



San Francisco Health Plan Has Been Honored for the Sixth Consecutive Year as the Recipient of the 2013 California Department of Health Care Services Gold Award

San Francisco Health Plan and its provider network is the recipient of the statewide high-quality Gold award

SAN FRANCISCO, April 22, 2013 -- San Francisco Health Plan (SFHP), a community health plan serving over 80,000 San Francisco residents, announced today that it is for the sixth consecutive year the recipient of the 2013 Gold Award for Excellence in Quality Care from the California Department of Health Care Services (DHCS).

Award rankings are determined by performance in the Healthcare Effectiveness Data and Information Set (HEDIS), a national set of measures for clinical care delivered to health plan members, developed by the National Committee for Quality Assurance (NCQA). Examples of HEDIS measures include the percentage of children who receive all recommended immunizations by the age of two, and the percentage of diabetics who receive eye exam screenings. SFHP was the only health plan out of 21 Medi-Cal managed care health plans statewide that achieved HEDIS scores at or above the high performance levels (within the top 10 percent nationwide) in 16 of 19 measures, and did not report any scores at the minimum performance level.

“San Francisco Health Plan’s uncompromised dedication to quality care has been our enduring core value,” said John F. Grgurina, Jr., CEO of San Francisco Health Plan. “That we’ve received this honor for the sixth year in a row is a testament to that promise of excellence, and I could not be more proud to work alongside this network of providers, our Governing Board, and the entire SFHP team. I am certain that San Francisco Health Plan will be well prepared for the exciting opportunity to provide insurance coverage to the uninsured through the upcoming healthcare reform in 2014. I am just as certain that we will continue to provide the highest quality care to the people of San Francisco.”

According to Dr. Kelly Pfeifer, Chief Medical Officer, this past year was one in which SFHP and our providers were focused on primary care transformation. “The providers of the future are those that make certain San Franciscans get the right care at the right time. SFHP has worked together with providers and clinics to find the best ways to reach out to people with chronic conditions, such as diabetes, and help them get the care they need.”

(MORE)

Launched in 1997, the San Francisco Health Plan serves over 80,000 members. Combined with individuals served in Healthy San Francisco and SF PATH – the City’s non-insurance programs that are administered by SFHP – the Plan provides services to approximately 140,000 residents of San Francisco, or over 17% of the entire population of San Francisco.

Through sharing best practices and technical assistance for providers, and providing outreach and incentives for members, SFHP has become one of the leading community health plans in the state.

“Over the past six years, we have focused on efforts that improve the quality of care for our members. We’ve implemented unique quality improvement initiatives designed to motivate members to become active participants in their own care,” said Hunter Gatewood, Director of Health Improvement. “Efforts including our Strength in Numbers, S.F. Quality Culture Series and focused smaller efforts have consistently been the difference in the overall care our members receive.”

The HEDIS 2013 Gold Award reflects results reported to the state in 2012.

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About San Francisco Health Plan

San Francisco Health Plan, a licensed community health plan providing affordable health coverage to over 80,000 low and moderate-income families residing in San Francisco. SFHP was designed for and by the residents it serves – many of whom would not be able to otherwise obtain health care for themselves or their families. Through SFHP, members have access to a full spectrum of medical services including preventive care, hospitalization, prescription drugs, family planning, and substance abuse programs. SFHP’s mission is to provide superior, affordable health care emphasizing prevention and promoting healthy living with the goal of improving the quality of life for the people of San Francisco. San Francisco Health Plan is also the third party administrator for the nationally recognized Healthy San Francisco program. For more information on SFHP, visit www.sfhp.org.

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