

2023 MEDI-CAL LOS ANGELES QUALITY PROGRAM EVALUATION EXECUTIVE SUMMARY

Blue Shield Promise's Quality Program is committed to promoting continuous and coordinated care in a patient-centered environment that recognizes the positive relationship between health education, a culture of wellness, and an emphasis on prevention and affordable healthcare.

Promise's Quality Improvement (QI) Program is designed to directly support our mission by monitoring and improving various aspects of clinical care, clinical service, and organizational services provided to members, while identifying opportunities for enhancements in existing programs and new program development. We are proud of our successes:

2023 Outcomes and Accomplishments:

- Maintained NCQA Accreditation status for Medi-Cal.
- Engaged a large provider group in Los Angeles to focus efforts on member preventive and care services.
- Exceeded all customer call center goals.

2023 Opportunities and Outlook:

- Improving accuracy of new enrollee data as incomplete or incorrect contact information hampers interventions and programs such as the Initial Health Assessments member outreach efforts.
- Explore opportunities to collaborate with Quality Improvement and contracted vendors who can conduct Initial Health Assessments visits via telehealth, office hours, and in-home visits.

2024 Program Objectives and Goals:

- Deliver an exceptional quality program across the company.
- Maintain NCQA Health Plan Accreditation for all Medi-Cal products.
- Obtain NCQA Health Equity Accreditation for Medi-Cal by 2025.
- Meet or exceed minimum performance levels in all DHCS Managed Care Accountability Set measures for all Medi-Cal service areas.
- Focus on member needs and meet their expectations in LA County.