



NEWS RELEASE

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SAN FRANCISCO HEALTH PLAN EARNS HISTORIC 4.5-STAR RATING IN 2026 NCQA HEALTH PLAN RATINGS

Milestone comes as SFHP prepares to mark 30 years of serving the community

SAN FRANCISCO, Calif. — For the first time in its history, San Francisco Health Plan (SFHP) has earned a 4.5-star rating in the 2026 NCQA Health Plan Ratings. NCQA considers health plans earning 4.5 or 5 Stars to be among the highest-rated health plans in the nation. This achievement comes as SFHP prepares to celebrate 30 years of serving San Francisco's most vulnerable communities.

"The strong partnerships we've nurtured with providers and community organizations across San Francisco helped make this milestone possible," said Yolanda R. Richardson, chief executive officer of SFHP. "Together, we are improving health outcomes and building a healthier future for the communities we serve."

The NCQA Health Plan Ratings evaluate plans based on clinical quality, member experience, and accreditation status. The rating reflects SFHP's commitment to delivering high-quality care and exceptional service to more than 172,000 San Franciscans enrolled in Medi-Cal.

"Quality is our north star," said Steve O'Brien, MD, chief medical officer of SFHP. "Earning a 4.5-star rating reflects our commitment to helping members achieve their best possible health

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outcomes while advancing our mission through strong collaboration with providers and community partners.”

This achievement reflects years of work to strengthen preventive care, improve member experience, and advance health equity. It also recognizes the contributions of SFHP employees, provider partners, community organizations, the Member Advisory Committee, Quality Improvement and Health Equity Committee, and Governing Board.

About San Francisco Health Plan

Created by the City and County of San Francisco, San Francisco Health Plan (SFHP) is the City’s number one choice for Medi-Cal, providing award-winning health care for nearly 30 years. SFHP members have access to preventive care, specialty care, hospitalization, prescription drugs, and family planning services. Learn more at www.sfhp.org.

About NCQA

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians and practices in key areas of performance. NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA’s website (www.ncqa.org) contains information to help consumers, employers, and others make informed health care choices.

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