



2024 Quality Improvement Program Update for Wellpoint Members

Each year, we review how well we care for our members. We look at what is working and where we can do better. This is part of our Quality Improvement Program.

Our goal is simple: to help you stay healthy, to promote health equity, and to ensure you get the care you need.

To improve care, we:

- Ask members to complete surveys so we can learn about your experience.
- Review how providers and our health plan are doing.
- Work with healthcare experts to follow best practices.
- Create or improve programs that support your health.

We offer programs to help you stay healthy and manage long-term health conditions. These include care management services, health and wellness resources, and reward programs.

We are committed to improving your care and making your experience better each year.

These are our latest available quality results, based on the care members received in 2024.

National Committee for Quality Assurance (NCQA) Rating

- NCQA is a national group that reviews health plans.
- We are proud to announce that we achieved a 4.0 star rating for 2024.
- A 4.0 star rating means we are doing a good job meeting national quality standards.

Healthcare Effectiveness Data and Information Set (HEDIS®)

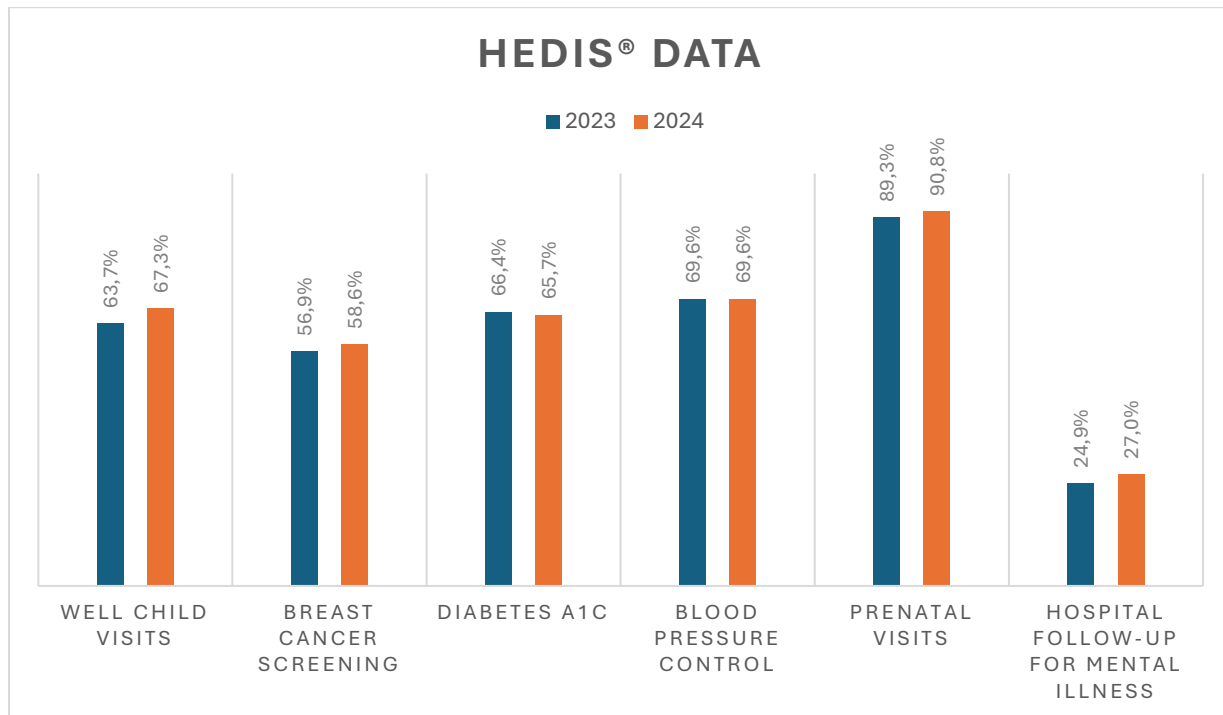
We use tools that look at:

- Preventive care visits
- Cancer screenings
- Diabetes care
- Blood pressure control
- Prenatal and postpartum care
- Behavioral healthcare

We compare our results each year to see where we are improving and where we need to focus more.



The table below shows how we did. It compares some of our healthcare services over the past two years.



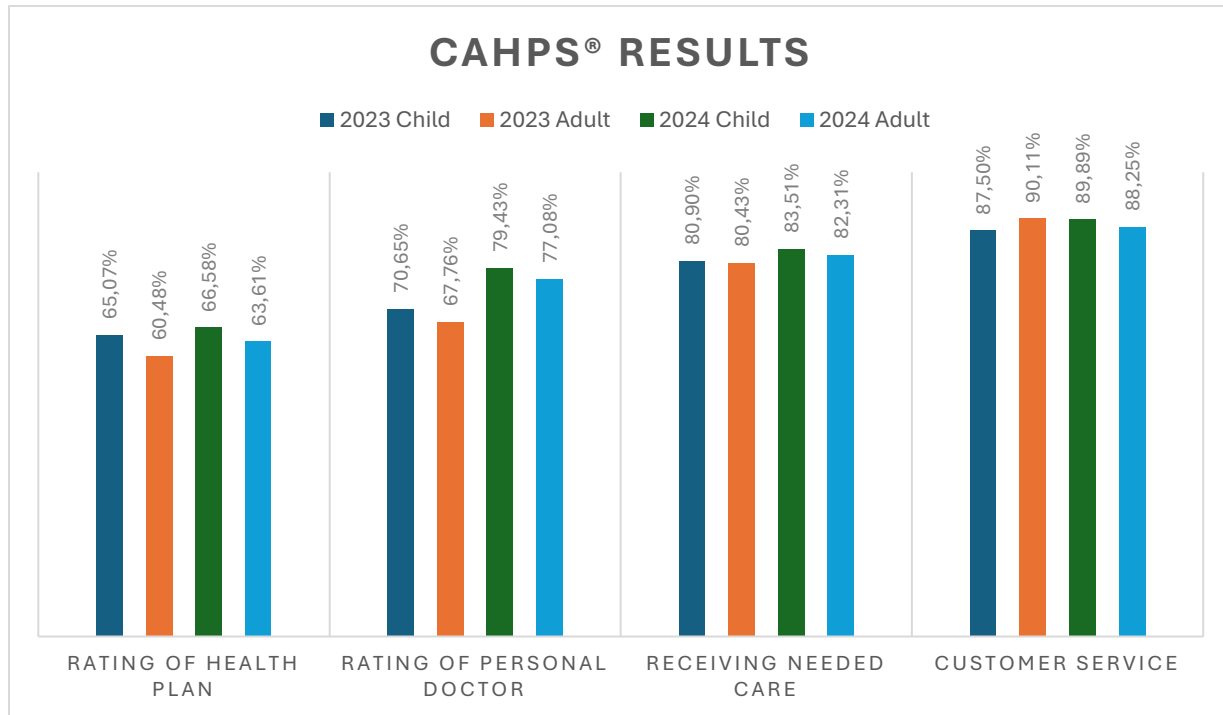
Consumer Assessment of Healthcare Providers and Systems (CAHPS®) – Member Satisfaction Survey

Each February, some members receive a survey in the mail. It evaluates member satisfaction with care and services received during the past six months. The charts below show how we did.

The survey asks about:

- How pleased you are with your health plan.
- How pleased you are with the services you receive.
- How easy it is to get care.
- How well providers communicate.

- The table below compares some of the ratings from adult members over the past two years.



Based on the feedback from our members through the CAHPS® Member Satisfaction Survey, we have identified key areas to focus on for continuous improvement.

- Improving member access to care with highly rated personal doctors and specialists
- Improving appointment times and availability
- Improving customer service, member services, information, and tools

Your feedback matters. If you receive a survey from us, please complete it.

Member Committees

Knowing what matters to you is important in helping us provide new and helpful services. We meet with a committee of members quarterly to gather their feedback and insights. Your voice can make a difference. If you would like to join the committee, please call **833-731-2147 (TTY 711)** to sign up.

Mobile App

Do you know you can connect with Wellpoint through the **Sydney® Health** mobile app?

Download the app by searching for Sydney Health in the App Store® or Google Play™, or by visiting **sydneyhealth.com**.



Have Questions about Wellpoint's Quality Improvement Program?

Call Member Services at **833-731-2147 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. Eastern time.

Need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll-free at **833-731-2147 (TTY 711)**.

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al **833-731-2147 (TTY 711)**.

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