



For Your Family's Health



**Plan Quality
Comparison Guide
2011**

Welcome to the Healthy Families Program Plan Quality Comparison Guide for 2011

This Plan Quality Comparison Guide gives you a summary of how well participating health and dental plans provide care and customer service to HFP members.

What's in this Report?

- **Health Plan Quality:**
Results of information about services provided by participating health plans.
- **Members' Experience:**
Results of a survey of families enrolled in the Healthy Families Program.

How to Use the Information in this Report:

- Identify the plans available to you for the coming year. These plans are listed on the Personal Fact Sheet in your Open Enrollment 2011 packet.
- Find the charts in this Report with the quality measures important to your family, and see how the plans scored.

If you would like to share your thoughts on this report, please write to:

Healthy Families Program
Attention: Benefits Division
P.O. Box 2769
Sacramento, CA 95812-2769

Note: For detailed information on member satisfaction regarding care for teens and children with chronic conditions, visit http://www.mrmib.ca.gov/MRMIB/Consumer_Survey.html.

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Health Plan Quality Measures

This section presents health plan quality information for the Healthy Families Program. Each plan provided information on the number of children who received certain preventive care services during 2009.

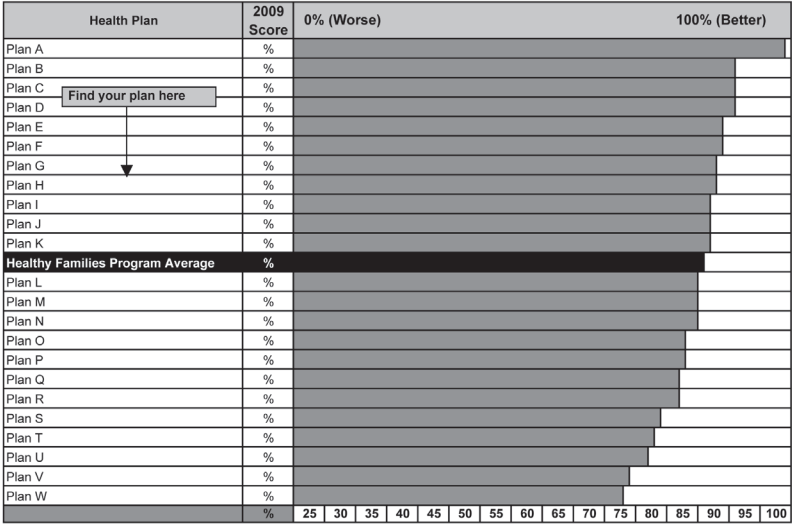
This section includes quality information related to four services:

- **Childhood Immunizations** - measures the percent of children who received all recommended immunizations by age two.
- **Well-Child Visits** - measures the percent of children, ages 0 to 15 months and 3 through 6 years, who received a preventive health visit.
- **Adolescent Well-Care Visits** - measures the percent of teens, ages 12 through 18, who received a preventive health visit.
- **Children's Access to Primary Care Providers** - measures the percent of children, ages 1 through 18, who had a health visit with a primary care physician, nurse practitioner, or other primary care provider.

The charts allow you to compare the health plan scores for each service.

Plan scores vary widely. Use this with other information to help you make your health plan choice.

How to Read the Chart



Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Childhood Immunizations

This measure describes the percentage of children who turned two years old in 2009, who were continuously enrolled for 12 months before their second birthday, and who received all immunizations as recommended by the American Academy of Pediatrics.

Why is this important?

Immunizations are one of the easiest and most effective ways to prevent illness.

Health Plan	2009 Score	0% (Worse)	100% (Better)														
Kaiser Foundation Health Plan North	99%	[Bar from 0 to 99]															
Kaiser Foundation Health Plan South	98%	[Bar from 0 to 98]															
Contra Costa Health Plan	93%	[Bar from 0 to 93]															
Alameda Alliance for Health	91%	[Bar from 0 to 91]															
San Francisco Health Plan	89%	[Bar from 0 to 89]															
Health Plan of San Mateo	87%	[Bar from 0 to 87]															
Central California Alliance for Health	87%	[Bar from 0 to 87]															
Kern Family Health Care	86%	[Bar from 0 to 86]															
CalOptima	85%	[Bar from 0 to 85]															
CenCal Health	82%	[Bar from 0 to 82]															
Care 1st Health Plan	82%	[Bar from 0 to 82]															
L.A. Care Health Plan	81%	[Bar from 0 to 81]															
Healthy Families Program Average	78%	[Bar from 0 to 78]															
Health Net of California	77%	[Bar from 0 to 77]															
Health Plan of San Joaquin	77%	[Bar from 0 to 77]															
Inland Empire Health Plan	76%	[Bar from 0 to 76]															
Community Health Group	75%	[Bar from 0 to 75]															
Community Health Plan	75%	[Bar from 0 to 75]															
Ventura County Health Care Plan	70%	[Bar from 0 to 70]															
Anthem Blue Cross HMO	69%	[Bar from 0 to 69]															
Molina Healthcare	67%	[Bar from 0 to 67]															
Anthem Blue Cross EPO	64%	[Bar from 0 to 64]															
Santa Clara Family Health Plan	62%	[Bar from 0 to 62]															
Blue Shield HMO	62%	[Bar from 0 to 62]															
Blue Shield EPO	51%	[Bar from 0 to 51]															
%		25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Well-Child Visits in the First 15 Months of Life

This measure describes the percentage of members who were continuously enrolled in the plan during 2009 and who received six or more well-child visits with a primary care provider during their first 15 months of life.

Why is this important?

During the first year of life, infants undergo many changes in abilities, motor skills and physical, social and emotional growth. Regular check-ups give doctors a chance to check for any problems and talk to parents about healthy habits and caring for their child.

Health Plan	2009 Score	0% (Worse)	100% (Better)														
CalOptima	68%																
Health Plan of San Joaquin	67%																
Central California Alliance for Health	66%																
Kaiser Foundation Health Plan South	64%																
Anthem Blue Cross EPO	64%																
Health Net of California	63%																
Care 1st Health Plan	61%																
Kaiser Foundation Health Plan North	60%																
Healthy Families Program Average	58%																
Molina Healthcare	57%																
Kern Family Health Care	49%																
Inland Empire Health Plan	49%																
Community Health Group	47%																
Santa Clara Family Health Plan	45%																
Anthem Blue Cross HMO	43%																
Blue Shield EPO	42%																
Blue Shield HMO	41%																
Alameda Alliance for Health	NM																
CenCal Health	NM																
Community Health Plan	NM																
Contra Costa Health Plan	NM																
Health Plan of San Mateo	NM																
LA Care Health Plan	NM																
San Francisco Health Plan	NM																
Ventura County Health Plan	NM																
	%	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

NM = Not Meaningful/Not enough data to report this plan's score.

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life

This measure describes the percentage of members who were three, four, five, or six years old during the measurement year, who were continuously enrolled in the plan during 2009, and who received one or more well-child visit(s) with a primary care provider during the year.

Why is this important?

Yearly well-child visits to the doctor help find out if a child has any problems seeing, hearing or speaking that could affect his or her ability to learn.

Health Plan	2009 Score	0% (Worse)	100% (Better)														
Kaiser Foundation Health Plan South	95%																
San Francisco Health Plan	90%																
CalOptima	86%																
Molina Healthcare	84%																
Central California Alliance for Health	82%																
Community Health Group	81%																
Care 1st Health Plan	81%																
L.A. Care Health Plan	79%																
Inland Empire Health Plan	78%																
Alameda Alliance for Health	78%																
Healthy Families Program Average	77%																
Health Plan of San Mateo	76%																
Health Net of California	76%																
Santa Clara Family Health Plan	75%																
Contra Costa Health Plan	75%																
Health Plan of San Joaquin	75%																
Kern Family Health Care	75%																
CenCal Health	74%																
Community Health Plan	72%																
Anthem Blue Cross EPO	72%																
Kaiser Foundation Health Plan North	69%																
Anthem Blue Cross HMO	69%																
Ventura County Healthcare Plan	69%																
Blue Shield HMO	67%																
Blue Shield EPO	62%																
%		25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

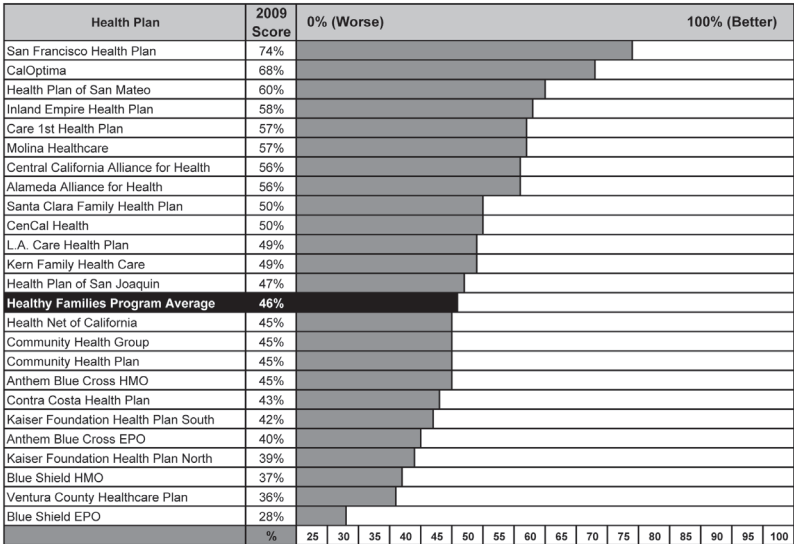
Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Adolescent Well-Care Visits

This measure describes the percentage of members ages 12 through 18 who were continuously enrolled in the plan during 2009, and received at least one comprehensive well-care visit with a primary care provider during the year.

Why is this important?

The teen years are a time of big life changes. Yearly check-ups give doctors a chance to talk to teens about their health and how to prevent illness, injury, pregnancy, or substance abuse.



Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Children’s Access to Primary Care Practitioners Children Ages 12-24 Months

This measure describes children ages 12 months through 24 months who were continuously enrolled during 2009 and had a visit with a primary care provider during the measurement year.

Why is this important?

Visits with a doctor help the child, parents and doctor develop a strong relationship and gives them all a chance to talk about healthy habits. They also let the doctor see if the child has any health problems.

Health Plan	2009 Score	0% (Worse)	100% (Better)														
San Francisco Health Plan	100%																
Kern Family Health Care	100%																
Health Plan of San Mateo	100%																
CenCal Health	100%																
Kaiser Foundation Health Plan South	100%																
Santa Clara Family Health Plan	100%																
Kaiser Foundation Health Plan North	99%																
Inland Empire Health Plan	99%																
Central California Alliance for Health	99%																
Anthem Blue Cross EPO	99%																
Community Health Group	99%																
CalOptima	99%																
Blue Shield EPO	99%																
Healthy Families Program Average	98%																
Health Net of California	98%																
Ventura County Healthcare Plan	97%																
Health Plan of San Joaquin	97%																
Alameda Alliance for Health	96%																
Molina Healthcare	96%																
Contra Costa Health Plan	96%																
Blue Shield HMO	96%																
Anthem Blue Cross HMO	95%																
Care 1st Health Plan	94%																
Community Health Plan	92%																
L.A. Care Health Plan	92%																
	%	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

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Children’s Access to Primary Care Practitioners

Children Ages 25 Months Through 6 Years

This measure describes children ages 25 months through 6 years who were continuously enrolled during 2009 and had a visit with a primary care provider during the measurement year.

Why is this important?

Children who see their doctor every year are more likely to:

- Receive needed shots that prevent disease;
- Get care for illnesses such as ear infections and asthma;
- Get preventive care to keep them well;
- Get sick less often; and
- Get the treatment they need when they are sick.

These children usually are healthier than children who do not have a regular doctor.

Health Plan	2009 Score	0% (Worse)	100% (Better)
Kaiser Foundation Health Plan South	96%		
Central California Alliance for Health	95%		
Kaiser Foundation Health Plan North	94%		
Kern Family Health Care	94%		
CenCal	94%		
Anthem Blue Cross EPO	94%		
CalOptima	94%		
San Francisco Health Plan	93%		
Community Health Group	93%		
Contra Costa Health Plan	92%		
Blue Shield EPO	91%		
Healthy Families Program Average	91%		
Health Plan of San Joaquin	91%		
Health Net of California	90%		
Inland Empire Health Plan	90%		
Health Plan of San Mateo	90%		
Blue Shield HMO	89%		
Ventura County Healthcare Plan	89%		
Molina Healthcare	88%		
Santa Clara Family Health Plan	88%		
Anthem Blue Cross HMO	85%		
Care 1st Health Plan	85%		
L.A. Care Health Plan	81%		
Alameda Alliance for Health	72%		
Community Health Plan	70%		

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Children’s Access to Primary Care Practitioners Children Ages 7-11 Years

This measure describes children ages 7 years through 11 years who were continuously enrolled during 2008 and 2009, and who had a visit with a primary care provider during either year.

Why is this important?

Children who see their doctor every year are more likely to:

- Receive needed shots that prevent disease;
- Get care for illnesses such as ear infections and asthma;
- Get preventive care to keep them well;
- Get sick less often; and
- Get the treatment they need when they are sick.

These children usually are healthier than children who do not have a regular doctor.

Health Plan	2009 Score	0% (Worse)	100% (Better)
Kaiser Foundation Health Plan South	95%		
San Francisco Health Plan	95%		
CalOptima	95%		
Health Plan of San Mateo	94%		
Community Health Group	94%		
CenCal Health	94%		
Kaiser Foundation Health Plan North	94%		
Anthem Blue Cross EPO	93%		
Central California Alliance for Health	93%		
Kern Family Health Care	91%		
Healthy Families Program Average	91%		
Health Plan of San Joaquin	91%		
Health Net of California	90%		
Contra Costa Health Plan	90%		
Alameda Alliance for Health	90%		
Blue Shield HMO	89%		
Molina Healthcare	88%		
Blue Shield EPO	88%		
Inland Empire Health Plan	88%		
Anthem Blue Cross HMO	87%		
Santa Clara Family Health Plan	87%		
Ventura County Healthcare Plan	87%		
Care 1st Health Plan	86%		
L.A. Care Health Plan	83%		
Community Health Plan	76%		
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100	

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Children's Access to Primary Care Practitioners

Children Ages 12-18 Years

This measure describes children ages 12 years through 18 years who were continuously enrolled during 2008 and 2009, and who had a visit with a primary care practitioner during either year.

Why is this important?

Teens who go to the doctor each year are more likely to learn about how to be healthy, prevent accidents, injuries and pregnancy, and avoid using drugs and alcohol than teens who do not go to the doctor.

Health Plan	2009 Score	0% (Worse)	100% (Better)
Kaiser Foundation Health Plan South	94%		
San Francisco Health Plan	94%		
CenCal Health	94%		
Kaiser Foundation Health Plan North	92%		
Health Plan of San Mateo	92%		
CalOptima	92%		
Community Health Group	91%		
Anthem Blue Cross EPO	91%		
Central California Alliance for Health	90%		
Contra Costa Health Plan	90%		
Healthy Families Program Average	89%		
Kern Family Health Care	88%		
Health Plan of San Joaquin	87%		
Health Net of California	87%		
Molina Healthcare	86%		
Alameda Alliance for Health	85%		
Santa Clara Family Health Plan	85%		
Inland Empire Health Plan	85%		
Blue Shield EPO	85%		
Blue Shield HMO	85%		
Ventura County Healthcare Plan	84%		
Anthem Blue Cross HMO	84%		
Care 1st Health Plan	83%		
L.A. Care Health Plan	80%		
Community Health Plan	73%		

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Members' Experience

What families think about their children's health and dental plans

About the Survey

The Healthy Families Program did a survey to find out how families feel about their children's health and dental plans. The survey was conducted in November 2007. The survey results give you more information about your health and dental plan choices.

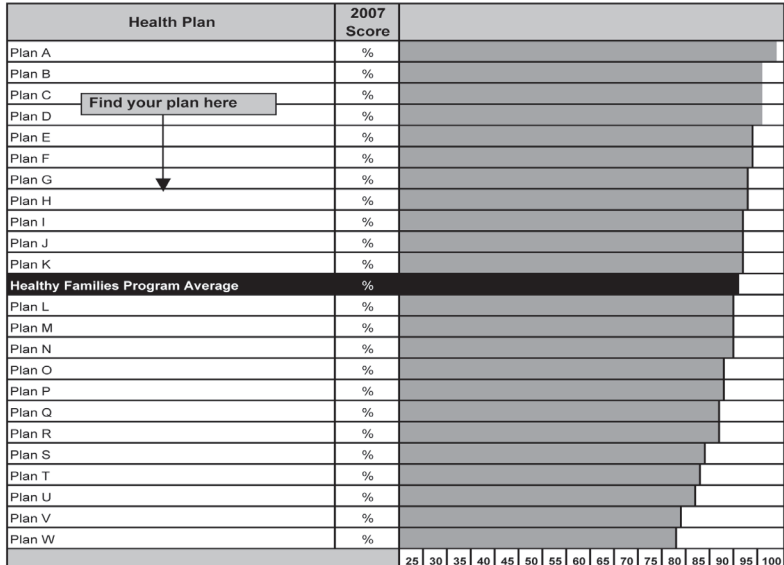
An independent survey company conducted the survey. The survey was not sponsored or conducted by Healthy Families plans.

The survey was conducted in five languages—English, Spanish, Vietnamese, Korean and Chinese. Only families with a child enrolled in the Healthy Families Program for at least six months could participate.

The survey asked families about the health care their children received in the past six months and dental care their children received in the past twelve months. Families were asked to rate their child's health and dental care as well as their health and dental plan.

Studies show that different language and cultural groups respond to surveys differently. While most families are satisfied with the program, people who answered the survey in Chinese or Korean expressed less satisfaction than those who answered in other languages. A lower score may reflect cultural differences in how people respond to surveys.

How to Read the Chart



Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Health Plan

This chart shows the percentage of families in each health plan that gave their child's health plan a high rating.

Health Plan	2007 Score	
Health Plan of San Joaquin	97%	
CenCal Health	96%	
Health Plan of San Mateo	96%	
CalOptima	96%	
Santa Clara Family Health Plan	96%	
Ventura County Healthcare Plan	96%	
Anthem Blue Cross EPO	95%	
Central California Alliance for Health	95%	
Contra Costa Health Plan	95%	
Kaiser Foundation Health Plan	94%	
Kern Family Health Care	94%	
Inland Empire Health Plan	94%	
Blue Shield EPO	94%	
Community Health Group	94%	
Healthy Families Program Average	94%	
San Francisco Health Plan	93%	
Molina Healthcare	92%	
Alameda Alliance for Health	92%	
Health Net EPO	92%	
Anthem Blue Cross HMO	92%	
L.A. Care Health Plan	92%	
Health Net HMO	92%	
Blue Shield HMO	91%	
Care 1st Health Plan	91%	
Community Health Plan	91%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Members' Experience:
Health Plans

Health Care

This chart shows the percentage of families in each health plan that gave a high rating to the health care provided by their child’s doctors and other health care providers.

Health Plan	2007 Score	
Health Net EPO	96%	
Kaiser Foundation Health Plan	95%	
Anthem Blue Cross EPO	95%	
CenCal Health	94%	
CalOptima	94%	
Blue Shield EPO	93%	
Health Plan of San Mateo	93%	
Ventura County Healthcare Plan	93%	
Community Health Group	92%	
Central California Alliance for Health	92%	
Health Plan of San Joaquin	92%	
Alameda Alliance for Health	92%	
Santa Clara Family Health Plan	91%	
Healthy Families Program Average	91%	
Inland Empire Health Plan	90%	
L.A. Care Health Plan	90%	
Contra Costa Health Plan	90%	
Health Net HMO	90%	
Molina Healthcare	89%	
Care 1st Health Plan	88%	
Blue Shield HMO	88%	
Anthem Blue Cross HMO	88%	
San Francisco Health Plan	87%	
Kern Family Health Care	86%	
Community Health Plan	86%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Doctor or Nurse

This chart shows the percentage of families in each health plan that gave their child's doctor or nurse a high rating.

Health Plan	2007 Score	
Central California Alliance for Health	96%	
Blue Shield EPO	96%	
Kaiser Foundation Health Plan	96%	
Ventura County Healthcare Plan	96%	
Health Net EPO	96%	
Health Plan of San Mateo	95%	
CalOptima	94%	
Anthem Blue Cross EPO	93%	
Contra Costa Health Plan	93%	
Santa Clara Family Health Plan	93%	
Community Health Group	93%	
CenCal Health	92%	
Community Health Plan	92%	
Blue Shield HMO	92%	
Healthy Families Program Average	92%	
Molina Healthcare	91%	
Health Plan of San Joaquin	91%	
Alameda Alliance for Health	91%	
Inland Empire Health Plan	91%	
Kern Family Health Care	91%	
L.A. Care Health Plan	91%	
Care 1st Health Plan	90%	
Health Net HMO	90%	
San Francisco Health Plan	87%	
Anthem Blue Cross HMO	84%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Specialist

This chart shows the percentage of families in each health plan that gave their child's specialist a high rating.

Health Plan	2007 Score	
CalOptima	95%	
L.A. Care Health Plan	94%	
Alameda Alliance for Health	94%	
Anthem Blue Cross EPO	93%	
Contra Costa Health Plan	92%	
Community Health Group	92%	
Health Plan of San Joaquin	92%	
Central California Alliance for Health	91%	
Kaiser Foundation Health Plan	91%	
Ventura County Healthcare Plan	90%	
Molina Healthcare	90%	
Community Health Plan	89%	
Health Plan of San Mateo	89%	
Santa Clara Family Health Plan	88%	
Healthy Families Program Average	88%	
Inland Empire Health Plan	87%	
Blue Shield EPO	85%	
Health Net HMO	85%	
Kern Family Health Care	85%	
Health Net EPO	84%	
Care 1st Health Plan	82%	
Blue Shield HMO	80%	
San Francisco Health Plan	79%	
CenCal Health	77%	
Anthem Blue Cross HMO	76%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Getting Needed Care for Your Child

This chart shows the percentage of families in each health plan who did not have a problem getting the care they needed for their child.

Health Plan	2007 Score	
Central Coast Alliance for Health	92%	
Kaiser Permanente	92%	
Health Plan of San Joaquin	91%	
Santa Clara Family Health Plan	91%	
CalOptima	90%	
Ventura County Healthcare Plan	90%	
Anthem Blue Cross - EPO	90%	
Molina Healthcare	89%	
CenCal Health - The Regional Health Authority	89%	
Contra Costa Health Plan	89%	
Health Plan of San Mateo	89%	
Community Health Plan	88%	
Healthy Families Program Average	88%	
Blue Shield - EPO	88%	
L.A. Care Health Plan	88%	
Community Health Group	87%	
Inland Empire Health Plan	87%	
Care 1st Health Plan	86%	
San Francisco Health Plan	86%	
Alameda Alliance for Health	85%	
Health Net - HMO	85%	
Blue Shield - HMO	85%	
Anthem Blue Cross - HMO	85%	
Health Net Life - EPO	82%	
Kern Family Health Care	82%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Getting Care Quickly for Your Child

This chart shows the percentage of families in each health plan that usually or always got the care their child needed as soon as they wanted.

Health Plan	2007 Score	
Blue Shield - EPO	77%	
Health Net Life - EPO	77%	
Kaiser Permanente	75%	
Anthem Blue Cross - EPO	72%	
CenCal Health - The Regional Health Authority	69%	
Health Net - HMO	68%	
CalOptima	68%	
Blue Shield - HMO	67%	
Alameda Alliance for Health	67%	
Health Plan of San Mateo	67%	
Santa Clara Family Health Plan	67%	
Health Plan of San Joaquin	66%	
Healthy Families Program Average	65%	
Community Health Group	63%	
Contra Costa Health Plan	63%	
Ventura County Healthcare Plan	62%	
Inland Empire Health Plan	60%	
Anthem Blue Cross - HMO	60%	
Community Health Plan	60%	
Kern Family Health Care	60%	
L.A. Care Health Plan	59%	
Molina Healthcare	59%	
Central Coast Alliance for Health	59%	
Care 1st Health Plan	58%	
San Francisco Health Plan	53%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

How Well Doctors Communicate

This chart shows the percentage of families in each health plan who usually or always understood their child's doctor and were treated well by their child's doctor.

Health Plan	2007 Score	
Health Net Life - EPO	95%	
Kaiser Permanente	95%	
Blue Shield - EPO	94%	
Ventura County Healthcare Plan	92%	
CenCal Health - The Regional Health Authority	92%	
Health Plan of San Mateo	91%	
Anthem Blue Cross - EPO	90%	
CalOptima	90%	
L.A. Care Health Plan	90%	
Health Net - HMO	90%	
Central Coast Alliance for Health	90%	
Community Health Group	90%	
Contra Costa Health Plan	90%	
Blue Shield - HMO	90%	
Molina Healthcare	89%	
Healthy Families Program Average	89%	
Alameda Alliance for Health	89%	
Santa Clara Family Health Plan	88%	
Health Plan of San Joaquin	87%	
Community Health Plan	86%	
Inland Empire Health Plan	86%	
Kern Family Health Care	85%	
Anthem Blue Cross - HMO	85%	
Care 1st Health Plan	85%	
San Francisco Health Plan	77%	
		25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: Partnership Health Plan of California is a new plan participating in the Healthy Families Program and data is not currently available.

Dental Plan

This chart shows the percentage of families in each dental plan that gave their child's dental plan a high rating.

Dental Plan	2007 Score	0% (Worse)	Better (100%)														
Delta Dental	79%																
Premier Access Dental	71%																
Healthy Families Program Average	66%																
Western Dental	64%																
SafeGuard Dental	62%																
Health Net Dental	60%																
Access Dental	59%																
		25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: DeltaCare USA is a new plan participating in the Healthy Families Program and data is not currently available.

Dental Care

This chart shows the percentage of families in each dental plan that gave a high rating to the dental care provided by their child's doctors and other dental care providers.

Dental Plan	2007 Score	0% (Worse)	Better (100%)														
Premier Access Dental	85%																
Delta Dental	82%																
Healthy Families Program Average	70%																
SafeGuard Dental	65%																
Western Dental	62%																
Health Net Dental	62%																
Access Dental	62%																
		25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: DeltaCare USA is a new plan participating in the Healthy Families Program and data is not currently available.

Personal Dentist

This chart shows the percentage of families in each dental plan that gave their child's personal dentist a high rating.

Dental Plan	2007 Score	0% (Worse)	Better (100%)														
Premier Access Dental	84%																
Delta Dental	80%																
Healthy Families Program Average	70%																
SafeGuard Dental	64%																
Access Dental	63%																
Western Dental	63%																
Health Net Dental	62%																
		25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: DeltaCare USA is a new plan participating in the Healthy Families Program and data is not currently available.

Getting Care Quickly for Your Child

This chart shows the percentage of families in each dental plan that usually or always got the dental care their child needed as soon as they wanted.

Dental Plan	2007 Score	0% (Worse)	Better (100%)
Premier Access Dental	81%		
Delta Dental	77%		
Healthy Families Program Average	64%		
SafeGuard Dental	59%		
Access Dental	58%		
Western Dental	55%		
Health Net Dental	54%		
		25	30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: DeltaCare USA is a new plan participating in the Healthy Families Program and data is not currently available.

How Well Dentists Communicate

This chart shows the percentage of families in each dental plan who usually or always understood their child's dentist or other dental provider and were treated well by their child's dentist or other dental provider.

Dental Plan	2007 Score	0% (Worse)	Better (100%)
Premier Access Dental	90%		
Delta Dental	87%		
Healthy Families Program Average	82%		
Access Dental	81%		
SafeGuard Dental	79%		
Health Net Dental	77%		
Western Dental	75%		
		25	30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Find your plan score. Look for differences of at least 4%. Smaller differences usually are not significant.

Note: DeltaCare USA is a new plan participating in the Healthy Families Program and data is not currently available.

