

Kaiser Permanente Mid-Atlantic Commercial Health Plan Earns Top Quality Rating from NCQA

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Kaiser Permanente's Mid-Atlantic region is the only commercial health plan in Maryland, Washington, DC or Virginia to receive 5 out of 5-stars

ROCKVILLE, Md.--(BUSINESS WIRE)-- Compared with more than 1,000 health plans nationwide, Kaiser Permanente's Mid-Atlantic region is one of only two commercial health plans to receive 5 out of 5 stars from the 2023 National Committee for Quality Assurance's (NCQA) Health Plan Ratings annual report. Kaiser Permanente's Mid-Atlantic region also received 4.5 stars for Medicaid plan in Maryland and Medicare from NCQA, the highest number of stars awarded to any Medicaid or Medicare plan in the country. Kaiser Permanente's commercial plan is the only plan in Maryland, Washington, DC or Virginia to earn 5 out of 5 stars. Kaiser Permanente's health plans performed better than others in the region for 2023 based on the NCQA quality ratings.

Ruth E. Williams-Brinkley, President of Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Photo: Business Wire)

"At Kaiser Permanente, we remain steadfast in our commitment to providing high quality care and top experiences for our members," said Ruth Williams-Brinkley, regional president for Kaiser Permanente, Mid-Atlantic.

"The latest NCQA ratings affirm our commitment to quality, positively impacting the lives of 837,000 members in our region, and we are truly thrilled by this achievement. I am tremendously proud of our team for being one of only two commercial plans nationwide to receive 5 out of 5 stars from NCQA."

NCQA is a private, nonprofit organization that works to improve health care quality. NCQA ratings are based on a number of measures that assess how each plan performs when it comes to treatment, prevention, and patient experience.

NCQA primarily used the 2022 Healthcare Effectiveness Data and Information Set, or HEDIS®, to establish its ratings. HEDIS is the most widely used performance measurement tool in health care.

While the COVID-19 pandemic significantly impacted the health care industry, Kaiser Permanente's Mid-Atlantic region has continued to prioritize the delivery of high quality care and exceptional outcomes for patients over the past several years by leveraging coordinated care across our healthcare teams and more than **1,700 physicians**, integrated electronic medical records and virtual care options.

"Doing the absolute best for our patients is our priority and we are incredibly proud to be recognized once again for providing the highest quality care in the country," said Richard McCarthy, MD, executive medical director, Kaiser Permanente. "Our dedicated physicians, spanning more than 60 specialties, work collaboratively to enhance our patients' lives, propelling us to the forefront of quality ratings nationwide. The exceptional quality of care we provide at Kaiser Permanente is one reason our patients have a life expectancy that is 6 years longer than national average."

Achieving the highest ratings means that Kaiser Permanente members consistently benefit from outstanding care. Consumers can compare health plans on the NCQA website at <https://reportcards.ncqa.org/>.

"Exceptional physicians choose to join Permanente Medicine because of our relentless focus on quality. Together with our experts in process improvement, population management, research and data scientists, our physicians concentrate on innovative ways to continuously raise the bar on the care we deliver," said Joseph Territo, MD, associate medical director for quality, Kaiser Permanente, Mid-Atlantic Permanente Medical Group. "The NCQA ratings are calculated based on essential elements of care, including cancer screenings, blood pressure control, diabetes management, and more. We are honored to lead the nation on disease prevention, diagnosis, and treatment."

Kaiser Permanente provides health care at 35 medical centers located in Maryland, Washington, DC, and Virginia as well as through many virtual options including video, phone, and secure messaging. Through its uniquely integrated, coordinated approach to care, Kaiser Permanente members experience better health outcomes. Kaiser Permanente's integrated delivery system, regular disease screenings, cutting-edge treatment plans and successful management of chronic conditions has helped its members live longer and healthier, according to data.

For example, Kaiser Permanente makes it extremely convenient for patients to get mammograms. Not only can a Kaiser Permanente member receive a mammogram at more than 30 locations in the region, but thanks to the integrated and coordinated approach, more than 90% of patients receive their mammogram results in less than 30 minutes, with an average of 12.8 minutes, which means most women avoid a single sleepless night. If the

mammogram findings are suspicious, follow-up diagnostic breast imaging and biopsy can often be completed the same day – reducing stress for the member. As a national leader in the percentage of members receiving breast cancer screening, Kaiser Permanente breast cancer patients have a lower mortality rate compared to national benchmarks.

With more than 1,700 physicians in more than 60 specialties, the Mid-Atlantic Permanente Medical Group, which provides care exclusively to Kaiser Permanente members, is the largest integrated multispecialty medical group in the region.

About Kaiser Permanente

Kaiser Permanente is committed to helping shape the future of health care. We are recognized as one of America's leading health care providers and not-for-profit health plans. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. We currently serve almost 12.7 million members in 8 states and the District of Columbia. Care for members and patients is focused on their total health and guided by their personal Permanente Medical Group physicians, specialists, and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education, and the support of community health. For more information, go to about.kp.org

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