



Blue Shield Promise Health Plan wants to make sure members get high-quality care and services.

One way we measure success is to make sure we are accredited by the National Committee for Quality Assurance (NCQA). NCQA is an organization that checks the quality of health care. It does this by reviewing programs and standards of health plans.

We are proud of our successes:

Success in the care our members receive, like improvements in

- Diabetes care.
- Helping people with asthma manage their medication.
- Screenings to keep members healthy.

Success in improving patient satisfaction

- We improved transportation services for our members.
- We decreased doctor visit wait times.

Success in improving access to care

- We continue to work with our contracted medical groups and Independent Practice Associations to make referrals easy for members.
- We increased the number of doctors and specialists so members will not have to travel far to get care.

- We assist members in scheduling appointments with doctors, and follow up with member satisfaction phone calls.
- We developed an application for our pregnant members that facilitates access to care throughout their pregnancy and postpartum care.

Our plans for 2019 are:

- To start an automatic referral process to help members get care and services faster
- To help our members and providers focus on preventing chronic health problems.
- To improve health plan and provider interaction rates.
- To focus on member needs and meet their expectations.
- To work with and educate our members who have chronic diseases.

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County. Blue Shield of California Promise Health Plan complies with applicable state and federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability.

You can get this information for free in other formats, such as large print, Braille and/or audio. Call 1-800-605-2556 (TTY: 711), 8:00a.m. – 6:00p.m., Monday through Friday. The call is free.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-605-2556. (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-605-2556 (TTY: 711).

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Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.