

PROVIDER Update



NEWS & ANNOUNCEMENTS | MARCH 2, 2026 | UPDATE 26-191m | 9 PAGES

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

See progress and needed improvements based on 2025 HEDIS® quality performance results

As a participating physician, practitioner or other provider, you play a vital role in helping our members stay healthy.

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 year-to-year benchmarks enable us to compare our results and identify areas for 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 (MCAS) measures and the National Committee for Quality Assurance (NCQA) Quality Compass® National HMO 50th percentile, if applicable.

Quality Improvement supports providers and members by enhancing access to care through the following initiatives:

- Conducting direct outreach to members with multiple care gaps, in partnership with the HEDIS¹ team.
- Educating members on the importance of annual wellness visits, screenings, and tests, and providing resources to help remove barriers to care.
- Delivering educational materials and trainings to member services staff to strengthen their ability to address member questions.
- Implementing Fluvention, a comprehensive flu-prevention campaign that promotes vaccination and addresses member concerns.

¹ HEDIS – Healthcare Effectiveness Data and Information Set.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians and Practitioners
- 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

Medi-Cal (including CS and ECM providers)

– 800-675-6110

Behavioral Health providers –

844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

Quality Improvement strengthens member outcomes through the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey

- Partnering with a survey vendor to launch the Measurement Year (MY) 2024 regulatory CAHPS survey, analyze key trends and share insights with internal stakeholders.
- Conducting annual CAHPS training webinars for participating physician groups to provide recommendations and best practices to help providers and their staff to enhance patient experience.
- Managing the CAHPS action plan by collaborating with cross-functional teams to identify opportunities to improve member experience and monitor progress on ongoing initiatives.

Programs Enhancing Access to Care

| Program | Description |
|---|--|
| Outreach campaigns to address gaps in care | The goal is to improve compliance for: <ul style="list-style-type: none"> • 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 onsite 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. HEDIS measure tip sheets are now available in Cozeva to support provider education and improve process efficiency. |

Tables to compare performance goals

The tables on pages 3-9 indicate whether clinical care and service measures improved or declined from Reporting Year (RY) 2023 to RY 2024 using HEDIS and CAHPS data.

The tables also illustrate how our performance compares to national benchmarks. While we have achieved improvements over the prior year, several measures remain below the 50th percentile target. In the tables, N/A indicates “not applicable” and NR signifies “not reported” due to a small denominator.

Need Help? Contact us

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 | RY2024 score | RY2025 score | Rates compared to previous year | 2024 DHCS MPL 50th percentile | RY2025 score compared to DHCS MPL |
|--|---------------------------|---------------------------|---------------------------------|-------------------------------|-----------------------------------|
| Antidepressant medication management – acute phase | 61.03% | 60.95% | ↓ | 64.36% | ↓ |
| Antidepressant medication management – continuation phase | 41.52% | 43.04% | ↑ | 46.55% | ↓ |
| Asthma medication ratio | 55.76% | 56.89% | ↑ | 63.66% | ↓ |
| Breast cancer screening | 56.63% | 60.76% | ↑ | 55.87% | ↑ |
| Cervical cancer screening | 57.49% | 54.02% | ↓ | 52.32% | ↑ |
| Child and adolescent well-care visits | 46.93% | 51.11% | ↑ | 55.41% | ↓ |
| Childhood immunization – combo 10 | 27.01% | 25.93% | ↓ | 27.49% | ↓ |
| Chlamydia screening in women | 72.10% | 73.30% | ↑ | 56.30% | ↑ |
| Glycemic status assessment for patients with diabetes > 9.0% | 31.89% (Inverted rate) | 25.00% (Inverted rate) | ↑ | 30.41% (Inverted rate) | ↓ |
| Controlling high blood pressure | 65.82% | 68.76% | ↑ | 67.88% | ↑ |
| Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications | 90.53% | 84.49% | ↓ | 82.83% | ↑ |
| Follow-up after emergency department visit for mental illness (30 days) | 21.02% | 41.11% | ↑ | 57.13% | ↓ |
| Follow-up after emergency department visit for substance use (30 days) | 12.96% | 19.77% | ↑ | 39.10% | ↓ |
| Immunizations for adolescents – combination 2 | 37.71% | 41.67% | ↑ | 36.48% | ↑ |
| Lead screening in children | 54.01% | 66.25% | ↑ | 69.96% | ↓ |
| Postpartum care | 79.17% | 80.58% | ↑ | 82.48% | ↓ |
| Timeliness of prenatal care | 85.42% | 86.41% | ↑ | 86.37% | ↑ |
| Well-child visits in the first 30 months of life—well-child visits in the first 15 months—six or more well-child visits | 49.84% | 50.35% | ↑ | 63.38% | ↓ |
| 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 | 63.54% | 65.40% | ↑ | 72.32% | ↓ |

Sacramento County

| Measures of clinical care | RY2024 score | RY2025 score | Rates compared to previous year | 2024 DHCS MPL 50th percentile | RY2025 score compared to DHCS MPL |
|--|---------------------------|---------------------------|---------------------------------|-------------------------------|-----------------------------------|
| Antidepressant medication management – acute phase | 62.62% | 61.73% | ↓ | 64.36% | ↓ |
| Antidepressant medication management – continuation phase | 43.98% | 42.59% | ↓ | 46.55% | ↓ |
| Asthma medication ratio | 60.45% | 57.97% | ↓ | 63.66% | ↓ |
| Breast cancer screening | 43.46% | 47.51% | ↑ | 55.87% | ↓ |
| Cervical cancer screening | 50.00% | 55.00% | ↑ | 52.32% | ↑ |
| Child and adolescent well-care visits | 50.77% | 33.75% | ↓ | 55.41% | ↓ |
| Childhood immunization – combo 10 | 29.20% | 24.00% | ↓ | 27.49% | ↓ |
| Chlamydia screening in women | 67.60% | 56.17% | ↓ | 56.30% | ↓ |
| Glycemic status assessment for patients with diabetes > 9.0% | 37.47% (Inverted rate) | 33.00% (Inverted rate) | ↑ | 30.41 (Inverted rate) | ↑ |
| Controlling high blood pressure | 56.96% | 57.00% | ↑ | 67.88% | ↓ |
| Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications | 87.19% | 81.98% | ↓ | 82.83% | ↓ |
| Follow-up after emergency department visit for mental illness (30 days) | 28.59% | 56.62% | ↑ | 57.13% | ↓ |
| Follow-up after emergency department visit for substance use (30 days) | 20.02% | 26.27% | ↑ | 39.10% | ↓ |
| Immunizations for adolescents – combination 2 | 41.12% | 29.00% | ↓ | 36.48% | ↓ |
| Lead screening in children | 48.18% | 65.00% | ↑ | 69.96% | ↓ |
| Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing | 40.56% | 31.51% | ↓ | 37.93% | ↓ |
| Postpartum care | 72.52% | 69.00% | ↓ | 82.48% | ↓ |
| Timeliness of prenatal care | 84.66% | 79.00% | ↓ | 86.37% | ↓ |
| Well-child visits in the first 30 months of life—well-child visits in the first 15 months—six or more well-child visits | 58.14% | 57.00% | ↓ | 63.38% | ↓ |
| 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 | 64.65% | 66.85% | ↑ | 72.32% | ↓ |

San Joaquin County

| Measures of clinical care | RY2024 score | RY2025 score | Rates compared to previous year | 2024 DHCS MPL 50th percentile | RY2025 score compared to DHCS MPL |
|--|---------------------------|---------------------------|---------------------------------|-------------------------------|-----------------------------------|
| Antidepressant medication management – acute phase | 60.33% | 59.29% | ↓ | 64.36% | ↓ |
| Antidepressant medication management – continuation phase | 39.67% | 42.14% | ↑ | 46.55% | ↓ |
| Asthma medication ratio | 56.55% | 56.76% | ↑ | 63.66% | ↓ |
| Breast cancer screening | 35.17% | 42.64% | ↑ | 55.87% | ↓ |
| Cervical cancer screening | 41.61% | 37.00% | ↓ | 58.15% | ↓ |
| Child and adolescent well-care visits | 29.68% | 32.92% | ↑ | 55.41% | ↓ |
| Childhood immunization – combo 10 | 29.30% | 31.00% | ↑ | 27.49% | ↑ |
| Chlamydia screening in women | 56.92% | 65.16% | ↑ | 56.30% | ↑ |
| Glycemic status assessment for patients with diabetes > 9.0% | 38.21% (Inverted rate) | 39.00% (Inverted rate) | ↓ | 30.41% (Inverted rate) | ↑ |
| Controlling high blood pressure | 61.52% | 57.00% | ↓ | 67.88% | ↓ |
| Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications | 83.33% | 86.9% | ↑ | 82.83% | ↑ |
| Follow-up after emergency department visit for mental illness (30 days) | 19.66% | 41.84% | ↑ | 57.13% | ↓ |
| Follow-up after emergency department visit for substance use (7 days) | 12.82% | 23.83% | ↑ | 26.89% | ↓ |
| Immunizations for adolescents – combination 2 | 30.90% | 20.00% | ↓ | 36.48% | ↓ |
| Lead screening in children | 36.34% | 54.00% | ↑ | 69.96% | ↓ |
| Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing | 37.50% | 26.32% | ↓ | 37.93% | ↓ |
| Postpartum care | 78.26% | 78.00% | ↓ | 82.48% | ↓ |
| Timeliness of prenatal care | 81.52% | 78.00% | ↓ | 86.37% | ↓ |
| Well-child visits in the first 30 months of life—well-child visits in the first 15 months—six or more well-child visits | 47.62% | 49.01% | ↑ | 63.38% | ↓ |
| 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 | 43.40% | 49.33% | ↑ | 72.32% | ↓ |

Stanislaus County

| Measures of clinical care | RY2024 score | RY2025 score | Rates compared to previous year | 2024 DHCS MPL 50th percentile | RY2025 score compared to DHCS MPL |
|--|---------------------------|---------------------------|--|--------------------------------------|--|
| Antidepressant medication management – acute phase | 62.68% | 61.73% | ↓ | 64.36% | ↓ |
| Antidepressant medication management – continuation phase | 38.03% | 42.59% | ↑ | 46.55% | ↓ |
| Asthma medication ratio | 59.73% | 57.97% | ↓ | 63.66% | ↓ |
| Breast cancer screening | 42.16% | 47.51% | ↑ | 55.87% | ↓ |
| Cervical cancer screening | 47.93% | 55.00% | ↑ | 58.15% | ↓ |
| Child and adolescent well-care visits | 35.08% | 33.75% | ↓ | 55.41% | ↓ |
| Childhood immunization – combo 10 | 22.38% | 24.00% | ↑ | 27.49% | ↓ |
| Chlamydia screening in women | 52.69% | 56.17% | ↑ | 56.30% | ↓ |
| Glycemic status assessment for patients with diabetes > 9.0% | 36.97% (Inverted rate) | 33.00% (Inverted rate) | ↑ | 30.41% (Inverted rate) | ↑ |
| Controlling high blood pressure | 62.28% | 57.00% | ↓ | 67.88% | ↓ |
| Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications | 84.26% | 76.14% | ↓ | 82.83% | ↓ |
| Follow-up after emergency department visit for mental illness (30 days) | 24.21% | 43.38% | ↑ | 57.13% | ↓ |
| Follow-up after emergency department visit for substance use (7 days) | 11.82% | 26.84% | ↑ | 26.89% | ↓ |
| Immunizations for adolescents – combination 2 | 29.68% | 29.00% | ↓ | 36.48% | ↓ |
| Lead screening in children | 36.50% | 43.00% | ↑ | 69.96% | ↓ |
| Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing | 40.45% | 31.51% | ↓ | 37.93% | ↓ |
| Timeliness of postpartum care | 73.10% | 69.00% | ↓ | 82.48% | ↓ |
| Timeliness of prenatal care | 78.65% | 79.00% | ↑ | 86.37% | ↓ |
| Well-child visits in the first 30 months of life—well-child visits in the first 15 months—six or more well-child visits | 46.24% | 55.74% | ↑ | 63.38% | ↓ |
| 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 | 46.72% | 56.04% | ↑ | 72.32% | ↓ |

Tulare County

| Measures of clinical care | RY2024 score | RY2025 score | Rates compared to previous year | 2024 DHCS MPL 50th percentile | RY2025 score compared to DHCS MPL |
|--|---------------------------|---------------------------|--|--------------------------------------|--|
| Antidepressant medication management – acute phase | 57.11% | 57.69% | ↑ | 64.36% | ↓ |
| Antidepressant medication management – continuation phase | 33.87% | 40.33% | ↑ | 46.55% | ↓ |
| Asthma medication ratio | 66.95% | 73.43% | ↑ | 63.66% | ↑ |
| Breast cancer screening | 56.41% | 61.07% | ↑ | 55.87% | ↑ |
| Cervical cancer screening | 69.54% | 61.00% | ↓ | 58.15% | ↑ |
| Child and adolescent well-care visits | 48.00% | 51.76% | ↑ | 55.41% | ↓ |
| Childhood immunization – combo 10 | 33.09% | 32.00% | ↓ | 27.49% | ↑ |
| Chlamydia screening in women | 65.78% | 70.06% | ↑ | 56.30% | ↑ |
| Glycemic status assessment for patients with diabetes > 9.0% | 29.60% (Inverted rate) | 25.00% (Inverted rate) | ↑ | 30.41% (Inverted rate) | ↓ |
| Controlling high blood pressure | 73.94% | 77.17% | ↑ | 67.88% | ↑ |
| Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications | 87.95% | 87.96% | ↑ | 82.83% | ↑ |
| Follow-up after emergency department visit for mental illness (30 days) | 36.41% | 55.98% | ↑ | 57.13% | ↑ |
| Follow-up after emergency department visit for substance use (7 days) | 22.07% | 33.16% | ↑ | 26.89% | ↑ |
| Immunizations for adolescents – combination 2 | 36.93% | 37.00% | ↑ | 36.48% | ↑ |
| Lead screening in children | 70.32% | 77.00% | ↑ | 69.96% | ↑ |
| Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing | 44.44% | 54.93% | ↑ | 37.93% | ↑ |
| Timeliness of postpartum care | 87.92% | 89.00% | ↑ | 82.48% | ↑ |
| Timeliness of prenatal care | 95.42% | 96.00% | ↑ | 86.37% | ↑ |
| Well-child visits in the first 30 months of life—well-child visits in the first 15 months—six or more well-child visits | 63.37% | 68.37% | ↑ | 63.38% | ↑ |
| 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 | 66.64% | 68.08% | ↑ | 72.32% | ↓ |

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

| Measures of clinical care | RY2024 score | RY2025 score | Rates compared to previous year | 2024 DHCS MPL 50th percentile | RY2025 score compared to DHCS MPL |
|--|---------------------------|---------------------------|---------------------------------|-------------------------------|-----------------------------------|
| Antidepressant medication management – acute phase | 83.43% | 69.23% | ↓ | 64.36% | ↑ |
| Antidepressant medication management – continuation phase | 71.76% | 51.92% | ↓ | 46.55% | ↑ |
| Asthma medication ratio | 49.74% | 48.75% | ↓ | 63.66% | ↓ |
| Breast cancer screening | 48.53% | 50.46% | ↑ | 55.87% | ↓ |
| Cervical cancer screening | 52.93% | 47.00% | ↓ | 58.15% | ↓ |
| Child and adolescent well-care visits | 34.56% | 35.88% | ↑ | 55.41% | ↓ |
| Childhood immunization – combo 10 | 21.17% | 24.00% | ↑ | 27.49% | ↓ |
| Chlamydia screening in women | 45.75% | 47.93% | ↑ | 56.30% | ↓ |
| Glycemic status assessment for patients with diabetes > 9.0% | 34.28% (Inverted rate) | 25.00% (Inverted rate) | ↑ | 30.41% (Inverted rate) | ↓ |
| Controlling high blood pressure | 61.46% | 68.00% | ↑ | 67.84% | ↑ |
| Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications | 82.30% | 86.49% | ↑ | 82.83% | ↑ |
| Follow-up after emergency department visit for mental illness (30 days) | 38.98% | 46.94% | ↑ | 57.13% | ↓ |
| Follow-up after emergency department visit for substance use (7 days) | 27.40% | 27.01% | ↓ | 26.89% | ↑ |
| Immunizations for adolescents – combination 2 | 25.30% | 17.00% | ↓ | 36.48% | ↓ |
| Lead screening in children | 42.09% | 48.00% | ↑ | 69.96% | ↓ |
| Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing | 29.03% | 30.77% | ↑ | 37.93% | ↓ |
| Timeliness of postpartum care | 77.41% | 84.00% | ↑ | 82.48% | ↑ |
| Timeliness of prenatal care | 84.81% | 90.00% | ↑ | 86.37% | ↑ |
| Well-child visits in the first 30 months of life—well-child visits in the first 15 months—six or more well-child visits | 56.70% | 48.21% | ↓ | 63.38% | ↓ |
| 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 | 58.87% | 60.10% | ↑ | 72.32% | ↓ |

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

| Measures of service | RY2024 score | RY2025 score | Rates compared to previous year | 2024 Quality Compass National HMO 25th percentile | RY2025 score compared to 2024 Quality Compass National HMO 25th percentile |
|------------------------------|---------------------|---------------------|--|--|---|
| Customer service | 85.90% | 86.40% | ↑ | 87.20% | ↓ |
| Getting care quickly | 77.50% | 75.40% | ↓ | 78.90% | ↓ |
| How well doctors communicate | 92.20% | 91.90% | ↓ | 91.80% | ↑ |