

Important Information and Support to Help You Provide the Best Care

ONE-STOP SHOP FOR QUALITY IMPROVEMENT TOPICS AND STANDARDS ONLINE

Go to the *Quality Management Program and Resources* page in the *Provider Library* to access the most current quality improvement processes and resources.

Here you'll find current details about quality and safety of clinical care and quality of services provided to members. Many topics have direct links to contacts, forms and areas of the provider operations manual.

Access the page in 3 simple steps

- 1 Go to providerlibrary.healthnetcalifornia.com.
- 2 Select the line of business you need.
- 3 Select *Quality Management Program and Resources* on the left-hand side.



Visit the [Quality Management Program and Resources](#) page often, as information may be added or updated.

What you can expect to learn

Once on the page, you'll find details on quality and safety of clinical care and quality of services provided to members. Here are the topics you can explore:

- Wellness and chronic conditions management
- Care reminder messages
- Start Smart for Your Baby® care management
- Health Net Community Connect
- Integrated Care Management program
- Nurse advice line
- Clinical practice and preventive health guidelines
- Utilization management
- Quality improvement initiatives
- Quality measures and safety reporting
- Transplant and bariatric performance centers
- Behavioral health services
- Pharmaceutical management
- Notification of access standards
- Member rights and responsibilities
- Potential quality of care issue referrals
- Member appeals and grievances
- Privacy and confidentiality
- Interpreter services
- Medical record documentation standards