

EXECUTIVE SUMMARY

The 2022 Quality Program Evaluation documents the annual review and formal assessment of Blue Shield Promise Health Plan's Quality Improvement Program for Medi-Cal Los Angeles. This evaluation serves as the foundation for the ongoing quality improvement activities described in the 2022 Quality Work Plan and conforms to the 2022 Quality Program Description.

Our 2023 quality improvement program goals and objectives support the quality vision and quality strategy that drive us toward achieving our long-term goals.

Continuous program objectives:

- Enhance the quality, efficiency, and safety in the provision of health care and services.
- Improve member satisfaction and experience with healthcare services and care received from providers.
- Improve access to care and availability of providers.
- Enhance data systems to improve data collection capability.
- Maintaining accreditation with the National Committee of Quality Assurance (NCQA) for Medi-Cal lines of business.

2022 Program Objectives and Goals:

- Deliver an exceptional quality program across the company.
- Improve the quality, safety, and efficiency of health care.
- Improve members' experiences with services, care, and their own health outcomes.
- Ensure care and services are provided to members in a culturally and linguistically appropriate manner.

2022 Outcomes and Accomplishments:

- Maintained NCQA Accreditation status for Medi-Cal.
- Engaged a large provider group in San Diego to focus efforts on closing care gaps for multiple HEDIS measures.
- Met credentialing and recredentialing timeframe goals.
- Exceeded customer call center goals.
- Conducted 100% timely annual delegate audits, ensuring those delegated entities that fell below the thresholds were put on corrective action and followed to closure.
- Integrated the NCQA CLAS/Health Equity standards into the QI Program Description and QI Work Plan.
- Paid out incentive payments through the Value Incentive Program (VIP), Year End Care Gap Closure Incentive Program, Patient Centered Medical Home (PCMH) Program, and Initial Health Assessments (IHA) Program.