

## Network Provider Update

To: Medi-Cal network participants  
From: Melinda Kjer  
Director, Provider Relations and Contracting

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**Subject: All Plan Letter 24-004: Quality Improvement and Health Equity Transformation Requirements**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 24-004](#), "Quality Improvement and Health Equity Transformation Requirements." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 24-004 notifies managed care plans (MCPs) such as Blue Shield of California Promise Health Plan about requirements for quality and health equity improvement.

### APL summary

The APL advises MCPs to establish and implement a Quality Improvement and Health Equity Transformation Program (QIHETP), effective January 1, 2024. As part of their QIHETP, MCPs should:

- Align with various DHCS reports and measures, including the Comprehensive Quality Strategy Report, the Medi-Cal Managed Care Accountability Set, Technical Reports, the Health Disparities Report, the Services Report, Focus Studies, and the Encounter Data Validation Report.
- Complete a minimum of two Performance Improvement Projects.
- Participate in DHCS collaborations or initiatives that may improve quality and equity of care.
- Designate a Performance Improvement Lead and Regional Quality and Health Equity Teams.
- Report annually on how the plan addresses clinical quality of physical, behavioral health, access and engagement of providers, continuity and coordination of care, and member experience.
- Attend quarterly regional collaborative meetings.
- Align health equity goals with the DHCS Health Equity Framework within the Comprehensive Quality Strategy Report.
- Cooperate with annual DHCS member satisfaction surveys.
- Ensure subcontractors comply with quality and health equity improvement requirements.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 24-004 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-004.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Visit the [Blue Shield Promise Quality Improvement Program](#) web page to learn about our QI program.

For questions or to learn how we can help providers improve quality for our members, contact our Quality Improvement department via email at [QIMediCal@blueshieldca.com](mailto:QIMediCal@blueshieldca.com).