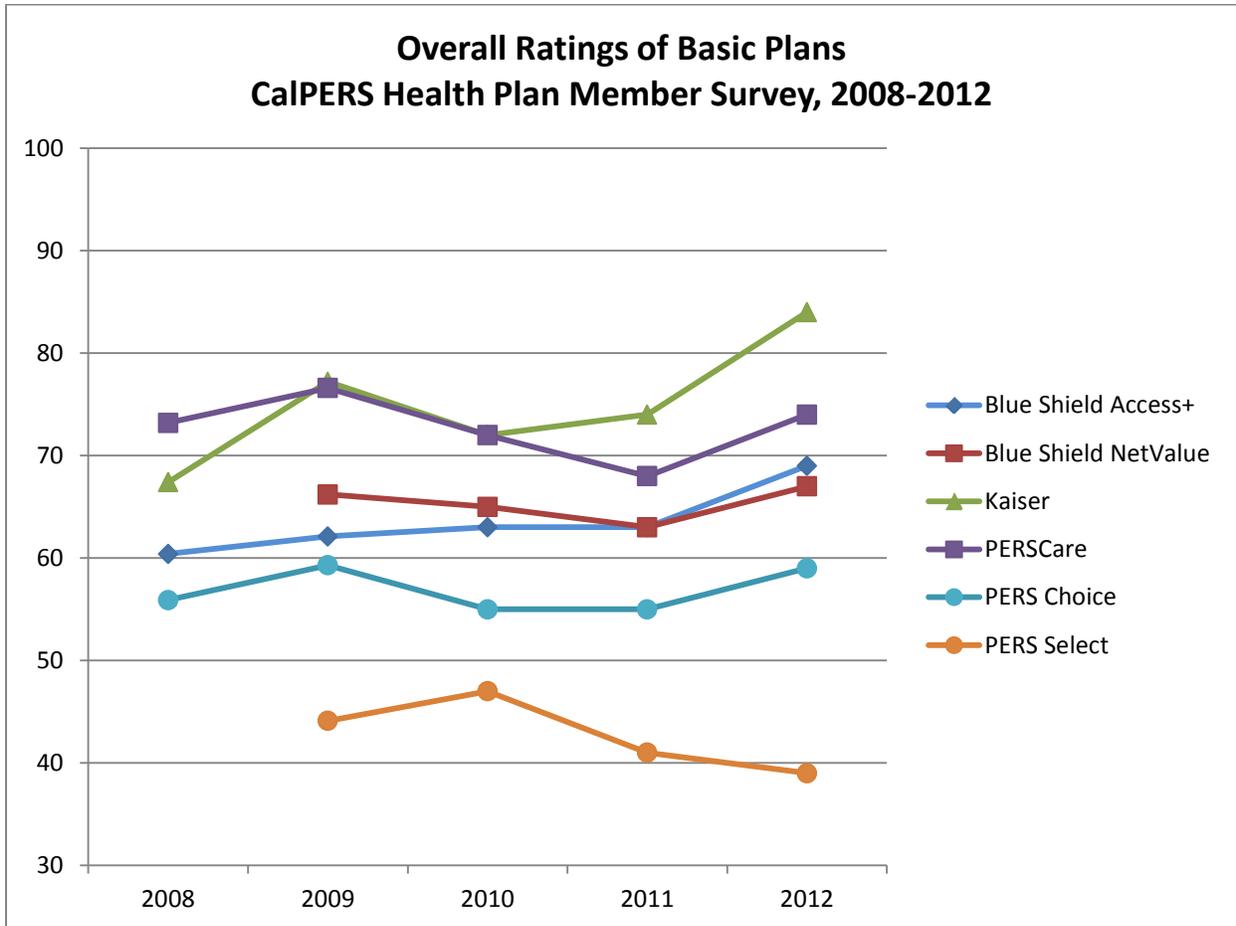


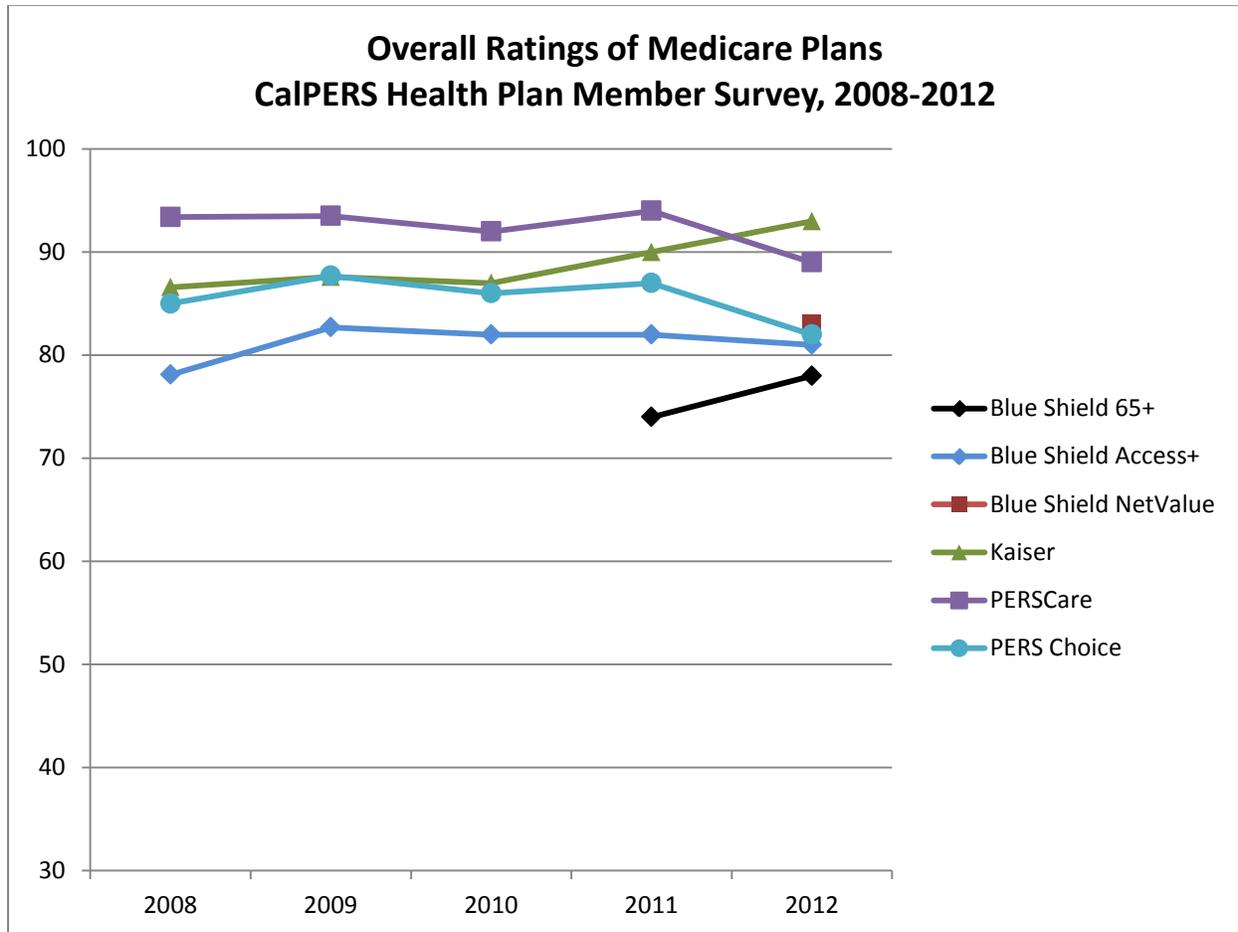
Figure 1



Notes:

- The lines represent the percentage of respondents who rated their health plan 8, 9, or 10 on a 10-point scale.
- The chart does not include ratings for Association plans.
- The Y-axis begins at 30 percent.

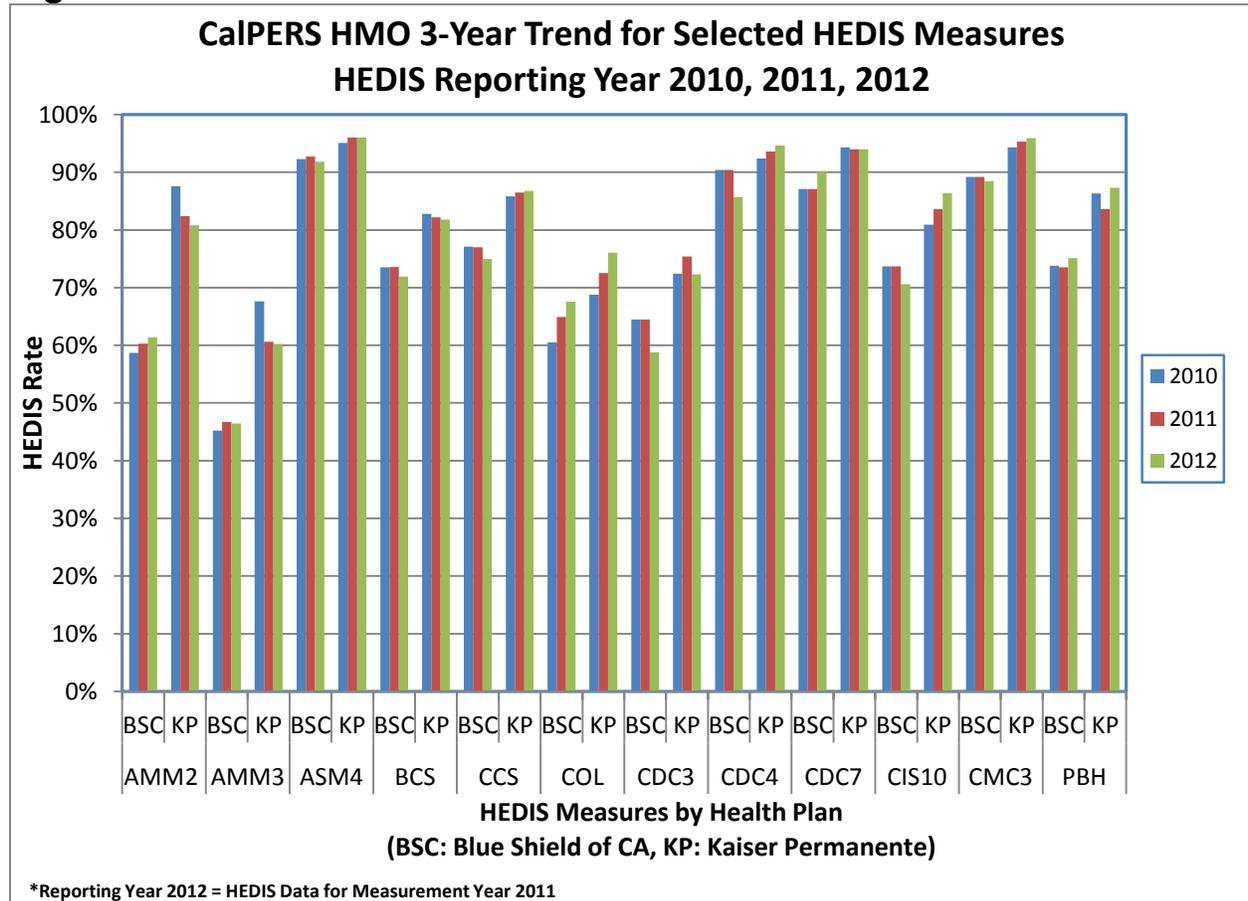
Figure 2



Notes:

- The lines represent the percentage of respondents who rated their health plan 8, 9, or 10 on a 10-point scale.
- The chart does not include ratings for Association plans or PERS Select because of limited enrollment.
- The Y-axis begins at 30 percent.

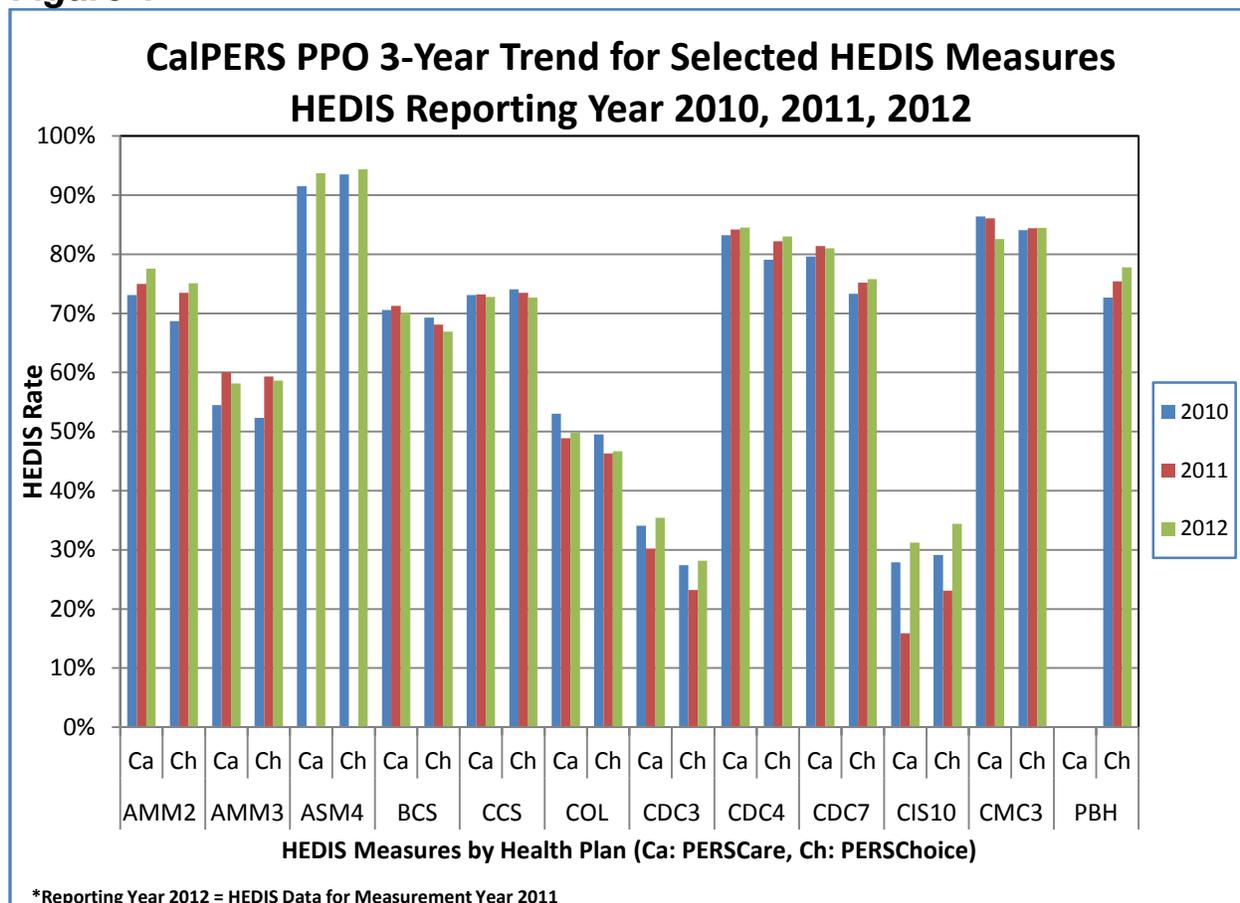
Figure 3



Notes:

- The HMO scores include data from all California members of the HMOs, not only CalPERS members.
- The acronyms for the selected HEDIS measures are:
 - AMM2 Antidepressant Medication Management - Acute
 - AMM3 Antidepressant Medication Management - Chronic
 - ASM4 Use of Appropriate Medications for People with Asthma - Total
 - BCS Breast Cancer Screening - Total
 - CCS Cervical Cancer Screening
 - CDC3 Comprehensive Diabetes Care - Retinal Exam
 - CDC4 Comprehensive Diabetes Care - LDL Screening
 - CDC7 Comprehensive Diabetes Care - Medical Attention for Nephropathy
 - CIS10 Childhood Immunizations - Combination 3
 - CMC3 Cholesterol Management for Patients with Cardiovascular Conditions LDL<100
 - COL Colorectal Cancer Screening
 - PBH Persistence of Beta-Blocker Treatment After a Heart Attack

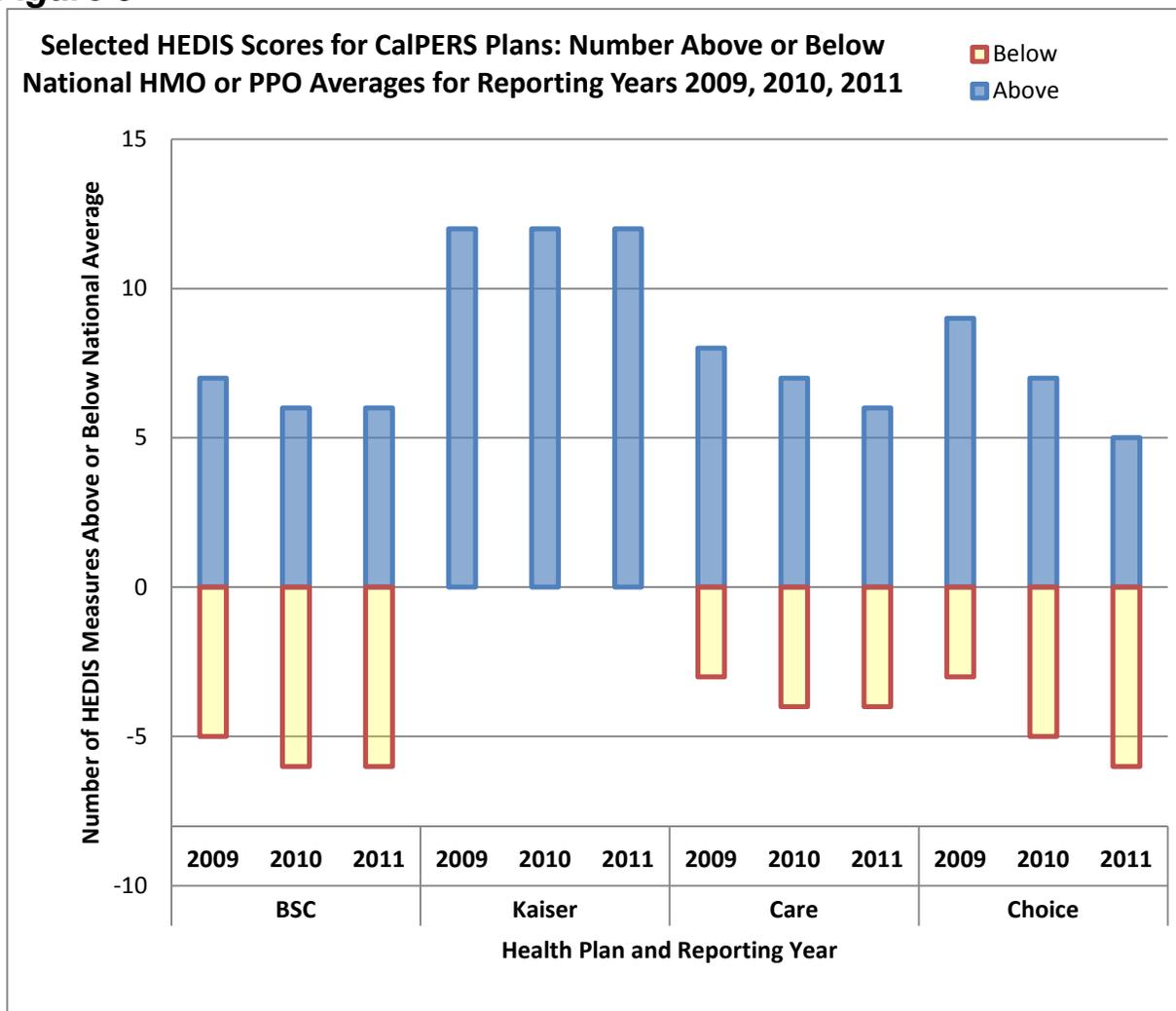
Figure 4



Notes:

- The PPO scores include data from CalPERS members only.
- Missing columns indicate rate not reported.
- PERS Select was not included in this trend diagram.
- The acronyms for the selected HEDIS measures are:
 - AMM2 Antidepressant Medication Management - Acute
 - AMM3 Antidepressant Medication Management - Chronic
 - ASM4 Use of Appropriate Medications for People with Asthma - Total
 - BCS Breast Cancer Screening - Total
 - CCS Cervical Cancer Screening
 - CDC3 Comprehensive Diabetes Care - Retinal Exam
 - CDC4 Comprehensive Diabetes Care - LDL Screening
 - CDC7 Comprehensive Diabetes Care - Medical Attention for Nephropathy
 - CIS10 Childhood Immunizations - Combination 3
 - CMC3 Cholesterol Management for Patients with Cardiovascular Conditions LDL<100
 - COL Colorectal Cancer Screening
 - PBH Persistence of Beta-Blocker Treatment After a Heart Attack

Figure 5



Notes:

- The HMO scores (for BSC and Kaiser) include data from all California members of the HMOs, not only CalPERS members. In contrast, the PPO scores (for PERSCare and PERS Choice) include data from CalPERS members only.
- For the 12 selected HEDIS measures specified on the previous two pages, the HMO plans (BSC and Kaiser) were compared with the HMO commercial national means, and the PPO plans (PERSCare and PERS Choice) were compared with the PPO commercial national means. The national means were published by the National Committee for Quality Assurance in the 2012 "State of Health Care Quality" reports available at <http://ncqa.org/>.
- Instances where the sum total of measures for a plan in a given year does not add up to 12 (i.e., PERSCare 2010-2011 and PERS Choice 2011) are due to the unavailability of a rate for one or more measures.
- The statistical significances of differences between health plans' scores and the national mean scores were not calculated.