

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 Quality Improvement Program monitors performance of clinical care and service measures using many internal and external health care data collection systems. Managed Care Accountability Set (MCAS) reflect the quality measures health plans and their providers need to meet each year.

The tables on pages 3-5 indicate whether clinical care measures improved or declined from reporting year 2023 to reporting year 2024 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) 50th percentile Minimum Performance Level (MPL) for MCAS 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

In 2023, Health Net*, on behalf of CalViva Health, initiated a series of live calls to address care gaps. These were outreach calls to members who were noncompliant with their prescribed medications for the following measures:

- Asthma Medication Ratio (AMR).
- Comprehensives Diabetes Care (HBD Controlling Blood Pressure (CBP)).
- Hemoglobin A1c (HBA1c) Poor Control.
- Child and adolescent well-care visits.
- Immunizations.

THIS UPDATE APPLIES TO:

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

PROVIDER SERVICES

CalViva Health Medi-Cal
(including ECM and CS providers) –
888-893-1569

Behavioral health providers –
844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

These ongoing programs support you and our members, aiming to facilitate easier access to care:

Program	Description
Family unit outreach calls	Live outreach call program with the purpose of facilitating the scheduling of doctor's appointments and fostering connections within the community to provide essential resources for women's and pediatric health.
Weekend and extended-hour clinics	Engage 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.

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

- Partnering with a survey vendor to launch the Regulatory CAHPS Survey for MY 2024 to a random sample of members. Final results are reviewed to identify any trends and the findings are shared with internal stakeholders.
- Improvement activities focusing on educating CAHPS stakeholders and measuring owners by partnering with operational areas to implement initiatives with the goal of improving CAHPS survey results and the overall member experience.
- Conducting quarterly root cause analysis on member pain point data to identify improvement opportunities.

Tables to compare performance goals

The tables on pages 3-5 indicate whether clinical care and service measures improved or declined from Reporting Year (RY) 2023 to Reporting Year 2024 using MCAS, HEDIS measures and satisfaction surveys.

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 CalViva Health at 888-893-1569. Behavioral health providers can call 844-966-0298.

Fresno County

HEDIS/MCAS measures of clinical care (Fresno)	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	50.00%	57.07%	↑	62.43%	↓
Antidepressant medication management – continuation phase	33.55%	38.29%	↑	44.25%	↓
Asthma medication ratio	62.15%	63.66%	↑	65.61%	↓
Breast cancer screening	52.14%	57.87%	↑	50.95%	↑
Cervical cancer screening	57.08%	60.55%	↑	57.64%	↓
Childhood immunization – combo 10	27.49%	27.74%	↑	34.79%	↓
Chlamydia screening in women	58.86%	61.35%	↑	55.32%	↑
Comprehensive diabetes care – HbA1c poor control	37.47% (Inverted Rate)	35.31% (Inverted Rate)	↓	39.90% (Inverted Rate)	↑
Controlling high blood pressure	61.73%	64.29%	↑	59.85%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	80.54%	88.62%	↑	81.42%	↑
Immunizations for adolescents – combination 2	39.17%	36.06%	↓	35.04%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	45.38%	40.33%	↓	36.61%	↑
Postpartum care	84.23%	82.10%	↓	77.37%	↑
Timeliness of prenatal care	89.62%	90.39%	↑	85.40%	↑

Kings County

HEDIS/MCAS measures of clinical care (Kings)	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	46.97%	52.84%	↑	62.43%	↓
Antidepressant medication management – continuation phase	27.95%	36.88%	↑	44.25%	↓
Asthma medication ratio	64.37%	59.29%	↓	66.51%	↓
Breast cancer screening	58.61%	61.90%	↑	50.95%	↑
Cervical cancer screening	58.95%	61.10%	↑	57.64%	↑
Childhood immunization – combo 10	23.84%	19.83%	↓	34.79%	↓

Kings County, continued

HEDIS/MCAS measures of clinical care (Kings)	RY2023 score	RY2024 score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Chlamydia screening in women	62.15%	64.11%	↑	55.32%	↑
Comprehensive diabetes care – HbA1c poor control	30.05% (Inverted Rate)	25.42% (Inverted Rate)	↓	39.90% (Inverted Rate)	↑
Controlling high blood pressure	71.81%	72.81%	↑	59.85%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	82.99%	86.15%	↑	81.42%	↑
Immunizations for adolescents – combination 2	29.68%	31.39%	↑	35.04%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	33.33%	35.71%	↑	36.61%	↓
Postpartum care	84.18%	83.84%	↓	77.37%	↑
Timeliness of prenatal care	87.76%	91.27%	↑	85.40%	↑

Madera County

HEDIS/MCAS measures of clinical care (Madera)	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	54.15%	58.37%	↑	62.43%	↓
Antidepressant medication management – continuation phase	41.67%	41.63%	↓	44.25%	↓
Asthma medication ratio	72.93	72.20%	↓	65.61%	↑
Breast cancer screening	61.03%	63.18%	↑	50.95%	↑
Cervical cancer screening	61.58%	68.37%	↑	57.64%	↑
Childhood immunization – combo 10	48.42%	47.45%	↑	34.79%	↑
Chlamydia screening in women	59.38%	62.08%	↑	55.32%	↑
Comprehensive diabetes care – HbA1c poor control	35.93% (Inverted Rate)	30.79% (Inverted Rate)	↓	39.90% (Inverted Rate)	↑
Controlling high blood pressure	67.49%	71.04%	↑	59.85%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	84.56%	87.67%	↑	81.42%	↑

Madera County, *continue*

HEDIS/MCAS measures of clinical care (Madera)	RY2023 score	RY2024 score	Rates compared to previous year	2023 DHCS MPL 50th percentile	RY2024 score compared to DHCS MPL
Immunizations for adolescents – combination 2	53.86%	47.32%	↓	35.04%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	48.21%	53.42%	↑	36.61%	↑
Postpartum care	87.04%	80.10%	↑	77.37%	↑
Timeliness of prenatal care	90.37%	90.82%	↑	85.40%	↑

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

Measure of Service	RY2023 score	2024 Quality Compass® National HMO 25th percentile	Results Met based on 2024 Quality Compass 25th Percentile (Yes/No)
Customer service	86.3%	NR	N/A
Getting care quickly	81.8%	NR	N/A
How well doctors communicate	93.5%	90.02%	↓

NR Non-reportable data due to small sample size (n<100).