

L.A. CARE'S QUALITY RATINGS: WHO'S RESPONSIBLE?



EVERY EMPLOYEE! DELIVERING QUALITY IS OUR #1 RESPONSIBILITY IN EVERYTHING WE DO.

AIM FOR QUALITY- ALL DIVISIONS CAN ASK:



HOW L.A. CARE IS SCORED ON "QUALITY"

59.75% of STARS weight is from CAHPS, HEDIS & HOS scores - 50% of NCQA weight is from CAHPS & HEDIS

