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

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

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

Sharp Health Plan achieved an **"Excellent" accreditation, the highest status awarded by the National Committee for Quality Assurance (NCQA)**, and is recognized among the nation's highest member-rated health plans with a rating of **4.5 out of 5 in NCQA's Private Health Insurance Plan Ratings 2018-19**. NCQA is a private, non-profit organization dedicated to improving health care quality that accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

In addition to this prestigious national recognition, **Sharp Health Plan is rated the highest member-rated health plan in California — for the fourth year in a row** — with the highest member ratings for health care, health plan and personal doctor among reporting California health plans.¹ **And, Sharp Health Plan earned a 5-star rating – the highest possible – in Covered California's 2018 Coverage Year Quality Ratings for Summary Quality Rating, Getting the Right Care and Plan Services for Members.**²

"We raise the bar in excellent, cost-effective care thanks to our high level of integration with the Sharp HealthCare delivery system," explains Cary B. Shames, DO, chief medical officer of Sharp Health Plan. "By going above and beyond in partnering with Sharp-affiliated doctors, hospitals and other providers, we are able to help improve members' quality of care."

"Our members are at the center of everything we do," says Melissa Hayden Cook, president and chief executive officer of Sharp Health Plan. "We're committed to providing affordable, high-quality health care and coverage that exceeds our members' expectations. San Diegans expect The Sharp Experience – the best patient-centered care and highest level of service you could ask for from your health insurance. This customer-based approach has earned us recognitions in the state of California and nationwide, year after year."

As part of its commitment to members and the larger San Diego community, Sharp Health Plan strives to deliver high-quality, affordable coverage that is accessible, easy to use and personalized to each of its members. More information about Sharp Health Plan's honors and accreditations can be found at sharphealthplan.com/honors.



About Sharp Health Plan

Sharp Health Plan is a not-for-profit health plan that has been serving San Diegans since 1992. With over 140,000 members, Sharp Health Plan offers San Diegans access to high-quality and affordable health insurance through their individual and family plans, commercial group plans, and Medicare plans. They continue to be recognized nationally and locally for their award-winning healthcare for San Diegans of all ages. To learn more, visit sharphealthplan.com.

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¹ The source for this data is Quality Compass[®] 2018 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass[®] 2018 includes certain CAHPS[®] data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass[®] is a registered trademark of NCQA. CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). Sharp Health Plan achieved the following summary ratings (9+10): 61.24 for Rating of the Health Care compared to the California all LOBs average (excluding PPOs & EPOs) of 52.26; 56.71 for Rating of Health Plan compared to the California all LOBs average (excluding PPOs & EPOs) of 47.08; and 72.51 for Rating of Personal Doctor compared to the California all LOBs average (excluding PPOs & EPOs) of 64.75.

² CMS rates qualified health plans (QHPs) using the Quality Rating System (QRS), which is based on third-party validated clinical measure data and QHP Enrollee Survey response data. CMS calculates QRS ratings annually using a 5-star scale. QHP issuers contract with HHS-approved survey vendors that independently conduct the QHP Enrollee Survey each year. QRS ratings and QHP Enrollee Survey results may change from one year to the next. For more information, please see CMS' Health Insurance Marketplaces Quality Initiatives website at: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>.

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