

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 *Medicare Advantage*.
- 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
- 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
- Medicare Advantage health assessment and health risk assessment
- 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

*Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at provider.communications@healthnet.com indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.