

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

### See the progress made and improvements still needed from 2022 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 2021 to Reporting Year 2022 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) and 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 2022. This outreach targets members who are noncompliant with their prescribed medications for these measures:

- 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:

#### THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

888-893-1569  
[www.healthnet.com](http://www.healthnet.com)

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

Program	Description
<b>Behavioral Health Outreach</b>	Help members process uncertainty, maintain connection while social distancing, and keep a positive perspective during the COVID-19 crisis.
<b>Support for Parents and Guardians During COVID-19 Pandemic</b>	Live outreach to offer assistance around scheduling a doctor's visit and linking members to community resources.

**Quality Improvement supports member experience improvement**

- Partners with a survey vendor to launch the annual CalViva Access Survey to a random sample of membership. Final results are reviewed to identify any trends, and findings are shared with internal stakeholders.
- Conducts quarterly root cause analysis on member data to identify improvement opportunities.

**Tables to compare performance goals**

The following tables indicate whether clinical care and service measures improved or declined from Reporting Year 2021 to Reporting Year 2022 using MCAS, HEDIS measures and the satisfaction survey. It also shows how our performance compares to national benchmarks. While we have made improvements over the prior year, most measures remain below the 50th percentile goal.

HEDIS/MCAS measures of clinical care (Fresno)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Antidepressant medication management – acute phase <sup>M</sup>	49.00%	48.69%	↓	Not Applicable (N/A)	
Antidepressant medication management – continuation phase <sup>M</sup>	31.28%	31.55%	↑	N/A	
Asthma medication ratio	66.82%	64.44%	↓	N/A	
Breast cancer screening	52.64%	49.11%	↓	53.93%	↓
Cervical cancer screening	60.16%	63.04%	↑	59.12%	↑
Childhood immunization – Combo 10	32.12%	35.04%	↑	38.20%	↓
Chlamydia screening in women	57.81%	59.88%	↑	54.91%	↑

HEDIS/MCAS measures of clinical care (Fresno)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Comprehensive diabetes care: HbA1c poor control > 9%	34.06%	42.64%	↓	43.19% (Inverted Rate)	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	89.19%	85.58%	↓	N/A	
Controlling high blood pressure	52.07%	56.83%	↑	55.35%	↑
Immunizations for adolescents – combination 2	43.55%	37.23%	↓	36.74%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	31.65%	44.55%	↑	N/A	
Timeliness of prenatal care	89.05%	86.11%	↓	85.89%	↑
Postpartum care	78.35%	81.6%	↑	76.40%	↑
Weigh assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	77.86%	78.96%	↓	76.64%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: Counseling for nutrition	70.07%	76.5%	↑	70.11%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: Counseling for physical activity	66.42%	73.77%	↑	66.18%	↑

HEDIS/MCAS measures of clinical care (Kings)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Antidepressant medication management – acute phase <sup>M</sup>	43.25%	44.19%	↑	N/A	
Antidepressant medication management – continuation phase <sup>M</sup>	29.07%	28.24%	↓	N/A	
Asthma medication ratio	70.40%	64.76%	↓	N/A	
Breast cancer screening	58.24%	56.64%	↓	53.93%	↑
Cervical cancer screening	68.39%	64.17%	↓	59.12%	↑
Childhood immunization – Combo 10	29.93%	31.87%	↑	38.20%	↓
Chlamydia screening in women	59.85%	55.98%	↓	54.91%	↑
Comprehensive diabetes care: HbA1c poor control > 9%	35.35%	34.04%	↑	43.19% (Inverted Rate)	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	79.03%	83.56%	↑	N/A	
Controlling high blood pressure	63.99%	65.1%	↑	55.35%	↑
Immunizations for adolescents – combination 2	29.44%	32.66%	↑	36.74%	↓

HEDIS/MCAS measures of clinical care (Kings)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	29.63%	41.38%	↑	N/A	
Timeliness of prenatal care	91.24%	91.7%	↑	85.89%	↑
Postpartum care	84.67%	87.34%	↑	76.40%	↑
Weigh assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	94.16%	87.13%	↓	76.64%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: Counseling for nutrition	74.45%	86.26%	↑	70.11%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: Counseling for physical activity	71.29%	79.53%	↑	66.18%	↑

HEDIS/MCAS measures of clinical care (Madera)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Antidepressant medication management – acute phase <sup>M</sup>	50.74%	53.31%	↑	N/A	
Antidepressant medication management – continuation phase <sup>M</sup>	31.99%	33.09%	↑	N/A	

HEDIS/MCAS measures of clinical care (Madera)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Asthma medication ratio	73.55%	71.8%	↓	N/A	
Breast cancer screening	59.15%	56.63%	↓	53.93%	↑
Cervical cancer screening	66.49%	64.42%	↓	59.12%	↑
Childhood immunization – Combo 10	50.37%	49.64%	↓	38.20%	↑
Chlamydia screening in women	52.85%	63.15%	↑	54.91%	↑
Comprehensive diabetes care: HbA1c poor control > 9%	41.93%	40.45%	↑	43.19% (Inverted Rate)	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	86.96%	86.89%	↓	N/A	
Controlling high blood pressure	65.21%	67.29%	↑	55.35%	↑
Immunizations for adolescents – combination 2	53.06%	50.49%	↓	36.74%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	32.35%	35.71%	↑	N/A	

HEDIS/MCAS measures of clinical care (Madera)	RY2021 score	RY2022 score	Rates compared to previous year	2022 DHCS MPL 50th percentile	RY2022 score compared to DHCS MPL
Timeliness of prenatal care	92.21%	88.15%	↓	85.89%	↑
Postpartum care	80.29%	80%	↓	76.40%	↑
Weigh assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	96.11%	79.86%	↓	76.64%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: Counseling for nutrition	83.21%	83.68%	↑	70.11%	↑
Weight assessment and counseling for nutrition and physical activity for children/adolescents: Counseling for physical activity	78.83%	75.69%	↓	66.18%	↑

#### Medi-Cal (product-level)<sup>1</sup>

Access survey measure <sup>2</sup>	RY2021 score	RY2022 score	Compared to previous year
How often did you get routine appointment as soon as needed	78%	74%	↓
How often was it easy to get a specialist appointment	70%	45%	↓
How often was it easy to get care, tests and treatment	69%	71%	↑

<sup>1</sup>Annual CalViva Access Survey results

<sup>2</sup>RY2022 final adult rates