

I am looking for...

- [HMO Report Card](#)
- [How To Use Your Health Plan - Guide](#)
- [The California HMO Guide for Seniors](#)
- [Managed Care Research and Reports](#)
- [OPA Events](#)
- [Photo Gallery](#)
- [Community Calendar](#)

Related Links

- [Resource links to other Advocacy Groups](#)
- [Request Free Educational Materials](#)

About

California's Office of the Patient Advocate (OPA)

Good Information. Better Health Care.



The Patient Advocate's Mission

To provide health care tips and resources to all Californian's to aid them in becoming their own best advocates in the complex health care system.

What We Do For You

- OPA creates a yearly [Health Care Quality Report Card](#) on the top HMOs, PPOs and medical groups in California. You can use our Report Card when choosing a health plan or to see how well your plan treats medical conditions like cancer, heart disease, asthma, and more.
- OPA creates educational resources to help you use your plan and understand the health care system. You can see our useful [health care tips and resources online](#), or [request materials](#) for you, your family, or community events you attend.
- OPA contracts with 15 [local advocacy groups](#) and 3 statewide advocacy groups to perform outreach and research to make sure everyone has equal access to health care. You can find the 15 local groups at your [community events](#) or workshops making sure you have the resources and tips needed to navigate the system.
- OPA leads the effort with other government agencies and advocacy groups in providing a [health care quality portal](#) (one-stop shop) in order to promote transparency and [quality health care](#). OPAs goal is to coordinate the effort to give all Californians easy access to quality data across all types of health plans.
- OPA commissions [research and reports](#) on a variety of health care topics. Our goal is to understand health disparities and make sure health plan members are receiving the care and information they need.

Patient Advocate Key Staff

Director - Sandra Perez

Sandra Perez was appointed by Governor Schwarzenegger as Director of California's Office of the Patient Advocate (OPA) where she represents the interests of health plan enrollees and provides information to help consumers make informed decisions about their health care. By informing consumers of their rights and responsibilities, Ms. Perez sees her role in the Office of the Patient Advocate as an opportunity to help consumers become their own best advocates. OPA publishes the annual Health Care Quality Report Card, publicly reporting ratings on the performance of HMOs and medical groups. OPA not only helps consumers manage their health care, but motivates health care plans to improve the quality of care for enrollees. [\[More\]](#)

Deputy Director - Ed Mendoza

Ed Mendoza has been an executive in state government for over twenty-five years. He is currently the Deputy Director for the state's Office of the Patient Advocate. The Office is responsible for assuring that California consumers are informed and educated about their rights and responsibilities as HMO enrollees. The Office administers a variety of consumer education programs and annually publishes a Health Care Quality Report Card. [\[More\]](#)



Contact Information

Questions about our Office or requesting materials:

- Call: 1.888.466.8900
- [Email OPA](#)
- [Online Materials Request Form](#)

If you need help with your health plan (problems or complaints):

- Call: 1.888466.2219
- [Visit the Department of Managed Health Care](#)

Transparency & Accountability

- [Statement of Economic Interest](#)
- [Travel Expense Claims](#)

Press Releases

- [2009 Report Card Launch](#)
- [2008 Report Card Launch](#)

Other Documents

- [OPA Programs Overview](#)