

A better partner for a better business

2018 Georgia awards and recognition

Business coalitions, health care advocacy groups, and the media have consistently recognized Kaiser Permanente as a national leader in best-in-class care, cost-efficiency, and innovation. Read on to learn what makes us a great choice for a healthier business.

#1 in the nation in nine HEDIS® effectiveness-of-care measures¹

- Adult BMI Assessment
- Weight Assessment for ages 3-11
- Weight Assessment for ages 12-17
- Nutrition Counseling for ages 3-11
- Nutrition Counseling for ages 12-17
- Physical Activity Counseling for ages 3-11
- Physical Activity Counseling for ages 12-17
- Chlamydia Screening in Women – Total
- Chlamydia Screening in Women for ages 21-24

Leading Georgia in HEDIS® Effectiveness-of-Care Measures¹

As the state's largest non-profit health plan, our member fees go directly into our product—the care itself—thus improving care and clinical outcomes.

#1 in Breast Cancer Screenings

81.48%
for Kaiser
Permanente

Compared to: 74.9 Blue Cross Blue Shield
71.2 Cigna
71.2 Humana
70.7 United Healthcare
69.7 Aetna

#1 in Colorectal Cancer Screenings

73.27%
for Kaiser
Permanente

Compared to: 69.4 Blue Cross Blue Shield
62.4 Cigna
57.7 Humana
54.2 Aetna
53.2 United Healthcare

#1 in Controlling Blood Pressure

85.99%
for Kaiser
Permanente

Compared to: 60.7 Humana
57.6 Blue Cross Blue Shield
54.1 Aetna
52.8 United Healthcare
42.0 Cigna



Leading the way: electronic health records

All our medical offices and hospitals are equipped with Kaiser Permanente HealthConnect™, the largest private-sector electronic health record in the world.

This highly sophisticated system brings together all aspects of care provided by linking every member, caregiver, medical office, pharmacy, and laboratory in our system.

With 100% of our doctors using EMRs and writing prescriptions electronically, physicians have shared, real-time access to your employees' health information.

Enabling our physicians with a large clinical database enhances our integrated approach to care so your employee workforce receives the right care, at the right time.

Kaiser Permanente Recognized as the Pioneer of Telehealth

Telehealth – which is where health care and computer technology intersect – is the core to how we practice medicine. We use telehealth to create tools and processes that improve communication, facilitate information sharing, and create new access points to information and health care professions.

Members are overwhelmingly satisfied with their experiences at kp.org.²



5.2 million annual visits to kp.org



1.3 million lab results viewed



440,000+ emails to providers



119,000+ appointments scheduled



682,000+ prescriptions refilled



132 thousand video visits nationwide

– Digital Metrics Report³



Leading quality care in Georgia

Out of more than 1,000 plans reviewed by the National Committee for Quality Assurance (NCQA), we have the **top-rated commercial health plan in the state for the 14th year in a row**, earning an overall rating of 4 out of 5.⁴

Award winning Medicare plan in Georgia

Out of more than 1,000 Medicare plans reviewed across the country by the National Committee for Quality Assurance (NCQA), our Medicare plan is the highest rated plan in Georgia with an overall rating of 4.5 out of 5.⁵



Georgia's Medicare plan with real star power



In the Centers for Medicare & Medicaid Services 2018 Medicare star quality ratings, we earned 4.5 stars. The maximum a plan can earn is 5.⁶



CMS Health Equity Award Recipient

The Centers for Medicare & Medicaid Services' has presented Kaiser Permanente with its inaugural Health Equity Award. The award recognizes our commitment to reducing and eliminating disparities in health care quality and access for its members receiving Medicare benefits.

Full Recognition Status for Diabetes Prevention Program



The Centers for Disease Control and Prevention (CDC) has granted Kaiser Permanente Georgia "Full Recognition Status" for its Diabetes Prevention Program. This designation is reserved for programs that have effectively delivered a quality, evidence-based diabetes prevention program that meets all of the standards for CDC recognition.

¹ Based on 2018 ratings from the Healthcare Effectiveness Data and Information Set (HEDIS) for commercial and Medicare plans published by the National Committee for Quality Assurance. HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. HEDIS is a registered trademark of the National Committee of Quality Assurance (NCQA). For more information, visit ncqa.org.

² kp.org User Experience Indicator Survey: Members, Kaiser Permanente Internet Services Group, January 2017.

³ Kaiser Permanente Internet Metrics 2017 Annual Report, Kaiser Permanente Internet Services Group.

⁴ NCQA's Private Health Insurance Plan Ratings 2018-2019. Kaiser Foundation Health Plan of Georgia – HMO.

⁵ NCQA's Medicare Health Plan Ratings 2018-2019. Kaiser Foundation Health Plan of Georgia – HMO.

⁶ Every year, Medicare evaluates plans based on a 5-star ratings system. In Georgia, Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2019, Kaiser Permanente contract #H1170.



6 KP pediatricians among Atlanta's "Mom-Approved Doctors"

Atlanta Parent magazine's June 2018 list of "Mom-Approved Doctors" recognizes 6 Kaiser Permanente pediatricians.

- Luke Beno, MD
- Pamela Clay, MD
- David Ecklund, MD
- Tarayn Fairlie, MD
- Adrene Sellers-Scott, MD
- Herbert A. Singleton, MD



Customer loyalty

Kaiser Permanente ranked highest customer loyalty in the health plan category – joining satisfaction leaders in other industries including Amazon.com, Costco, Apple, JetBlue, Ritz Carlton, Vanguard, and USAA. This is the eighth consecutive year Kaiser Permanente has led the health plan segment.

– Satmetrix® 2018 Net Promoter®

Top Physicians

As one of the largest physician groups in Georgia, many of the candidates we hire are world-class doctors from schools like Yale, Johns Hopkins, and Harvard. That's why you'll find Kaiser Permanente physicians on "top doctor" lists in all of our regions. You'll also find our doctors teaching at respected universities like Stanford, Duke, Harvard, UCLA, and more. Atlanta magazine recently honored 15 of our physicians as 'Top Doctors'.



100% are required to be board certified

(compared to approximately 85% of physicians nationally)

Atlanta magazine features 15 Kaiser Permanente physicians in its 2018 "Top Doctors" issue

- Richard Abrohams, MD - Internal Medicine
- Kathleen Butt, MD - Ob/Gyn
- Carole Gardner, MD - Geriatric Medicine
- James Hamrick Jr., MD - Hematology
- Shahriar Irvanian, MD - Cardiac Electrophysiology
- James Lucarini, MD - Otolaryngology
- Reginald Mason, MD - Pulmonary Disease
- Fonda Ann Mitchell, MD - Ob/Gyn
- Sean Murphy, MD - Family Medicine
- Matthew Prout, MD - Pulmonary Disease
- Scott Pugel, MD - Pediatrics
- Aisha Redmond, MD - Ob/Gyn
- Mia Robinson White, MD - Geriatric Psychiatry
- Sharon Smith, MD - Ob/Gyn
- James Toth, MD - Family Medicine