

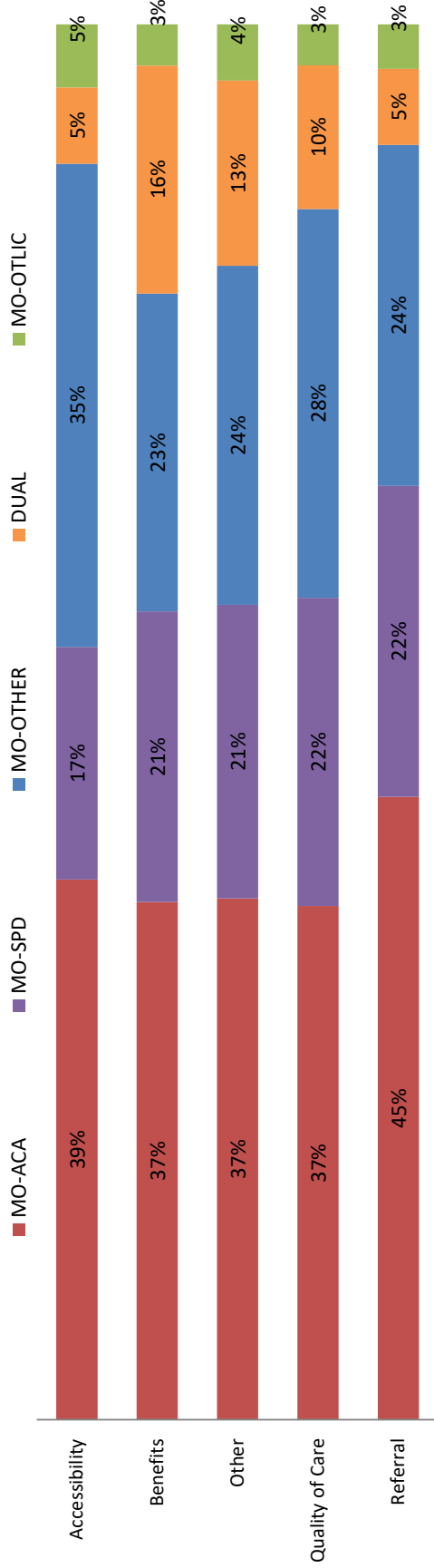


Medi-Cal Managed Care Performance Dashboard Released December 14, 2017

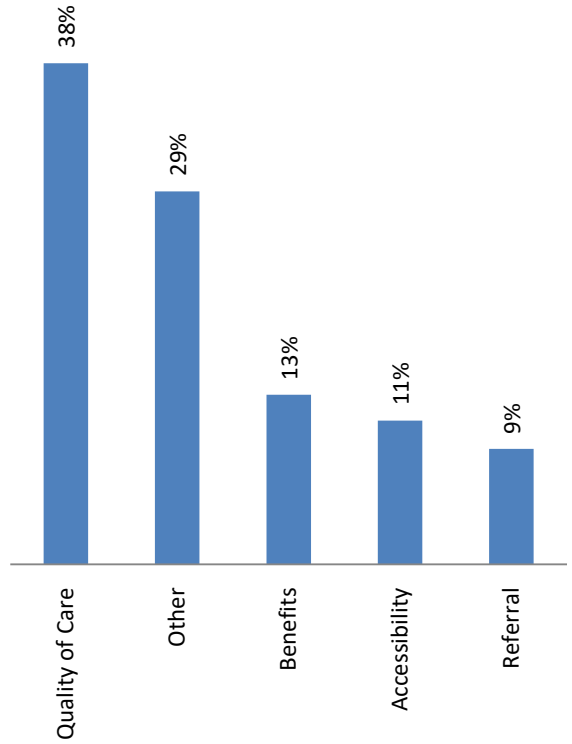
Medi-Cal Managed Care Dashboard Excerpts

Grievance and Appeals Outcomes: Q2 2017 (April to June 2017) Statewide

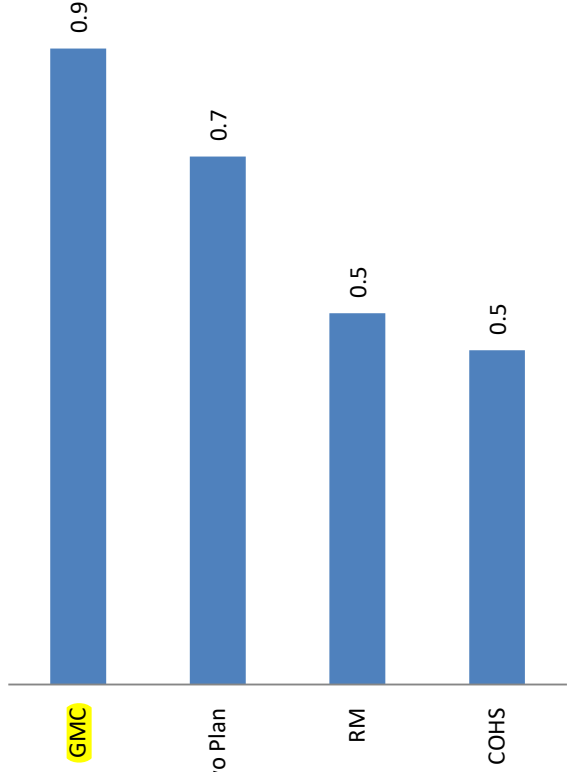
8-1: Grievances by Population and Type

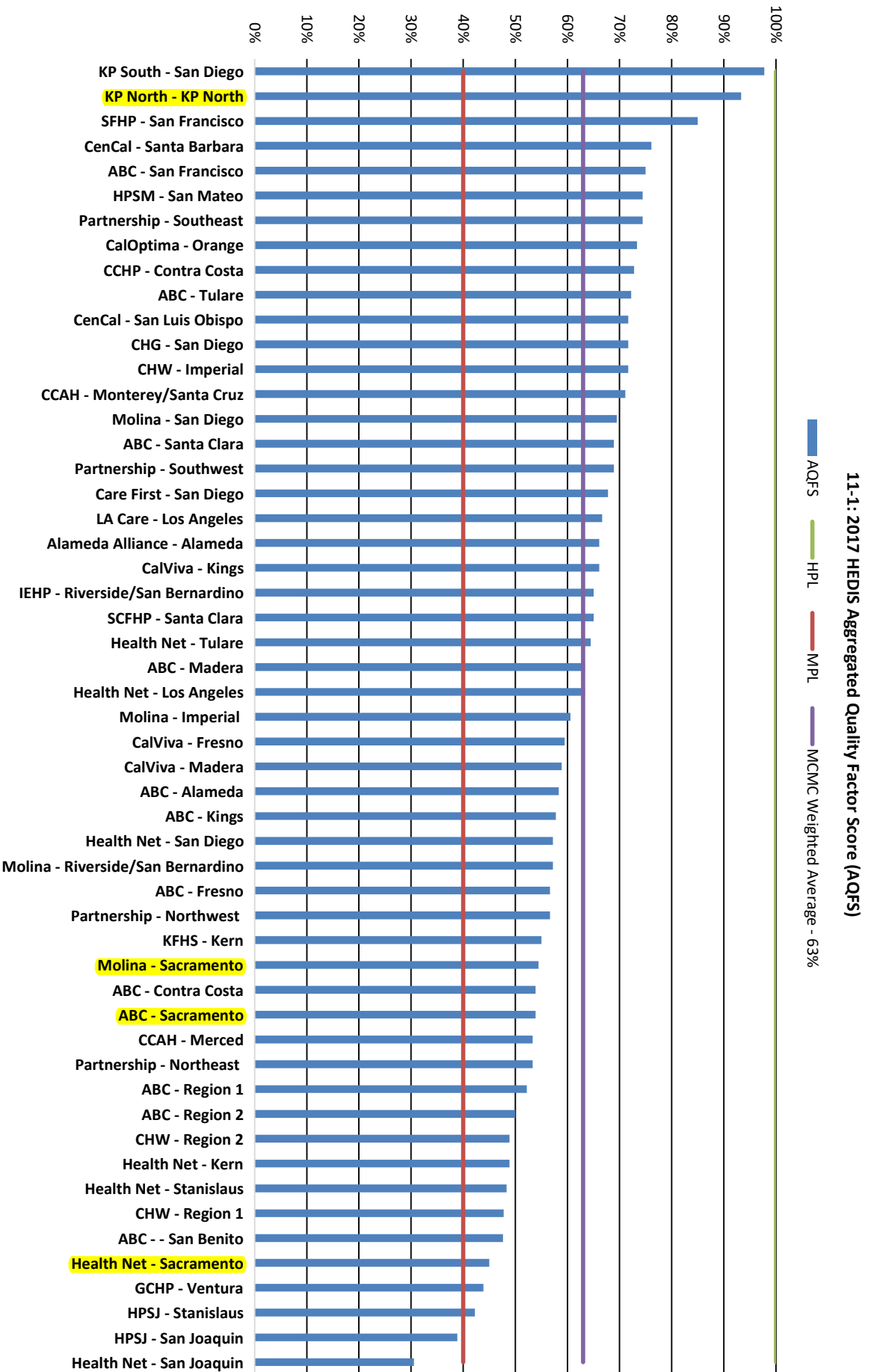


8-2: Grievances by Type



8-3: Grievances by Plan Model per 1,000 Member Months





Note: The Aggregated Quality Factor Score (AQFS) is a single score that accounts for plan performance on all DHCS-selected Health Effectiveness Data and Information Set (HEDIS) indicators. It is a composite rate calculated as percent of the National High Performance Level (HPL). The High Performance Level is 100%. The Minimum Performance Level is 40%. The MCMC Weighted Average is 63%. State Average is 63%.

Note: Data in this dashboard is preliminary and subject to change