COMMUNITY HEALTH GROUP FILES APPEAL TO FIGHT INEQUITABLE DEPARTMENT OF HEALTH CARE SERVICES DECISION

Health Plan Known for its HighQuality Scores, Local Roots, Calls for State to Add Region's Largest Medi-Cal Plan Back to Approved List

San Diego – Community Health Group filed an official appeal yesterday with the state Department of Health Care Services (DHCS) on their decision not to award the non-profit — San Diego's largest Medi-Cal health plan — a Medi-Cal managed care plan contract in San Diego County. DHCS selected multiple contract winners yet did not pick Community Health Group, despite it being less than one point (0.93) below the next highest score.

Community Health Group already serves 36 percent of Medi-Cal managed care beneficiaries in San Diego County, the most of any health plan.

"The decision by DHCS was wrong and will decrease the quality of care available to the 330,000 San Diego-area residents we currently serve," said Norma Diaz, CEO of Community Health Group. **"We have been flooded with an outpouring of support from health care partners and community members concerned about this inequitable and misguided decision."**

"We are the only locally-based health plan in the region, and we are fighting to continue to provide culturally competent care to Medi-Cal members who are already negatively impacted by inequities in their community," Diaz said.

"We achieve some of the highest quality scores both in San Diego and in California, have the highest rated provider experience among Medi-Cal managed care plans, and have 40 years of local service that demonstrate we are well-positioned to continue to serve," Diaz said. **"We have filed our appeal and will fight to be added back as a Medi-Cal managed care plan here in San Diego."**

About Community Health Group

Members

Our mission is simple – we put our members first. For 40 years Community Health Group has built close relationships with our members, network providers, and the community. We have the largest Medi-Cal and Cal Medi-Connect membership in San Diego County, serving over 330,000 members.

Community Means Community

Based solely in San Diego and serving a culturally and linguistically diverse community for four decades, all our board members and 95 percent of our staff live in San Diego. More than 85 percent of the staff is bilingual and almost 95 percent are multicultural. We work hard to meet and exceed the Department of Health Care Services contract requirements and take pride in our audit results, high quality scores, proven access to care and exceptional customer service. We employ over 300 San Diego County residents who work every day to ensure that San Diego's Medi-Cal beneficiaries have access to high quality and culturally-competent health care.

Proven Excellence in Service

Community Health Group has the highest Medi-Cal HEDIS scores in San Diego County (among non-staff model plans) and is in the top ten of 56 health plans in California. CHG offers a comprehensive array of person-centered health care including behavioral health and social services spanning all levels of intensity of care from birth to end of life. We are also proud to offer live customer service 24 hours a day, 7 days a week.

Notable achievements include:

· Achieving the highest rating among all Medicaid managed care plans in California in the most recent NCQA Health Insurance Plan ratings (2021).

· Achieving the highest score among all managed care plans in California (not just Medi-Cal managed care plans) for access to urgent and non-urgent appointments in the measurement years 2019 and 2020 California Department of Managed Health Care Timely Access Report (the most recent available data).

· In the 2021 Children Now Brief "Accountability for Medi-Cal Children's Preventive Services: Medi-Cal Health Plans are Key to the Preventive Care Guarantee for Kids" CHG was ranked as the highest Medi-Cal Health Plan in San Diego County for delivering children's preventive care and 10th out of 56 Medi-Cal Managed Care Plans in California.

· In the 2019 California Health Care Foundation report, "A Close Look at Medi-Cal Managed Care: Quality, Access, and the Provider's Experience Under Geographic Managed Care," CHG was noted for having the largest provider network in San Diego County among Medi-Cal managed care plans for both primary and specialty care providers.

· Achieving the highest quality scores among non-staff model health plans in San Diego County according to the California Department of Health Care Services Managed Care Performance Dashboard (January 2020, the most recent report with quality scores).

Equity

Equity is not a buzzword for CHG. For the past 40 years, it has been a foundation to the care we provide for all our members.

Learn more at http://www.chgsd.com.

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