From:	Kimberly.Oberg@kp.org
To:	COHBE Board; John Barela; Jessica Dunbar; Lindy Hinman
Cc:	mreece@colohealthplans.org; Harriet@jcmh.org; Jean.L.Barker@nsmtp.kp.org; Amy.M.Edinger@nsmtp.kp.org; Jacob.W.Wager@nsmtp.kp.org
Subject:	IMMEDIATE: KP"s Submission of Quality Metric Options for Display on the Web Shopping Page for COHBE (Board Decision)
Date:	Wednesday, October 03, 2012 3:37:04 PM

COHBE Staff:

As requested, please accept the following as Kaiser Permanente's submission of potential options (for Board consideration) relative to quality metrics:

OPTION #1: Please review the link below as it seems a simple and streamlined approach that could be leveraged for display purposes on the shopping page of the Exchange web portal. The scoring methodology used by NCQA/Consumer Reports includes all available HEDIS and CAHPS data and rolls it into three summary scores for Consumer Satisfaction, Prevention, and Treatment. This seems the fairest and most equitable approach as all Health Plans are playing by the same rules as dictated by NCQA.

http://www.ncqa.org/Portals/0/Report%20Cards/Rankings/hpr2012privatesum.pdf

OPTION #2: CAHPS ("How do you rate your health plan?" and "How do you rate your health care?" as suggested by Donna Marshall, Colorado Business Group on Health, in her discussion paper dated 9/18/12) plus a link to HEDIS. This recommendation was the preferred option by the Health Plan Advisory Group.

Please note that we do not understand the rationale for the CAHPS measures submitted by RMHP in an email dated 10/2/12 from Mike Houtari. Most of the questions cited by Mike seem to reflect satisfaction with ones health insurance company. We assume that consumers would prefer questions that are reflective of the overall care experience as opposed to administrative functions provided by their insurance carrier. Given that, we would instead defer to Donna Marshall's recommendation (noted above), "as the best questions to reflect consumer attitudes".

Please let me know if you have any questions. Thank you.

Respectfully submitted by Kaiser Permanente

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