

Stay Informed on Quality Goals and Activities to Improve the Health of Members

Check out the progress made, and improvements still needed, from 2021 MCAS and HEDIS® quality performance results

The Quality Improvement Program monitors performance of clinical care and service measures using many internal and external health care data collection systems. The Managed Care Accountability Set (MCAS) reflects the quality measures health plans and their providers need to meet each year.

The tables indicate whether clinical care measures improved or declined from Reporting Year 2020 to Reporting Year 2021 using Healthcare Effectiveness Data and Information Set (HEDIS®) measures, MCAS and the satisfaction survey. The national benchmarks from year to year allow us to compare our results and identify areas of improvement to close care gaps. Care gaps are the number of members needed to complete a service to meet the national benchmarks.

Results for Medi-Cal plans are compared to the Department of Health Care Services (DHCS) Minimum Performance Level (MPL) which are based on the National Committee for Quality Assurance (NCQA) Quality Compass® national HMO 50th percentile. As a participating provider, you play a vital role in helping our members stay healthy.

Quality Improvement support for members and providers to improve health outcomes

Health Net*, on behalf of CalViva Health, launched a series of live calls to address many gaps in care in 2021. This outreach targets members who are noncompliant with their prescribed medications for these measures:

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

888-893-1569
www.healthnet.com

PROVIDER PORTAL

provider.healthnetcalifornia.com

- Antidepressant medication adherence.
- Asthma Medication Ratio (AMR).
- Comprehensive Diabetes Care (CDC).
- Controlling Blood Pressure (CBP).
- Hemoglobin A1c (HBA1c) Poor Control.
- Child and adolescent well-care visits.
- Immunizations.

These ongoing programs support you and our members to help make access to care easier:

Program	Description
Behavioral health outreach	Help members process uncertainty, maintain connection while social distancing, and keep a positive perspective during the COVID-19 crisis.
Support for parents and guardians during COVID-19 pandemic	Live outreach to offer assistance around scheduling a doctor's visit and linking members to community resources.
Flu shots	Carried out the multimodal campaign (mail, email, proactive outreach manager) to urge members to get their flu shot and partnered with a vendor to provide in-home flu shots.

Tables to compare performance goals

The following tables indicate the improvement or decline in clinical care and service measures from Reporting Year 2020 to Reporting Year 2021 using MCAS, HEDIS® measures and a satisfaction survey. It also shows how our performance compares to national benchmarks. While there have been improvements over the prior year, most measures remain below the 50th percentile goal.

For measurement year 2021 and going forward, DHCS allows alternative reporting options for hybrid measures. See provider update 21-466, *Help Your Patients Achieve Better Health Outcomes*, for more information on reporting changes.

HEDIS/MCAS measures of clinical care (Fresno)	RY 2020 score	RY 2021 score	Rates compared to previous year	2021 DHCS MPL 50th percentile or 2020 Quality Compass National HMO 50th percentile	2021 score compared to DHCS MPL
Antidepressant medication management – acute phase^M	48.20%	49.00%	↑	53.57%	↓
Antidepressant medication management – continuation phase^M	31.84%	31.28%	↓	38.18%	↓
Asthma medication ratio	64.16%	66.82%	↑	62.43%	↑
Breast cancer screening	55.26%	52.64%	↓	58.82%	↓

HEDIS/MCAS measures of clinical care (Fresno)	RY 2020 score	RY 2021 score	Rates compared to previous year	2021 DHCS MPL 50th percentile or 2020 Quality Compass National HMO 50th percentile	2021 score compared to DHCS MPL
Cervical cancer screening	63.50%	60.16%	↓	61.31%	↓
Childhood immunization – Combo 10	33.82%	32.12%	↓	37.47%	↓
Chlamydia screening in women	61.26%	57.81%	↓	58.44%	↓
Comprehensive diabetes care: HbA1c poor control > 9%	34.06%	43.88%	↓	37.47% (inverted rate)	↓
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	89.19%	86.99%	↓	82.09%	↑
Controlling high blood pressure	62.03%	52.07%	↓	61.80%	↓
Immunizations for adolescents – combination 2	37.96% ^R	43.55%	↑	36.86%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	43.55%	31.65%	↓	35.43%	↓
Timeliness of prenatal care	92.21% ^{NT}	89.05%	↓	89.05%	↑
Postpartum care	78.83% ^{NT}	78.35%	↓	76.40%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	82.73%	77.86%	↓	80.50%	↓
Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for nutrition	36.50%	70.07%	↑	71.55%	↓
Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for physical activity	36.98%	66.42%	↑	66.79%	↓

HEDIS/MCAS measures of clinical care (Kings)	RY 2020 score	RY 2021 score	Rates compared to previous year	2021 DHCS MPL 50th percentile or 2020 Quality Compass National HMO 75th percentile	2021 score compared to DHCS MPL
Antidepressant medication management – acute phase ^M	43.72%	43.25%	↓	53.57%	↓
Antidepressant medication management – continuation phase ^M	29.55%	29.07%	↓	38.18%	↓
Asthma medication ratio	71.167%	70.40%	↓	62.43%	↑
Breast cancer screening	57.30%	58.24%	↑	58.82%	↓
Cervical cancer screening	70.07%	68.39%	↓	61.31%	↑
Childhood immunization – Combo 10	33.09%	29.93%	↓	37.47%	↓
Chlamydia screening in women	64.48%	59.85%	↓	58.44%	↑
Comprehensive diabetes care: HbA1c poor control > 9%	36.98% ^R	35.53%	↓	37.47% (inverted rate)	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	92.65%	79.03%	↓	82.09%	↓
Controlling high blood pressure	64.43%	63.99%	↓	61.80%	↓
Immunizations for adolescents – combination 2	35.04%	29.44%	↓	36.86%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	40.74%	29.63%	↓	35.43%	↓
Timeliness of prenatal care	95.38% ^{NT}	91.24%	↓	89.05%	↑
Postpartum care	86.13% ^{NT}	84.67%	↓	76.40%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	91.73%	94.16%	↑	80.50%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for nutrition	45.74%	74.45%	↑	71.55%	↑

HEDIS/MCAS measures of clinical care (Kings)	RY 2020 score	RY 2021 score	Rates compared to previous year	2021 DHCS MPL 50th percentile or 2020 Quality Compass National HMO 75th percentile	2021 score compared to DHCS MPL
Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for physical activity	44.28%	71.29%	↑	66.79%	↑

HEDIS/MCAS measures of clinical care (Madera)	RY 2020 score	RY 2021 score	Rates compared to previous year	2021 DHCS MPL 50th percentile or 2020 Quality Compass National HMO 75th percentile	2021 score compared to DHCS MPL
Antidepressant medication management – acute phase ^M	47.74%	50.74%	↑	53.57%	↓
Antidepressant medication management – continuation phase ^M	27.44%	31.99%	↑	38.18%	↓
Asthma medication ratio	69.75%	73.55%	↑	62.43%	↑
Breast cancer screening	62.44%	59.15%	↓	58.82%	↑
Cervical cancer screening	65.21%	66.49%	↑	61.31%	↑
Childhood immunization – Combo 10	46.96%	50.37%	↑	37.47%	↑
Chlamydia screening in women	55.42%	52.85%	↓	58.44%	↓
Comprehensive diabetes care: HbA1c poor control > 9%	36.25%	41.93%	↓	37.47% (inverted rate)	↓
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	87.14%	86.96%	↓	82.09%	↑
Controlling high blood pressure	69.77%	65.21%	↓	61.80%	↑

HEDIS/MCAS measures of clinical care (Madera)	RY 2020 score	RY 2021 score	Rates compared to previous year	2021 DHCS MPL 50th percentile or 2020 Quality Compass National HMO 75th percentile	2021 score compared to DHCS MPL
Immunizations for adolescents – combination 2	54.88%	53.06%	↓	36.86%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	34.15%	32.35%	↓	35.43%	↓
Timeliness of prenatal care	91.48% ^{NT}	92.21%	↑	89.05%	↑
Postpartum care	81.51% ^{NT}	80.29%	↓	76.40%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	95.38%	96.11%	↑	80.50%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for nutrition	16.06%	83.21%	↑	71.55%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for physical activity	17.76%	78.83%	↑	66.79%	↑

^{NT} Not trend-able year over year due to significant differences in NCQA technical specifications.

^R RY 2019 rates were reported due to COVID-19 impacts.

^M Measurement year does not align with calendar year. Measurement period is May 1 of the prior calendar year through April 30 of the current calendar year (e.g., RY2021 started May 1, 2019 and ended April 30, 2020).