

PROVIDERUpdate



NEWS & ANNOUNCEMENTS | MARCH 20, 2025 | UPDATE 25-258m | 10 PAGES

Stay Informed About Quality Goals and Activities to Improve Members' Health

See the progress made and improvements still needed based on 2024 HEDIS® quality performance results

The Health Net* Quality Improvement Program monitors the performance of clinical care and service measures using many internal and external health care data collection systems. The national benchmarks from year to year allow us to compare our results and identify areas of improvement.

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

Quality Improvement supports the enhancement of member experience through Quality Improvement initiatives

Quality Improvement supports you and our members to help make access to care easier with the following programs:

- Directs contact with members to address care gaps. Partners with the Healthcare Effectiveness Data and Information Set (HEDIS) team to conduct live calls to members with many care gaps.
- Provides information about the importance of scheduling yearly wellness visits, completing screenings and tests. Also sends resources to members about how to overcome access to care barriers.
- Creates and sends educational resources and trainings to member services team members. This supports the member services team to better address member questions.
- Launches a robust flu campaign across all plans called Fluvention. Educates members and promotes the importance of getting a flu shot during the current flu season and addresses member concerns.

THIS UPDATE APPLIES TO:

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

LINES OF BUSINESS:

- Medi-Cal
 - Amador
 - Calaveras
 - Inyo
 - Los Angeles
 - Mono
 - Sacramento
 - San Joaquin
 - Stanislaus
 - Tulare
 - Tuolumne

PROVIDER SERVICES

provider_services@healthnet.com

Medi-Cal (including CS and ECM providers)

— 800-675-6110

Behavioral Health providers —

844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Quality Improvement aids in enhancing the member experience with the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey

- Partner with a survey vendor to launch the regulatory CAHPS survey for MY2023. Analyzing results for trends and share findings with internal stakeholders.
- Deploy off-cycle mock surveys to Medi-Cal members to assess the performance of high-volume providers including office visits.
- Conduct annual CAHPS participating physician group (PPG) training webinars. The webinars cover recommendations and best practices on how provider and staff can improve patient satisfaction throughout all patient interactions.
- Manage CAHPS action plan and meets routinely with various stakeholder departments. Discuss member experience improvement opportunities and track the progress of existing member experience programs.

Medi-Cal programs

Program	Description
Outreach campaigns to address gaps in care	The goal is to improve compliance for: • Breast and cervical cancer screenings. • Child and adolescent well-care visits. • Comprehensive diabetes control. • Controlling high blood pressure. • Antidepressant medication adherence. • Immunizations.
Member incentive programs to close care gaps	Incentives for breast cancer screening, cervical cancer screening and child and adolescent well-care visits.
Weekend and extended-hour clinics	Engages with providers/clinic sites with added support of clinical staff and on-site services for members who need care outside of the provider’s normal business hours.
Mobile mammography	Engages with providers/clinic sites to provide convenient access to breast cancer screenings by partnering with a contracted vendor, Alinea Medical Imaging, to provide equipment (mobile unit or portable coach) and state licensed technicians.
Cozeva deployment	Enhances the data exchange with providers to support and improve quality measures, reporting and customer service.

Tables to compare performance goals

The tables on pages 4-10 indicate whether clinical care and service measures improved or declined from Reporting Year (RY) 2023 to Reporting Year 2024 using HEDIS and CAHPS data.

The tables also show how our performance compares to national benchmarks. While we have made improvements over the prior year, many measures remain below the 50th percentile goal. Where appropriate, N/A means not applicable, and NR means not reported due to a small denominator.

Additional information

Providers are encouraged to access the provider portal online at **provider.healthnetcalifornia.com** for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center at 800-675-6110. Behavioral health providers can call 844-966-0298.

Los Angeles County

Measures of clinical care	RY2023 Score	RY2024 Score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Antidepressant medication management – acute phase	55.81%	61.03%	↑	62.43%	↓
Antidepressant medication management – continuation phase	38.54%	41.52%	↑	44.25%	↓
Asthma medication ratio	54.74%	55.76%	↑	65.61%	↓
Breast cancer screening	55.17%	56.63%	↑	65.61%	↓
Cervical cancer screening	46.02%	57.49%	↑	57.11%	↑
Child and adolescent well-care visits	45.15%	46.93%	↑	48.07%	↓
Childhood immunization – combo 10	22.63%	27.01%	↑	30.9%	↓
Chlamydia screening in women	67.17%	72.10%	↑	56.04%	↑
Comprehensive diabetes care – HbA1c poor control	38.46% (Inverted Rate)	31.89% (Inverted Rate)	↓	37.96% (Inverted Rate)	↑
Controlling high blood pressure	61.31%	65.82%	↑	61.31%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	75.13%	90.53%	↑	81.42%	↑
Follow-up after emergency department visit for mental illness (30-day follow-up)	39.35%	21.02%	↓	54.87%	↓
Follow-up after emergency department visit for substance use (30-day follow-up)	39.35%	12.96%	↓	36.34%	↓
Immunizations for adolescents – combination 2	38.20%	37.71%	↓	34.31%	↑
Postpartum care	78.61%	79.17%	↑	78.10%	↑
Timeliness of prenatal care	86.58%	85.42%	↓	84.23%	↑
Well-child visits in the first 30 months of life—well-child visits in the first 15 months – — six or more well-child visits	43.14%	49.84%	↑	58.38%	↓
Well-child visits in the first 30 months of life – well-child visits for age 15 months to 30 months – two or more well-child visits	61.37%	63.54%	↑	66.76%	↓

Sacramento County

Measures of clinical care	RY2023 Score	RY2024 Score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Antidepressant medication management – acute phase	52.91%	62.62%	↑	62.43%	↑
Antidepressant medication management – continuation phase	37.79%	43.98%	↑	44.25%	↓
Asthma medication ratio	61.04%	60.45%	↓	65.61%	↓
Breast cancer screening	41.40%	43.46%	↑	65.61%	↓
Cervical cancer screening	53.90%	50.00%	↓	57.11%	↓
Child and adolescent well-care visits	54.51%	50.77%	↓	48.07%	↑
Childhood immunization – combo 10	41.40%	29.20%	↓	30.9%	↓
Chlamydia screening in women	63.69%	67.60%	↑	56.04%	↑
Comprehensive diabetes care – HbA1c poor control	39.45%	37.47% (Inverted Rate)	↓	37.96% (Inverted Rate)	↑
Controlling high blood pressure	61.31%	56.96%	↓	61.31%	↓
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	78.46%	87.19%	↑	81.42%	↑
Follow-up after emergency department visit for mental illness (30-day follow-up)	48.75%	28.59%	↓	54.87%	↓
Follow-up after emergency department visit for substance use (30-day follow-up)	36.13%	20.02%	↓	36.34%	↓
Immunizations for adolescents – combination 2	45.01%	41.12%	↓	34.31%	↑
Lead screening in children	42.74%	48.18%	↑	62.79%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	43.75%	40.56%	↓	36.61%	↑
Postpartum care	78.61%	72.52%	↓	78.10%	↓
Timeliness of prenatal care	86.58%	84.66%	↓	84.23%	↑
Well-child visits in the first 30 months of life—well-child visits in the first 15 months – six or more well-child visits	48.39%	58.14%	↑	58.38%	↓
Well-child visits in the first 30 months of life – well-child visits for age 15 months to 30 months – two or more well- child visits	62.85%	64.65%	↑	66.76%	↓

San Joaquin County

Measures of clinical care	RY2023 Score	RY2024 Score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Antidepressant medication management – acute phase	59.71%	60.33%	↑	62.43%	↓
Antidepressant medication management – continuation phase	40.29%	39.67%	↓	44.25%	↓
Asthma medication ratio	62.96%	56.55%	↓	65.61%	↓
Breast cancer screening	55.17%	35.17%	↓	65.61%	↓
Cervical cancer screening	55.12%	41.61%	↓	57.11%	↓
Child and adolescent well-care visits	31.05%	29.68%	↓	48.07%	↓
Childhood immunization – combo 10	22.63%	29.30%	↑	30.9%	↓
Chlamydia screening in women	67.17%	56.92%	↓	56.04%	↑
Comprehensive diabetes care – HbA1c poor control	42.22%	38.21% (Inverted Rate)	↓	37.96% (Inverted Rate)	↓
Controlling high blood pressure	61.31%	61.52%	↓	61.31%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	67.91%	83.33%	↑	81.42%	↑
Follow-up after emergency department visit for mental illness (30-day follow-up)	43.93%	19.66%	↓	54.87%	↓
Follow-up after emergency department visit for substance use (7-day follow-up)	37.38%	12.82%	↓	36.34%	↓
Immunizations for adolescents – combination 2	38.20%	30.90%	↓	34.31%	↓
Lead screening in children	37.16%	36.34%	↓	62.79%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	37.50%	37.50%	→	36.61%	↑
Postpartum care	78.61%	78.26%	↓	78.10%	↑
Timeliness of prenatal care	86.58%	81.52%	↓	84.23%	↓
Well-child visits in the first 30 months of life—well-child visits in the first 15 months – six or more well-child visits	44.26%	47.62%	↑	58.38%	↓
Well-child visits in the first 30 months of life – well-child visits for age 15 months to 30 months – two or more well- child visits	38.46%	43.40%	↑	66.76%	↓

Stanislaus County

Measures of clinical care	RY2023 Score	RY2024 Score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Antidepressant medication management – acute phase	55.92%	62.68%	N/A	62.43%	↓
Antidepressant medication management – continuation phase	40.41%	38.03%	N/A	44.25%	↓
Asthma medication ratio	59.73%	59.73%	N/A	65.61%	↑
Breast cancer screening	39.43%	42.16%	↑	52.60%	↑
Cervical cancer screening	44.81%	47.93%	↑	57.11%	↑
Child and adolescent well-care visits	28.70%	35.08%	↑	48.07%	↓
Childhood immunization – combo 10	23.84%	22.38%	↓	30.9%	↑
Chlamydia screening in women	50.52%	52.69%	↓	56.04%	↑
Comprehensive diabetes care – HbA1c poor control	42.30% (Inverted Rate)	36.97% (Inverted Rate)	↓	37.96% (Inverted Rate)	↑
Controlling high blood pressure	57.00%	62.28%	↑	61.31%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	77.28%	84.26%	↑	81.42%	↑
Follow-up after emergency department visit for mental illness (30-day follow-up)	46.63%	24.21%	↓	54.87%	↓
Follow-up after emergency department visit for substance use (7-day follow-up)	32.58%	11.82%	↓	36.34%	↓
Immunizations for adolescents – combination 2	31.14%	29.68%	↓	34.31%	↓
Lead screening in children	34.79%	36.50%	↑	62.79%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	25.00%	40.45%	↑	36.31%	↑
Timeliness of postpartum care	71.34%	73.10%	↑	78.10%	↓
Timeliness of prenatal care	77.31%	78.65%	↑	84.23%	↓
Well-child visits in the first 30 months of life—well-child visits in the first 15 months – six or more well-child visits	32.26%	46.24%	↑	58.38%	↓
Well-child visits in the first 30 months of life – well-child visits for age 15 months to 30 months – two or more well- child visits	42.18%	46.72%	↑	66.76%	↓

Tulare County

Measures of clinical care	RY2023 Score	RY2024 Score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Antidepressant medication management – acute phase	48.53%	57.11%	↑	62.43%	↓
Antidepressant medication management – continuation phase	28.80%	33.87%	↑	44.25%	↓
Asthma medication ratio	66.63%	66.95%	↑	65.61%	↑
Breast cancer screening	55.17%	56.41%	↑	52.60%	↑
Cervical cancer screening	55.12%	69.54%	↑	57.11%	↑
Child and adolescent well-care visits	46.26%	48.00%	↑	48.07%	↓
Childhood immunization – combo 10	22.63%	33.09%	↑	30.9%	↑
Chlamydia screening in women	67.17%	65.78%	↓	56.04%	↑
Comprehensive diabetes care – HbA1c poor control	29.62% (Inverted Rate)	29.60% (Inverted Rate)	↓	37.96% (Inverted Rate)	↑
Controlling high blood pressure	61.31%	73.94%	↑	61.31%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	78.88%	87.95%	↓	81.42%	↑
Follow-up after emergency department visit for mental illness (30-day follow-up)	55.38%	36.41%	↓	54.87%	↓
Follow-up after emergency department visit for substance use (7-day follow-up)	41.93%	22.07%	↓	36.34%	↓
Immunizations for adolescents – combination 2	38.20%	36.93%	↓	34.31%	↑
Lead screening in children	59.37%	70.32%	↑	62.79%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	36.57%	44.44%	↑	36.61%	↑
Timeliness of postpartum care	78.61%	87.92%	↑	78.10%	↑
Timeliness of prenatal care	86.58%	95.42%	↑	84.23%	↑
Well-child visits in the first 30 months of life—well-child visits in the first 15 months – six or more well-child visits	57.81%	63.37%	↑	58.38%	↑
Well-child visits in the first 30 months of life – well-child visits for age 15 months to 30 months – two or more well- child visits	65.66%	66.64%	↓	66.76%	↓

Region 2 Counties (Amador, Calaveras, Inyo, Mono, Tuolumne)

Measures of clinical care	RY2023 Score	RY2024 Score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Antidepressant medication management – acute phase	56.69%	83.43%	↑	62.43%	↓
Antidepressant medication management – continuation phase	43.89%	71.76%	↑	44.25%	↓
Asthma medication ratio	59.92%	49.74%	↑	65.61%	↑
Breast cancer screening	47.38%	48.53%	↑	52.60%	↑
Cervical cancer screening	52.68%	52.93%	↑	57.11%	↑
Child and adolescent well-care visits	35.16%	34.56%	↑	48.07%	↓
Childhood immunization – combo 10	22.87%	21.17%	↑	30.9%	↑
Chlamydia screening in women	46.21%	45.75%	↓	56.04%	↑
Comprehensive diabetes care – HbA1c poor control	37.76% (Inverted rate)	34.28% (Inverted rate)	↓	37.96% (Inverted Rate)	↑
Controlling high blood pressure	63.95%	61.46%	↑	61.31%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	77.33%	82.30%	↓	81.42%	↑
Follow-up after emergency department visit for mental illness (30-day follow-up)	56.77%	38.98%	↓	54.87%	↓
Follow-up after emergency department visit for substance use (7-day follow-up)	48.28%	27.40%	↓	36.34%	↓
Immunizations for adolescents – combination 2	25.06%	25.30%	↑	34.31%	↓
Lead screening in children	35.28%	42.09%	↑	62.79%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	34.53%	29.03%	↓	36.61%	↓
Timeliness of postpartum care	80.00%	77.41%	↓	78.10%	↓
Timeliness of prenatal care	90.00%	84.81%	↓	84.23%	↑
Well-child visits in the first 30 months of life—well-child visits in the first 15 months – six or more well-child visits	54.89%	56.70%	↑	58.38%	↓
Well-child visits in the first 30 months of life – well-child visits for age 15 months to 30 months – two or more well- child visits	57.13%	58.87%	↑	66.76%	↓

Medi-Cal – Product Level Adult Survey Outcomes for CAHPS Programs

Measures of service	RY2023 score	RY2024 score	Compared to previous year	2023 Quality Compass® National HMO 25th percentile	RY2024 score compared to 2023 Quality Compass® National HMO 25th percentile
Customer service	88.1%	85.9%	↓	88.1%	87.2%
Getting care quickly	75.3%	77.5%	↑	76.01%	77.4%
How well doctors communicate	87.7%	92.2%	↑	91.44%	91.8%