

APPENDIX C: ADDITIONAL SOURCES OF INFORMATION

<p>Bay Area Consumers Checkbook 52 Sylvan Way Oakland, CA 94610 (510) 763-7979 www.checkbook.org</p>	<p>Rates the quality and prices of local service firms ranging from auto repair shop to hospitals</p>
<p>California Department of Managed Healthcare 980 9th Street Suite 500 Sacramento, CA 95814 1-888-HMO-2219 www.dmhc.ca.gov</p>	<p>Licenses HMOs that meet specific standards</p>
<p>California Medical Review, Inc. 1 Sansome Street, Suite 600 San Francisco, CA 94101-4448 (415) 677-2000 www.cmri-ca.org</p>	<p>Reviews quality for Medicare programs</p>
<p>California Public Employees Retirement System 400 P Street Sacramento, CA 95814 (916) 326-3000 www.calpers.ca.gov</p>	<p>Publishes a report card on health plans</p>
<p>Office of the Patient Advocate 1-866-HMO-8900 TTY 1-866-499-0858 (1) 980 9th Street, Suite 500 Sacramento, CA 95814 (916) 324-6407 (2) 320 W 4th Street, Suite 880 Los Angeles, CA 90013-2347 (213) 897-0579 www.opa.ca.gov</p>	<p>Independent office in state government charged with informing and educating consumers about their rights and responsibilities as HMO enrollees</p>
<p>Joint Commission on Accreditation of Healthcare Organizations One Renaissance Boulevard Oakbrook Terrace, IL 60181 (630) 792-5862 www.jcaho.org</p>	<p>Accredits hospitals that meet specific standards</p>
<p>National Committee on Quality Assurance 1350 New York Avenue, NW Suite 700 Washington, DC 20005 (202) 628-5788 www.ncqa.org</p>	<p>Accredits health plans that meet specific standards</p>
<p>Pacific Business Group on Health 221 Main Street, Suite 1500 San Francisco, CA 94105 (415) 281-8660 www.pbgh.org</p>	<p>Works to improve the quality of healthcare for its 2.5 million represented employees, dependents, and retirees</p>
<p>U.S. Agency for Healthcare Research & Quality 540 Gaither Rockville, MD 20850 (301) 594-1364 www.ahrq.gov</p>	<p>The federal government's lead agency supporting research to improve quality of healthcare</p>

Internet Links to Further Information about Community-acquired Pneumonia:

www.lungusa.org/diseases/lungpneumoni.html

www.mayoclinic.org

www.cdc.gov/nchs/fastats/pneumonia.html

www.lungusa.org/diseases/pneumonia_factsheet.html