

New PBGH research takes a closer look at how consumers rate health plans, the implications of cost-sharing on consumer ratings

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is the leading source for consumer evaluation of health plan experiences. Yet new research from PBGH shows that consumers who are sensitive to costs tend to rate their plans lower; by an average of 20 points. These findings have important implications as consumers could be misled by lower CAHPS global scores for plans that have higher cost-share products. For more information [read the complete issue brief](#).

PBGH helps answer the question: how do we help consumers choose a quality plan on the exchange?

PBGH, working with experts from Columbia University and the University of Pennsylvania, is helping health insurance Exchanges and their stakeholders to support consumers in choosing the right plan for them. Consumers often make poor choices as they are overwhelmed when facing many plan options and a complicated array of coverage, costs, subsidies, doctor choice and other aspects of a health plan selection. PBGH and the researchers are conducting consumer testing to provide the rules and evidence to help consumers make health plan choices that match their interests. For more details, [view the latest presentation](#).

Catalyst for Payment Reform releases toolkit to help employers and health plans align forces to reform payment

Catalyst for Payment Reform (CPR) works with health care purchasers and plans to create real world solutions to improve how we pay for health care in this country. PBGH is a staunch supporter of their efforts. Hot off the press, CPR has rounded out its toolkit for purchasers with model health plan contract language on payment reform. Aligned to CPR's health plan request for information (RFI) questions which can be used when vetting health plans, the contract language expresses purchasers' expectations of health plans regarding payment innovation. In total, CPR's toolkit helps purchasers not only understand the vocabulary of

Facts and Forecasts

PBGH CEO David Lansky discusses what employers can expect in health care in 2012 on the [CEO Show](#).

It is too soon to predict the impact of ACOs and we need to remain vigilant for signs of market concentration, explains PBGH's Bill Kramer. Yet pioneer ACOs hold promise. Read more in [Health Affairs](#).

The release of Medicare data will be a game changer, PBGH CEO David Lansky explains in [US News and World Report](#).

The number of medically-unnecessary c-sections is on the rise, causing negative implications for the health of infants and mothers, and higher health care costs for payers, as reported in a [new white paper](#), co-authored by PBGH. [NPR takes at look at strategies to curb this trend](#).

Looking at the [New York Times coverage](#) of the problems with hip and knee replacement surgeries, PBGH's Kate Chenok explains how [registries can make a vast improvement over the status quo](#).

payment reform and critical principles and strategies, but it also helps them build meaningful payment reform tactics into their regular health care purchasing practices. For more information and to download CPR's toolkit, visit

<http://www.catalyzepaymentreform.org/>

California Quality Collaborative kicks off 2012 with ambitious projects to help physicians improve chronic care in California

Over the next two months the California Quality Collaborative(CQC), an initiative supported by PBGH members to improve the quality of care across California, will launch new collaboratives focused on improving the quality of care delivered by physician groups in California. The projects focus on helping physician groups improve the care they deliver to Medicare and commercial populations, especially those with chronic diseases, with a strong emphasis on using registries and practice site redesign techniques. Learn more about how CQC's work helps physician groups improve care by [watching the videos](#).

About PBGH

Pacific Business Group on Health is one of the nation's top business coalitions focused on health care. Our 50 large purchaser members spend billions of dollars annually to provide health care coverage to more than 3 million employees, retirees and dependents in California alone.

Pacific Business Group on Health - 221 Main Street, Suite 1500 San Francisco, CA 94105
Telephone: (415) 281-8660 Fax: (415) 520-0927 Email: info@pbgh.org

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Pacific Business Group on Health
221 Main Street, Suite 1500
San Francisco, CA 94105
USA

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