

PROVIDER Update



Health Net®

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2017 Progress Toward Goals for Special Needs Plans

The Centers for Medicare & Medicaid Services (CMS) requires Special Needs Plans (SNPs) to conduct a quality improvement program that measures the effectiveness of the Model of Care (MOC). Evaluation of the SNP MOC occurs annually through the collection, analysis and reporting of metrics from key health care domains, such as health outcomes, coordination of care and access to care.

Health Net of California, Inc. offers three SNPs:

- Dual Eligible SNP – Health Net Amber I
- Dual Eligible SNP – Health Net Amber II
- Chronic SNP – Health Net Jade for diabetes, chronic heart failure and/or cardiovascular disorders

Measurable goals for each SNP are set as compared to the previous year or to established benchmarks (refer to the table on page 2). Goals are updated or revised based on findings from the annual evaluation. A summary of actions taken in 2017 for goals not met include:

- Member and provider education on the importance of performing medication reconciliation within 30 days of an inpatient discharge, reevaluating the use of high-risk drugs and taking steps to decrease readmissions.
- Member and provider outreach to encourage preventive care, such as flu vaccine and colorectal cancer screening.
- Member outreach to help schedule follow-up appointments with a behavioral health provider within seven days of discharge from a mental illness hospitalization.
- Improvements to the Customer Call Center to improve service to members experiencing issues with access to care.
- Creation and implementation of educational resources for Call Center agents to better address member questions.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES
provider_services@healthnet.com

Medicare (individual)
1-800-929-9224
provider.healthnetcalifornia.com
Medicare (employer group)
1-800-929-9224
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
healthnet.com
fax 1-800-937-6086

MEASURABLE GOALS FOR EACH SNP

2017 SNP GOALS	Amber I	Amber II	Jade
	Goal Met	Goal Met	Goal Met
Increase rate of members reporting that they were able to get appointments when needed or achieve 85%	Yes	Yes	Yes
Increase rate of members reporting that they received the information needed from their case manager to meet their health needs or achieve 70%	No	No	No
Decrease use of high-risk medications in the elderly or achieve 14%	No	No	Yes
Improve rate of members reporting that they had information needed to manage their care at home after a transition or achieve 85%	Yes	Yes	Yes
Improve completion of medication reconciliation within 30 days of discharge from a hospital or achieve 50%	Yes	No	Yes
Increase rate of members reporting that they received a flu vaccine or achieve 71%	No	Yes	No
Increase rate of women with a fracture who received bone mineral density testing or medication to treat osteoporosis or achieve 41%	Yes*	Yes	Yes
Decrease rate of members experiencing a readmission within 30 days of a hospital discharge or achieve 10%	No	Yes	Yes
Increase rate of members reporting that their care was coordinated (includes following up to ensure lab tests are provided timely, medications reviewed, and care managed with other health services) or achieve 85%	Yes	Yes	Yes
Amber Only Measures			
Increase rate of members reporting that they received their colorectal cancer screening or meet 70%	Yes	No	
Increase rate of members completing a follow-up visit within 7 days after an inpatient behavioral health stay or achieve 35%	NR	No	
Jade Only Measures			
Increase rate of members who have high blood pressure that is under control or meet 72%			Yes
Increase rate of diabetic members who completed an annual retinal eye exam or meet 72%			Yes
Percentage of Goals Met	60%	55%	82%

*Pooled rate for SNP sub-type used for comparison purposes due to small denominators.
NR – Not reportable.