

# Thank you!

TO ALL OUR HEALTH NET MEMBERS

*You helped Health Net receive a Consumer Satisfaction Award from the California Department of Health Care Services (DHCS)!*

## You are the reason for our hard work

Thanks to you – our members – Health Net received the *Consumer Satisfaction Award 2021 – Large Scale Plan (Child)* from DHCS. The award is for managed care health plans (MCPs) that excel in better quality of care for the millions of Californians who access Medi-Cal services.

DHCS conducted its annual survey of Medi-Cal members as part of its process to evaluate the quality of services provided by MCPs. You stepped up and Health Net got the award for outstanding performance on quality measures and improved quality of care.

The award is based on four global ratings and five composite measures<sup>1</sup>.

Health Net scored particularly high in these key categories:

- Rating of Health Plan
- Rating of Health Care
- Ease of Getting Care, Tests or Treatment



## This award is because of you

Each of our members matter – whether you joined Health Net a while ago or just enrolled. This award shows the feedback and trust given to us over the past few years. And, our response to improve your experience in every area – and stage of life. We share this award with you!



<sup>1</sup>The global ratings are: 1. Rating of Health Plan 2. Rating of All Health Care 3. Rating of Personal Doctor 4. Rating of Specialist Seen Most Often

The composite measures are: 1. Getting Needed Care 2. Getting Care Quickly 3. How Well Doctors Communicate 4. Customer Service 5. Shared Decision Making

**If you would like more information or have a question, please visit us at [www.healthnet.com](http://www.healthnet.com)**

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