

5 Stars for Kaiser Permanente

Kaiser Permanente has Northern California’s highest-rated Medicare plan. It’s also among the highest rated in the United States.

The National Committee for Quality Assurance (NCQA) rated Kaiser Permanente Northern California’s Medicare health plan a 5 out of 5 — the highest in Northern California and among the highest rated in the country.

In the Health Insurance Plan Ratings 2019-20, published on September 23, Kaiser Permanente’s Medicare health plan in Northern California received a 5 and its commercial health plan a 4.5. Kaiser Permanente’s Southern California Region received the same ratings — making the 2 plans among the highest rated in California and the nation.

“This national recognition reflects our commitment to providing high-quality care and service to our members and patients as we lead them on the path toward healthier and more productive lives,” said [Janet Liang](#), president of the Kaiser Permanente Northern California Region. “We are proud to be recognized for our superior care and as a leader in transforming health care delivery.”

The national group analyzed over 1,000 health plans in the nation — private, Medicare, Medicaid — for quality and service. Only 11 health plans in the country, or about 1%, were rated 5 out of 5. In all, Kaiser Permanente has 5 of those highest rated plans.

“Our nation-leading outcomes don’t happen by accident,” said [Richard S. Isaacs, MD](#), CEO and executive director of the Permanente Medical Group. “They are the result of dedicated, diverse, and exceptional physicians and staff working together across specialties to deliver the highest levels of care and service that improve individual health and the overall health and well-being of populations and communities.”

NCQA is a national, private not-for-profit organization that surveys health plans for performance in a wide range of clinical service measures, including consumer experience, prevention, and treatment. All Kaiser Permanente health plans were rated 4 or higher. For the fifth year in a row, all Kaiser Permanente Medicare health plans were rated highest (or tied for the highest) in the areas they serve.

Read more about the ratings and methodology on the [NCQA’s website](#).