

# PROVIDER Update



REGULATORY | DECEMBER 8, 2022 | UPDATE 22-1052 | 3 PAGES

## Learn How We Performed on Our 2021 Special Needs Plans Model of Care

### A plan of action is in place to ensure appropriate services are delivered to our SNP members

Per the Centers for Medicare & Medicaid Services (CMS), yearly we must assess our Special Needs Plans (SNP) Model of Care (MOC) and communicate the findings to our providers. The purpose is to conduct a quality improvement program that measures the effectiveness of the MOC and identifies areas for improvement.

#### How do we gather our findings?

Health Net\* offers these SNPs:

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

Evaluation of the SNP MOC is done by collecting, reporting, and analyzing metrics from key health care domains, such as health outcomes, coordination of care and access to care.

Measurable goals for each SNP are compared to the past year to established benchmarks (refer to the table on page 2). Goals are updated or revised based on what we find from the yearly evaluation.

#### Actions taken in 2021 for SNP goals that were not met

A summary of actions performed to improve clinical outcomes, access to care and the member experience are as follows:

- Continued member education on topics and available resources such as

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

#### LINES OF BUSINESS:

- IFP
  - Ambetter HMO
  - Ambetter EPO
  - Ambetter HSP
- Employer Group
  - HMO/POS/HSP
  - EPO
  - PPO
- Medicare Advantage (HMO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
  - Kern
  - Los Angeles
  - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

#### PROVIDER SERVICES

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**Medicare (individual & employer group) (Wellcare By Health Net) – 800-929-9224**

#### PROVIDER PORTAL

provider.healthnetcalifornia.com

#### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

#### Discover Helpful Tools to Support Your Office

Go to the Provider Library at [providerlibrary.healthnetcalifornia.com](https://providerlibrary.healthnetcalifornia.com) to quickly access information to help you in your everyday interactions with our Plan. The library includes:

- Provider manuals
- Forms and References
- Education, Training and Other Materials
- Updates and letters
- Contacts
- Health Equity, Cultural and Linguistics Resources

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hypertension, preventive screenings, medication adherence, and the online myStrength tool to help members stay mentally and physically healthy.

- Tailored messages to providers and members to meet the needs of members with chronic conditions at key points in therapy focusing on adherence and gaps in care.
- Continued implementation of a rewards program to encourage members to get suggested preventive screenings and chronic care.
- Created and carried out educational Consumer Assessment of Healthcare Providers and Systems (CAHPS) tailored trainings for various internal teams who impact CAHPS.
- Conducted live calls to members with several gaps in care to help with appointment scheduling, promote the Annual Wellness Visit (AWV), allow opt-in for in home test kits/screenings, and address barriers to accessing care.
- Educated providers on best practices to decrease hospital readmissions, including improving care transitions and medication reconciliation post-discharge.

**Measurable goals for each SNP**

2021 SNP goals	Amber I	Amber II	Amber II Premier	Jade
	Goal met	Goal met	Goal met	Goal met
Increase rate of members reporting that they were able to get appointments when needed	No	No	No	No
Increase rate of members who had an ambulatory or preventive care visit; achieve ≥ 96%	Yes	No	No	Yes
Increase rate of members reporting the ease of getting an appointment with a specialist	No	No	No	No
Increase health plan customer service rate to provide information or help when needed; achieve ≥ 91%	No	No	No	No
Increase rate of members reporting that they received assistance with getting doctor visits or services; achieve ≥ 87%	Yes	Yes	Yes	Yes
Improve overall completion of care plans for delegated members; achieve 100%	No	No	No	No
Improve overall completion of health risk assessment (HRA); achieve 100%	No	No	No	No
Improve overall documentation of ICT for delegated members; achieve 100%	No	No	No	No
Improve rate of members reporting that they had information needed to manage their care at home after a transition; achieve ≥ 85%	No	No	No	No
Improve completion of medication reconciliation within	No	No	NR	Yes

2021 SNP goals	Amber I	Amber II	Amber II Premier	Jade
	Goal met	Goal met	Goal met	Goal met
30 days of discharge from a hospital; achieve $\geq$ 68%				
Increase rate of members reporting that they had received a flu vaccine; achieve $\geq$ 74%	No	No	No	No
Increase rate of members reporting that they received their colorectal cancer screening; achieve $\geq$ 74%	Yes	No	No	Yes
Increase rate of members engaging in alcohol and other drug abuse or dependence treatment; achieve $\geq$ 6.4%	No	No	NR	No
Decrease rate of members experiencing a readmission within 30 days of a hospital discharge by 1%	No	Yes	NR	No
Increase medication adherence rate for diabetic members; achieve $\geq$ 86%	Yes	Yes	Yes	Yes
Increase rate of diabetic members who have their blood sugar under control; achieve $\geq$ 78%	No	No	NR	No
Increase rate of members who have high blood pressure who have it under control; achieve $\geq$ 71.1%	No	No	No	No
Percentage of goals met	24%	18%	15%	29%

<sup>1</sup> NR – Not reportable

### 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](mailto:provider_services@healthnet.com) within 60 days, by phone or through the Health Net provider website as listed in the right-hand column of page 1.