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Statement from CEO Garry Maisel regarding release of 2009 Health Care Quality Report Card by the Office of the Patient Advocate

With the publication earlier today of the 2009 Health Care Quality Report Card by the California Office of the Patient Advocate, Garry Maisel, President and CEO of Western Health Advantage, released the following statement:

“We are thrilled to be named the number one health plan in California by the OPA in nine member satisfaction categories. The measures are the true “voice of our members” since these satisfaction scores are compiled by direct surveys.

Being number one in the state highlights the benefits of being a local health plan – local customer service representatives answering the phones quickly and local relationships with our doctors which, in turn, enhance the doctors’ relationships with our members.

The quality of service measured by the OPA in combination with good pricing levels for our products equals a great value for those who we serve. This report validates our organization’s commitment to providing value to our members, our doctors and our community.”

The nine categories of member satisfaction which ranked Western Health Advantage highest in the state are:

- Shared Decision Making
- Health Promotion
- Getting Appointments and Care Quickly
- Health Care Highly Rated
- Getting Doctors and Care Easily
- Finding a Personal Doctor
- Paying Claims
- Addressing and Resolving Member Complaints
- Answer Customer Phone Calls Quickly

Additional information about the 2009 Health Care Quality Report Card can be found at www.healthcarequality.ca.gov.

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