

## 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 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:

In 2025, Health Net\*, on behalf of CalViva Health, initiated a series of live calls to address care gaps. These calls were made to members who were noncompliant with their prescribed medications for the following measures:

- Asthma Medication Ratio (AMR)
- Comprehensive Diabetes Care
- Controlling Blood Pressure (CBP)
- Hemoglobin A1c (HBA1c) Poor Control
- Child and Adolescent Well-Care Visits
- Immunizations

#### THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians and Practitioners
- 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](http://provider.healthnetcalifornia.com)

## Programs Enhancing Access to Care

Name	Description
<b>Family unit outreach calls</b>	Live calls that help schedule medical appointments and connect members with community resources supporting women’s and pediatric health.
<b>Weekend and extended-hour clinics</b>	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.

### Quality Improvement helps enhance member experience through the 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.

### Tables to compare performance goals

The tables starting below through page 5 indicate whether clinical care and service measures improved or declined from Reporting Year (RY) 2023 to RY 2024 using Healthcare Effectiveness Data and Information Set (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 CalViva Health at 888-893-1569. Behavioral health providers can call 844-966-0298.

### Fresno County

HEDIS/MCAS 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 – <b>acute</b> phase	57.07%	56.32%	↓	64.36%	↓
Antidepressant medication management – <b>continuation</b> phase	38.29%	36.88%	↓	46.55%	↓
Asthma medication ratio	63.66%	67.62%	↑	63.66%	↑
Breast cancer screening	57.87%	59.99%	↑	55.87%	↑
Cervical cancer screening	60.55%	66.30%	↑	52.32%	↑

HEDIS/MCAS measures of clinical care	RY2024 score	RY2025 score	Rates compared to previous year	2024 DHCS MPL 50th percentile	RY2025 score compared to DHCS MPL
Childhood immunization – combo 10	27.74%	29.17%	↑	27.49%	↑
Chlamydia screening in women	61.35%	64.83%	↑	56.30%	↑
Glycemic status assessment for patients with diabetes > 9.0%	35.31% (Inverted rate)	24.04% (Inverted rate)	↑	30.41% (Inverted rate)	↓
Controlling high blood pressure	64.29%	68.92%	↑	67.88%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	88.62%	86.98%	↓	82.83%	↑
Immunizations for adolescents – combination 2	36.06%	39.60%	↑	36.48%	↑
Lead screening in children	56.69%	68.66%	↑	69.96%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	40.33%	60.55%	↑	37.93%	↑
Follow-up after emergency department visit for mental illness	14.17%	42.94%	↑	57.13%	↓
Follow-up after emergency department visit for substance use	15.01%	29.48%	↑	39.10%	↓
Postpartum care	82.10%	83.90%	↑	82.48%	↑
Timeliness of prenatal care	90.39%	90.40%	↑	86.37%	↑

### Kings County

HEDIS/MCAS 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 – <b>acute</b> phase	52.84%	56.40%	↑	64.36%	↓
Antidepressant medication management – <b>continuation</b> phase	36.88%	40.80%	↑	46.55%	↓
Asthma medication ratio	59.29%	76.86%	↑	63.66%	↑
Breast cancer screening	61.90%	64.39%	↑	55.87%	↑
Cervical cancer screening	61.10%	66.00%	↑	52.32%	↑
Childhood immunization – combo 10	19.83%	14.00%	↓	27.49%	↓
Lead screening in children	58.64%	64.00%	↑	69.96%	↓
Chlamydia screening in women	64.11%	65.81%	↑	56.30%	↑

HEDIS/MCAS measures of clinical care	RY2024 score	RY2025 score	Rates compared to previous year	2024 DHCS MPL 50th percentile	RY2025 score compared to DHCS MPL
Glycemic status assessment for patients with diabetes > 9.0%	25.42% (Inverted rate)	28.00% (Inverted rate)	↓	30.41% (Inverted rate)	↓
Controlling high blood pressure	72.81%	79.00%	↑	67.88%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	86.15%	85.71%	↓	82.83%	↑
Immunizations for adolescents – combination 2	31.39%	35.77%	↑	36.48%	↓
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	35.71%	37.04%	↑	37.93%	↓
Follow-up after emergency department visit for mental illness – 30 days	38.25%	64.97%	↑	57.13%	↑
Follow-up after emergency department visit for substance use – 30 days	21.66%	36.65%	↑	39.10%	↓
Postpartum care	83.84%	87.00%	↑	82.48%	↑
Timeliness of prenatal care	91.27%	92.00%	↑	86.37%	↑

**Madera County**

HEDIS/MCAS 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 – <b>acute</b> phase	58.37%	61.33%	↑	64.36%	↓
Antidepressant medication management – <b>continuation</b> phase	41.63%	46.22%	↑	46.55%	↓
Asthma medication ratio	72.20%	74.41%	↑	63.66%	↑
Breast cancer screening	63.18%	58.5%	↓	55.87%	↑
Cervical cancer screening	68.37%	70.00%	↑	52.32%	↑
Childhood immunization – combo 10	47.45%	39.00%	↓	27.49%	↑
Chlamydia screening in women	62.08%	66.96%	↑	56.30%	↑
Glycemic status assessment for patients with diabetes > 9.0%	30.79% (Inverted rate)	23.00% (Inverted rate)	↑	30.41% (Inverted rate)	↓
Controlling high blood pressure	71.04%	72.00%	↑	67.84%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	87.67%	79.35%	↓	82.83%	↓

<b>HEDIS/MCAS measures of clinical care</b>	<b>RY2024 score</b>	<b>RY2025 score</b>	<b>Rates compared to previous year</b>	<b>2024 DHCS MPL 50th percentile</b>	<b>RY2025 score compared to DHCS MPL</b>
Immunizations for adolescents – combination 2	47.32%	52.29%	↑	36.48%	↑
Lead screening in children	78.10%	93.00%	↑	69.96%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	53.42%	66.23%	↑	37.93%	↑
Follow-up after emergency department visit for mental illness – 30 days	22.47%	47.71%	↑	57.13%	↓
Follow-up after emergency department visit for substance use – 30 days	16.84%	30.70%	↑	39.10%	↓
Postpartum care	80.10%	87.00%	↑	82.48%	↑
Timeliness of prenatal care	90.82%	93.00%	↑	86.37%	↑

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

<b>Measure of service</b>	<b>RY2024 score</b>	<b>RY2025 score</b>	<b>Rates compared to previous year</b>	<b>2024 Quality Compass® National HMO 25th percentile</b>	<b>RY2025 score compared to 2024 Quality Compass® National HMO 25th percentile</b>
Customer service	NR	90.50%	-	87.20%	↑
Getting care quickly	NR	78.60%	-	78.90%	↓
How well doctors communicate	90.02%	90.60%	↑	91.90%	↓

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