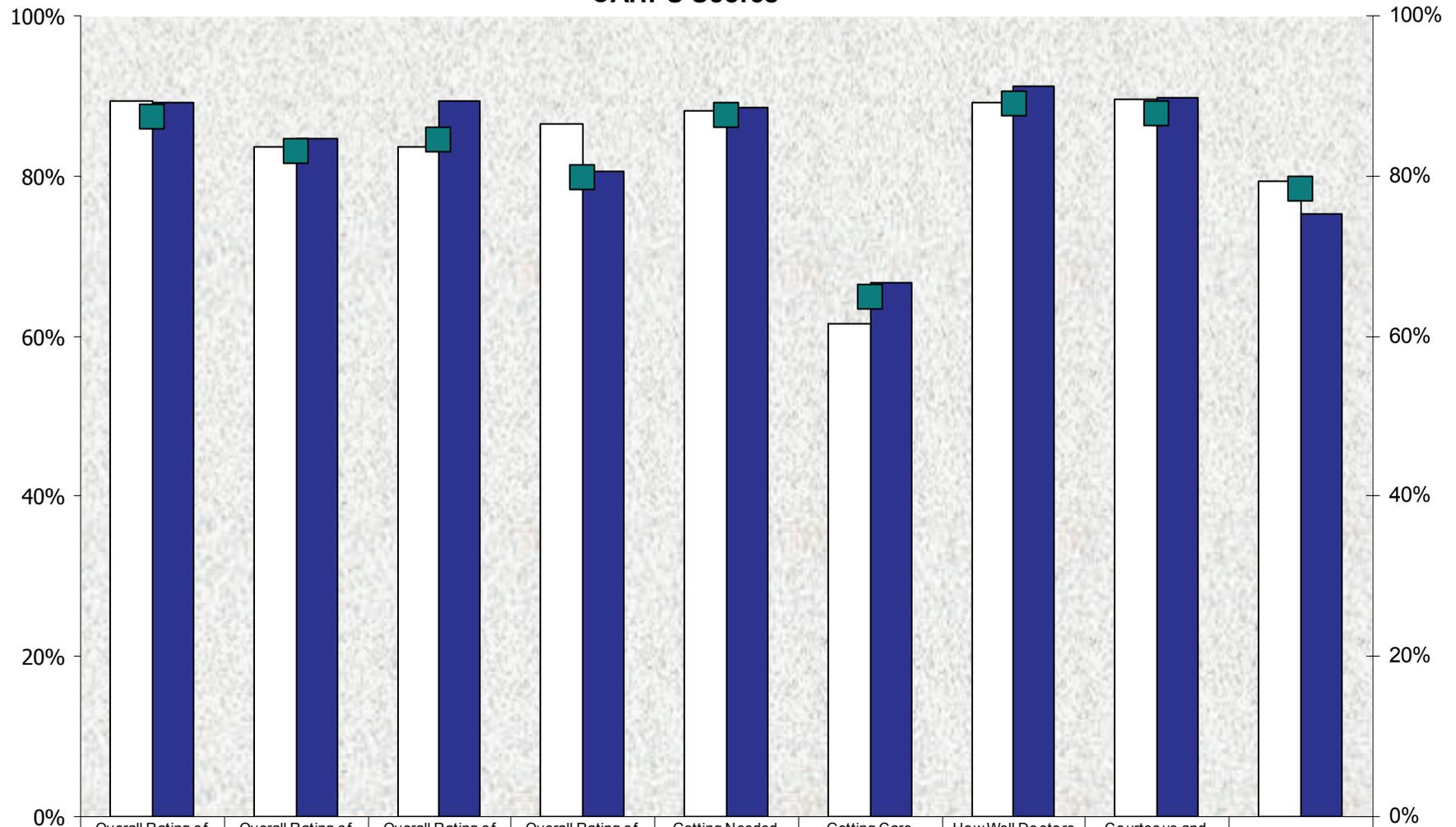


	2005 Plan Score	2006 Plan Score	2007 Plan Score	2007 HFP Weighted Average
Childhood Immunization Status	68%	85%	78%	73%
Well-Child Visits, 3 to 6 Years	74%	76%	79%	73%
Adolescent Well-Care Visits	41%	48%	52%	44%
Access to PCP, 12 to 24 Months	97%	100%	100%	97%
Access to PCP, 25 Months to 6	84%	92%	93%	89%
Access to PCP, 7 to 11 Years	85%	90%	92%	89%
Access to PCP, 12 to 18 Years	74%	85%	87%	86%
Appropriate Medications for Asthma		94%	90%	94%
Treatment for Children with URI			92%	83%
Testing for Children with Pharyngitis			49%	31%
Chlamydia Screening			45%	41%

Note: Health Plan of San Mateo did not have an adequate sample to report a score for Well-Child Visits, 0-15 Months in 2006 and 2007.

2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

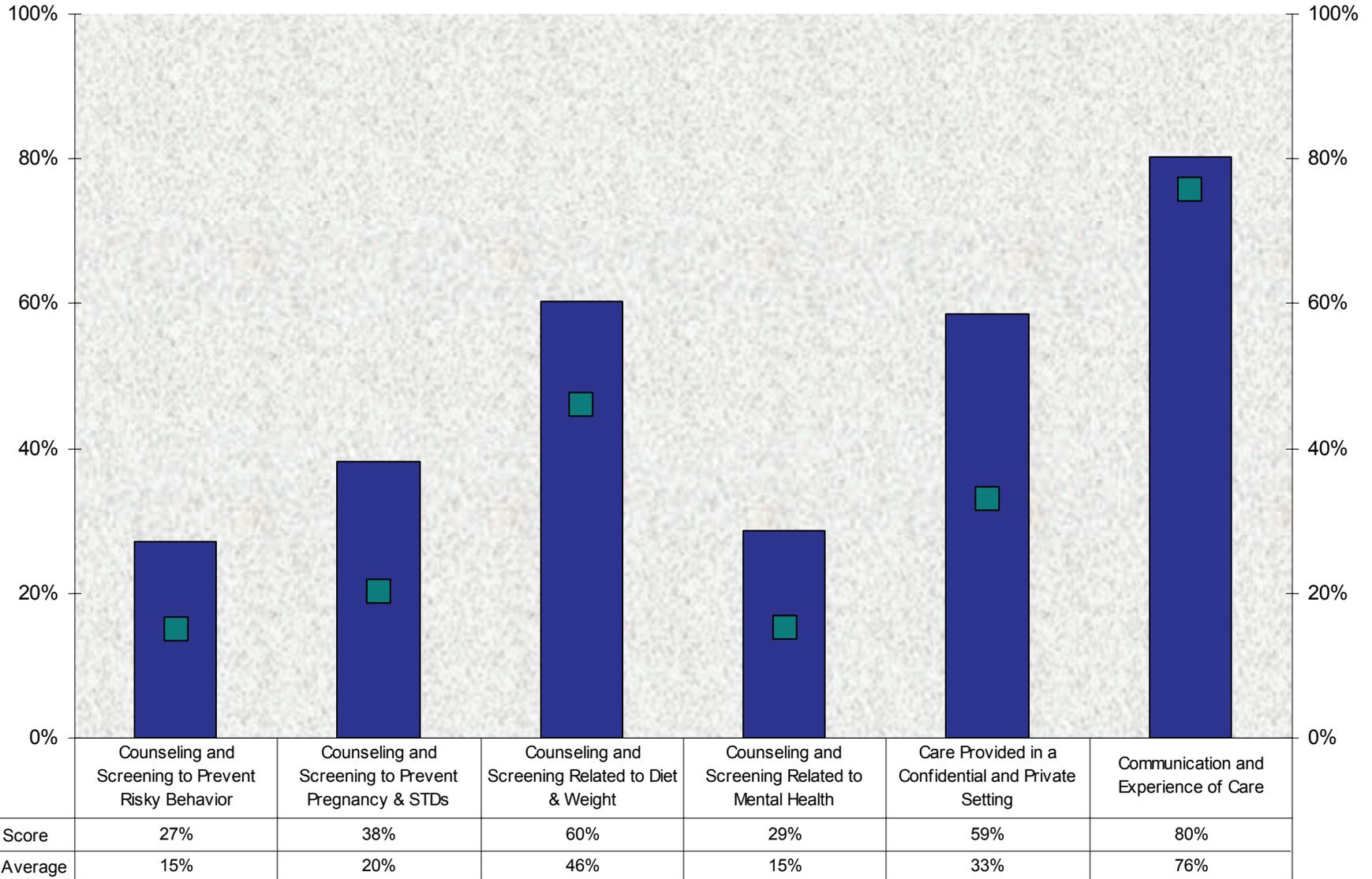
Health Plan of San Mateo
 CAHPS Scores



	Overall Rating of Health Plan	Overall Rating of Health Care	Overall Rating of Doctor or Nurse	Overall Rating of Specialist	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service
2006 Plan Score	89%	84%	84%	86%	88%	62%	89%	90%	79%
2007 Plan Score	89%	85%	89%	81%	89%	67%	91%	90%	75%
2007 HFP Average	87%	83%	85%	80%	88%	65%	89%	88%	78%

2006 Plan Score 2007 Plan Score 2007 HFP Average

Health Plan of San Mateo
YAHCS Scores



Note: Health Plan of San Mateo did not have an adequate sample to be included in the 2006 YAHCS.

■ 2007 Plan Score ■ 2007 HFP Average

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Inland Empire Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Riverside and San Bernardino counties. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Two scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Appropriate Medications for Asthma*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.
- ▶ There was a significant increase (12%) in *Childhood Immunization Status* from 2006.

2007 CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Getting Needed Care*
- ▶ The score for *Overall Rating of Health Care* improved significantly (10%) from 2006.



Areas for Improvement

2007 HEDIS Scores

- ▶ Two scores decreased from 2006:
 - ◇ *Well-Child Visits, 0 to 15 Months* decreased significantly (13%)
 - ◇ *Adolescent Well-Care Visits*

2007 CAHPS Scores

- ▶ The *Customer Service* rating declined from 2006. However, the plan's rating was above the program average.
- ▶ Compared to the program average, the plan's scores were below the program average for 2007, except as noted above.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were all below the HFP program average for 2007.



Enrollment and Medical Loss Ratio

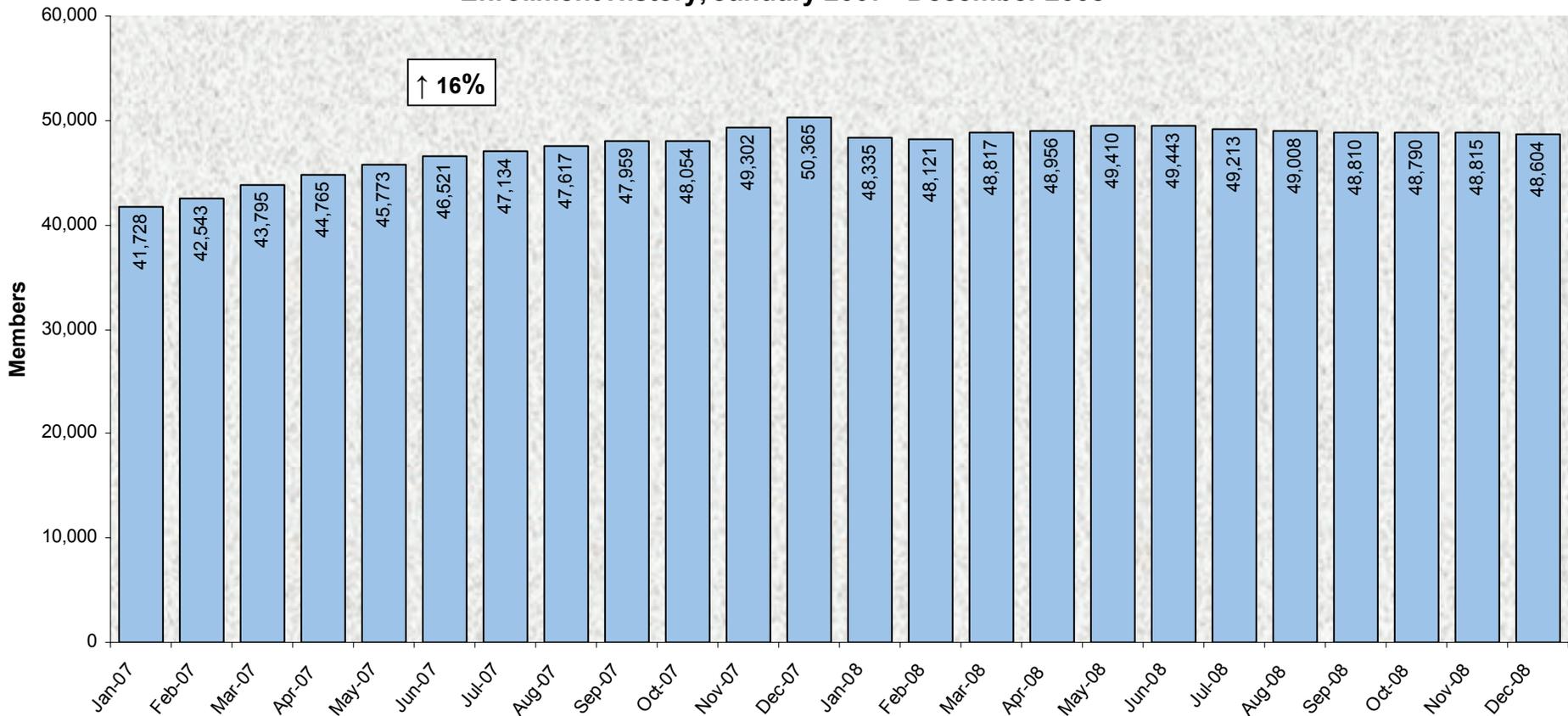
- ▶ Enrollment increased by 16% in the last 2 years. Enrollment as of December 2008 was 48,604.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
 Inland Empire Health Plan



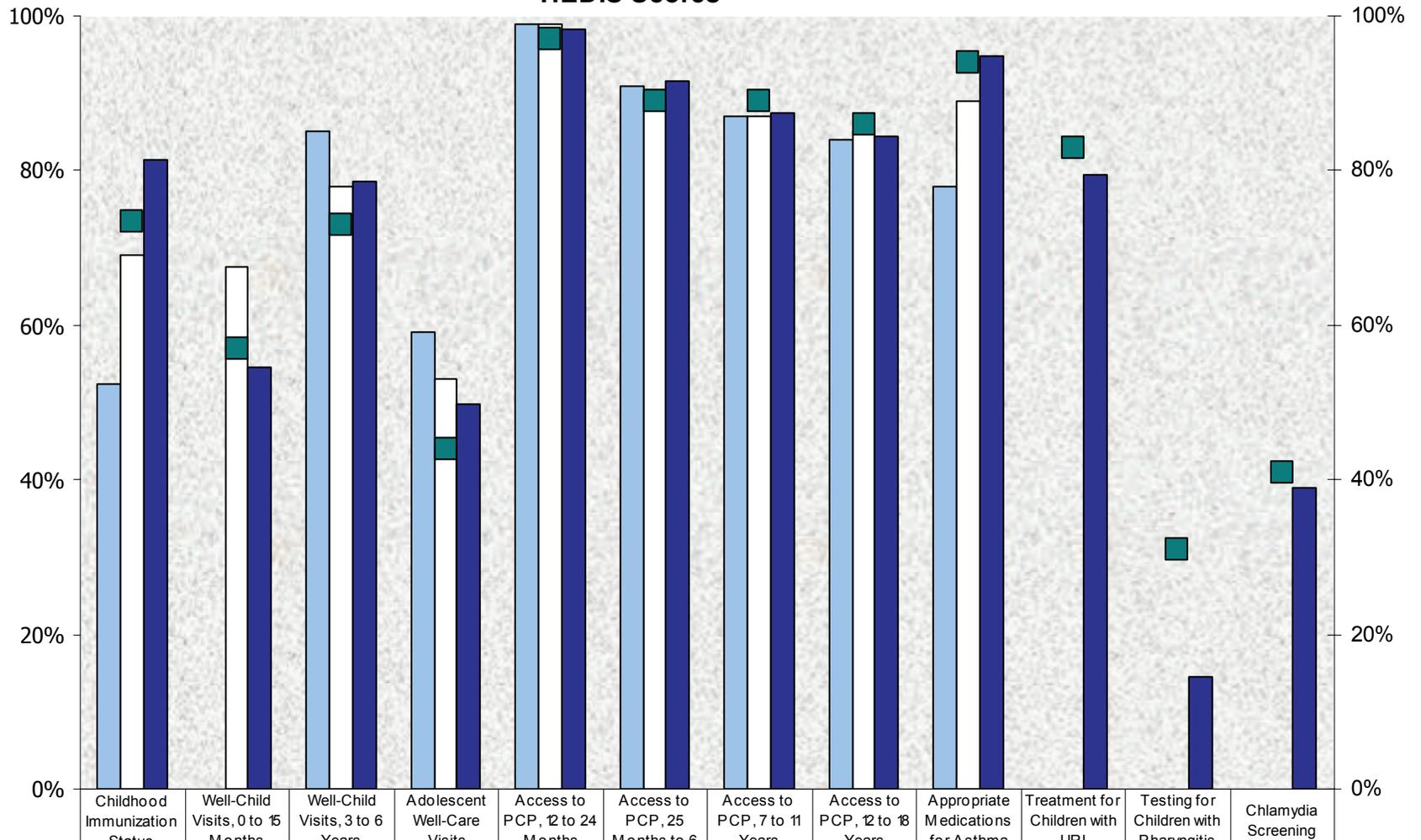
HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Riverside (CPP) and San Bernardino (CPP) Counties	

Inland Empire Health Plan
 Enrollment History, January 2007 - December 2008





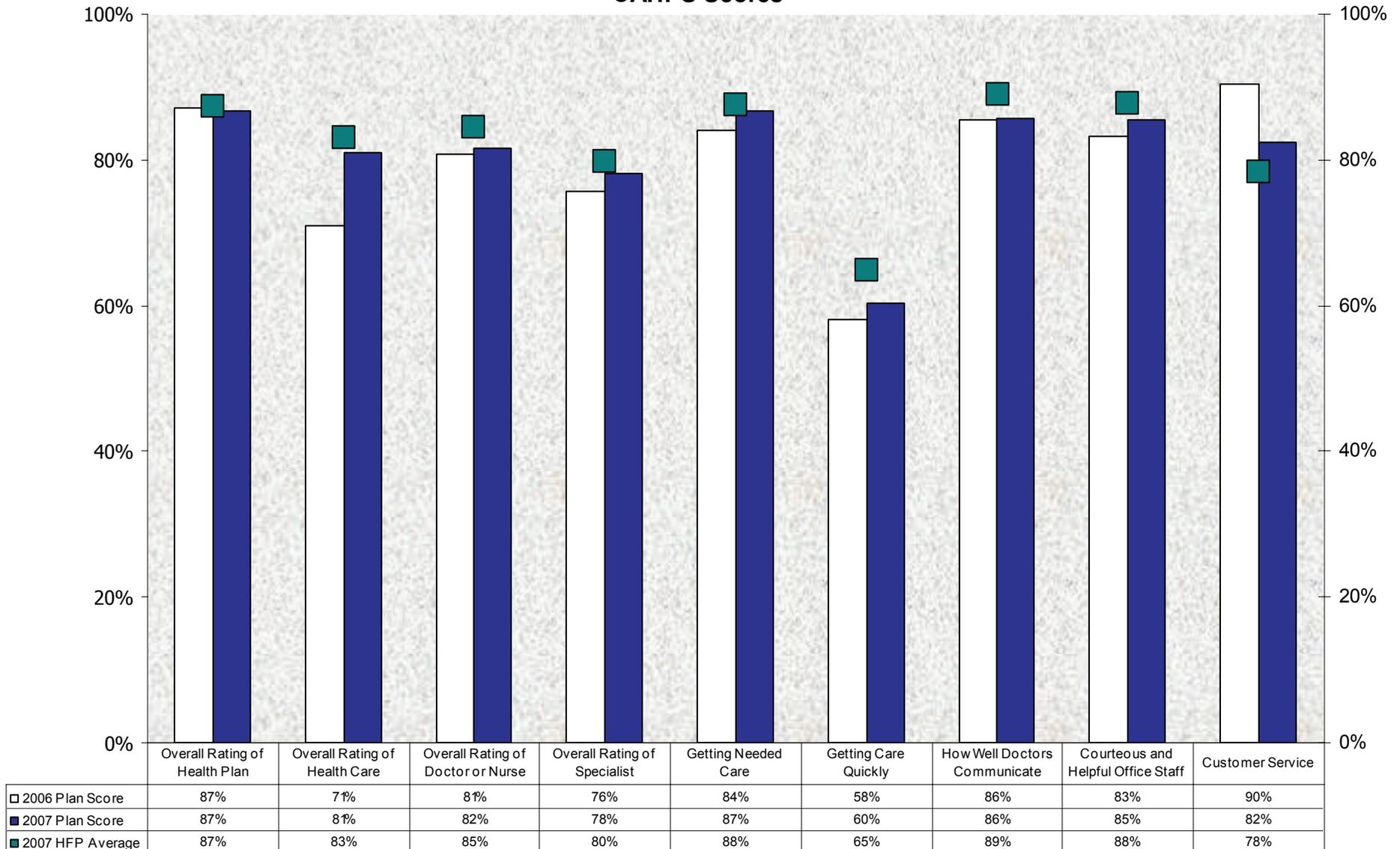
Inland Empire Health Plan
 HEDIS Scores



■ 2005 Plan Score	52%		85%	59%	99%	91%	87%	84%	78%			
□ 2006 Plan Score	69%	68%	78%	53%	99%	90%	87%	85%	89%			
■ 2007 Plan Score	81%	55%	79%	50%	98%	92%	88%	85%	95%	80%	15%	39%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

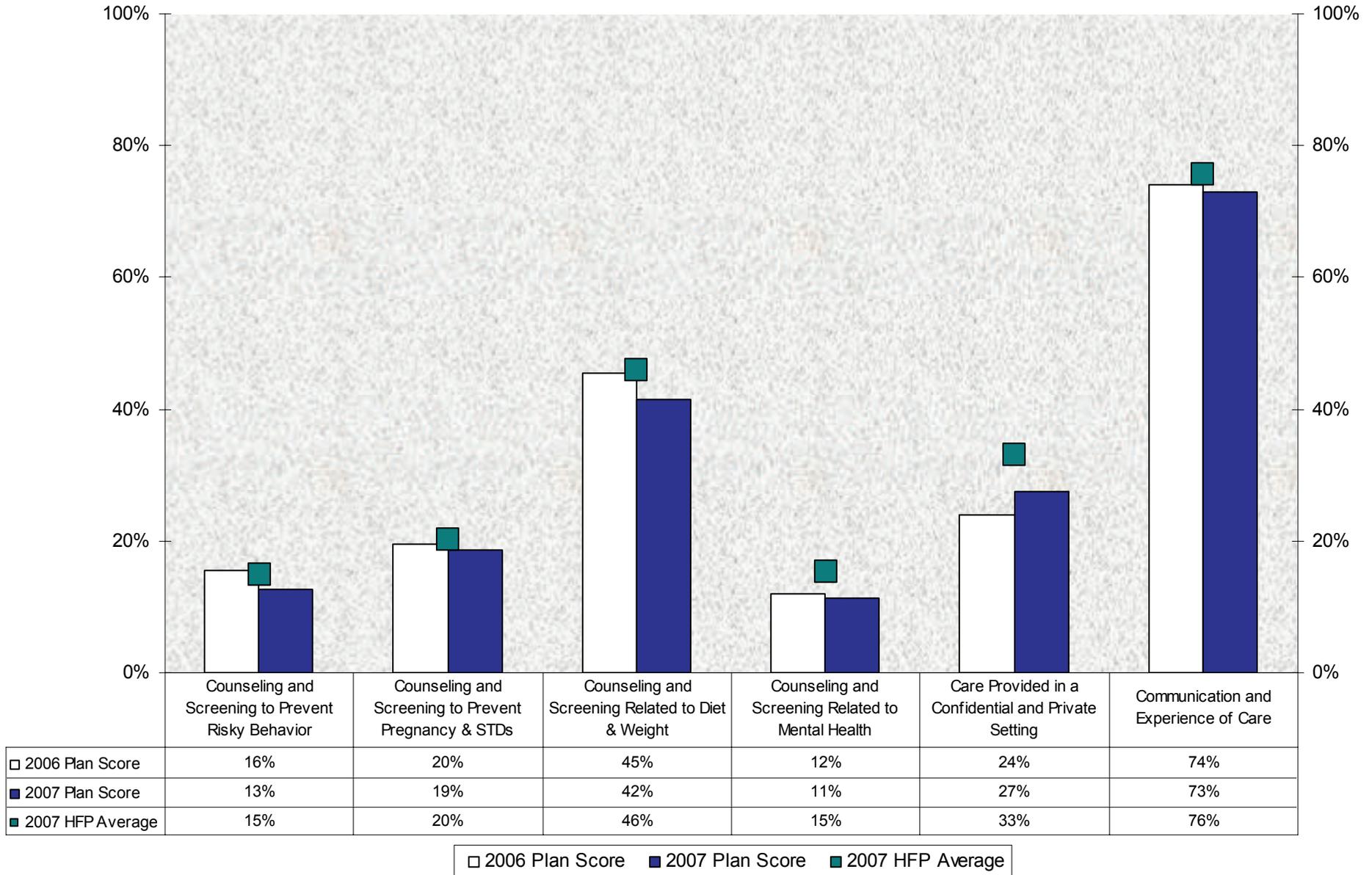
Inland Empire Health Plan
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average



Inland Empire Health Plan
 YAHCS Scores



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Kaiser Foundation Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys. The HEDIS scores and summary below are reported separately for Northern and Southern California. However, the CAHPS and YAHCS rates are for all Kaiser members.

Highlighted below are the key areas of achievement and areas for improvement based on the 2007 HEDIS scores in Northern and Southern California.



Areas of Achievement

2007 HEDIS Scores for Northern California

- ▶ Received an award in 2009 for outstanding performance in the 2007 HEDIS measures.
- ▶ Compared to the program average, Kaiser's scores were generally above the program average for 2007, except for *Well-Child Visits, 3 to 6 Years* and *Adolescent Well-Care Visits*.
- ▶ The plan's scores on the 3 new measures reported in 2007 were significantly higher than the program average.

2007 HEDIS Scores for Southern California

- ▶ Received an award in 2009 for outstanding performance in the 2007 HEDIS measures.
- ▶ Two scores increased from 2006. However, the scores were below the program average for 2007:
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
- ▶ Compared to the program average, Kaiser's scores were generally above the program average for 2007, except for the measures related to *Well-Child* and *Adolescent* visits.
- ▶ The plan's scores on the 3 new measures reported in 2007 were significantly higher than the program average.



Areas for Improvement

2007 HEDIS Scores for Northern California

- ▶ Two scores decreased from 2006:
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
- ▶ The scores for both *Well-Child Visits, 3 to 6 Years* and *Adolescent Well-Care Visits* were far below the program average.

2007 HEDIS Scores for Southern California

- ▶ Two scores decreased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Appropriate Medications for People with Asthma*
- ▶ The plan's score for *Well-Child Visits, 0 to 15 Months* was significantly below (31%) the program average.
- ▶ The scores for both *Well-Child Visits, 3 to 6 Years* and *Adolescent Well-Care Visits* were far below the program average.

Highlighted below are the key areas of achievement and areas for improvement based on the CAHPS and YAHCS results and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 CAHPS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 CAHPS survey.
- ▶ The *Getting Needed Care* rating increased from 2006.
- ▶ Compared to the program average, Kaiser's scores were at or above the program average for 2007.



Areas for Improvement

2007 CAHPS Scores

- ▶ The *Getting Care Quickly* rating declined from 2006. However, the plan's score was above the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally above the program average for 2007.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 18% in the last 2 years. Enrollment as of December 2008 was 130,014.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07.

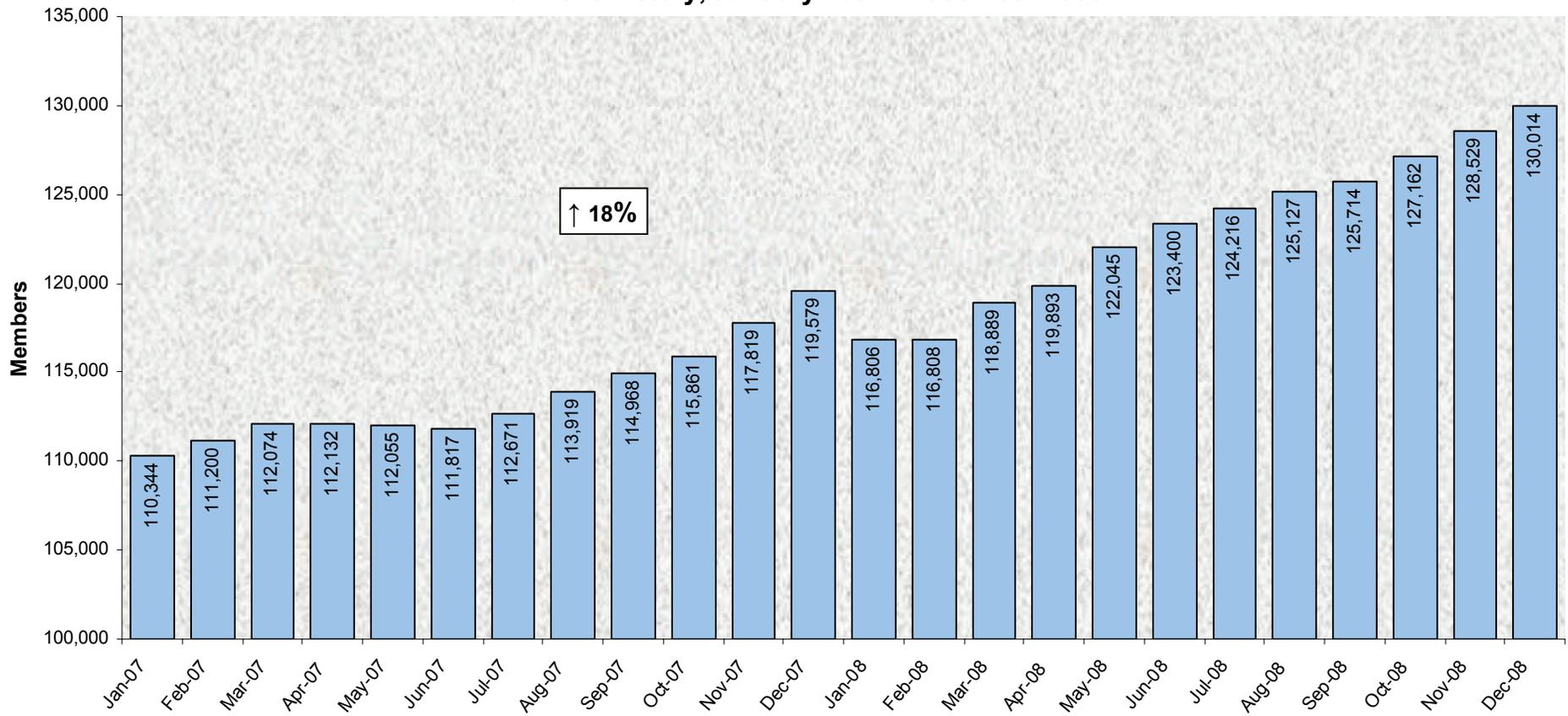
2007 Healthy Families Program Plan Performance Profile

Kaiser Foundation Health Plan

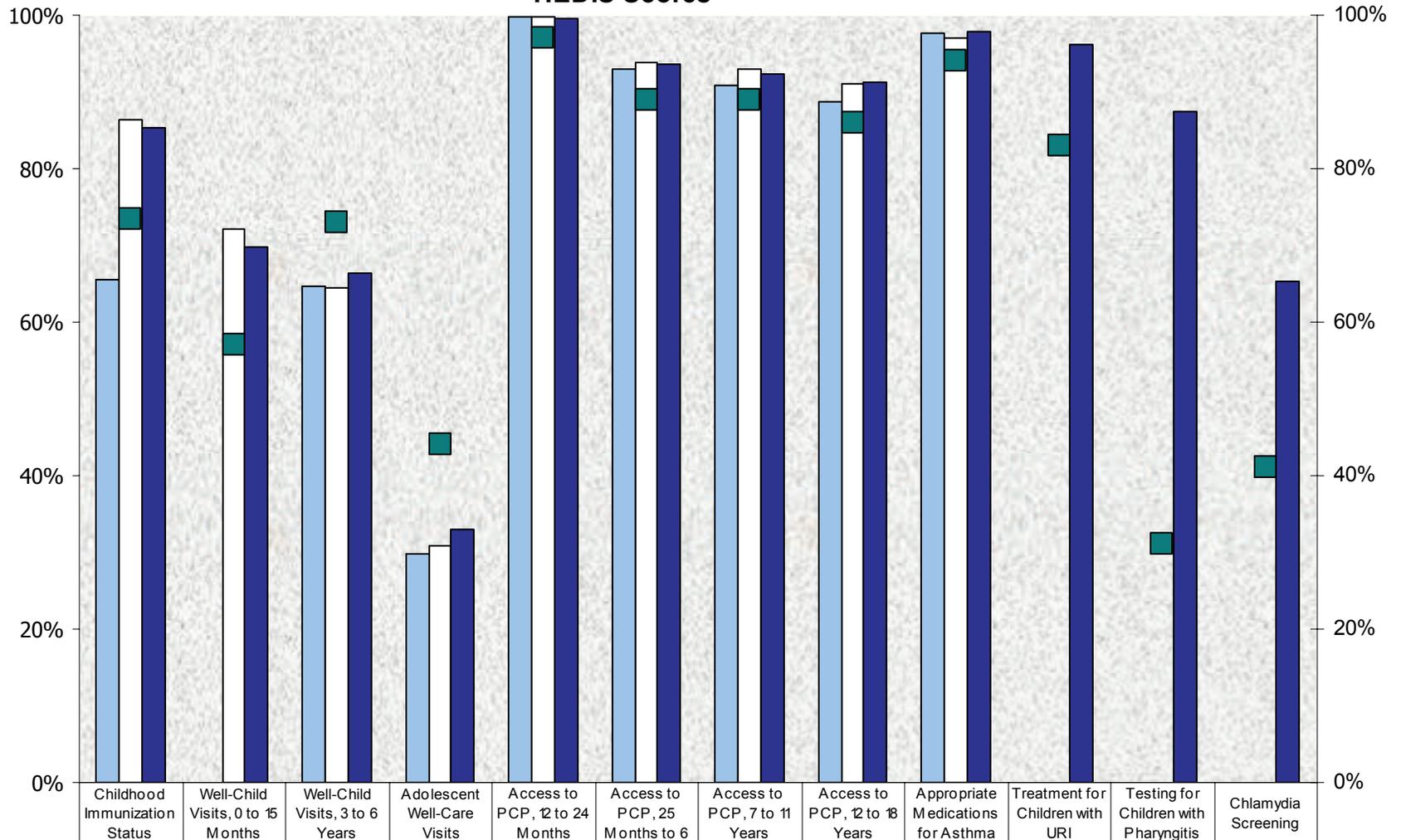


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Alameda, Amador, Contra Costa, El Dorado, Fresno, Kern, Kings, Los Angeles, Madera, Marin, Napa, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Sonoma, Ventura and Yolo Counties	

**Kaiser Foundation Health Plan
Enrollment History, January 2007 - December 2008**



Kaiser Foundation Health Plan - Northern California
HEDIS Scores

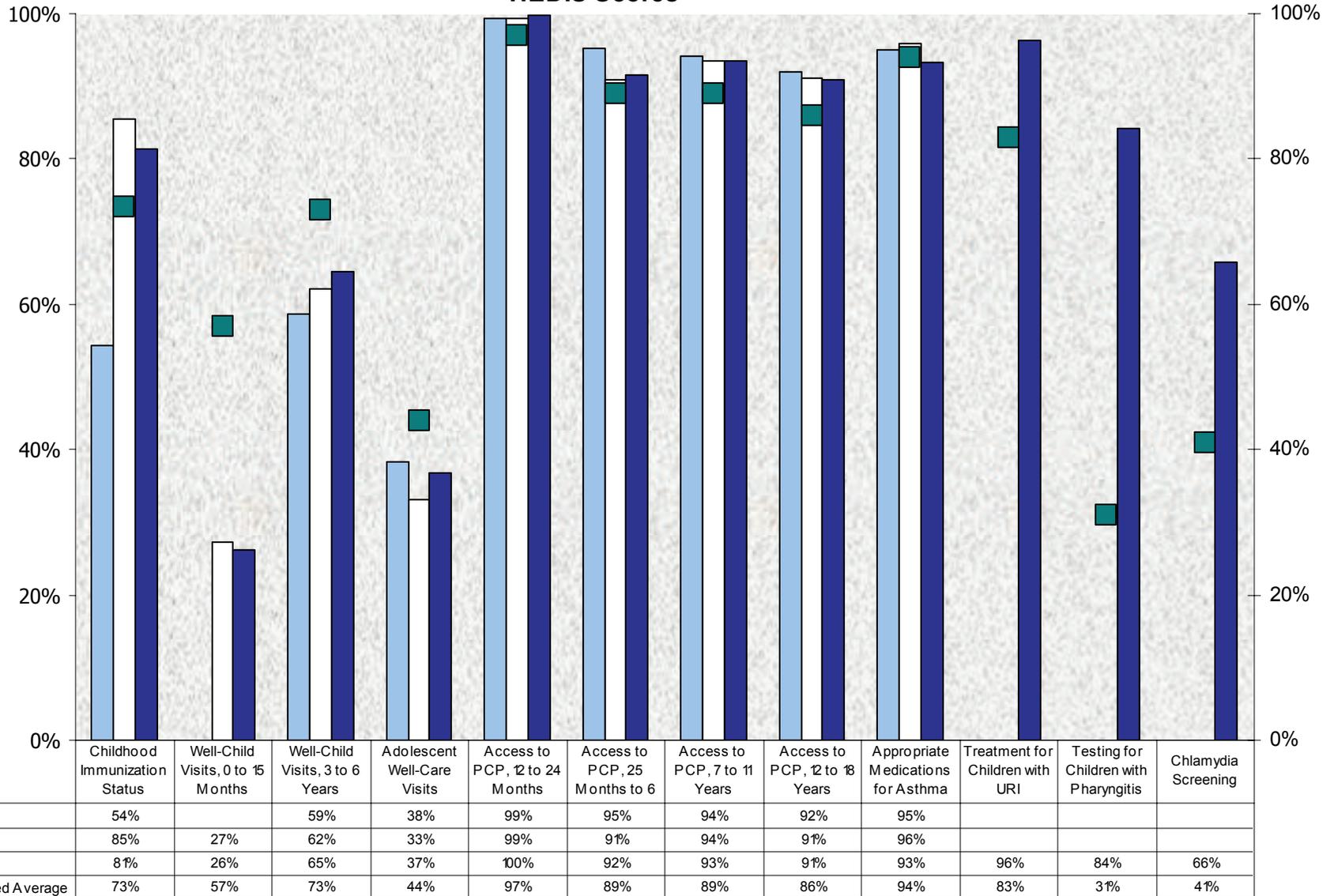


2005 Plan Score	66%	72%	65%	30%	100%	93%	91%	89%	98%			
2006 Plan Score	86%	72%	64%	31%	100%	94%	93%	91%	97%			
2007 Plan Score	85%	70%	66%	33%	100%	94%	92%	91%	98%	96%	88%	65%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

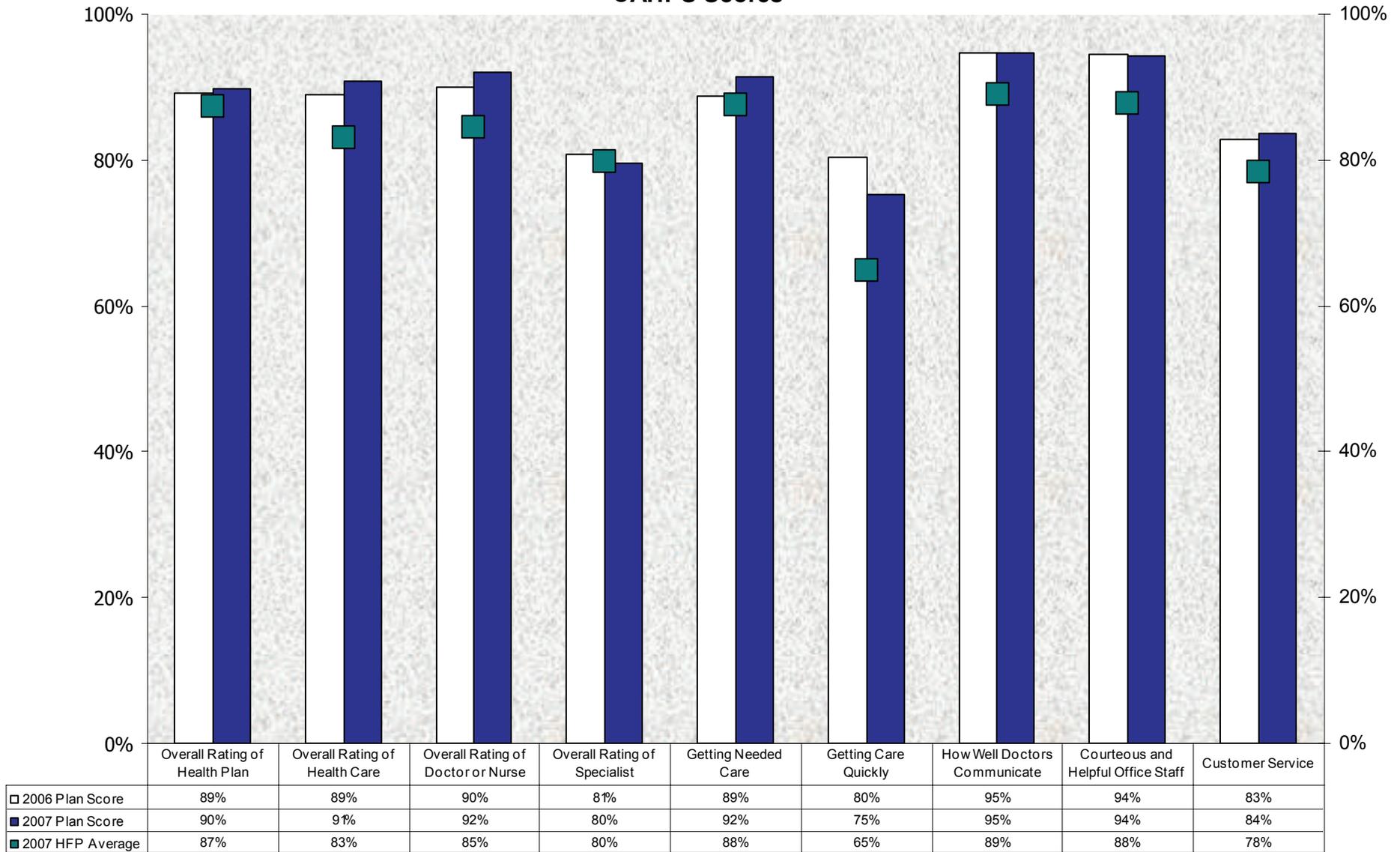


Kaiser Foundation Health Plan - Southern California
HEDIS Scores



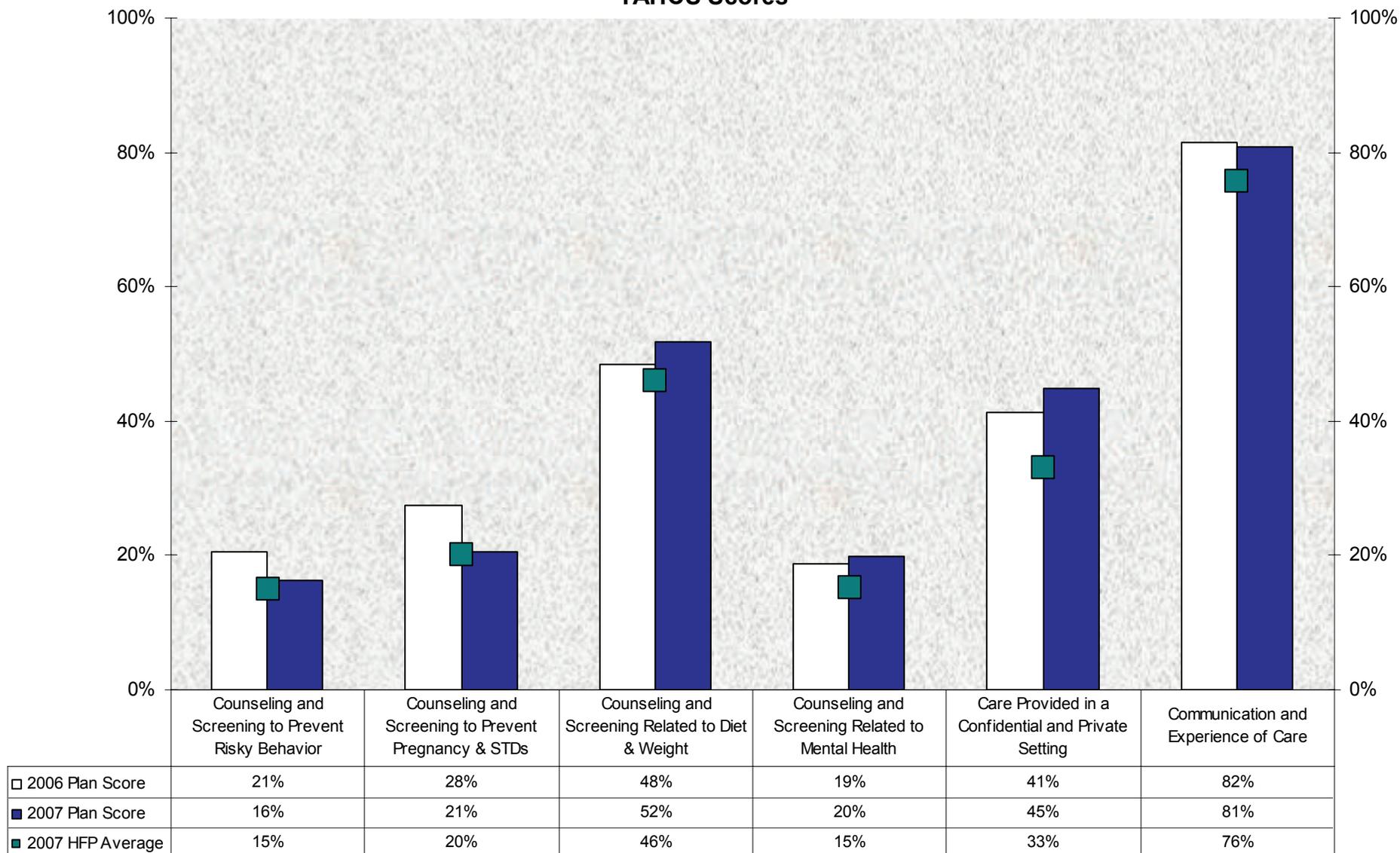
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Kaiser Foundation Health Plan
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Kaiser Foundation Health Plan
YAHCS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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Kern Family Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Kern County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Three scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*
- ▶ Compared to the program average, the plan's scores were generally at or above the program average for 2007.

2007 CAHPS Scores

- ▶ The *Overall Rating of Health Care* improved from 2006.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 28% in the last 2 years. Enrollment as of December 2008 was 13,283.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate in 2006-07.



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Use of Appropriate Medications for People with Asthma* decreased from 2006.

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Courteous and Helpful Office Staff*
 - ◇ *Customer Service*
- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at or below the HFP program average for 2007.

2007 Healthy Families Program Plan Performance Profile
 Kern Family Health Plan



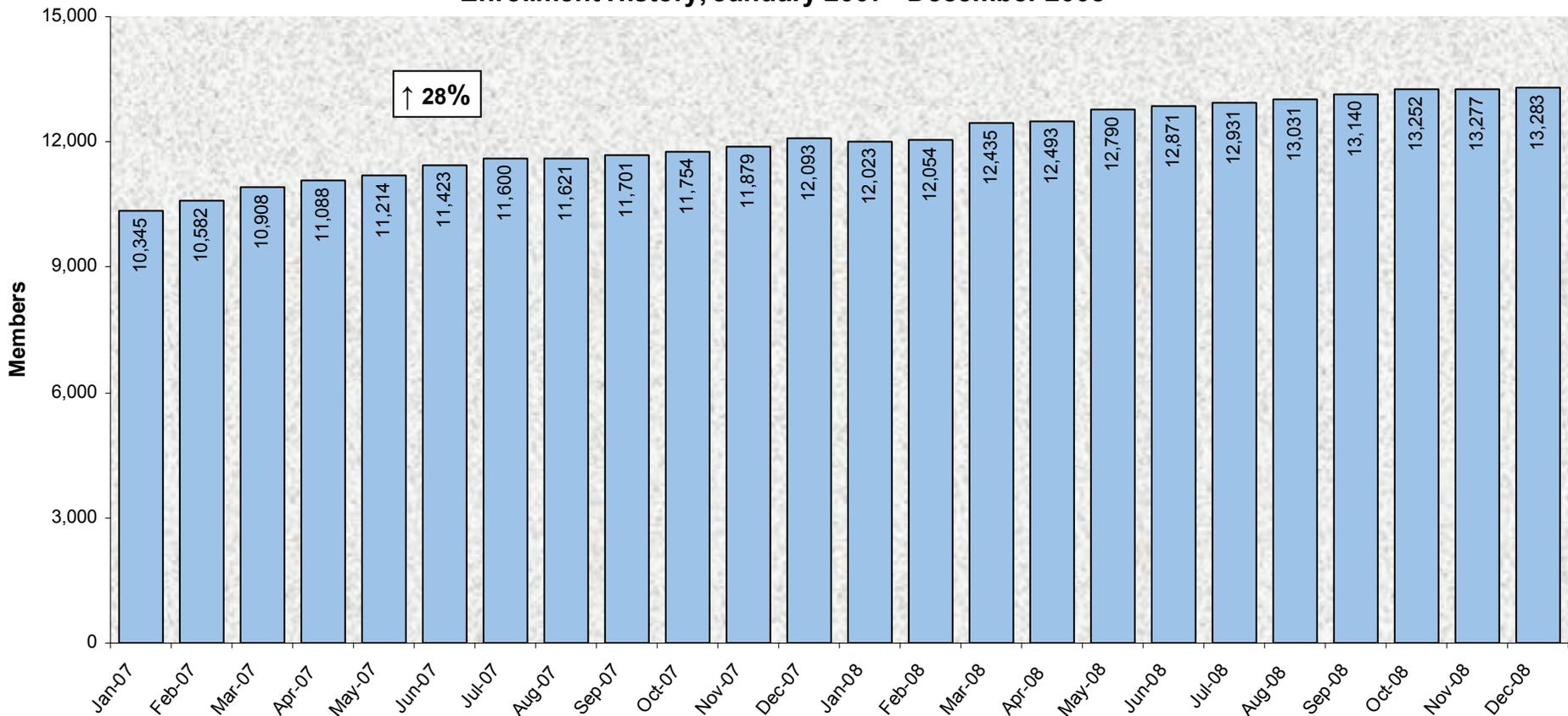
HFP Plan since May 1, 1998

Licensed by DMHC

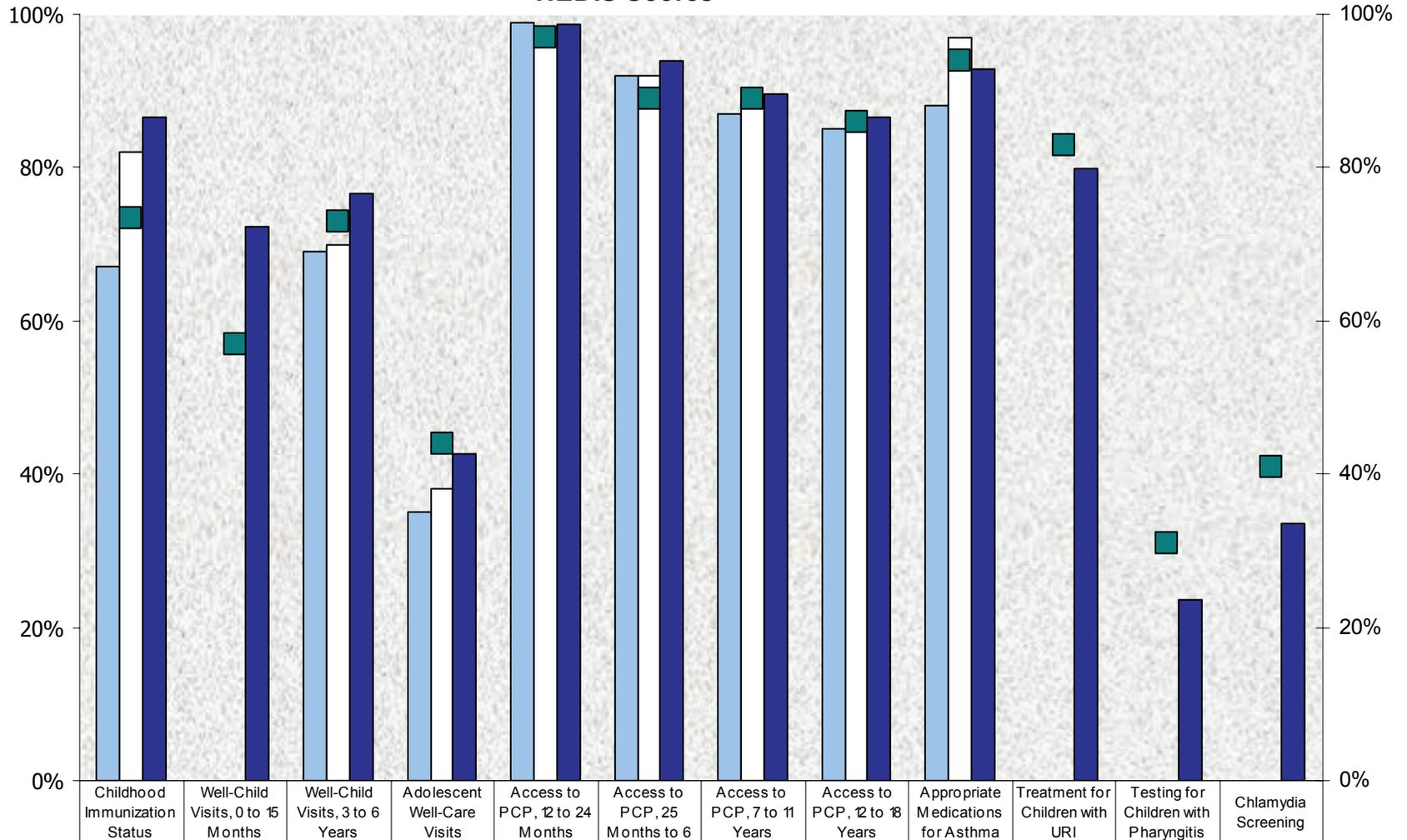
2007/08 Coverage Area

Kern County

Kern Family Health Plan
 Enrollment History, January 2007 - December 2008



Kern Family Health Plan
HEDIS Scores

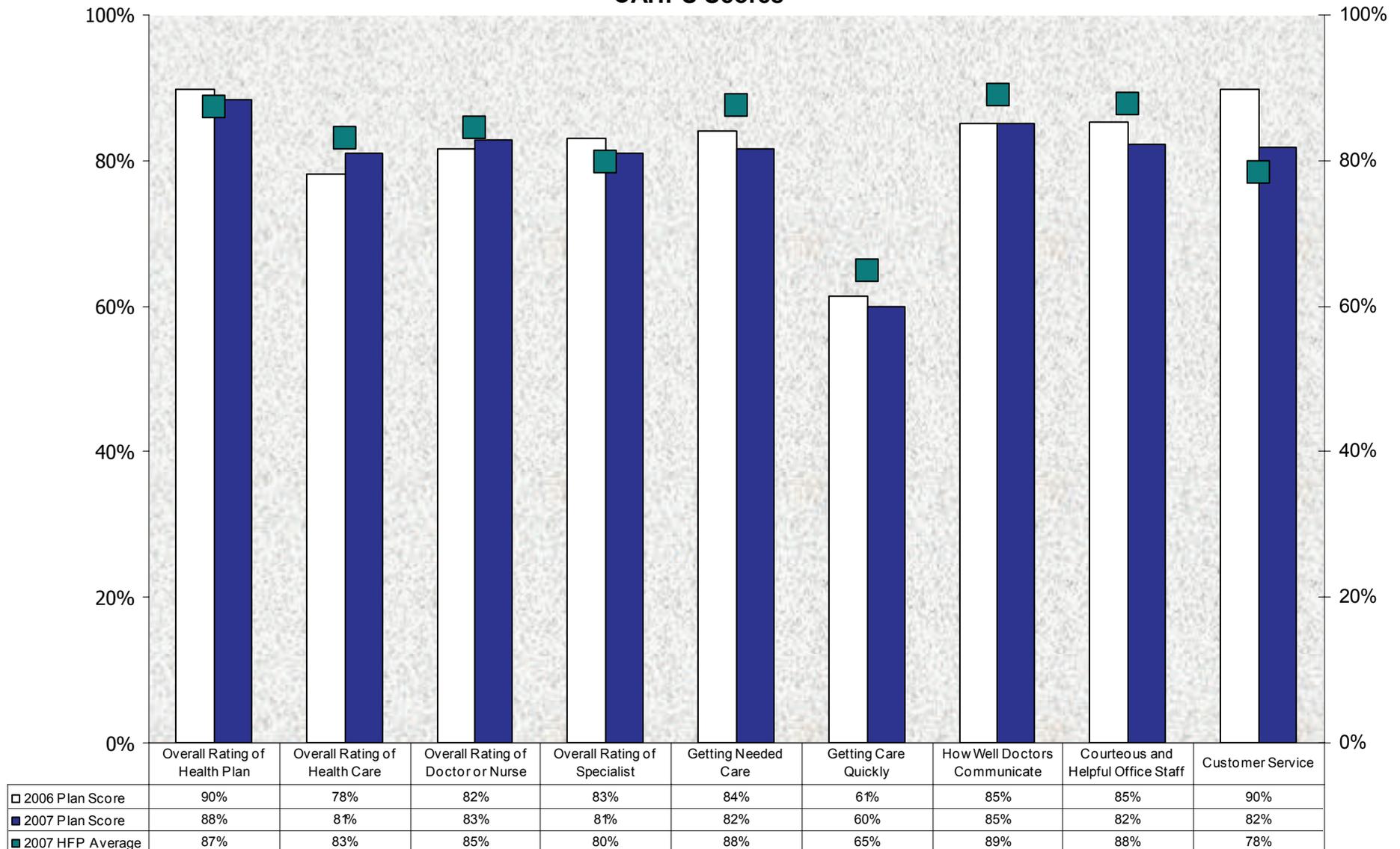


2005 Plan Score	67%		69%	35%	99%	92%	87%	85%	88%			
2006 Plan Score	82%		70%	38%	98%	92%	89%	87%	97%			
2007 Plan Score	87%	72%	77%	43%	99%	94%	90%	87%	93%	80%	24%	34%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

Note: Kern Family Health Plan did not have an adequate sample to report a score for Well-Child Visits, 0-15 Months, in 2006.

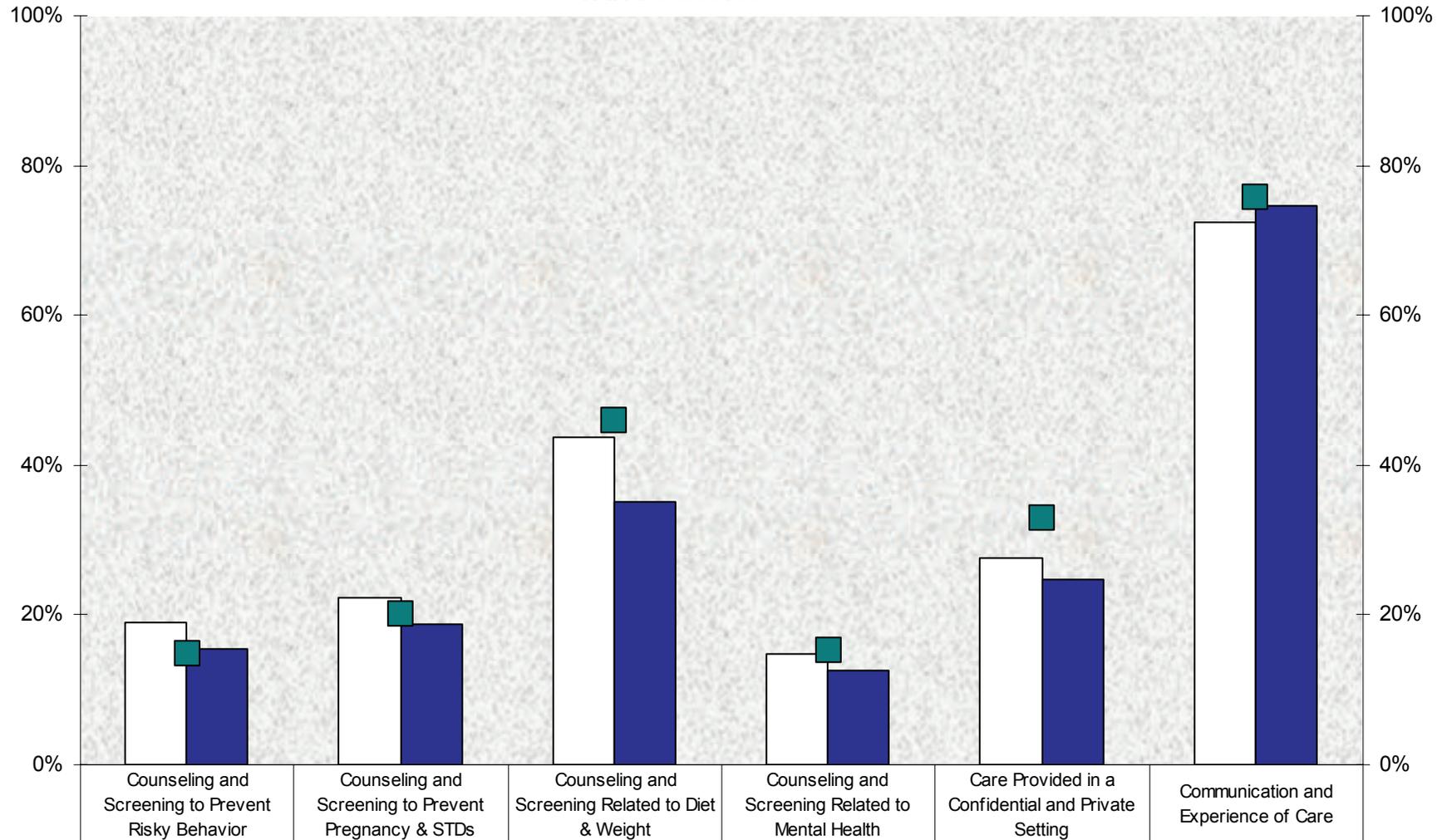
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Kern Family Health Plan
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Kern Family Health Plan
YAHCS Scores



□ 2006 Plan Score	19%	22%	44%	15%	28%	73%
■ 2007 Plan Score	15%	19%	35%	13%	25%	75%
■ 2007 HFP Average	15%	20%	46%	15%	33%	76%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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L.A. Care Health Plan began providing health services to children in the Healthy Families Program (HFP) beginning in 1998 until 2002. L.A. Care became an HFP plan again in 2005. The charts on the following pages show enrollment trends for the last 2 years, HEDIS results for the last 2 years, CAHPS results for the last 2 surveys and YAHCS results for 2007.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ The score for *Well-Child Visits, 3 to 6 Years* increased significantly (23%) from 2006.
- ▶ The score for *Adolescent Well-Care Visits* increased in 2006.
- ▶ The score for *Access to PCP, 25 Months to 6 Years* increased significantly (15%) from 2006.
- ▶ The score for *Access to PCP, 12 to 18 Years* increased significantly (10%) from 2006.
- ▶ In one of the new measures reported in 2007, *Treatment for Children with Upper Respiratory Infections*, the plan's score was above the program average.

2007 CAHPS Scores

- ▶ Three ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Getting Needed Care*
 - ◇ *Getting Care Quickly*



Areas for Improvement

2007 HEDIS Scores

- ▶ Despite significant improvement in the measures noted previously, compared to the program average, the plan's scores were generally below the program average for 2007.

2007 CAHPS Scores

- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007, except *Overall Rating of Specialist*.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at or above the program average for 2007.



Enrollment and Medical Loss Ratio

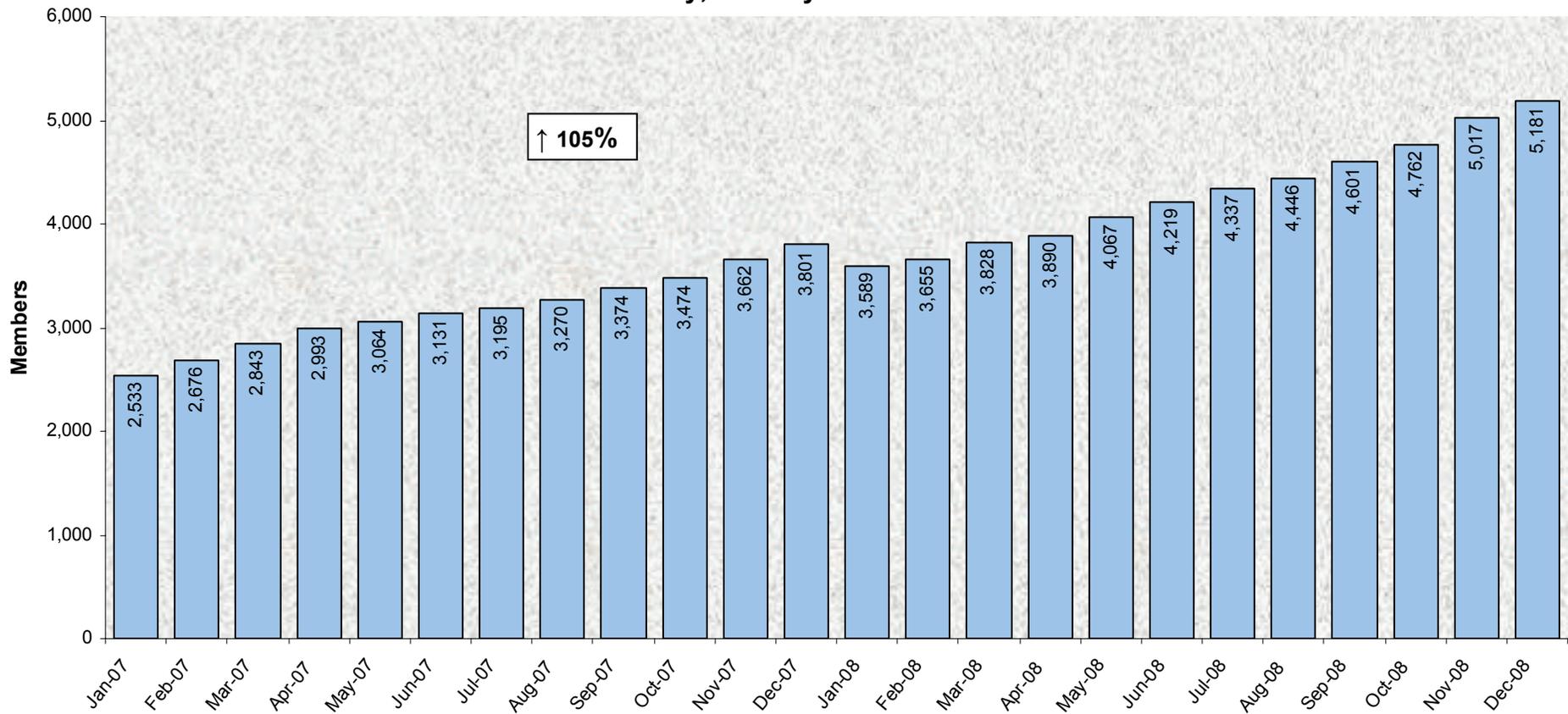
- ▶ Enrollment increased by 105% in the last 2 years. Enrollment as of December 2008 was 5,181.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
L.A. Care Health Plan

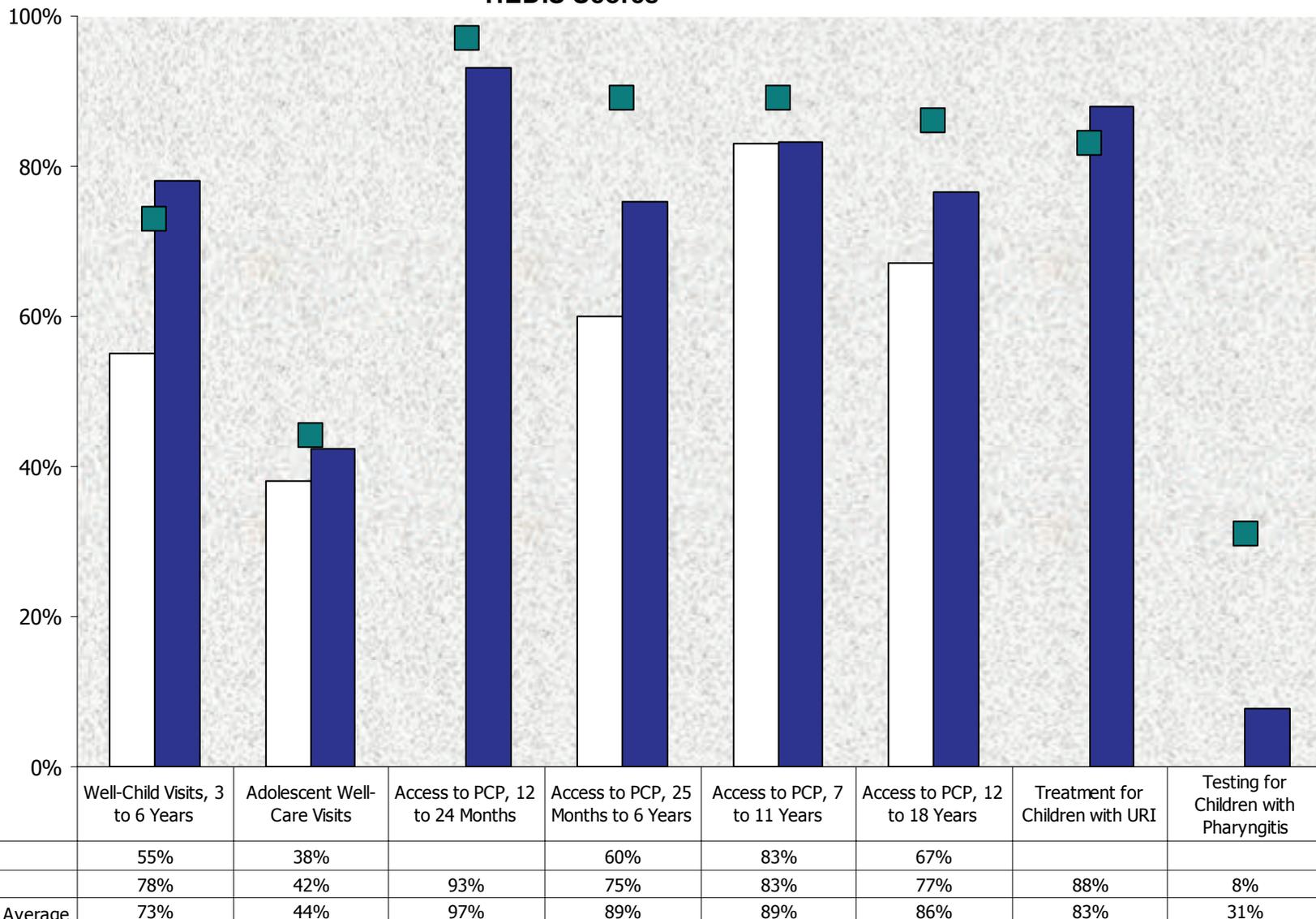


HFP Plan from May 1, 1998 to 2002 and 2005 to the present	Licensed by DMHC
2007/08 Coverage Area	
Los Angeles County	

L.A. Care Health Plan
Enrollment History, January 2007 - December 2008



L.A. Care Health Plan
HEDIS Scores

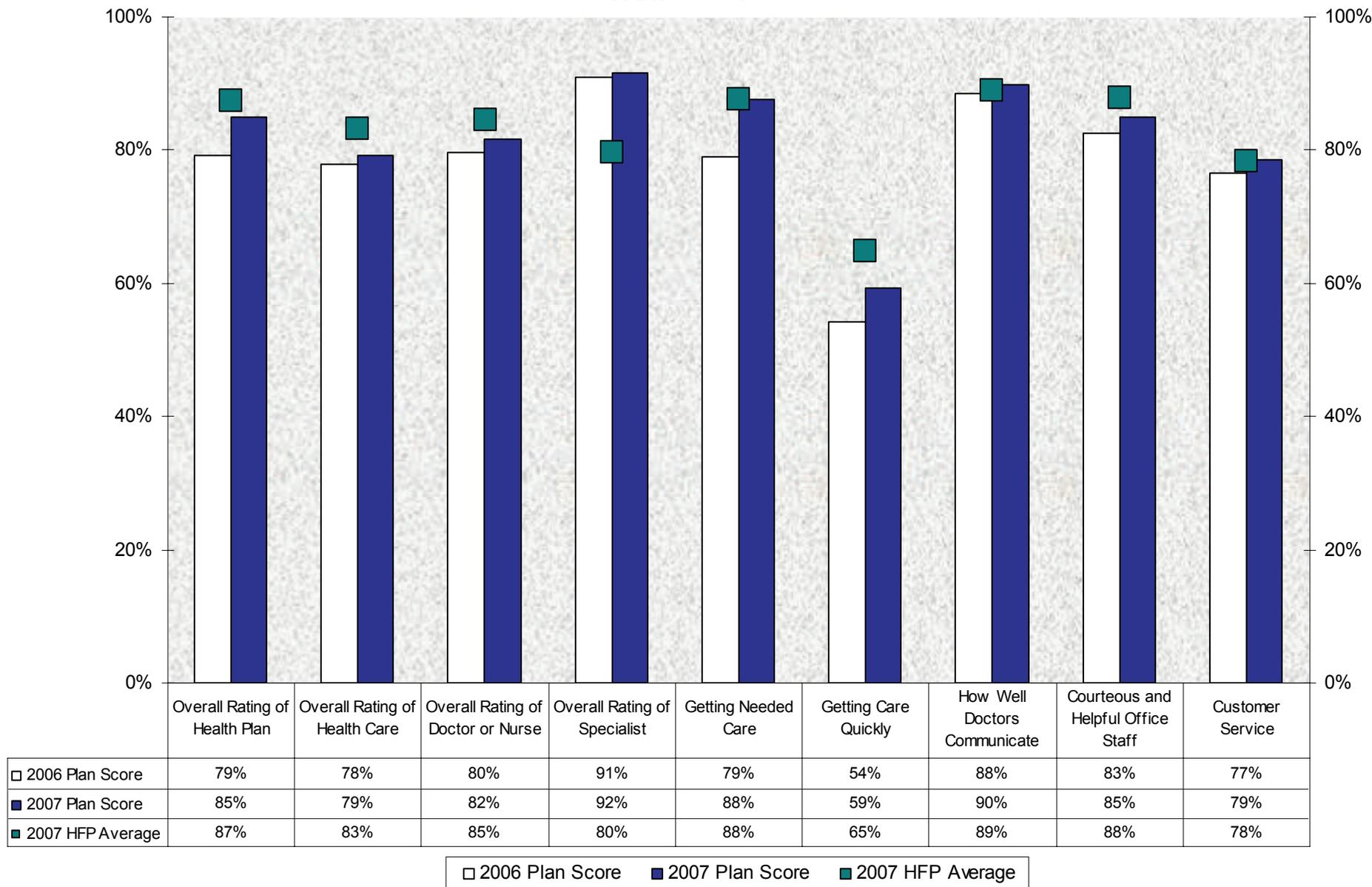


Note: L.A. Care Health Plan did not report any scores for 2005 and only had an adequate sample to report on the measures listed above.

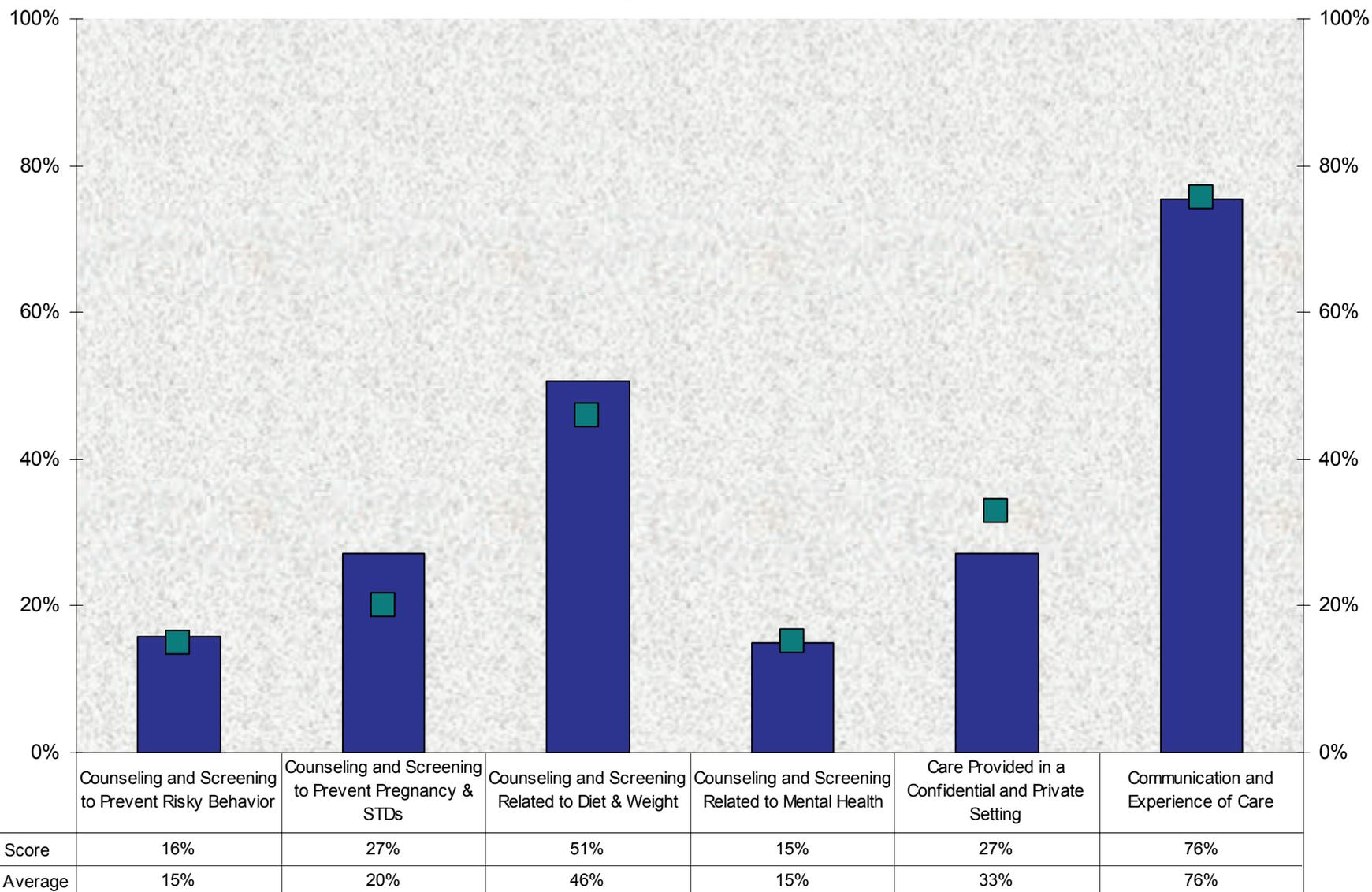
□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average



L.A. Care Health Plan
CAHPS Scores



L.A. Care Health Plan
YAHCS Scores



Note: L.A. Care Health Plan did not have an adequate sample to be included in the 2006 YAHCS.

■ 2007 Plan Score ■ 2007 HFP Average

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Molina Healthcare has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Five scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Access to PCP, 7 to 11 Years*
 - ◇ *Access to PCP, 12 to 18 Years*
- ▶ The score for Childhood Immunization Status increased significantly (11%) from 2006.

2007 CAHPS Scores

- ▶ Four ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Getting Needed Care*
 - ◇ *Customer Service*



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Adolescent Well-Care Visits* decreased from 2006.
- ▶ Compared to the program average, the plan's HEDIS scores were below the program average for 2007, except for *Childhood Immunization Status* and the measures related to *Well-Child* and *Adolescent Visits*.

2007 CAHPS Scores

- ▶ The *Getting Care Quickly* rating declined from 2006.
- ▶ Compared to the program average, the plan's scores were generally at or below the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at or below the HFP program average for 2007.



Enrollment and Medical Loss Ratio

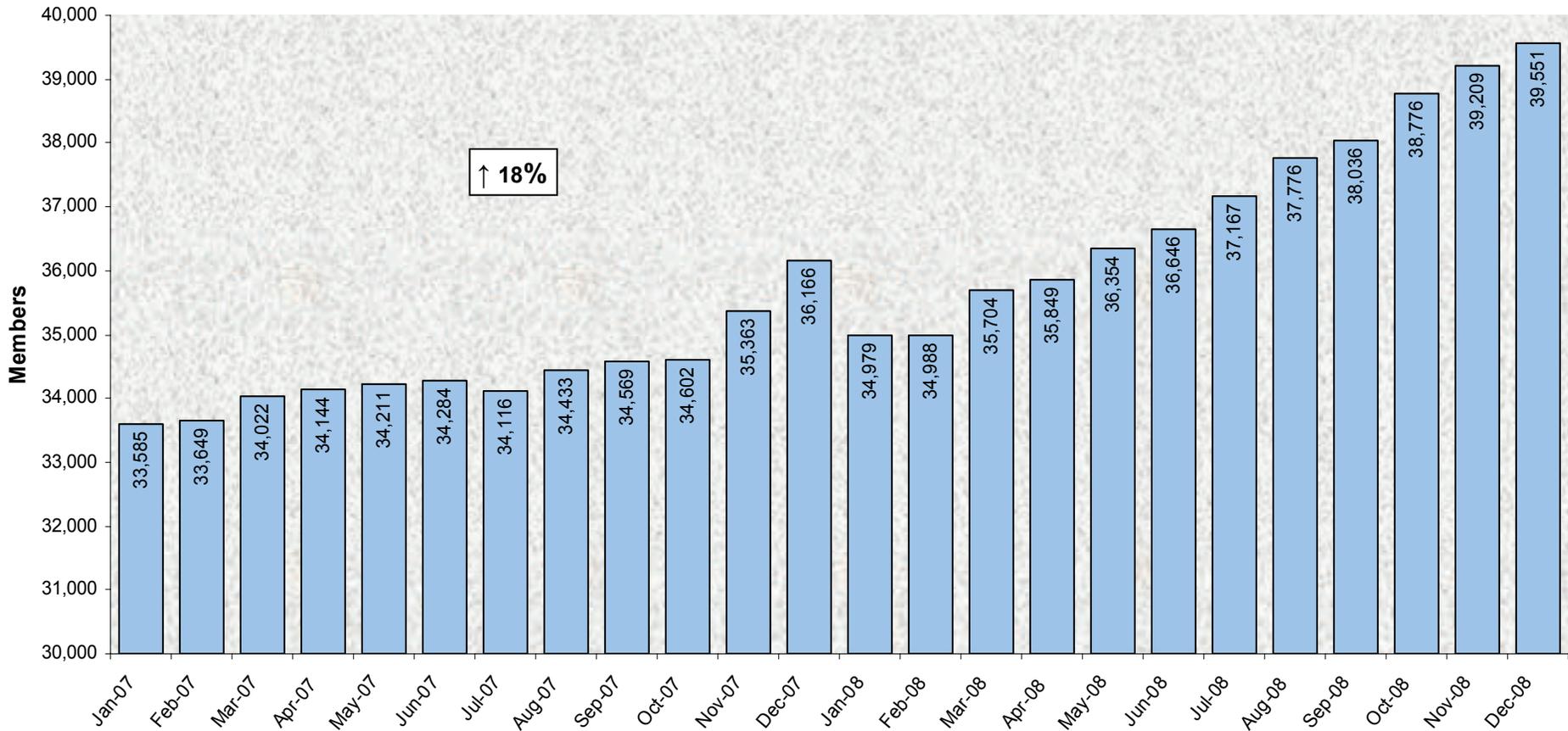
- ▶ Enrollment increased by 18% in the last 2 years. Enrollment as of December 2008 was 39,551.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
Molina Healthcare

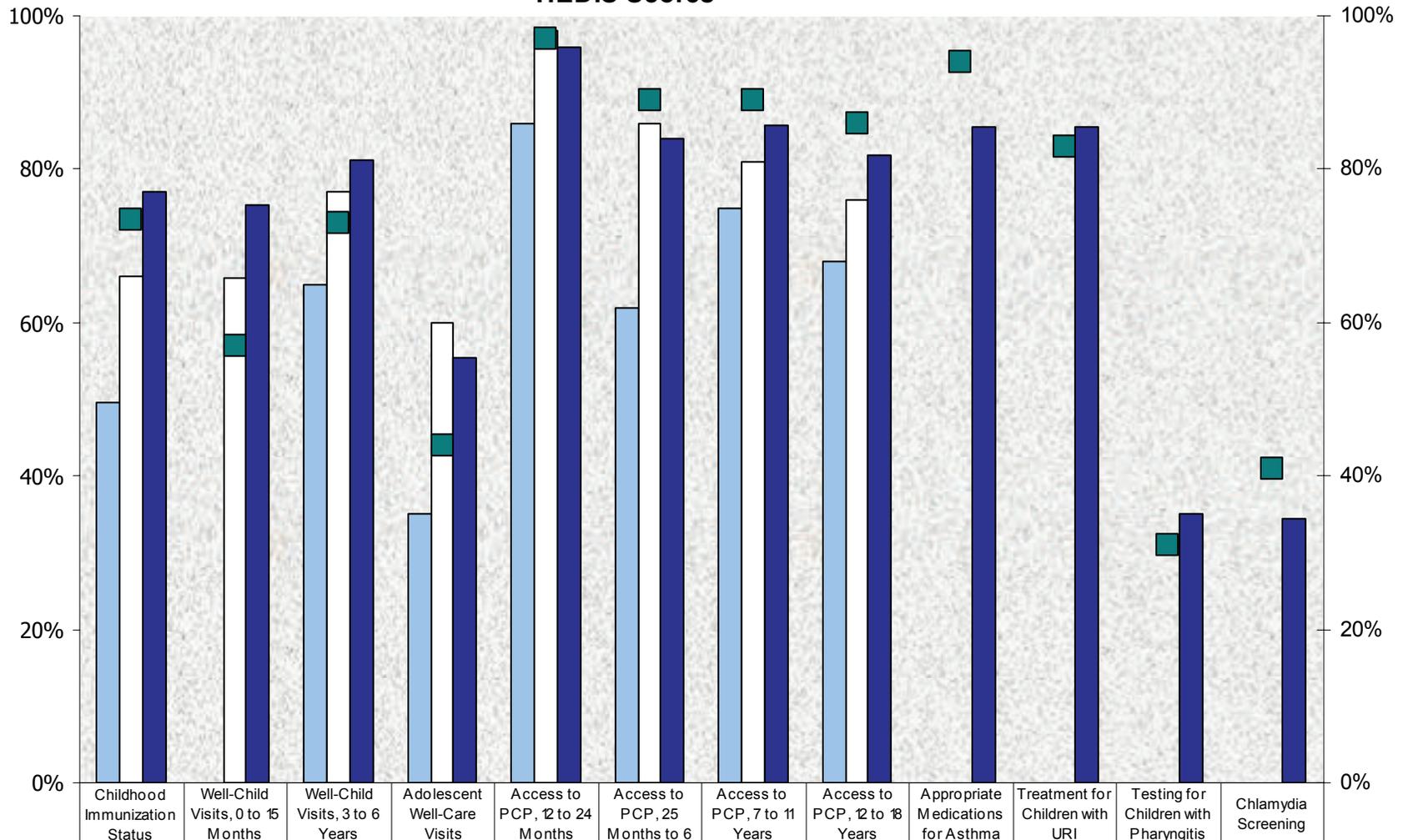


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Los Angeles, Riverside, Sacramento, San Bernardino and San Diego Counties	

Molina Healthcare
Enrollment History, January 2007 - December 2008



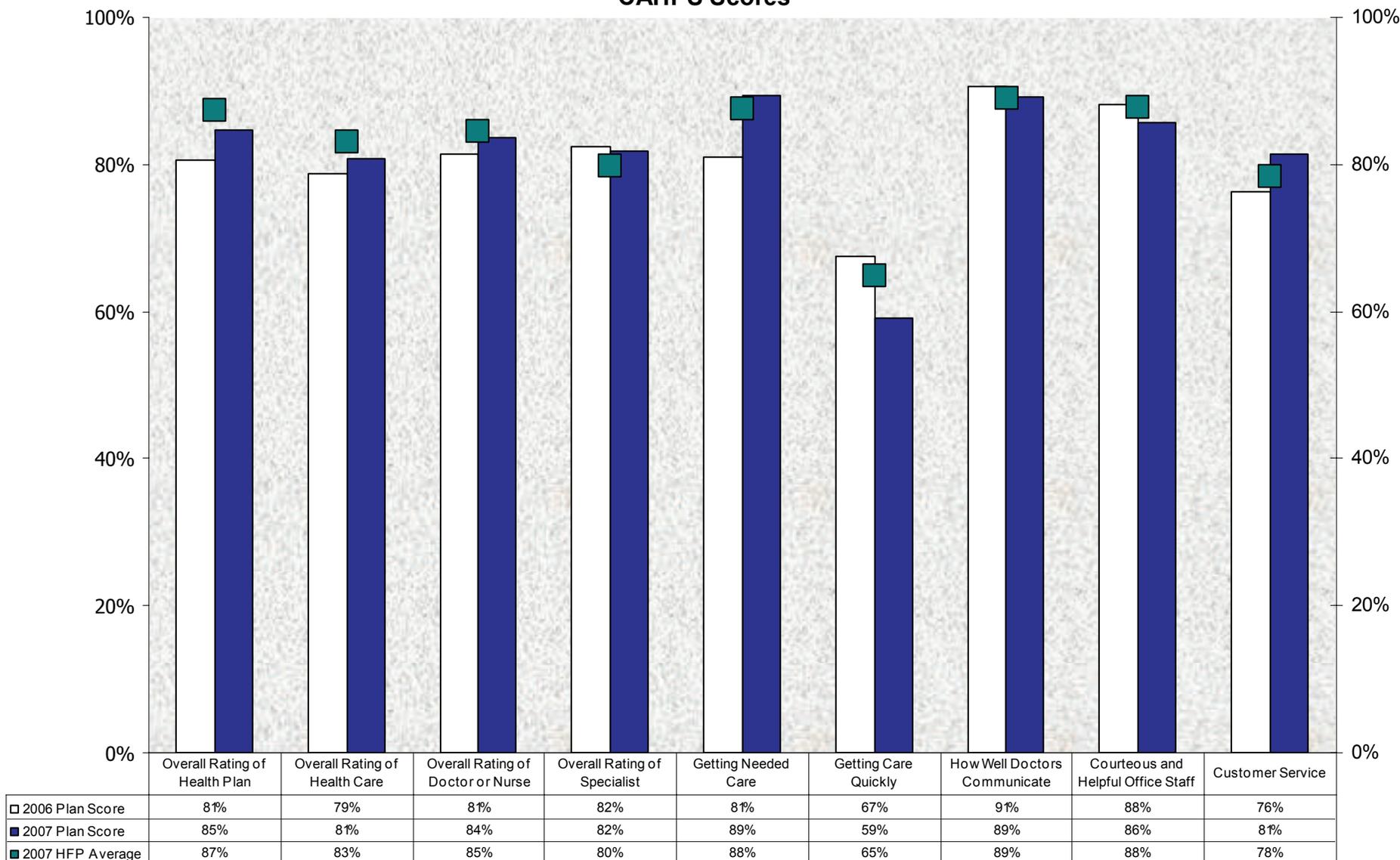
Molina Healthcare
HEDIS Scores



■ 2005 Plan Score	50%		65%	35%	86%	62%	75%	68%				
□ 2006 Plan Score	66%	66%	77%	60%	98%	86%	81%	76%				
■ 2007 Plan Score	77%	75%	81%	55%	96%	84%	86%	82%	86%	86%	35%	34%
■ 2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

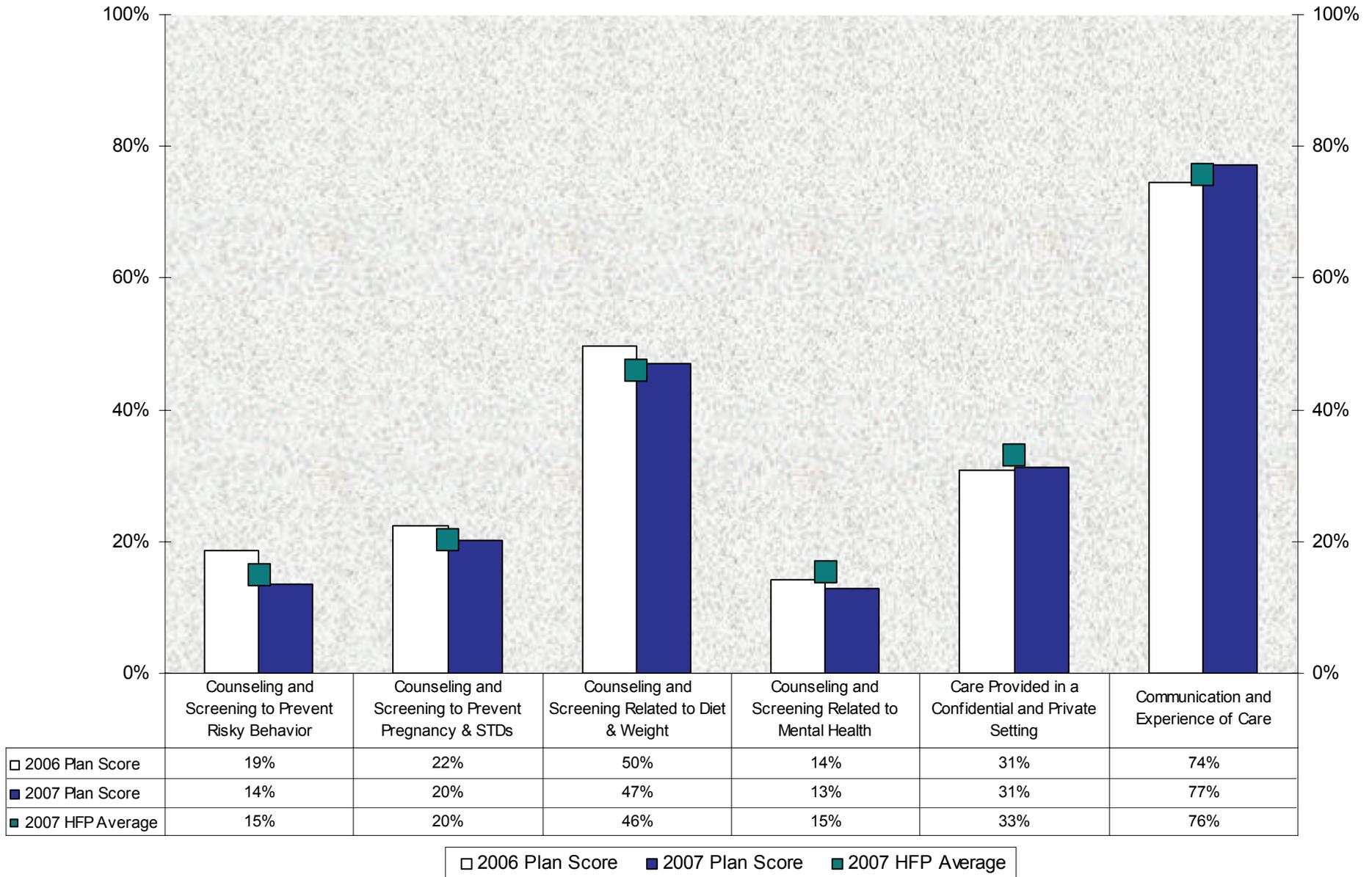
■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

Molina Healthcare
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Molina Healthcare
YAHCS Scores



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San Francisco Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in San Francisco County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 HEDIS measures.
- ▶ Two scores increased from 2006:
 - ◇ *Childhood Immunization Status*
 - ◇ *Adolescent Well-Care Visits*
- ▶ Compared to the program average, the plan's scores were all above the program average for 2007, except for 2 of the new measures.
- ▶ The plan's scores for *Childhood Immunization Status*, *Well-Child Visits, 3 to 6 Years* and *Adolescent Well-Care Visits* were significantly higher than the program average.
- ▶ In one of the new measures for 2007, *Treatment for Children with Upper Respiratory Infections*, the plan's score was above the program average.

2007 CAHPS Scores

- ▶ Four ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Overall Rating of Health Care*
 - ◇ *Getting Needed Care*
 - ◇ *Customer Service*



Areas for Improvement

2007 HEDIS Scores

- ▶ The score for *Use of Appropriate Medications for People with Asthma* decreased from 2006.
- ▶ The plan's scores on 2 of the 3 new measures reported in 2007 were significantly lower than the program average.

2007 CAHPS Scores

- ▶ Three ratings declined from 2006:
 - ◇ *Overall Rating of Specialist*
 - ◇ *Getting Care Quickly*
 - ◇ *Courteous and Helpful Office Staff*
- ▶ Compared to the program average, the plan's scores were all below the program average for 2007.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally above the program average.



Enrollment and Medical Loss Ratio

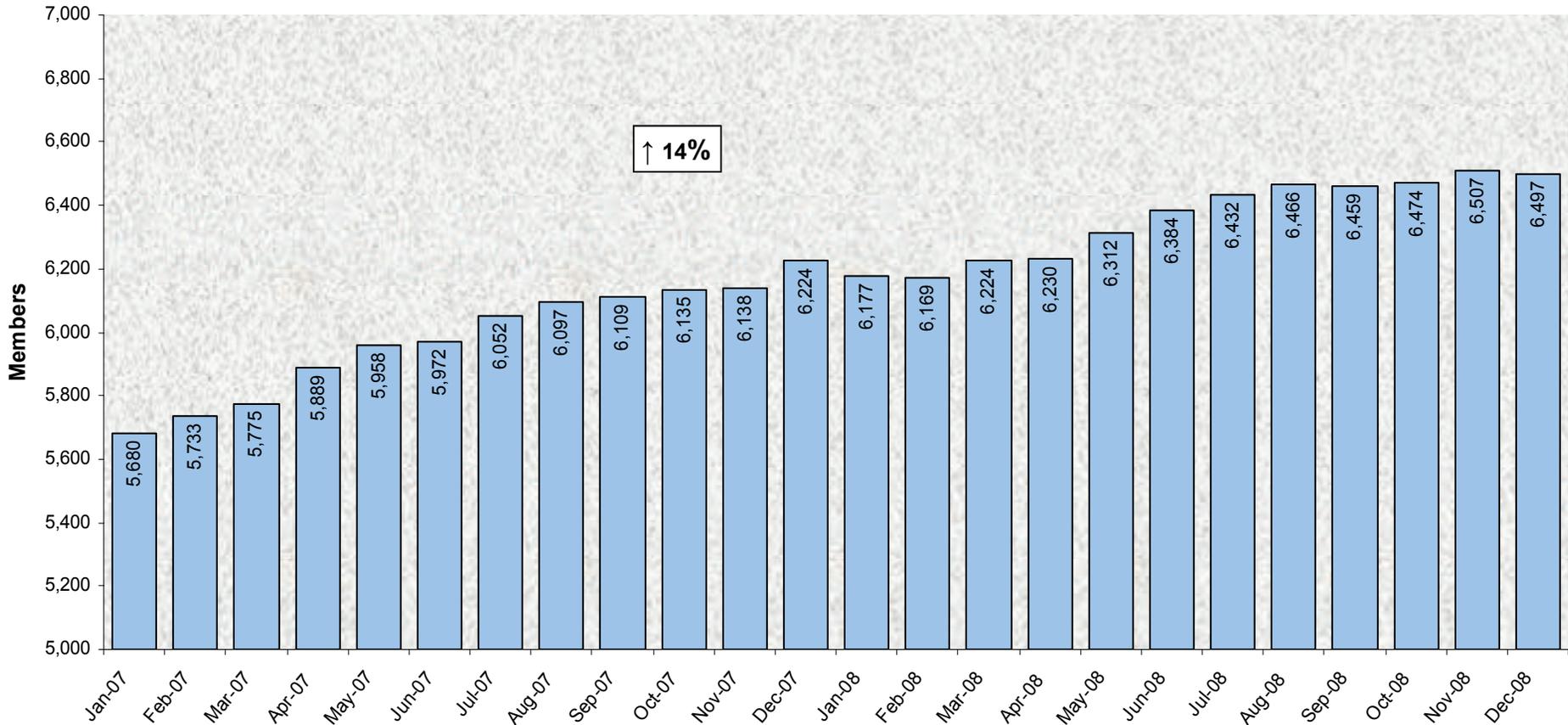
- ▶ Enrollment increased by 14% in the last 2 years. Enrollment as of December 2008 was 6,497.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
 San Francisco Health Plan

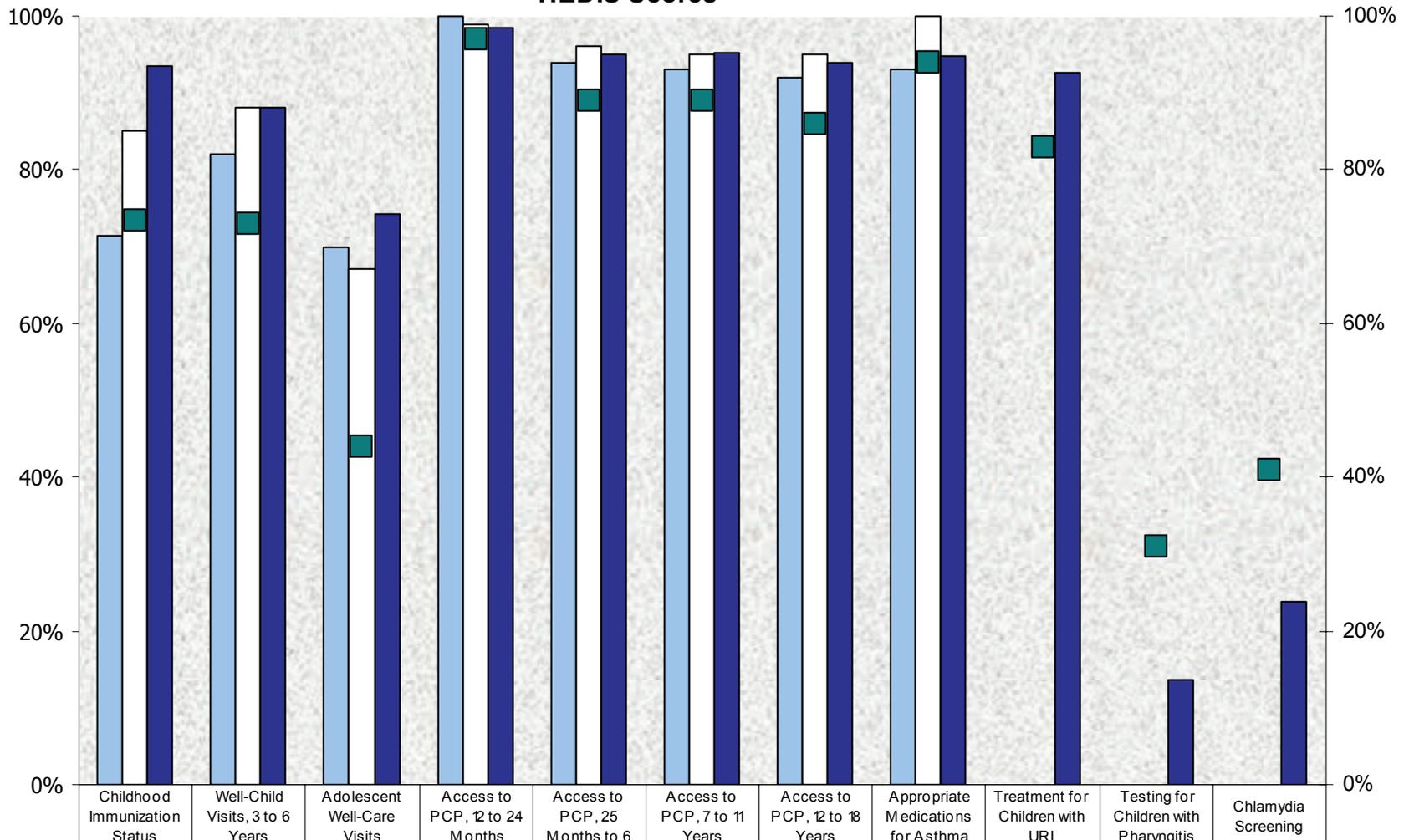


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
San Francisco County (CPP)	

San Francisco Health Plan
 Enrollment History, January 2007 - December 2008



San Francisco Health Plan
HEDIS Scores

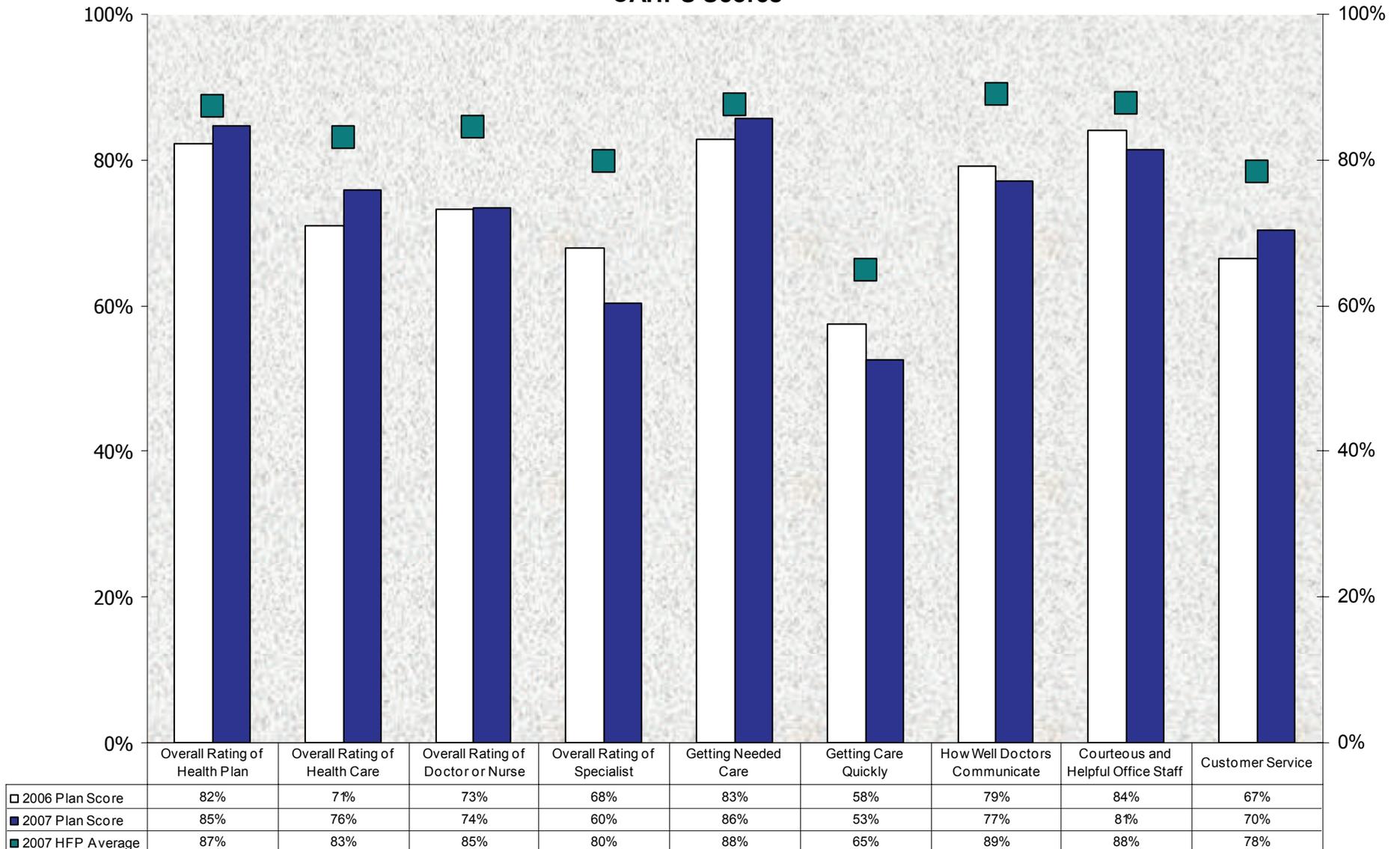


2005 Plan Score	71%	82%	70%	100%	94%	93%	92%	93%			
2006 Plan Score	85%	88%	67%	99%	96%	95%	95%	100%			
2007 Plan Score	94%	88%	74%	98%	95%	95%	94%	95%	93%	14%	24%
2007 HFP Weighted Average	73%	73%	44%	97%	89%	89%	86%	94%	83%	3%	4%

Note: San Francisco Health Plan did not have an adequate sample to report a score for Well-Child Visits, 0-15 Months in 2006 and 2007.

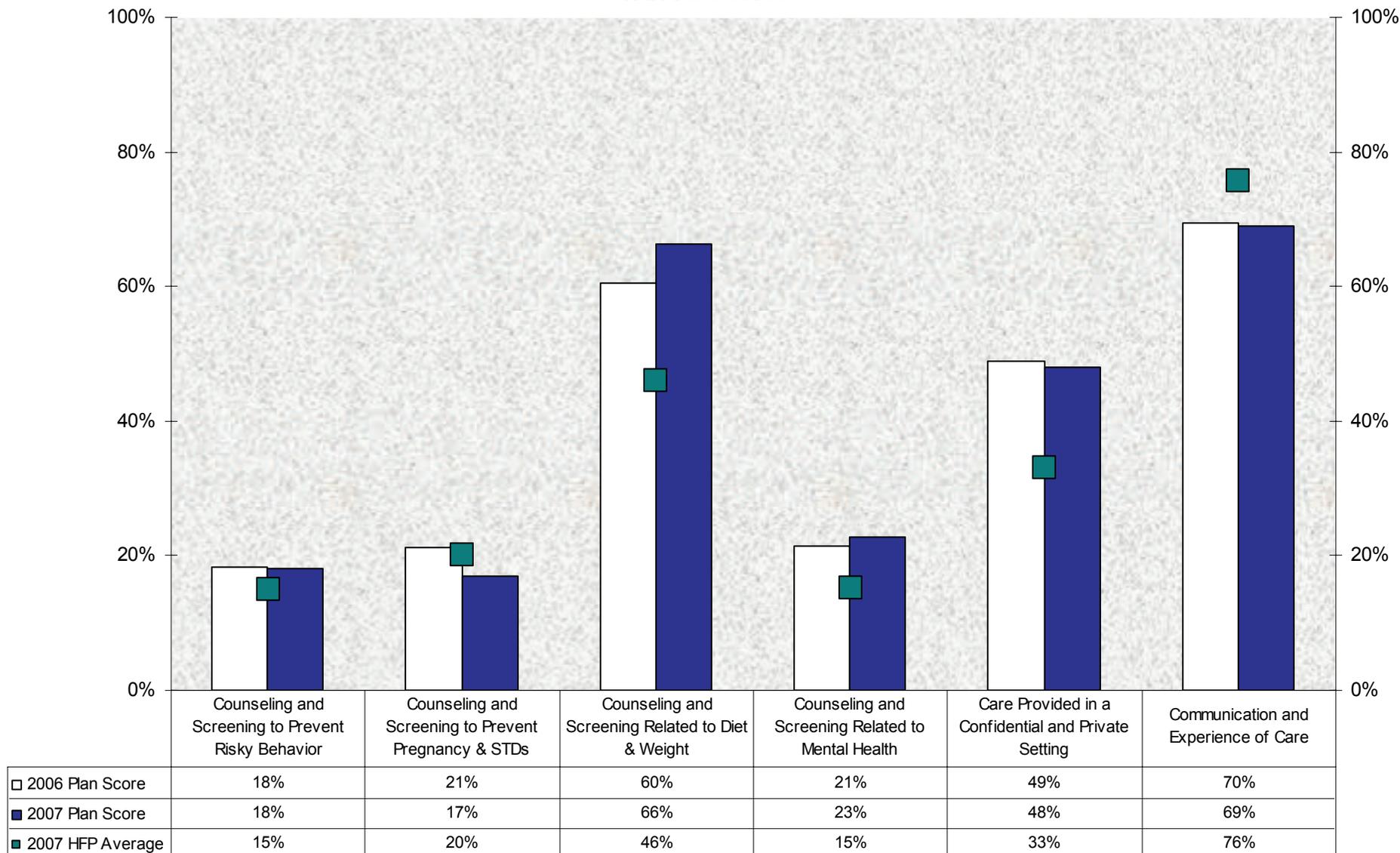
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

San Francisco Health Plan
CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

San Francisco Health Plan
 YAHCS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

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Santa Clara Family Health Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Santa Clara County. The charts on the following pages show enrollment trends for the last 2 years, the HEDIS results for the last 3 years and the CAHPS and YAHCS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Three scores increased from 2006:
 - ◇ *Well-Child Visits, 0 to 15 Months*
 - ◇ *Access to PCP, 12 to 24 Months*
 - ◇ *Access to PCP, 25 Months to 6 Years*
- ▶ The score for *Well-Child Visits, 0 to 15 Months* increased significantly (14%) from 2006.
- ▶ Compared to the program average, the plan's scores were generally at or above the program averages for 2007.

2007 CAHPS Scores

- ▶ Three ratings improved from 2006:
 - ◇ *Overall Rating of Health Care*
 - ◇ *Getting Needed Care*
 - ◇ *Customer Service*
- ▶ Compared to the program average, the plan's scores were generally at or above the program averages for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ Two scores decreased from 2006:
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Appropriate Medications for Asthma*

2007 CAHPS Scores

- ▶ Two ratings declined from 2006:
 - ◇ *Overall Rating of Specialist*
 - ◇ *Courteous and Helpful Office Staff*

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were generally at or below the HFP program average for 2007.



Enrollment and Medical Loss Ratio

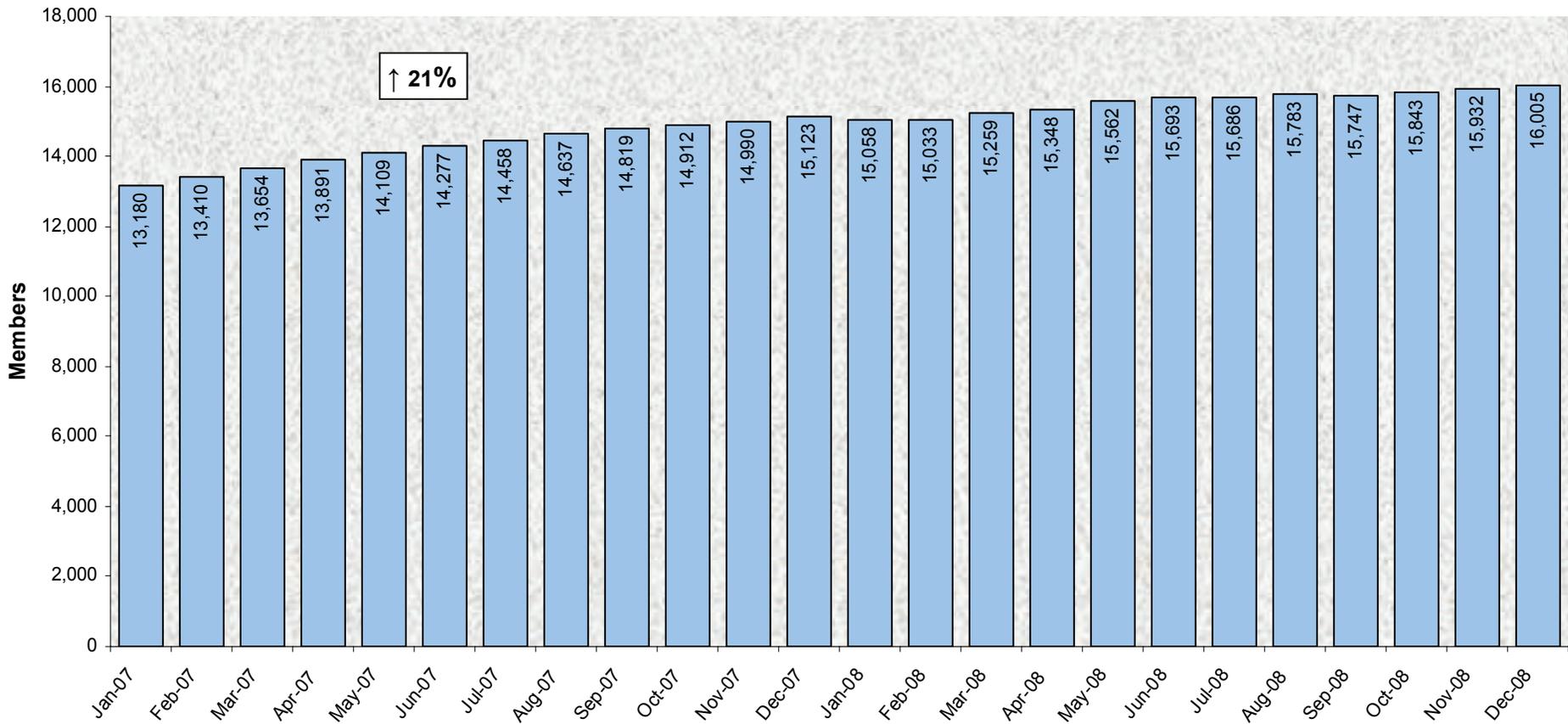
- ▶ Enrollment increased by 21% in the last 2 years. Enrollment as of December 2008 was 16,005.
- ▶ The medical loss ratio as reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
 Santa Clara Family Health Plan



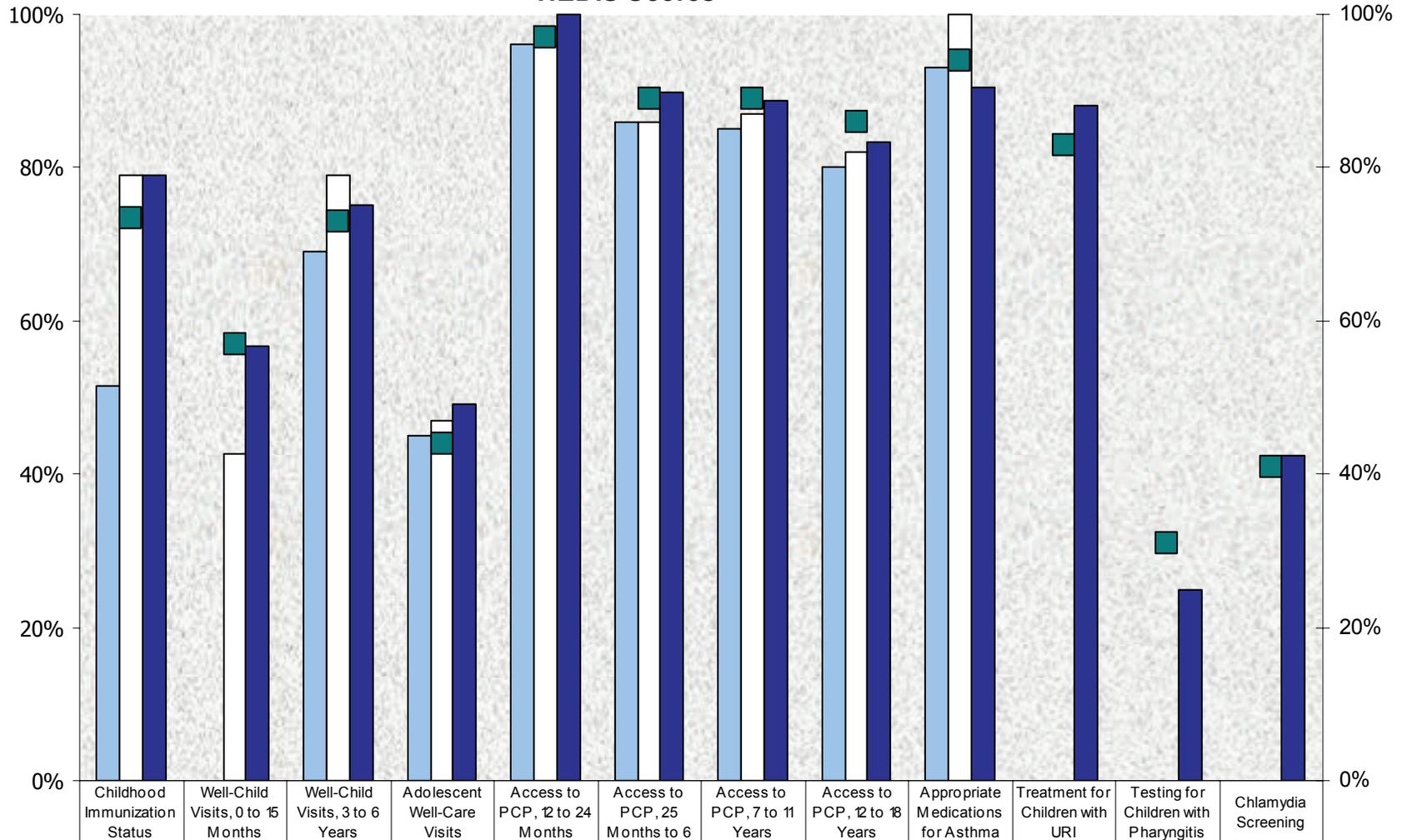
HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Santa Clara County (CPP)	

Santa Clara Family Health Plan
 Enrollment History, January 2007 - December 2008





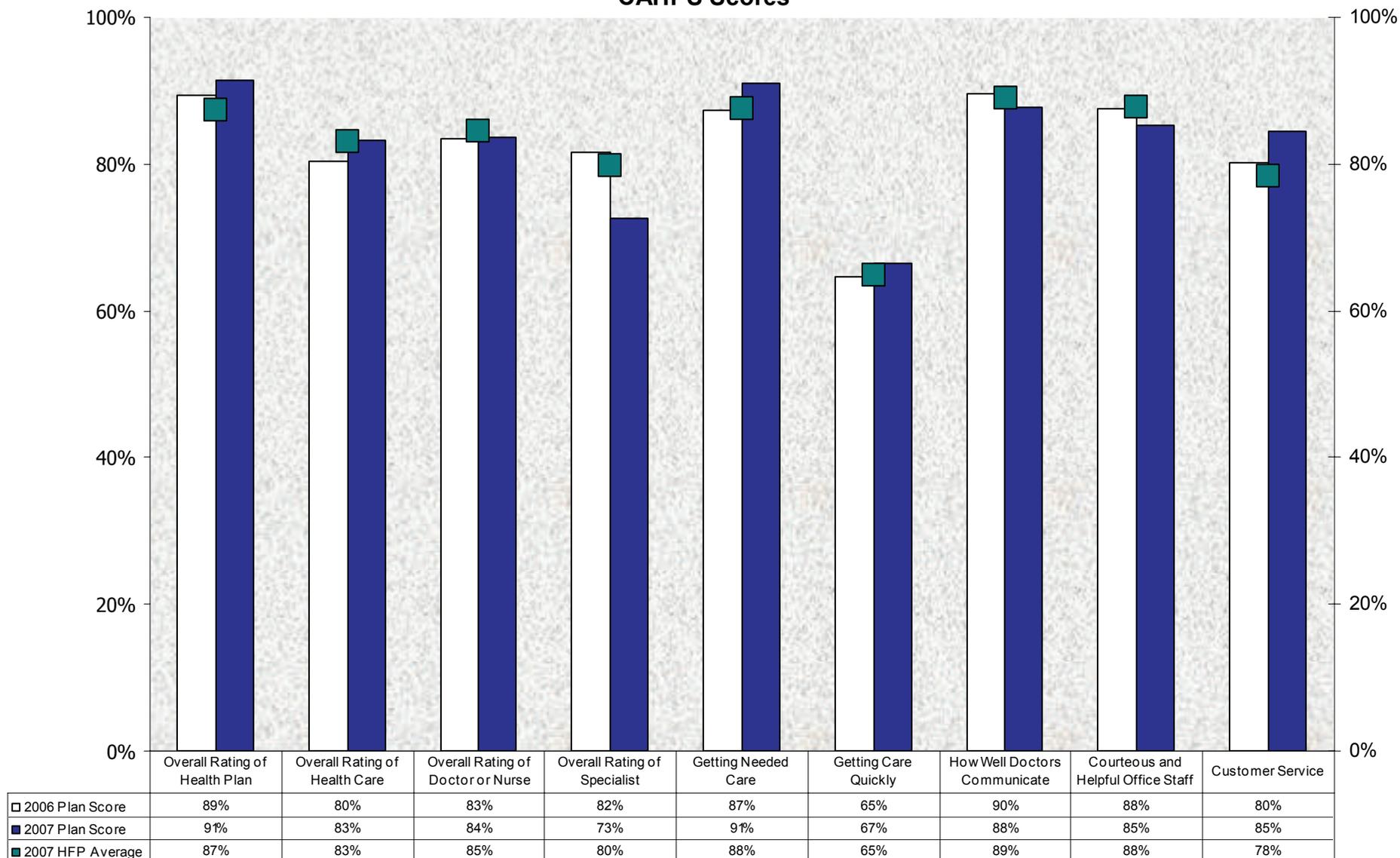
Santa Clara Family Health Plan
 HEDIS Scores



2005 Plan Score	51%	43%	69%	45%	96%	86%	85%	80%	93%	88%	25%	43%
2006 Plan Score	79%	43%	79%	47%	96%	86%	87%	82%	100%	88%	25%	43%
2007 Plan Score	79%	57%	75%	49%	100%	90%	89%	83%	90%	88%	25%	43%
2007 HFP Weighted Average	73%	57%	73%	44%	97%	89%	89%	86%	94%	83%	31%	41%

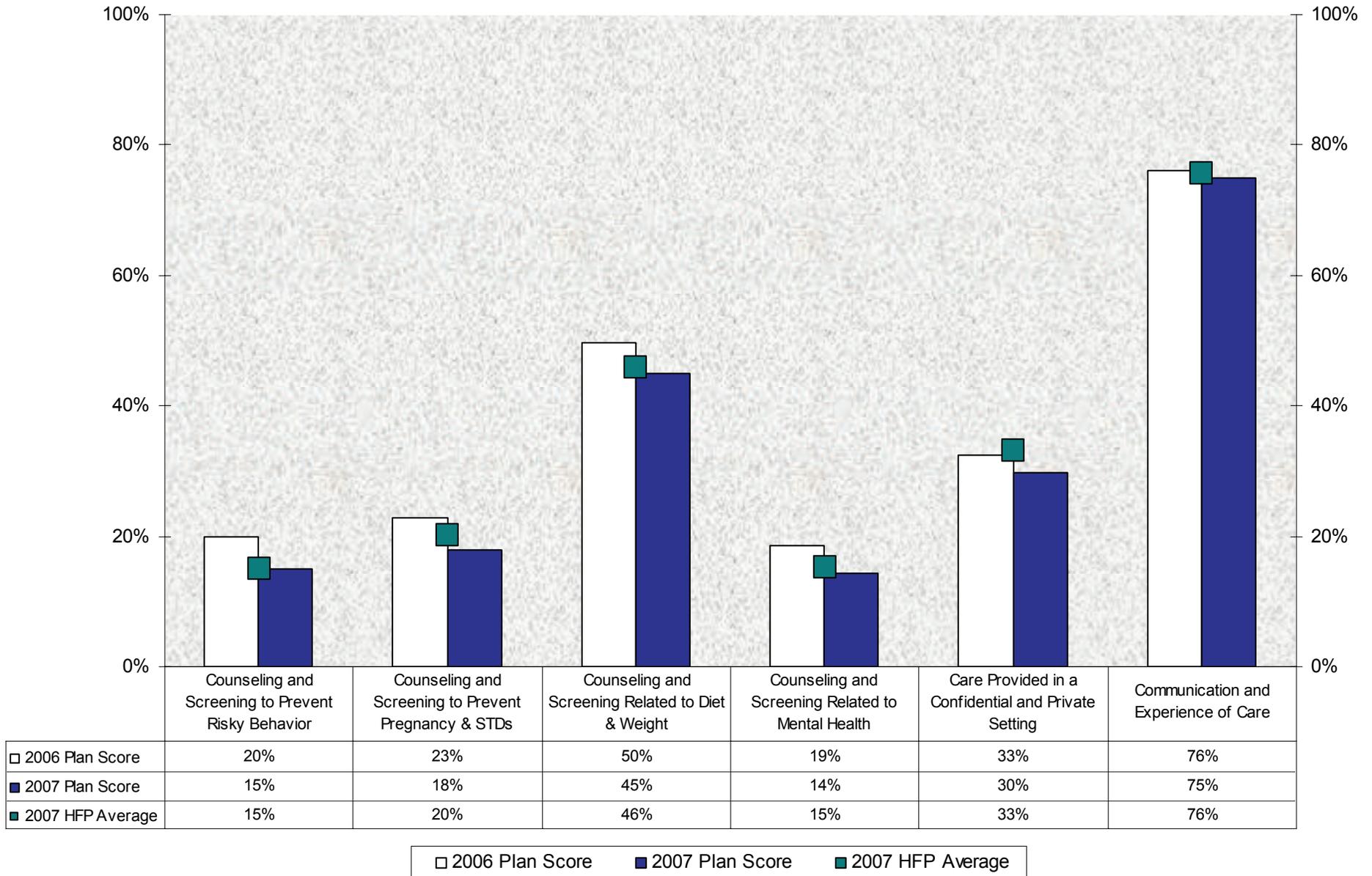
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Santa Clara Family Health Plan
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Santa Clara Family Health Plan
 YAHCS Scores



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Ventura County Health Care Plan has provided health services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The plan serves an important role in the community as the Community Provider Plan (CPP) in Ventura County. The charts on the following pages show enrollment trends for the last 2 years, HEDIS results for the last 3 years, CAHPS results for the last 2 surveys and YAHCS results for 2007.

Highlighted below are the key areas of achievement, areas for improvement and information related to enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Scores

- ▶ Two scores increased from 2006. However, these scores were below the program average for 2007:
 - ◇ *Well-Child Visits, 3 to 6 Years*
 - ◇ *Adolescent Well-Care Visits*

2007 CAHPS Scores

- ▶ Received an award in 2009 for outstanding performance in the 2007 CAHPS survey.
- ▶ Four ratings improved from 2006:
 - ◇ *Overall Rating of Health Plan*
 - ◇ *Overall Rating of Health Care*
 - ◇ *Overall Rating of Doctor or Nurse*
 - ◇ *Courteous and Helpful Office Staff*
- ▶ Compared to the program average, the plan's scores were generally above the program average for 2007.



Areas for Improvement

2007 HEDIS Scores

- ▶ Compared to the program average, the plan's scores were generally below the program averages for 2007.
- ▶ The plan's score for *Adolescent Well-Care Visits* was far below the program average.

2007 YAHCS Scores

- ▶ YAHCS scores in HFP are very low overall with only 15-20% of adolescents receiving counseling and screening for risky behavior, pregnancy and mental health. The plan's scores were below the program average for 2007, except *Communication and Experience of Care*.



Enrollment and Medical Loss Ratio

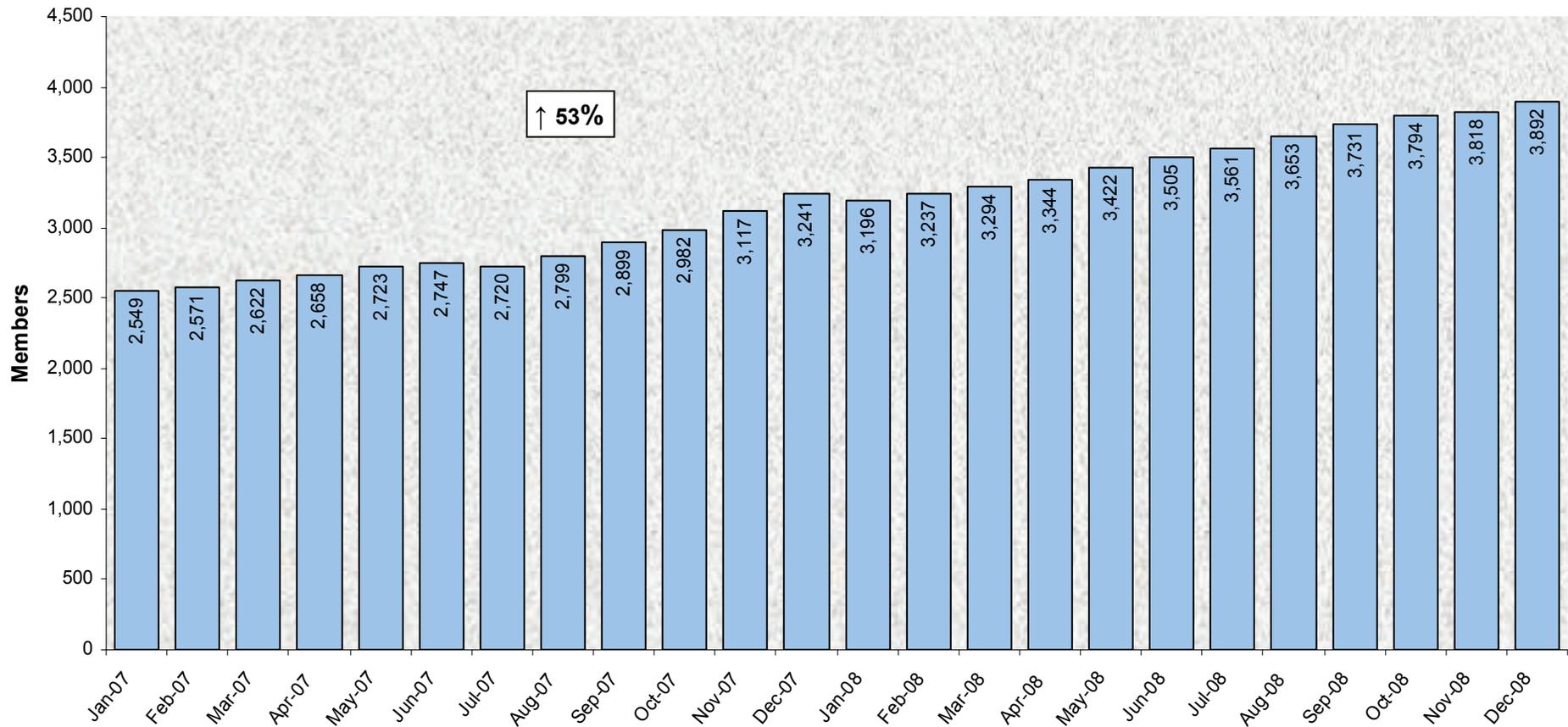
- ▶ Enrollment increased by 53% in the last 2 years. Enrollment as of December 2008 was 3,892.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
 Ventura County Health Care Plan

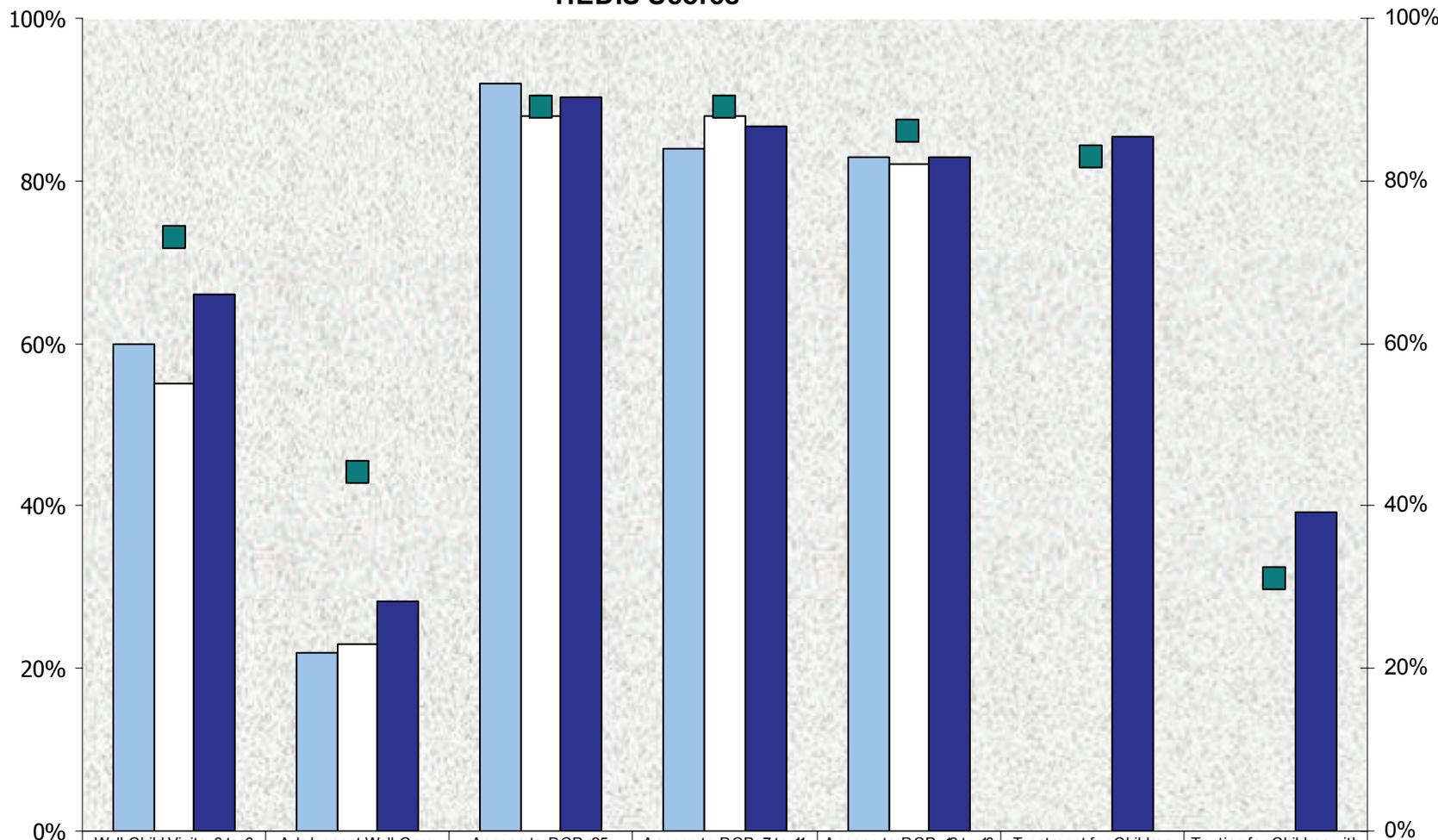


HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Ventura County (CPP)	

Ventura County Health Care Plan
 Enrollment History, January 2007 - December 2008



Ventura County Health Care Plan
 HEDIS Scores

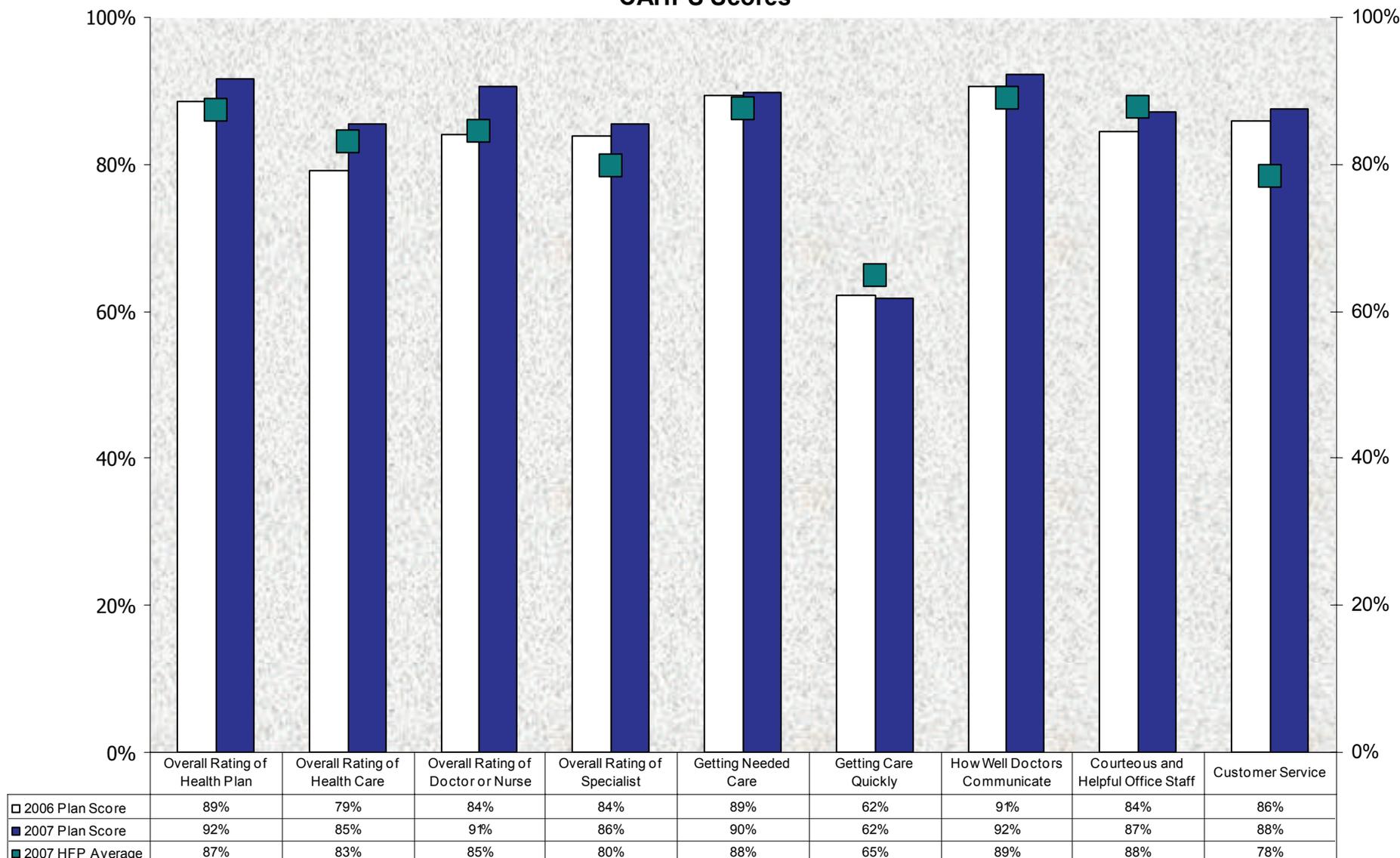


	Well-Child Visits, 3 to 6 Years	Adolescent Well-Care Visits	Access to PCP, 25 Months to 6 Years	Access to PCP, 7 to 11 Years	Access to PCP, 12 to 18 Years	Treatment for Children with URI	Testing for Children with Pharyngitis
2005 Plan Score	60%	22%	92%	84%	83%		
2006 Plan Score	55%	23%	88%	88%	82%		
2007 Plan Score	66%	28%	90%	87%	83%	86%	39%
2007 HFP Weighted Average	73%	44%	89%	89%	86%	83%	31%

Note: Ventura County Health Care Plan only had an adequate sample to report on the measures listed above.

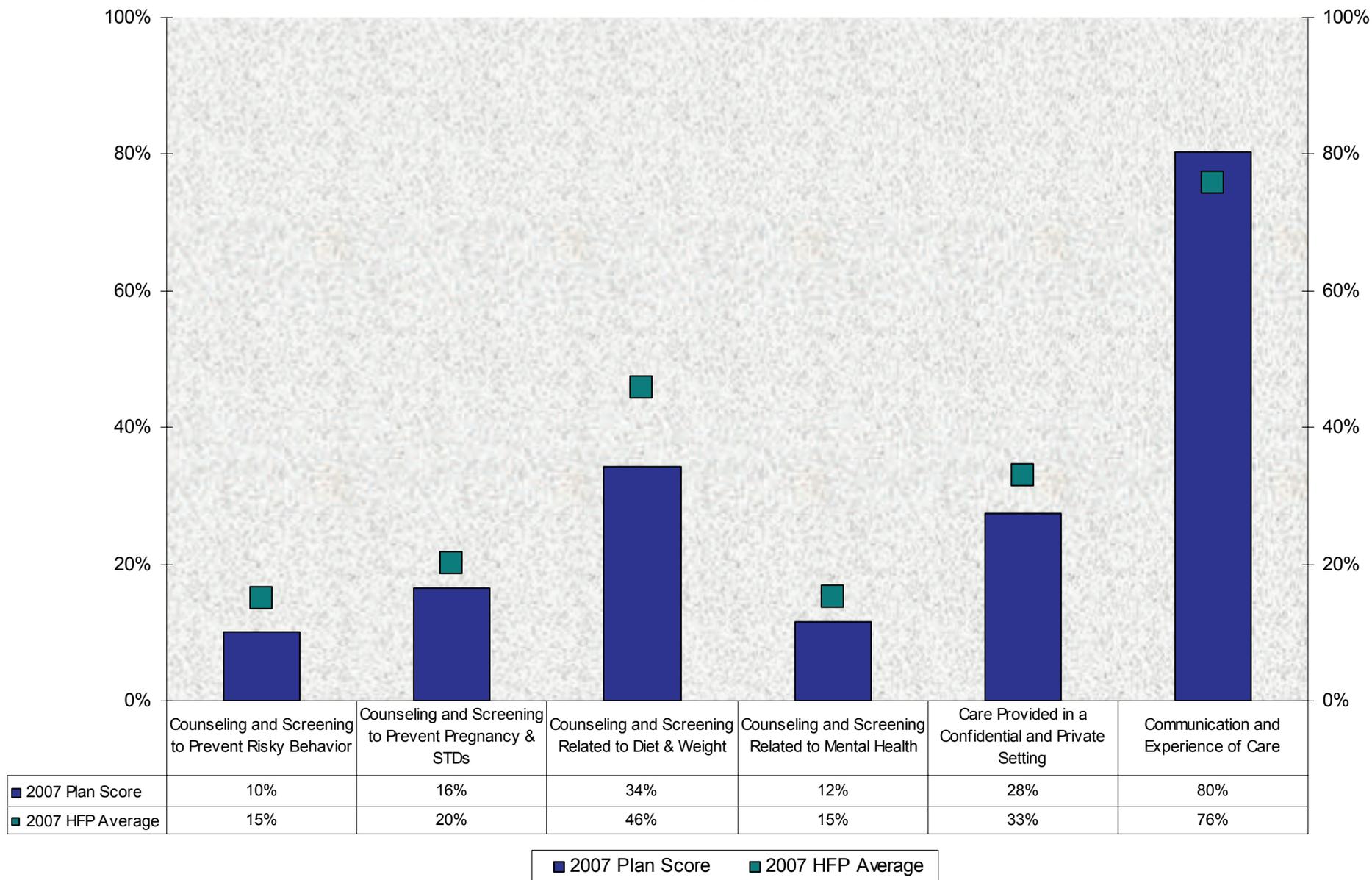
2005 Plan Score 2006 Plan Score 2007 Plan Score 2007 HFP Weighted Average

Ventura County Health Care Plan
 CAHPS Scores



□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Ventura County Health Care Plan
 YAHCS Scores



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Access Dental has provided dental services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The charts presented on the following pages show enrollment trends for the last 2 years, the HEDIS results for *Annual Dental Visit* for the last 3 years and the D-CAHPS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 D-CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Getting Dental Care Quickly*
 - ◇ *Customer Service*
- ▶ The *Customer Service* rating improved significantly (13%) from 2006.



Areas for Improvement

2007 HEDIS Score

- ▶ The score for *Annual Dental Visit* increased from 2006. However, the plan's score was below the program average for 2007.

2007 D-CAHPS Scores

- ▶ The score for *Overall Rating of Dental Plan* declined from 2006.
- ▶ Compared to the program average, the plan's ratings were generally below the program average for 2007.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 4% in the last 2 years. Enrollment as of December 2008 was 131,052.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile

Access Dental



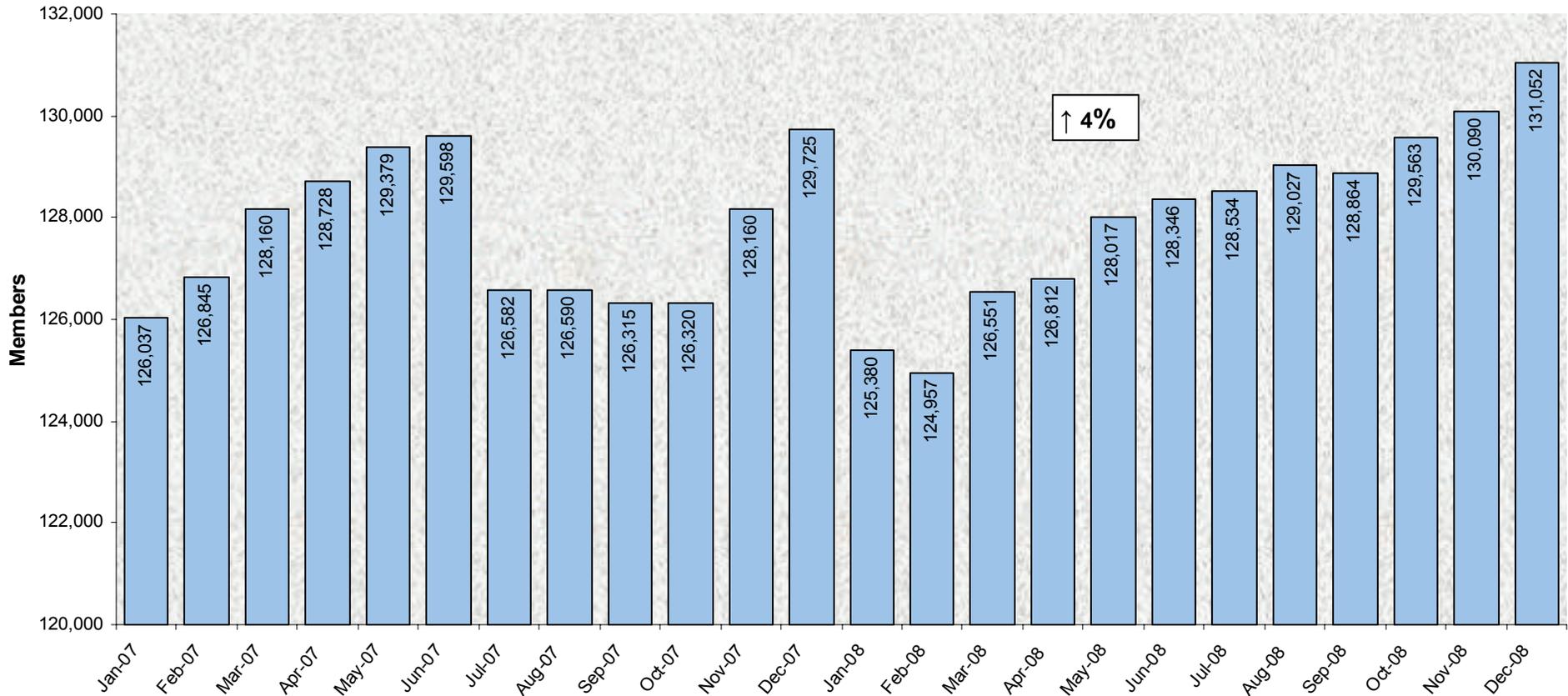
HFP Plan since May 1, 1998

Licensed by DMHC

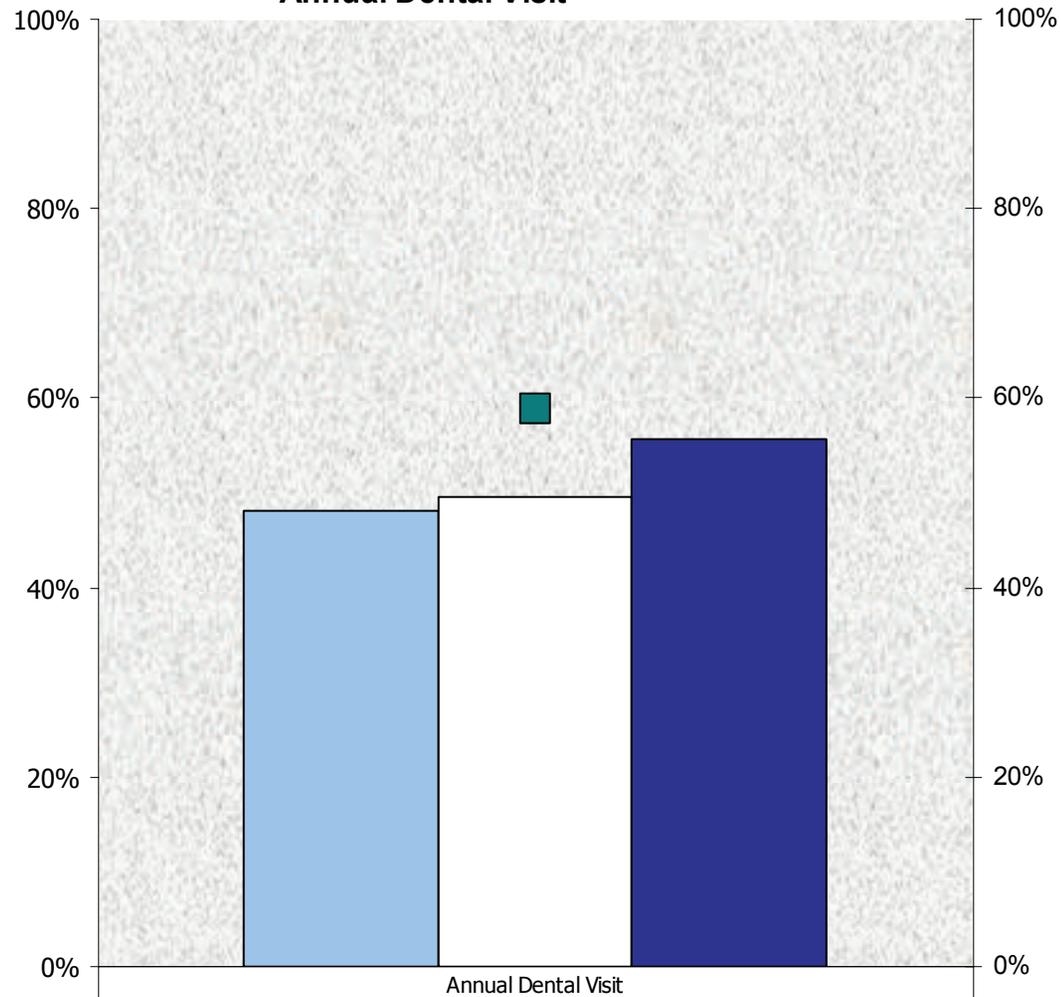
2007/08 Coverage Area

Alameda, Butte, Contra Costa, Fresno, Kern, Los Angeles, Merced, Monterey, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Shasta, Solano, Stanislaus, Sutter, Ventura and Yuba Counties

Access Dental
Enrollment History, January 2007 - December 2008



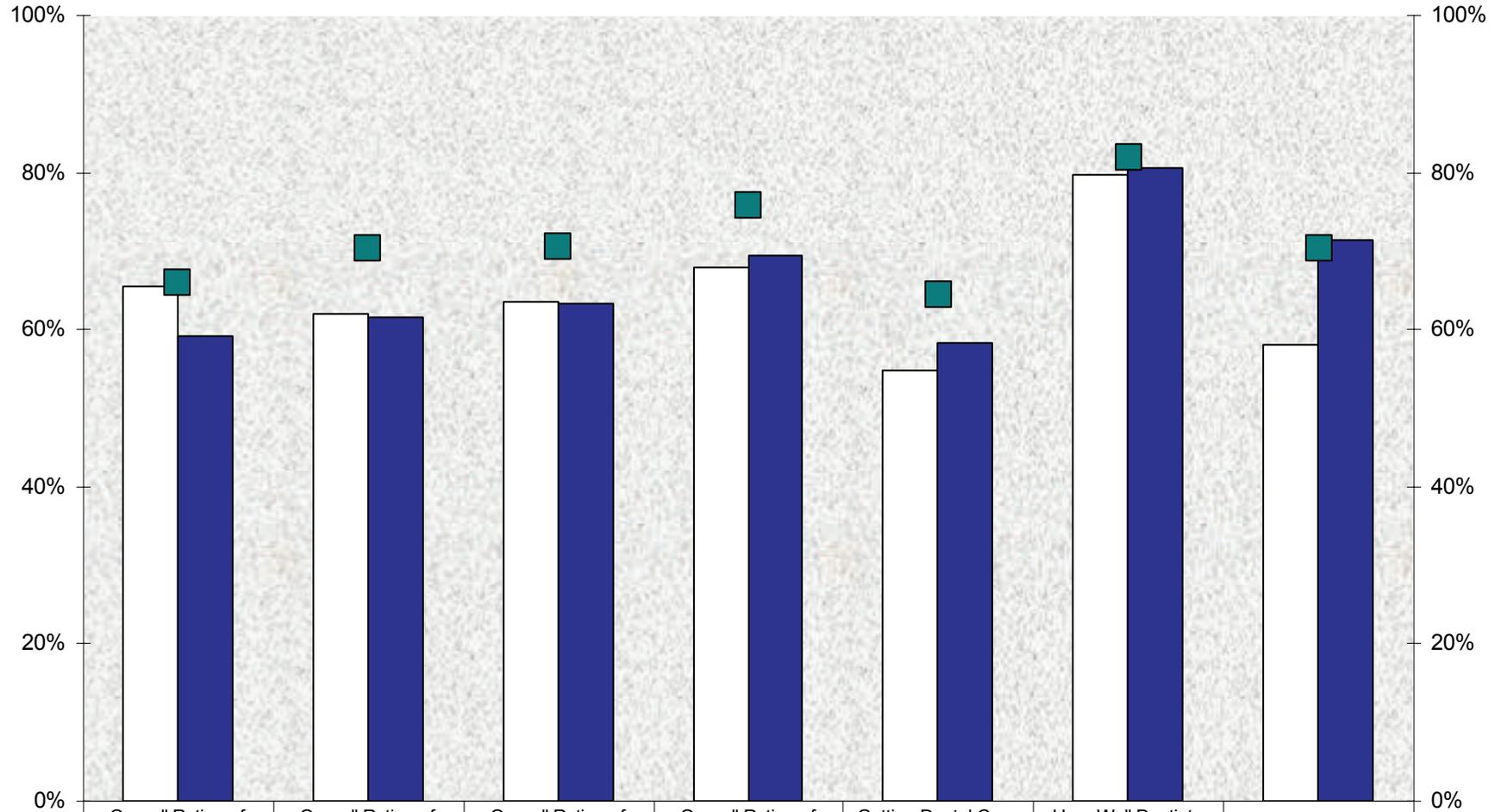
**Access Dental
 Annual Dental Visit**



■ 2005 Plan Score	48%
□ 2006 Plan Score	50%
■ 2007 Plan Score	56%
■ 2007 HFP Weighted Average	59%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

Access Dental
D-CAHPS Scores



□ 2006 Plan Score	65%	62%	64%	68%	55%	80%	58%
■ 2007 Plan Score	59%	62%	63%	69%	58%	81%	71%
■ 2007 HFP Average	66%	70%	70%	76%	64%	82%	70%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Delta Dental has provided dental services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The charts presented on the following pages show enrollment trends for the last 2 years, the HEDIS results for *Annual Dental Visit* for the last 3 years and the D-CAHPS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Score

- ▶ The score for *Annual Dental Visit* increased from 2006.
- ▶ Compared to the program average, the plan's score for *Annual Dental Visit* was significantly above the program average for 2007.

2007 D-CAHPS Scores

- ▶ The *Customer Service* rating improved significantly (10%) from 2006.
- ▶ Compared to the program average, the plan's ratings were generally above the program average for 2007.



Areas for Improvement

2007 D-CAHPS Scores

- ▶ The score for *How Well Dentists Communicate* declined from 2006. However, the plan's score was above the program average for 2007.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 11% in the last 2 years. Enrollment as of December 2008 was 431,142.
- ▶ The medical loss ratio reported by the plan did not meet the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile Delta Dental



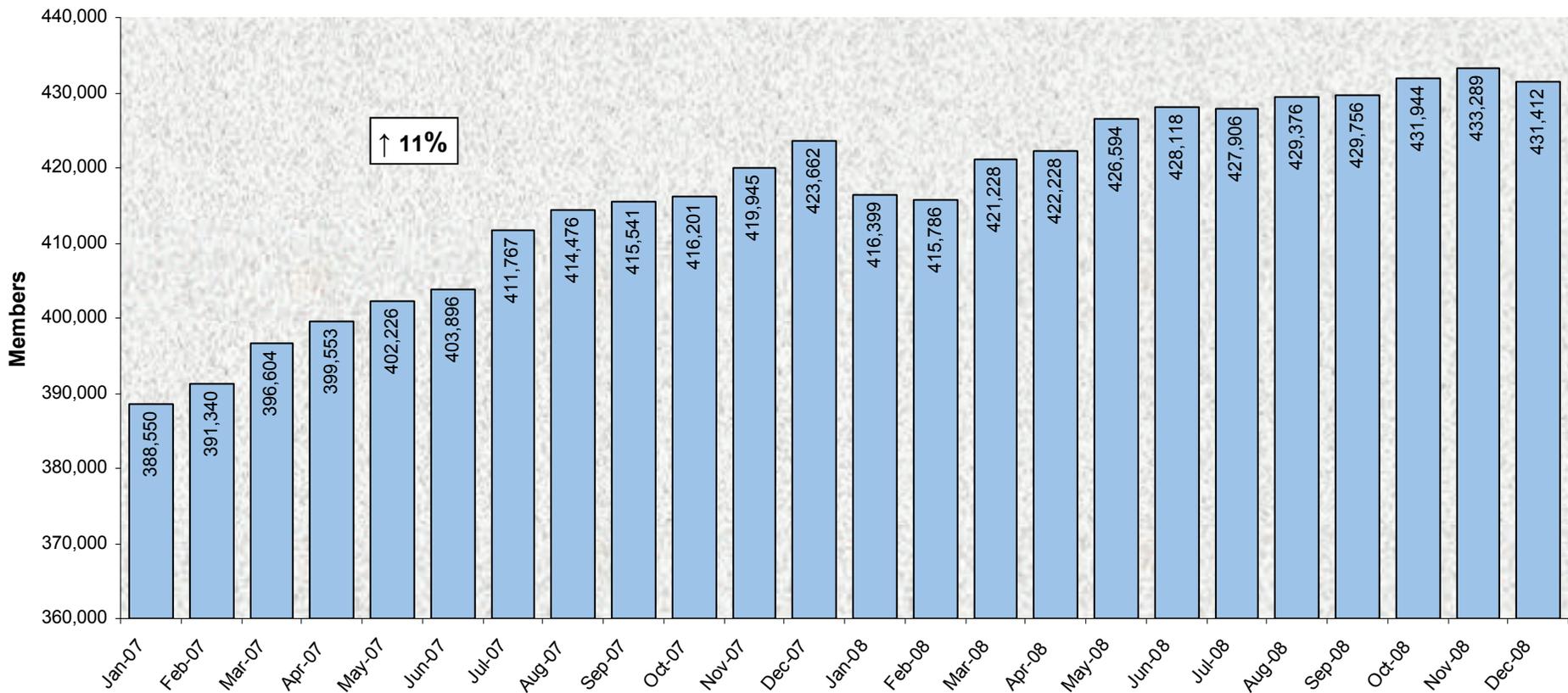
HFP Plan since May 1, 1998

Licensed by DMHC

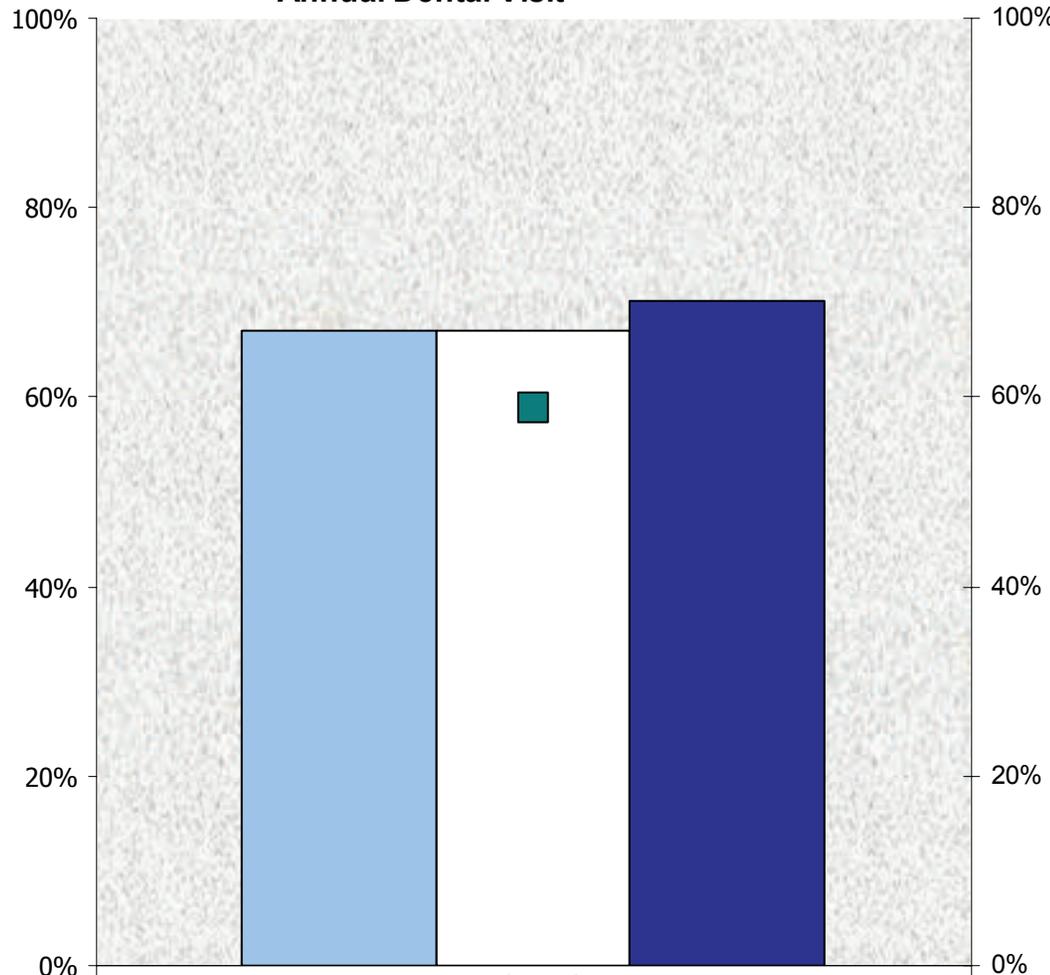
2007/08 Coverage Area

Statewide except for Los Angeles, Orange and Santa Barbara Counties where enrollment has been capped by the plan.

Delta Dental,
Enrollment History, January 2007 - December 2008



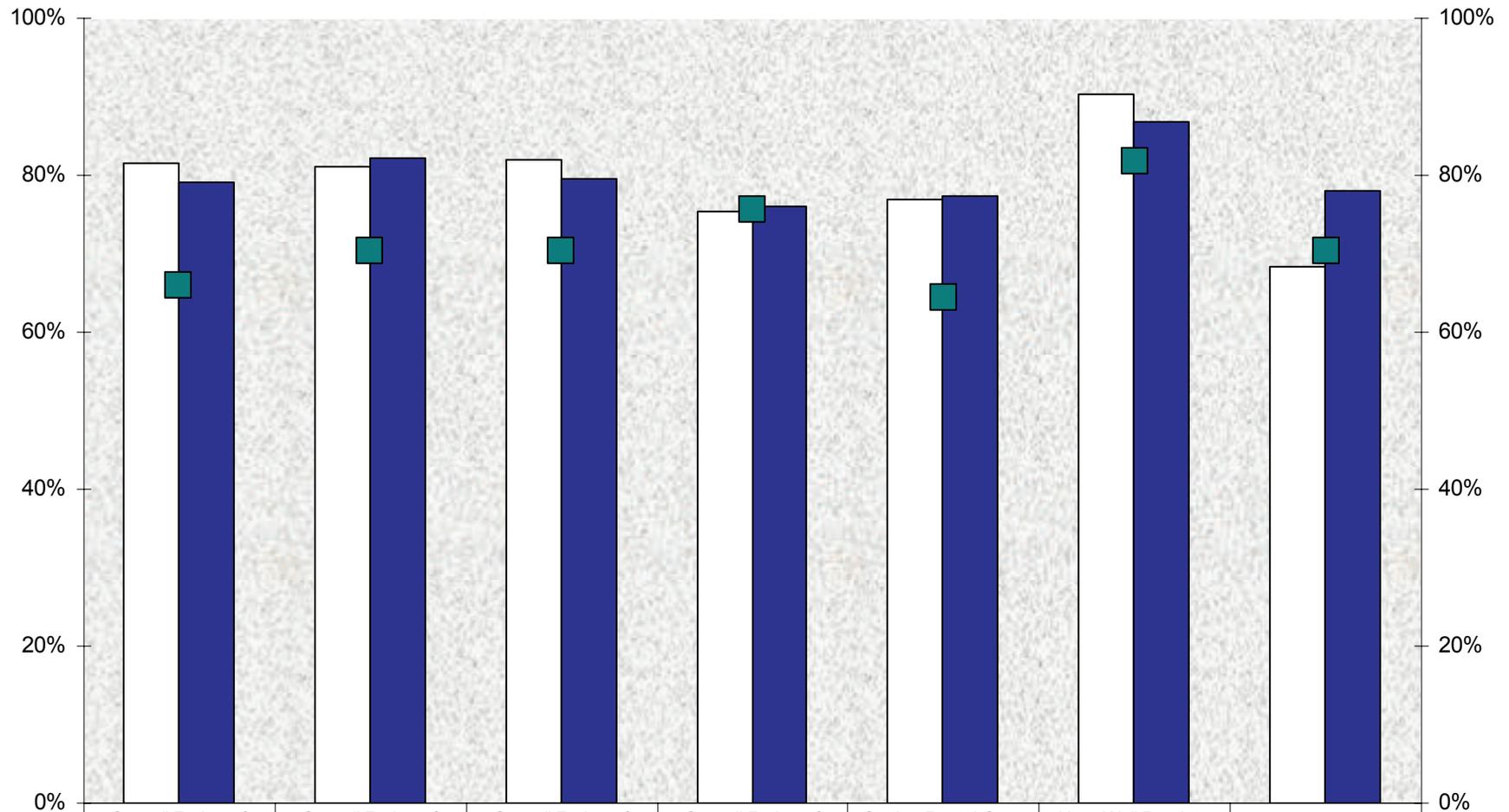
**Delta Dental
Annual Dental Visit**



	Annual Dental Visit
■ 2005 Plan Score	67%
□ 2006 Plan Score	67%
■ 2007 Plan Score	70%
■ 2007 HFP Weighted Average	59%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

Delta Dental
D-CAHPS Scores



	Overall Rating of Dental Plan	Overall Rating of Dental Care	Overall Rating of Dentist	Overall Rating of Dental Specialist	Getting Dental Care Quickly	How Well Dentists Communicate	Customer Service
2006 Plan Score	81%	81%	82%	75%	77%	90%	68%
2007 Plan Score	79%	82%	80%	76%	77%	87%	78%
2007 HFP Average	66%	70%	70%	76%	64%	82%	70%

2006 Plan Score 2007 Plan Score 2007 HFP Average

Health Net Dental has provided dental services to children in the Healthy Families Program (HFP) since 2006 when it purchased Universal Care. The charts presented on the following pages show enrollment trends for the last 2 years, the 2007 HEDIS results for *Annual Dental Visit* and the 2007 D-CAHPS results.

Highlighted below is information regarding enrollment and medical loss ratio and the key areas for improvement.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 60% in the last 2 years. Enrollment as of December 2008 was 73,587.
- ▶ The medical loss ratio reported by the plan did not meet the contracted rate in 2006-07.



Areas for Improvement

2007 HEDIS Score

- ▶ Compared to the program average, the plan's score for *Annual Dental Visit* was far below the program average for 2007.

2007 D-CAHPS Scores

- ▶ Compared to the program average, the plan's ratings were all well below the program average for 2007.

2007 Healthy Families Program Plan Performance Profile

Health Net Dental



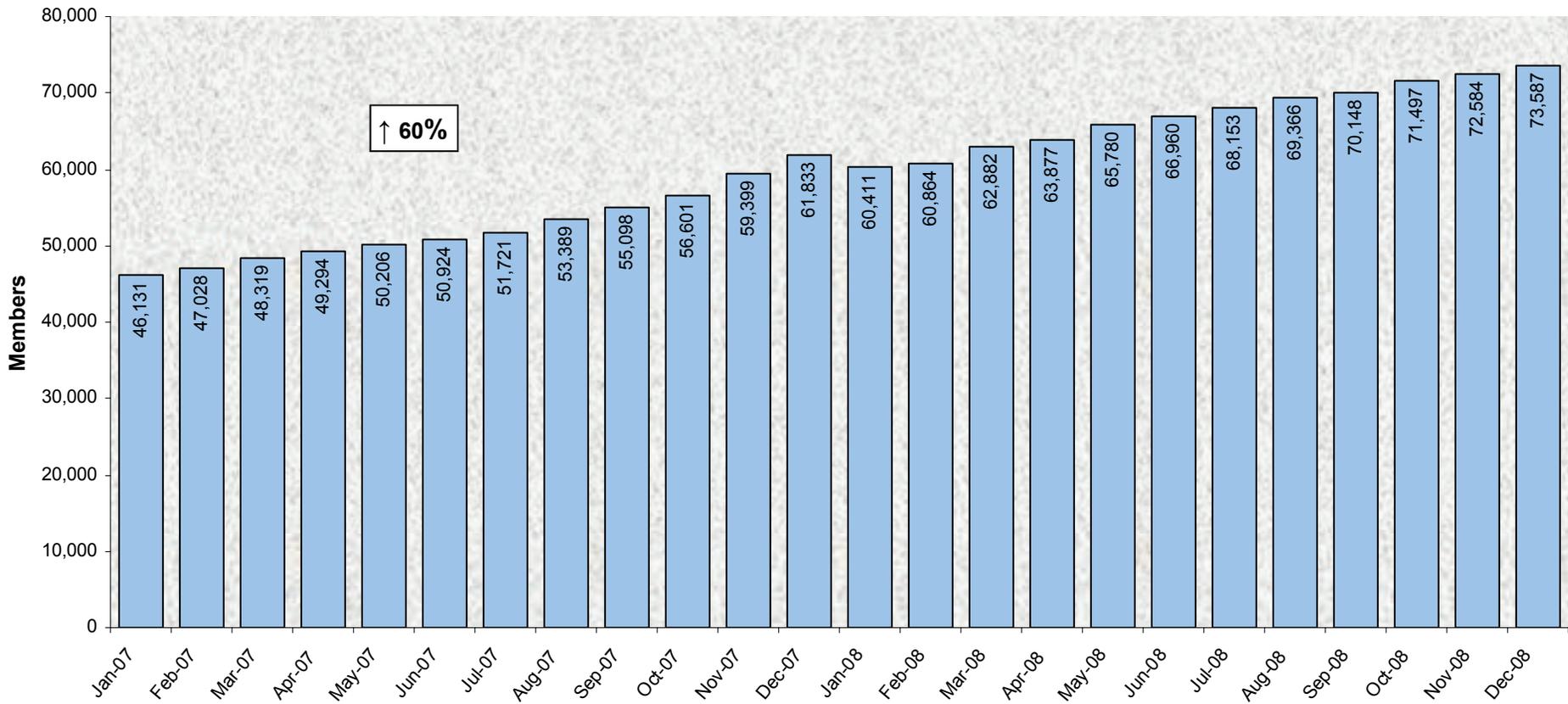
HFP Plan since March 20, 2006

Licensed by DMHC

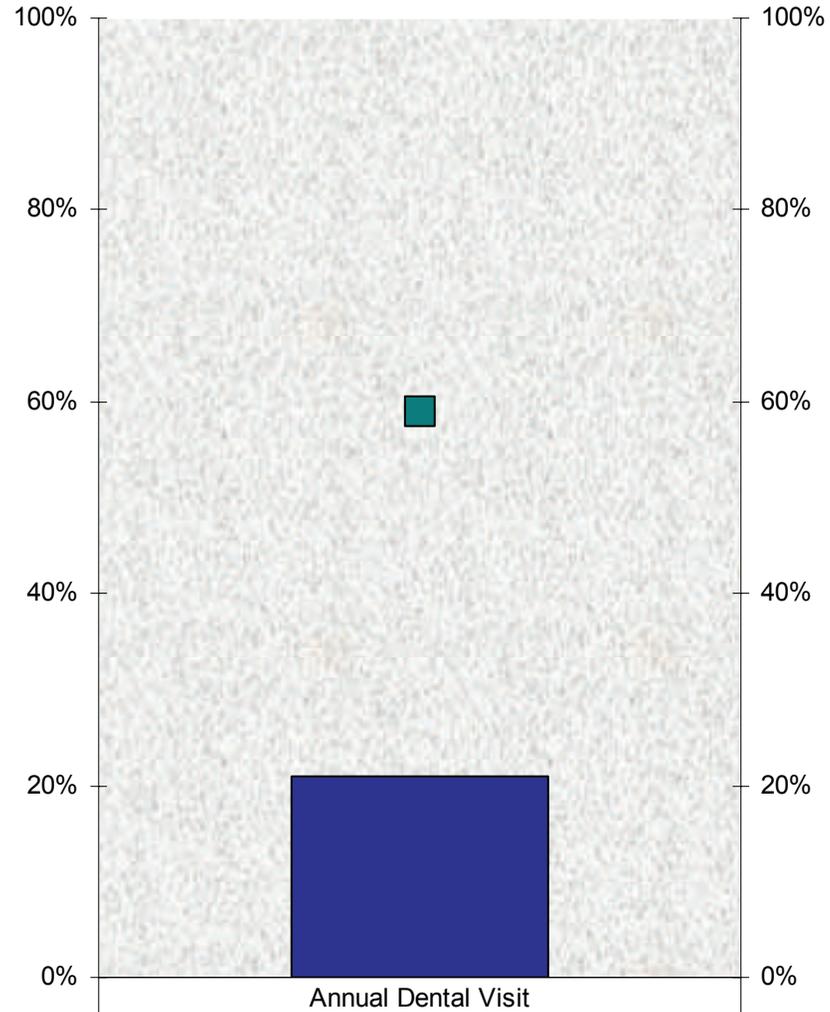
2007/08 Coverage Area

Fresno, Imperial, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, Tulare and Ventura Counties

Health Net Dental,
Enrollment History, January 2007 - December 2008



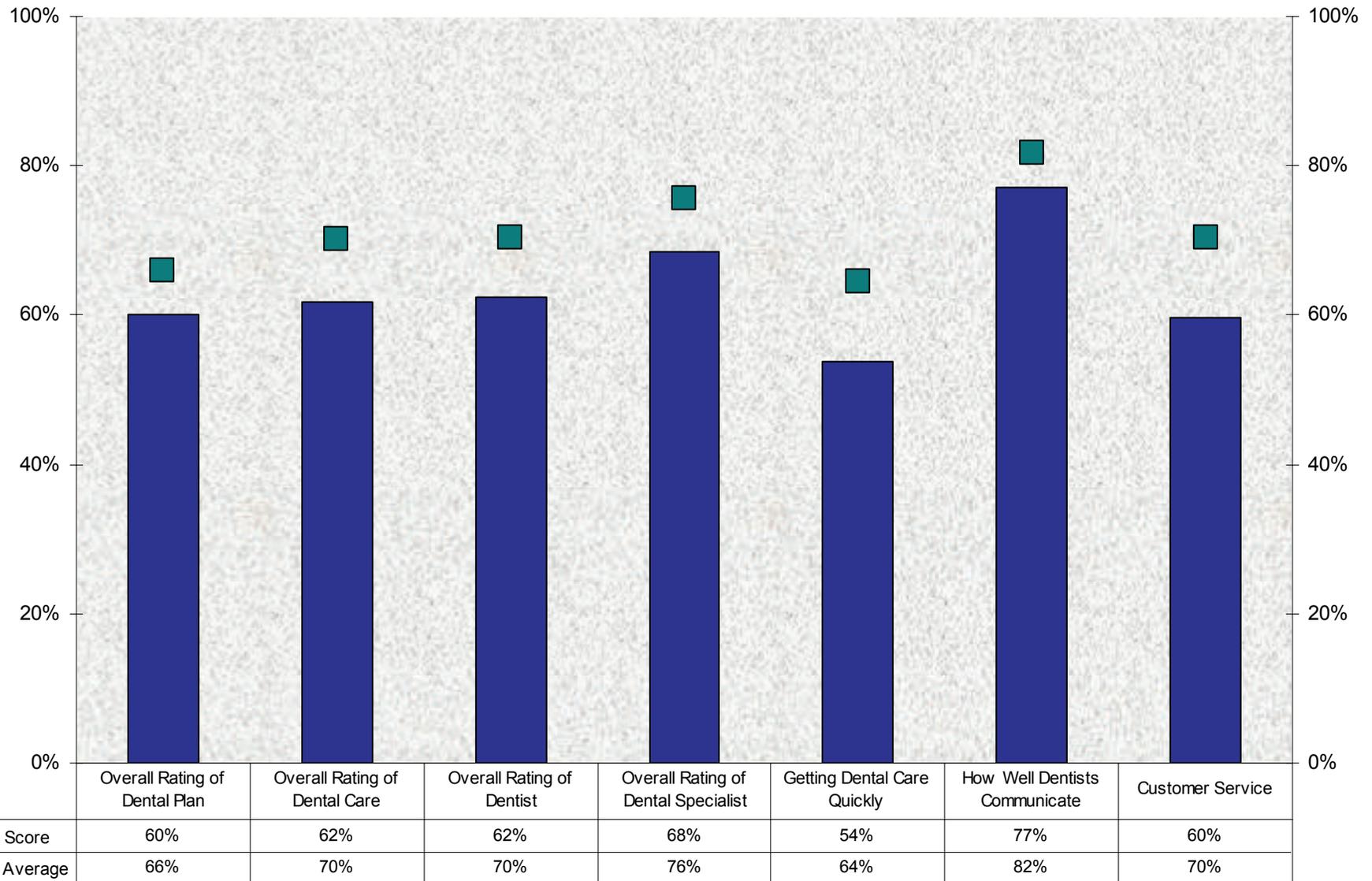
**Health Net Dental
 Annual Dental Visit**



■ 2007 Plan Score	21%
■ 2007 HFP Weighted Average	59%

■ 2007 Plan Score	■ 2007 HFP Weighted Average
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Health Net Dental
D-CAHPS Scores



■ 2007 Plan Score ■ 2007 HFP Average

Premier Access Dental has provided dental services to children in the Healthy Families Program (HFP) since the inception of the Program in 1998. The charts presented on the following pages show enrollment trends for the last 2 years, the HEDIS results for *Annual Dental Visit* for the last 3 years and the D-CAHPS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 HEDIS Score

- ▶ Compared to the program average, the plan's score for *Annual Dental Visit* was significantly above (10%) the program average for 2007.

2007 D-CAHPS Scores

- ▶ Four ratings improved from 2006:
 - ◇ *Overall Rating of Dental Care*
 - ◇ *Overall Rating of Dentist*
 - ◇ *Getting Dental Care Quickly*
 - ◇ *Customer Service*
- ▶ Compared to the program average, the plan's ratings were all well above the program average for 2007.
- ▶ The *Customer Service* rating improved significantly (15%) from 2006.



Areas for Improvement

2007 D-CAHPS Scores

- ▶ The *Overall Rating of Dental Plan* score declined from 2006.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 33% in the last 2 years. Enrollment as of December 2008 was 28,179.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile

Premier Access Dental

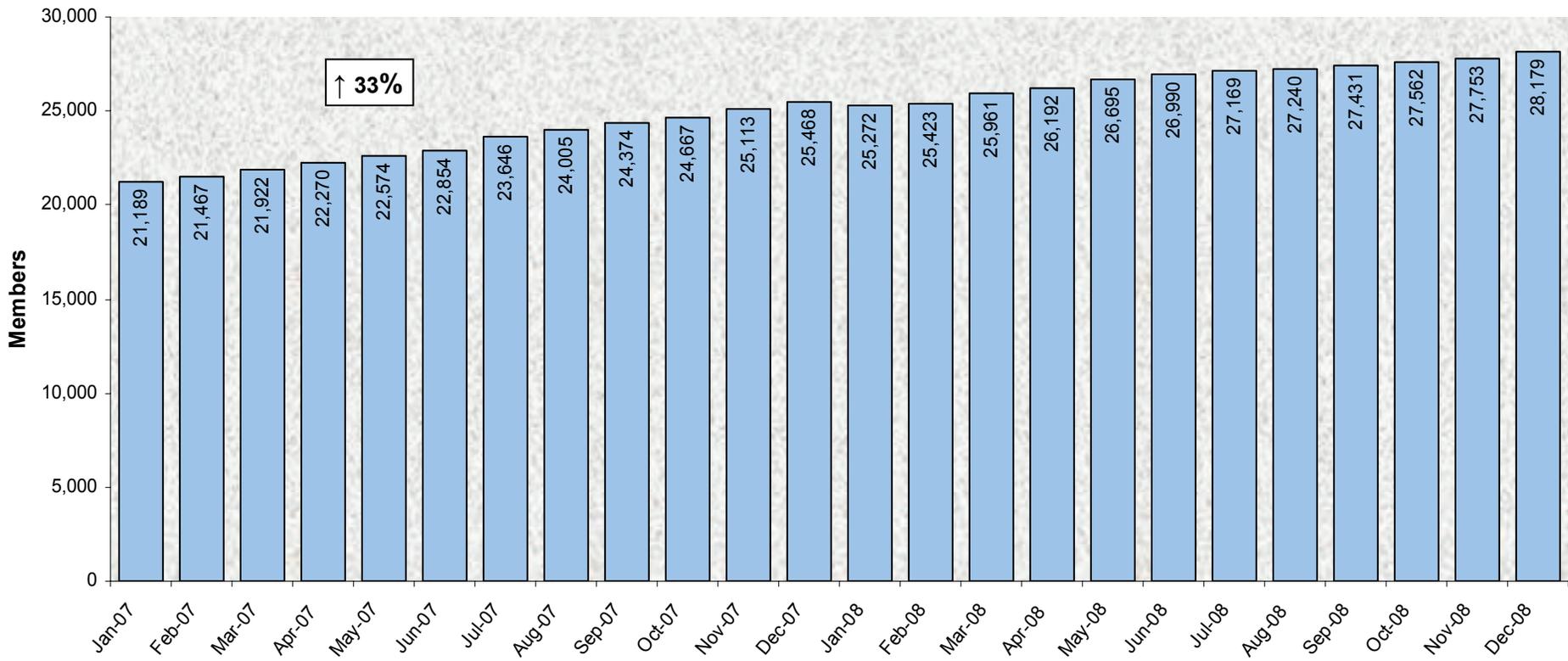


HFP Plan since May 1, 1998 Licensed by CDI

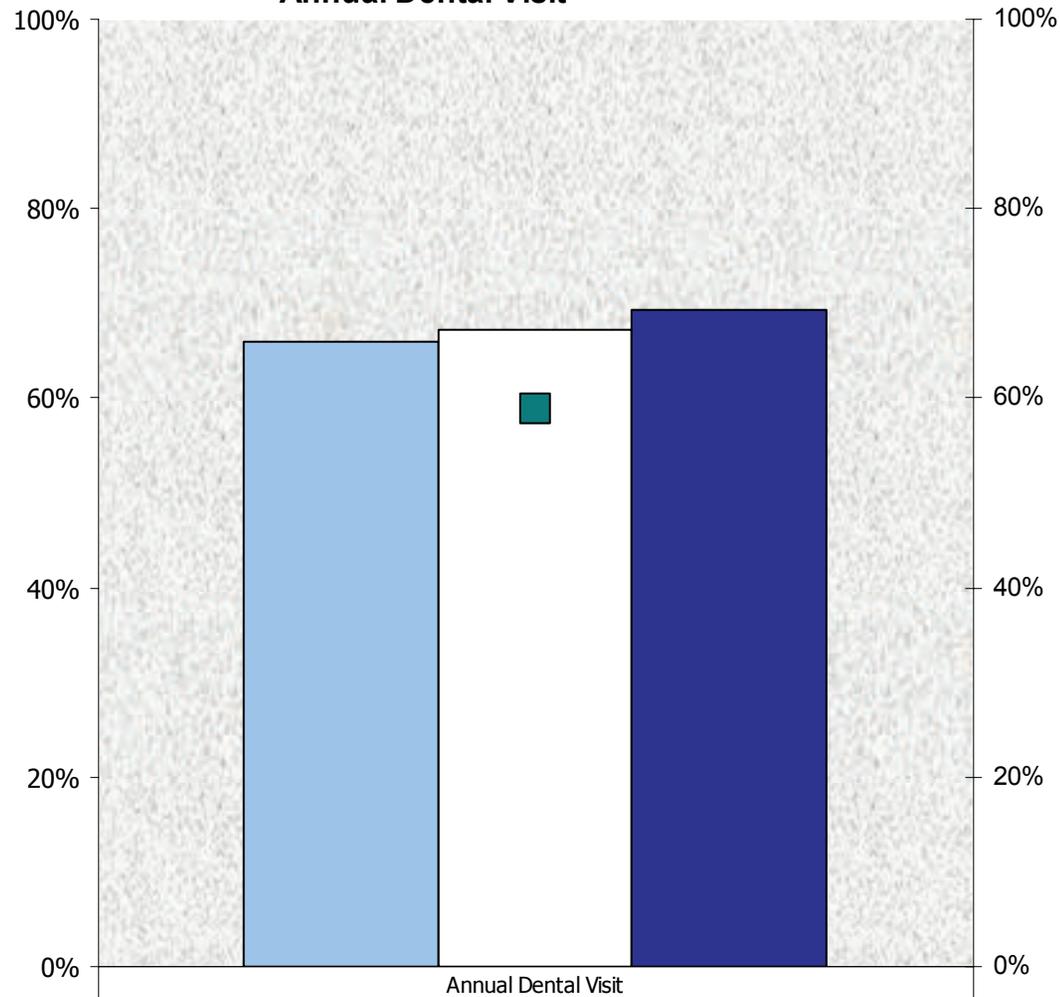
2007/08 Coverage Area

Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Modoc, Mono, Monterey, Napa, Nevada, Placer, Plumas, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Shasta, Sierra, Siskiyou, Sonoma, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo and Yuba Counties

Premier Access Dental
Enrollment History, January 2007 - December 2008



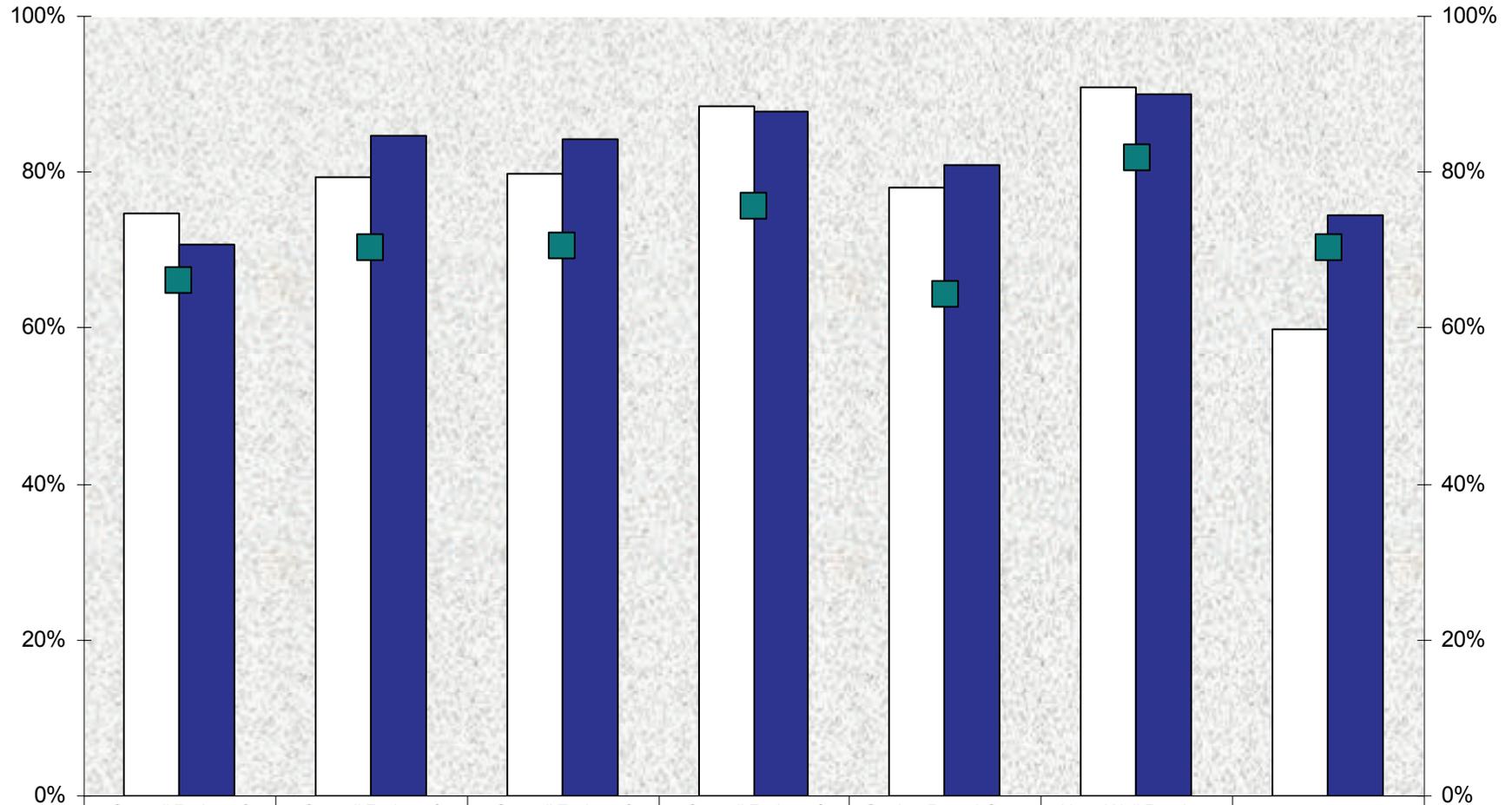
Premier Access Dental
Annual Dental Visit



	Annual Dental Visit
■ 2005 Plan Score	66%
□ 2006 Plan Score	67%
■ 2007 Plan Score	69%
■ 2007 HFP Weighted Average	59%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

Premier Access Dental
D-CAHPS Scores



	Overall Rating of Dental Plan	Overall Rating of Dental Care	Overall Rating of Dentist	Overall Rating of Dental Specialist	Getting Dental Care Quickly	How Well Dentists Communicate	Customer Service
2006 Plan Score	75%	79%	80%	89%	78%	91%	60%
2007 Plan Score	71%	85%	84%	88%	81%	90%	75%
2007 HFP Average	66%	70%	70%	76%	64%	82%	70%

2006 Plan Score 2007 Plan Score 2007 HFP Average

SafeGuard Dental has provided dental services to children in the Healthy Families Program (HFP) since 2004. The charts presented on the following pages shows enrollment trends for the last 2 years, the HEDIS results for *Annual Dental Visit* for the last 3 years and the D-CAHPS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 D-CAHPS Scores

- ▶ Two ratings improved from 2006:
 - ◇ *Overall Rating of Dentist*
 - ◇ *Customer Service*



Areas for Improvement

2007 HEDIS Score

- ▶ The score for *Annual Dental Visit* decreased from 2006 and was below the program average for 2007.

2007 D-CAHPS Scores

- ▶ Compared to the program average, the plan's ratings were at or below the program average for 2007, except *Overall Rating of Dental Specialist*.



Enrollment and Medical Loss Ratio

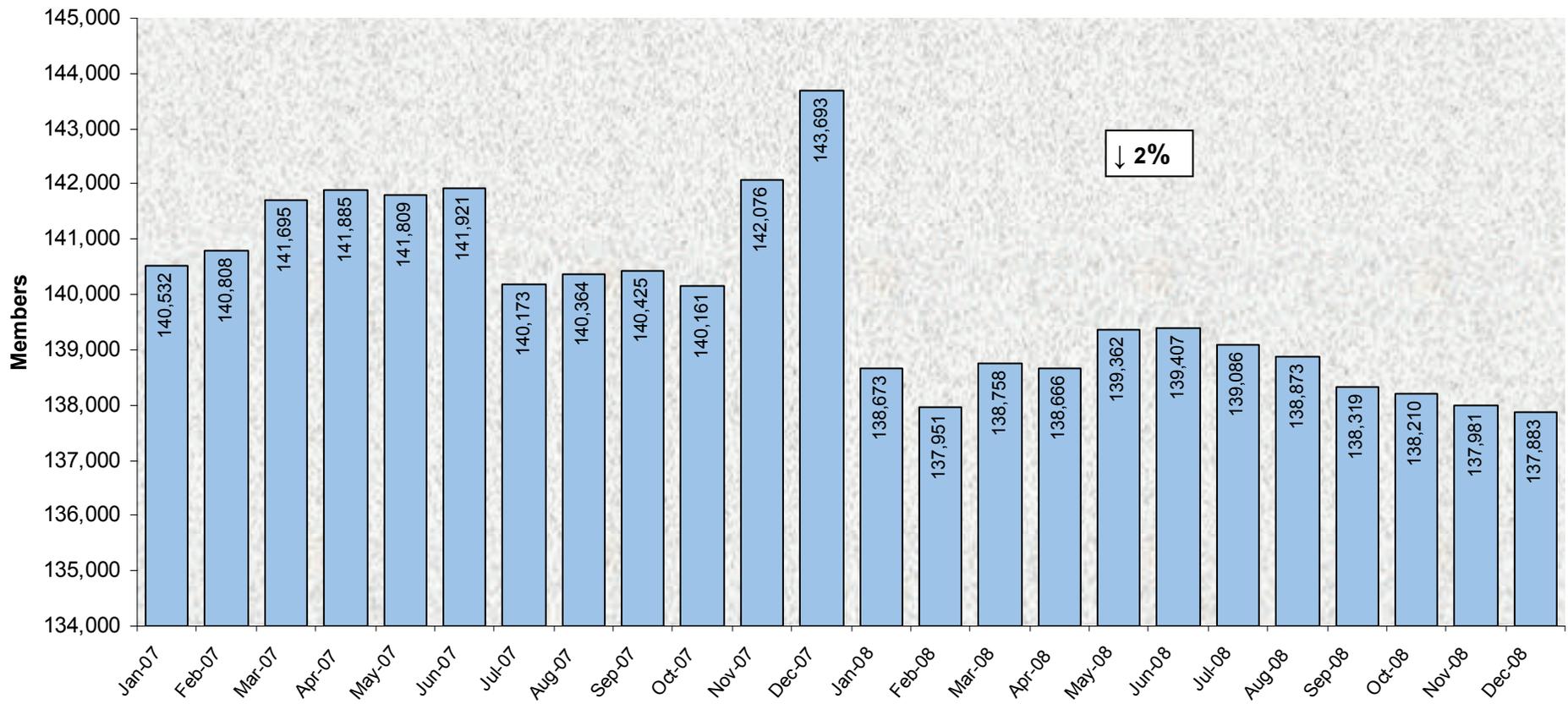
- ▶ Enrollment decreased by 2% in the last 2 years. Enrollment as of December 2008 was 137,883.
- ▶ The medical loss ratio reported by the plan met the contracted rate in 2006-07.

2007 Healthy Families Program Plan Performance Profile
SafeGuard Dental

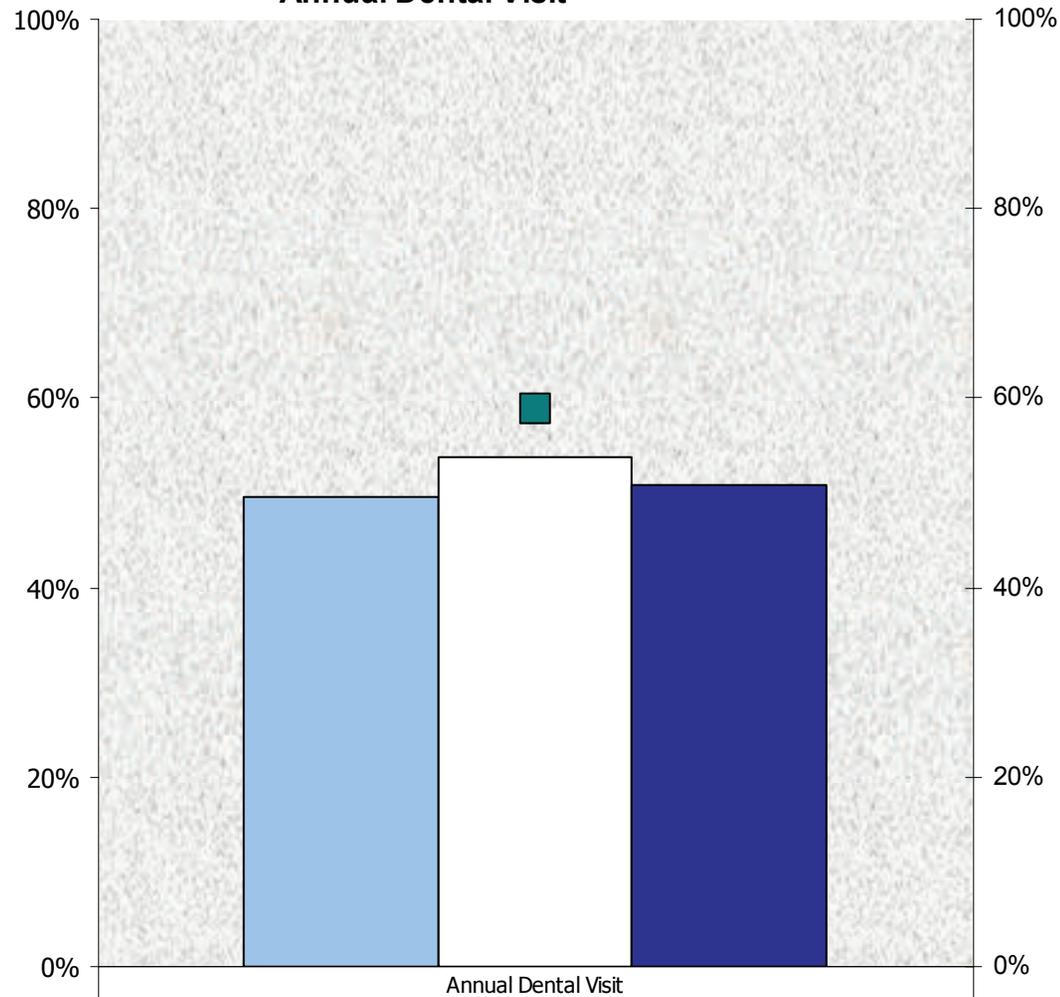


HFP Plan since April 1, 2004	Licensed by DMHC
2007/08 Coverage Area	
Alameda, Contra Costa, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Mateo, Santa Barbara, Santa Clara and Ventura Counties	

SafeGuard Dental
Enrollment History, January 2007 - December 2008



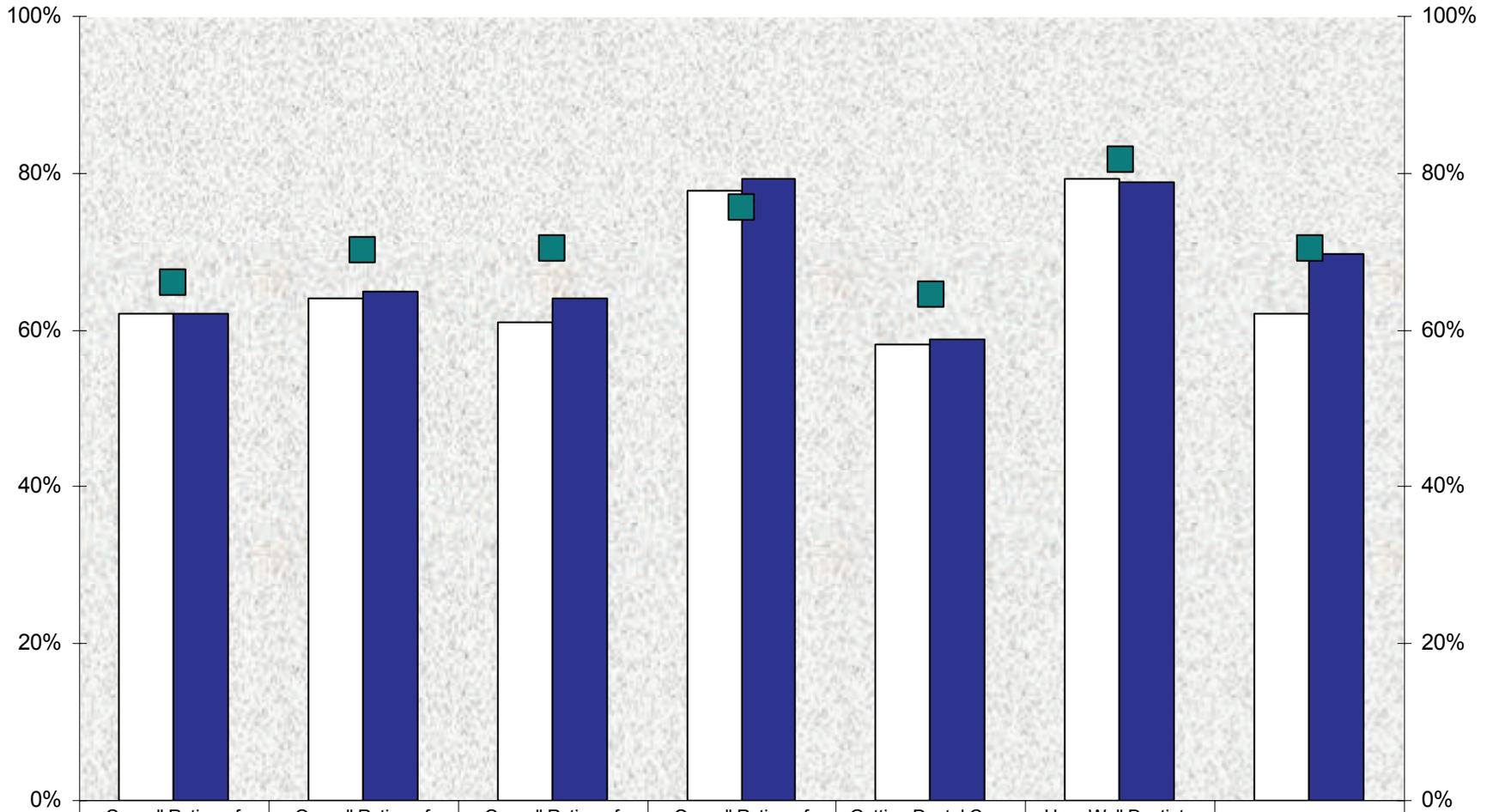
**SafeGuard Dental
 Annual Dental Visit**



■ 2005 Plan Score	50%
□ 2006 Plan Score	54%
■ 2007 Plan Score	51%
■ 2007 HFP Weighted Average	59%

■ 2005 Plan Score □ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

SafeGuard Dental
D-CAHPS Scores



	Overall Rating of Dental Plan	Overall Rating of Dental Care	Overall Rating of Dentist	Overall Rating of Dental Specialist	Getting Dental Care Quickly	How Well Dentists Communicate	Customer Service
□ 2006 Plan Score	62%	64%	61%	78%	58%	79%	62%
■ 2007 Plan Score	62%	65%	64%	79%	59%	79%	70%
■ 2007 HFP Average	66%	70%	70%	76%	64%	82%	70%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

Western Dental has provided dental services to children in the Healthy Families Program (HFP) since 2005. The charts presented on the following pages shows enrollment trends for the last 2 years, the HEDIS results for *Annual Dental Visit* for the last 2 years and the D-CAHPS results for the last 2 surveys.

Highlighted below are the key areas of achievement, areas for improvement and information regarding enrollment and medical loss ratio.



Areas of Achievement

2007 D-CAHPS Scores

- ▶ Four ratings improved from 2006:
 - ◇ *Overall Rating of Dental Plan*
 - ◇ *Overall Rating of Dental Care*
 - ◇ *Getting Dental Care Quickly*
 - ◇ *Customer Service*
- ▶ The *Customer Service Rating* improved significantly (16%) from 2006.



Areas for Improvement

2007 HEDIS Score

- ▶ The score for *Annual Dental Visit* increased from 2006. However, the plan's score was far below the program average for 2007.

2007 D-CAHPS Scores

- ▶ The *Overall Rating of Dental Specialist* score declined from 2006.
- ▶ Compared to the program average, the plan's ratings were at or below the program average for 2007.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 59% in the last 2 years. Enrollment as of December 2008 was 93,326.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile Western Dental



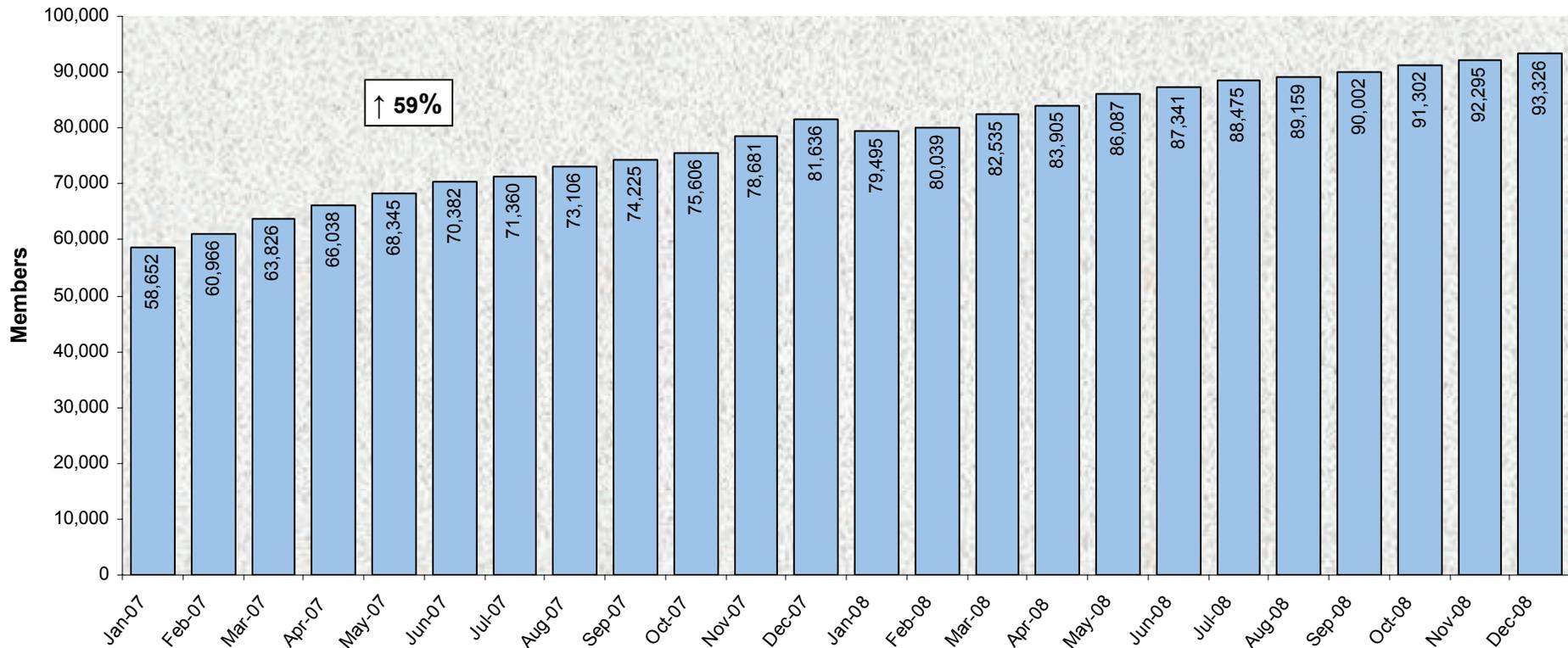
HFP Plan since May 1, 2005

Licensed by DMHC

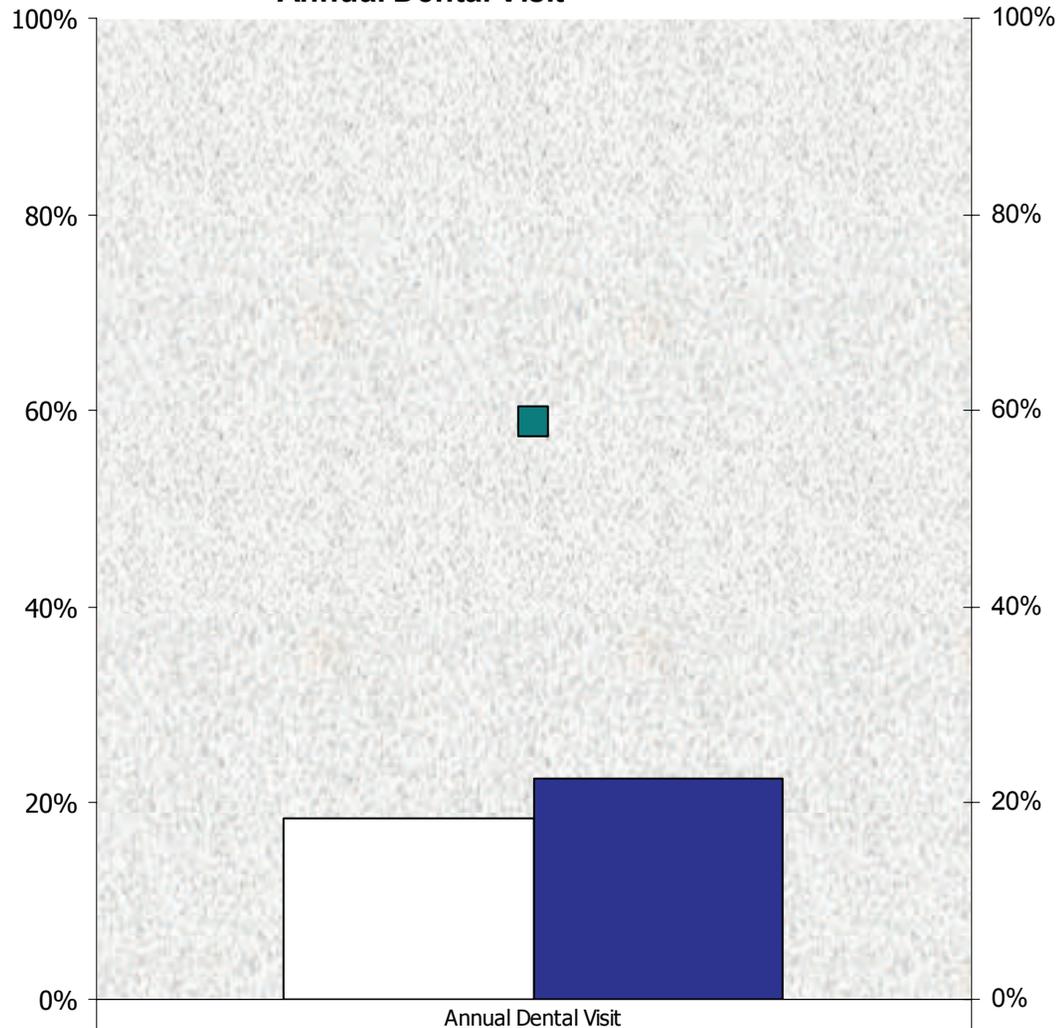
2007/08 Coverage Area

Alameda, Butte, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Marin, Merced, Monterey, Orange, Riverside, Sacramento, San Benito, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Solano, Sonoma, Stanislaus, Sutter, Tulare and Ventura Counties

**Western Dental
Enrollment History, January 2007 - December 2008**



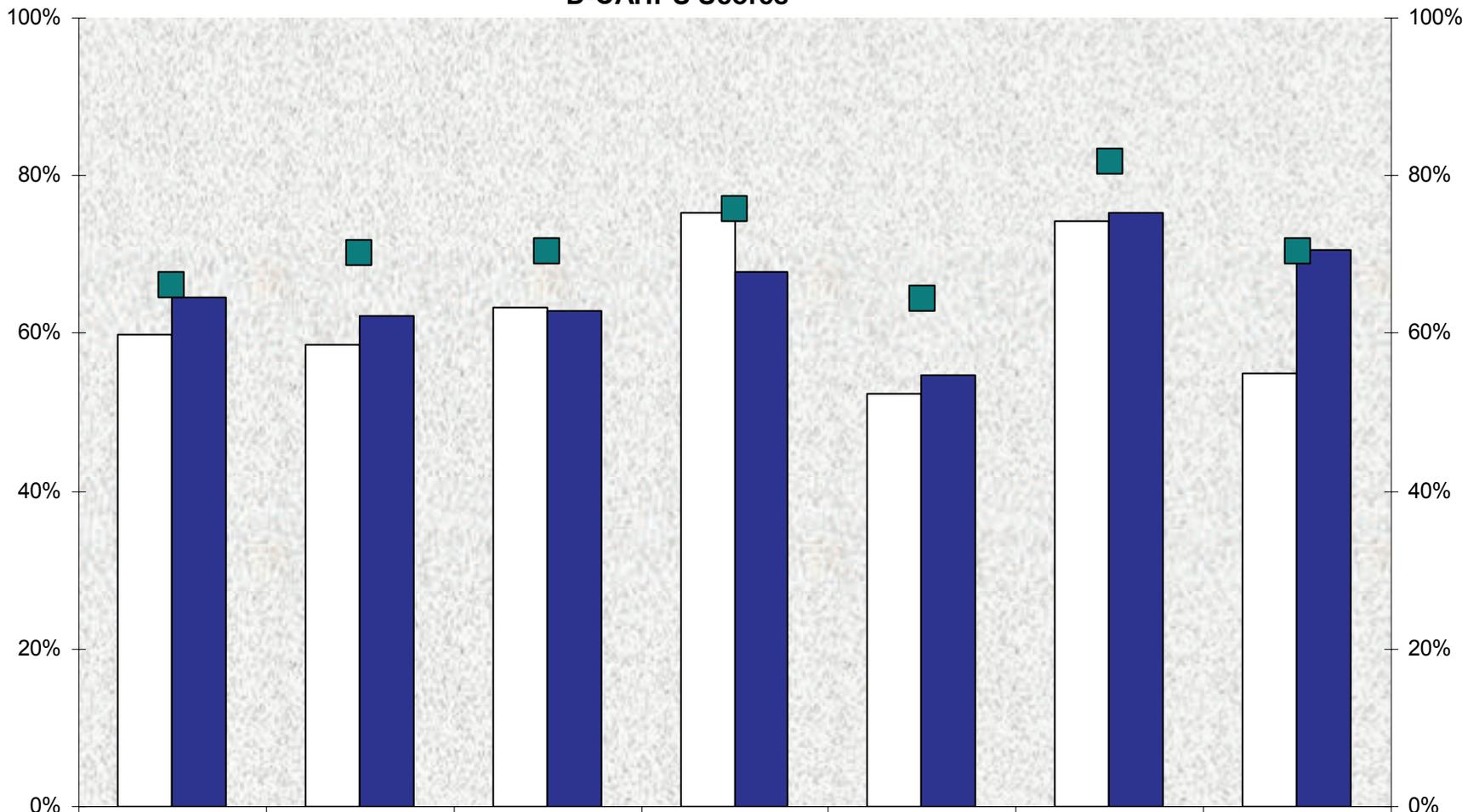
Western Dental
Annual Dental Visit



□ 2006 Plan Score	18%
■ 2007 Plan Score	23%
■ 2007 HFP Weighted Average	59%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Weighted Average

Western Dental
D-CAHPS Scores



	Overall Rating of Dental Plan	Overall Rating of Dental Care	Overall Rating of Dentist	Overall Rating of Dental Specialist	Getting Dental Care Quickly	How Well Dentists Communicate	Customer Service
2006 Plan Score	60%	58%	63%	75%	52%	74%	55%
2007 Plan Score	64%	62%	63%	68%	55%	75%	71%
2007 HFP Average	66%	70%	70%	76%	64%	82%	70%

□ 2006 Plan Score ■ 2007 Plan Score ■ 2007 HFP Average

EyeMed Vision Care has provided vision services to children in the Healthy Families Program (HFP) since 2005. The charts presented on the following pages shows enrollment trends for the last 2 years and the Open Enrollment Customer Satisfaction Survey results for 2007.

Presented below is information regarding enrollment and medical loss ratio.



Enrollment and Medical Loss Ratio

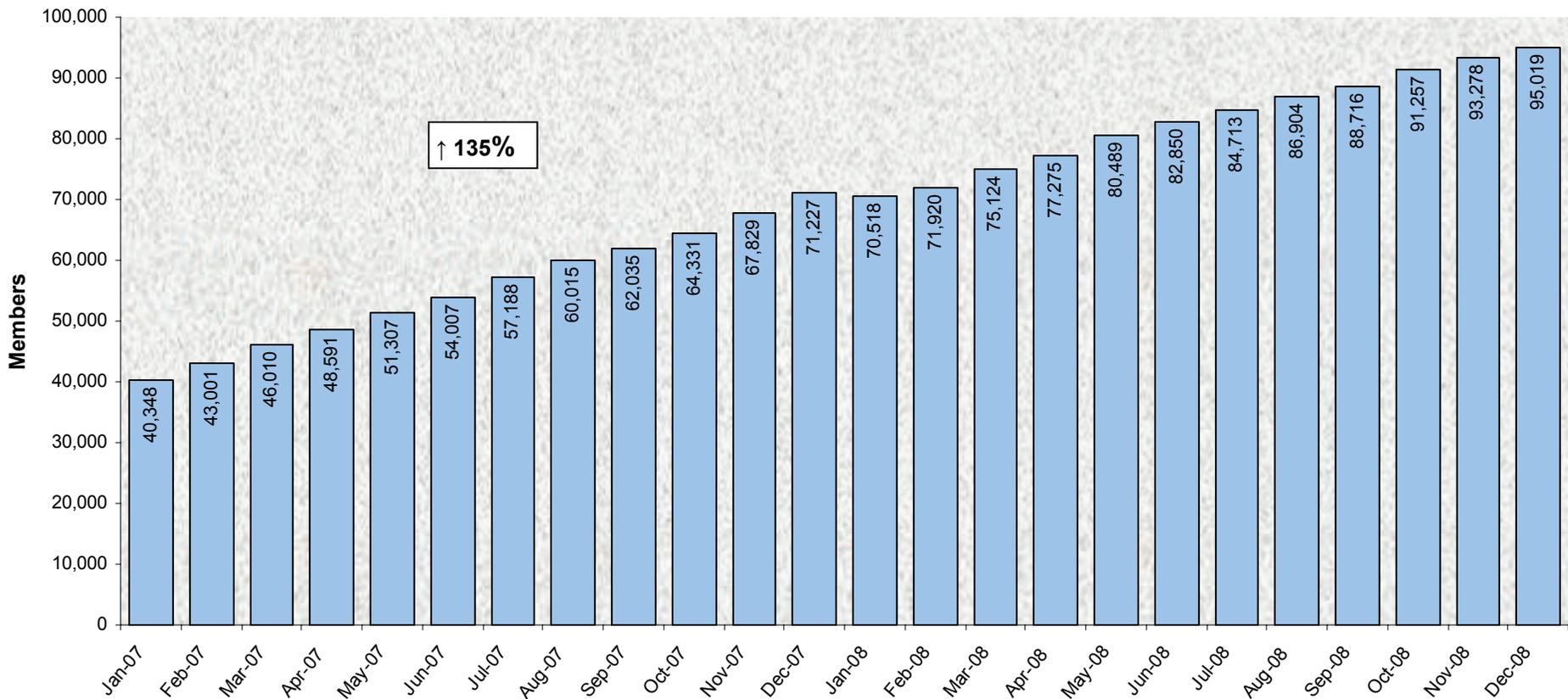
- ▶ Enrollment increased by 135% in the last 2 years. Enrollment as of December 2008 was 95,019.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile
 EyeMed Vision Care



HFP Plan since May 1, 2005	Licensed by CDI
2007/08 Coverage Area	
Statewide - Partial coverage in Glenn, Inyo, Lassen, Modoc, Mono, Plumas, Sierra, Siskiyou and Trinity Counties; Full coverage in all other counties.	

**EyeMed Vision Care
 Enrollment History, January 2007 - December 2008**



Open Enrollment Customer Satisfaction Survey Results

Question 3 “How Satisfied are you with the level of service you have received from your Vision Plan?” (Scale of 1—5, 1 being “Not At All “ satisfied and 5 being “Extremely” satisfied			
2006		2007	
Number of Responses	Average Score	Number of Responses	Average Score
80	3.0	77	2.9

Top 5 Reasons Subscribers Changed From EyeMed Vision Care in 2007	
1.	Problem getting an optometrist I’m happy with
2.	Not satisfied with vision care received
3.	Appointments to see the optometrist have to be made too long in advance
4.	Optometrists office is too far away
5.	Problem getting care that I or my optometrist believed necessary

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SafeGuard Vision has provided vision services to children in the Healthy Families Program (HFP) since 2005. The charts presented on the following pages shows enrollment trends for the last 2 years and the Open Enrollment Customer Satisfaction Survey results for 2007.

Presented below is information regarding enrollment and medical loss ratio.



Enrollment and Medical Loss Ratio

- ▶ Enrollment increased by 122% in the last 2 years. Enrollment as of December 2008 was 83,757.
- ▶ The medical loss ratio as reported by the plan did not meet the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile

SafeGuard Vision



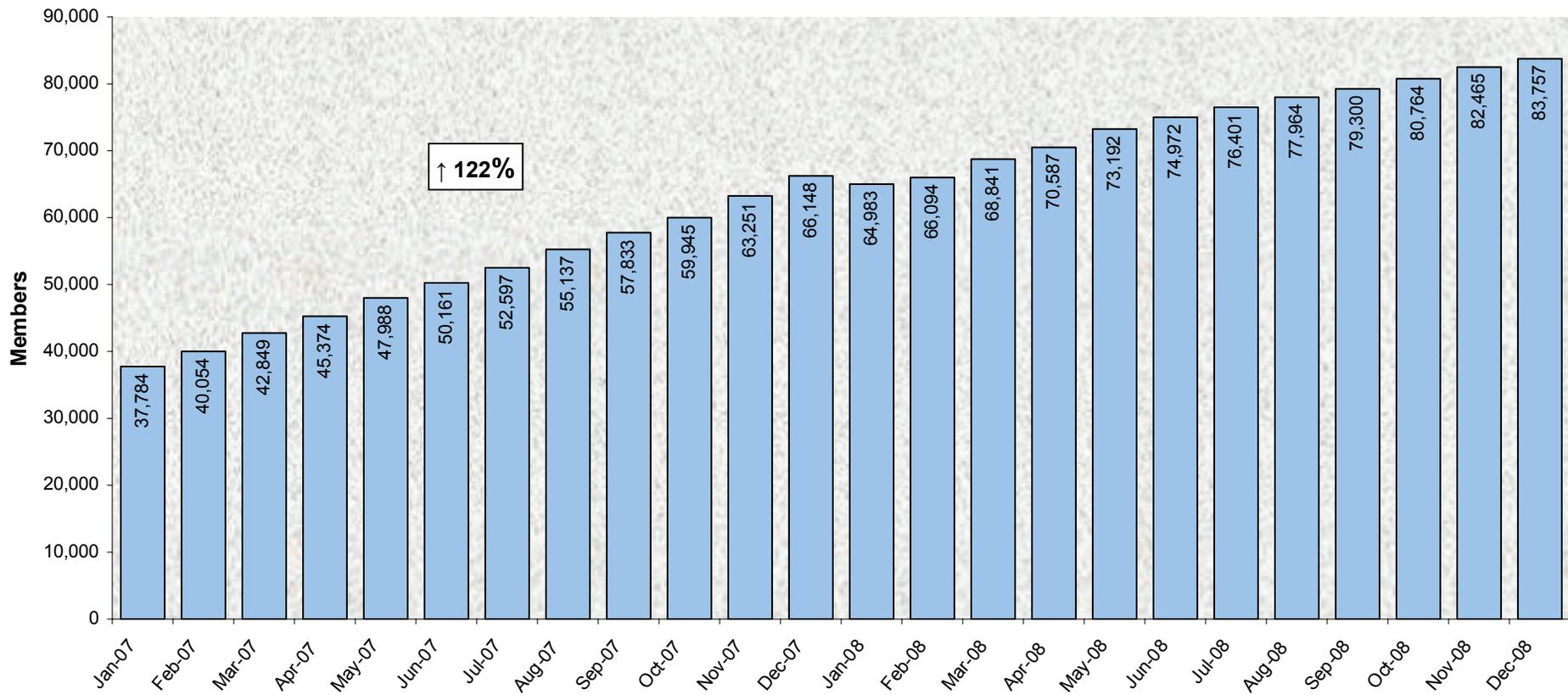
HFP Plan since May 1, 2005

Licensed by CDI

2007/08 Coverage Area

No coverage in Inyo, Lassen, Modoc, Mono, Plumas, Sierra and Siskiyou counties. Partial coverage in Colusa, El Dorado, Fresno, Glenn, Humboldt, Imperial, Kern, Kings, Lake, Mariposa, Mendocino, Monterey, Nevada, Placer, Riverside, San Benito, San Bernardino, Shasta, Tehama, Trinity, and Tuolumne counties. Full coverage in all other counties.

SafeGuard Vision Enrollment History, January 2007 - December 2008



Open Enrollment Customer Satisfaction Survey Results

Question 3 “How Satisfied are you with the level of service you have received from your Vision Plan?” (Scale of 1—5, 1 being “Not At All “ satisfied and 5 being “Extremely” satisfied			
2006		2007	
Number of Responses	Average Score	Number of Responses	Average Score
116	2.8	64	2.9

Top 5 Reasons Subscribers Changed From SafeGuard Vision in 2007	
1.	Problem getting an optometrist I’m happy with
2.	Not satisfied with vision care received
3.	Optometrists office is too far away
4.	Appointments to see the optometrist have to be made too long in advance
5.	Problem getting care that I or my optometrist believed necessary

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2007 Healthy Families Program Plan Performance Profile Vision Service Plan (VSP)



Vision Service Plan (VSP) has provided vision services to children in the Healthy Families Program (HFP) since the inception of the program in 1998. The charts presented on the following pages shows enrollment trends for the last 2 years and the Open Enrollment Customer Satisfaction Survey results for 2007.

Presented below is information regarding enrollment and medical loss ratio.



Enrollment and Medical Loss Ratio

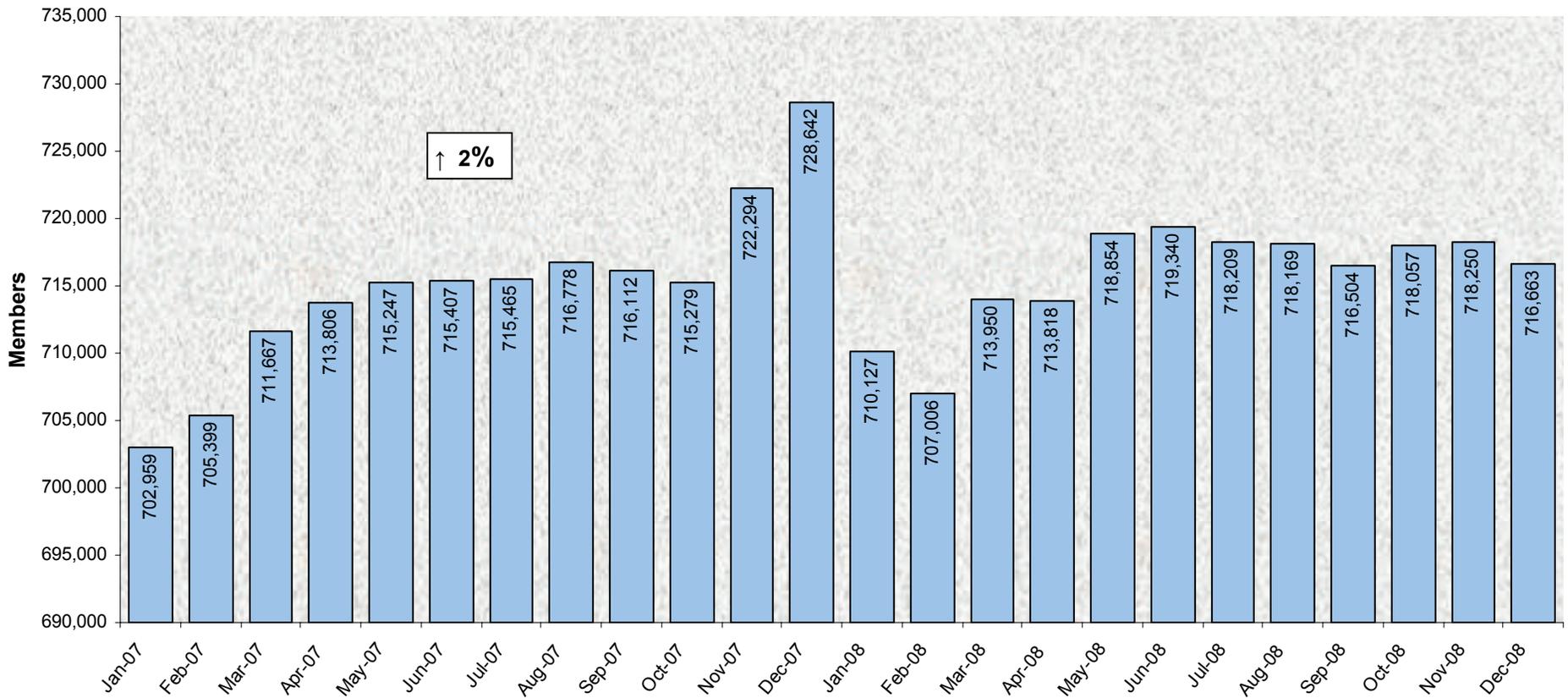
- ▶ Enrollment increased by 2% in the last 2 years. Enrollment as of December 2008 was 716,663.
- ▶ The medical loss ratio as reported by the plan met the contracted rate for 2006-07.

2007 Healthy Families Program Plan Performance Profile Vision Service Plan (VSP)



HFP Plan since May 1, 1998	Licensed by DMHC
2007/08 Coverage Area	
Statewide	

VSP
Enrollment History, January 2007 - December 2008



Open Enrollment Customer Satisfaction Survey Results

Question 3 “How Satisfied are you with the level of service you have received from your Vision Plan?” (Scale of 1—5, 1 being “Not At All “ satisfied and 5 being “Extremely” satisfied			
2006		2007	
Number of Responses	Average Score	Number of Responses	Average Score
1832	3.3	233	3.1

Top 5 Reasons Subscribers Changed From Vision Service Plan (VSP) in 2007	
1.	Problem getting an optometrist I’m happy with
2.	Appointments to see the optometrist have to be made too long in advance
3.	Not satisfied with vision care received
4.	Optometrists office is too far away
5.	Problem getting care that I or my optometrist believed necessary
5.	Not being able to see an optometrist when the need is urgent