

San Francisco Health Plan is Recognized for Outstanding Performance in Quality Care From The California Department of Health Care Services

This is the 11th Time San Francisco Health Plan and its provider network received the statewide quality award

SAN FRANCISCO, February 9, 2017 -- San Francisco Health Plan (SFHP), a community health plan serving over 145,000 San Francisco residents, announced today that it is the recipient of the 2016 Outstanding Performance 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).

SFHP's HEDIS scores for services provided reached the high performance levels (within the top 10 percent of all Medicaid plans nationwide) in 12 out of 27 measures.

These results ranked SFHP first in the state for public health plans and third among Medi-Cal health plans. SFHP ranked second in the nation in the HEDIS measure of members with diabetes with their Hemoglobin HBA1c under control.

"Twenty years ago we began with the belief that every person living in San Francisco deserves access to quality, affordable health care," said John F. Grgurina, Jr., CEO of San Francisco Health Plan. "As we get closer to reaching that goal, we are constantly pushing ourselves to develop and implement programs that are innovative and fiscally viable. I could not be more proud to work alongside our network of providers, our Governing Board, and the entire SFHP team as we continue to serve our members."

Launched in 1997, SFHP now provides health care to over 145,000 members. Combined with *Healthy San Francisco*, the City's non-insurance health care access program, SFHP provides services to over 160,000 residents, or over 19% of the City's population, which is one in six San Francisco residents.

Jim Glauber, MD, MPH, Chief Medical Officer added that our staff spends a good percentage of their time in the community and has strong partnerships with our providers at all levels. "This is a great advantage of being a local community health plan and allows us to support and assist our members to lead healthy lifestyles and our providers to improve care delivery."

"Our goal is to improve the delivery of recommended services and health outcomes for our members," said Dr. Glauber. "Efforts including partnering with our providers on our Practice Improvement Program, incentive programs, and targeted improvement make a positive difference in the overall care our members receive."

The HEDIS 2016 Quality Award reflects results reported to the state in 2016 based on 2015 data.

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About San Francisco Health Plan

San Francisco Health Plan, a licensed community health plan providing affordable health coverage to over 145,000 low and moderate-income families residing in San Francisco. SFHP is 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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