

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

Baseline results for first performance year

As a contracted physician, practitioner or other provider with Health Net* serving Community Health Plan of Imperial Valley (CHPIV) members, you play a key role in supporting member health and experience. CHPIV is establishing its first-year baseline performance using nationally recognized quality measures.

This first Reporting Year (RY) establishes the foundation for future performance improvement and helps identify early opportunities to close care gaps and support members' preventive and chronic care needs.

For CHPIV's first Reporting Year, we are evaluating quality performance using:

- Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) data.
- Managed Care Accountability Set (MCAS) data.
- Member experience surveys, including Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]).

This inaugural RY marks the start of our quality measurement journey. CHPIV is establishing baseline results to set a foundation for future improvement, rather than comparing to previous years.

Performance will be assessed against:

- Department of Health Care Services (DHCS) 50th percentile Minimum Performance Level (MPL) for MCAS.
- National Committee for Quality Assurance (NCQA) Quality Compass[®] National HMO 50th percentile benchmarks, when applicable.

These benchmarks allow CHPIV to identify care gaps—the number of members who must receive specific services for the plan to meet national standards.

¹ HEDIS – Healthcare Effectiveness Data and Information Set.

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

CHPIV Medi-Cal
(including ECM and CS providers) –
833-236-4141

Behavioral health providers –
844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

Quality Improvement activities supporting providers and members

The following activities are in place to support our CAHPS measures and improve overall member experience.

- A Provider Training Series focused on physician communication, patient access and experience.
- The *Whole You* member newsletter featuring a CAHPS article.

Initial care gap closure initiatives

To promote better health outcomes from the beginning, CHPIV initiated a series of live calls to address care gaps. These calls were made to members who were not taking their medications as prescribed for the following measures:

- Asthma Medication Ratio (AMR)
- Comprehensive Diabetes Care
- Controlling Blood Pressure (CBP)
- Glycemic Status Assessment for Patients With Diabetes > 9.0%
- Child and Adolescent Well-Care Visits
- Immunizations

These initial actions help us engage members and establish a strong foundation for our first year of quality measurement.

Programs Enhancing Access to Care

Name	Description
Family unit outreach calls	Live calls that help schedule medical appointments and connect members with community resources supporting women’s and pediatric health.
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.

Quality Improvement strengthens member outcomes through the annual CAHPS survey

In this first RY, CHPIV is establishing its baseline CAHPS member experience performance. Activities include:

- Conducting the CAHPS survey for Measurement Year (MY) 2024 with an approved vendor and reviewing early results.
- Educating internal stakeholders and CAHPS measure owners on key drivers of member experience.
- Performing annual root-cause analyses to identify barriers and opportunities to enhance satisfaction.

These efforts help establish a strong foundation for ongoing measurement and improvement of member experience.

Performance goals and baseline results

Tables on pages 3-4 summarize CHPIV’s first-year performance across:

- HEDIS measures.
- MCAS measures.

- Member satisfaction survey indicators.

This year’s results for CHPIV serve as our baseline for future comparison. In upcoming years, performance will be measured against these initial results. N/A indicates that a benchmark does not apply. NR indicates results not reported due to a small denominator.

Need help? Contact us

If you have questions regarding the information contained in this update, contact CHPIV at 833-236-4141. Behavioral health providers can call 844-966-0298.

Community Health Plan of Imperial Valley

HEDIS/MCAS measures of clinical care	RY2025 score	Rates compared to previous year	2024 DHCS MPL 50th percentile	RY2025 score compared to DHCS MPL
Antidepressant medication management – acute phase	59.25%	N/A – First RY	64.36%	↓
Antidepressant medication management – continuation phase	42.79%	N/A – First RY	46.55%	↓
Asthma medication ratio	92.09%	N/A – First RY	63.66%	↑
Breast cancer screening	58.20%	N/A – First RY	55.87%	↑
Cervical cancer screening	61.80%	N/A – First RY	52.32%	↑
Childhood immunization – combo 10	37.71%	N/A – First RY	27.49%	↑
Chlamydia screening in women	55.28%	N/A – First RY	56.30%	↓
Glycemic status assessment for patients with diabetes > 9.0%	23.84% (Inverted rate)	N/A – First RY	30.41% (Inverted rate)	↓
Controlling high blood pressure	73.48%	N/A – First RY	67.88%	↑
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications	91.58%	N/A – First RY	82.83%	↑
Immunizations for adolescents – combination 2	45.74%	N/A – First RY	36.48%	↑
Lead screening in children	83.21%	N/A – First RY	69.96%	↑
Metabolic monitoring for children and adolescents on antipsychotics: blood glucose and cholesterol testing	42.64%	N/A – First RY	37.93%	↑
Follow-up after emergency department visit for substance use – 30 days	47.62%	N/A – First RY	39.10%	↑

HEDIS/MCAS measures of clinical care	RY2025 score	Rates compared to previous year	2024 DHCS MPL 50th percentile	RY2025 score compared to DHCS MPL
Follow-up after emergency department visit for mental illness – 30 days	61.70%	N/A – First RY	57.13%	↑
Postpartum care	87.83%	N/A – First RY	82.48%	↑
Timeliness of prenatal care	88.56%	N/A – First RY	86.37%	↑

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

Measure of Service	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	87.93%	N/A – First RY	87.20%	↑
Getting care quickly	82.97%	N/A – First RY	8.90%	↑
How well doctors communicate	92.37%	N/A – First RY	1.90%	↑