

Blue Shield Promise Health Plan Medi-Cal Quality Improvement Bulletin

Welcome to Blue Shield of California Promise Health Plan's first Medi-Cal Quality Improvement Bulletin. Each quarter, this bulletin will provide up-to-date information about the programs we offer as we collaborate with you to provide quality care for our Medi-Cal members. We will also share information about events, as well as how we can reward your practice through our provider incentive programs and tell you about related opportunities for clinical interventions.

Events

If you are interested in scheduling your patients for a Mobile Mammography or Well Child Visit clinic day, please contact your Blue Shield Quality Improvement Program Manager or email us at QIMediCal@blueshieldca.com

Member and Provider Incentives

The Blue Shield Promise Medi-Cal Quality Improvement Team wants to ensure that plan members receive quality and timely preventive care. We also want to support Blue Shield Promise providers as they work to provide care. That's why we offer multiple incentives to our members and providers.

Point-of-Care Member Incentive Program:

For members, our Healthy Rewards program offers gift cards valued from \$25 to \$100 by mail or at point of care for completing specific Health Care Effectiveness Data and Information Set (HEDIS®) appointments. If you are not currently participating in point-of care-incentive programs for Blue Shield Promise members and would like to start, please contact us at QIMediCal@blueshieldca.com.

Provider Incentive Programs

For providers, our quality incentive programs offer direct payments to qualifying network IPAs, as well as associated management service organizations (MSOs). The higher your scores on HEDIS measurements for patients with Blue Shield Promise Medi-Cal coverage, the higher the payment value.

- **Initial Health Assessment (IHA):** Incentive payments for every IHA completed for new plan members; higher payments for those conducted within 120 days of enrollment.
- **Patient Centered Medical Home (PCMH):** Incentive payments for provider network participants who have obtained or maintained a PCMH certification through either the National Committee for Quality Assurance (NCQA) or the Joint Commission and have a practice serving more than 100 Blue Shield Promise Medi-Cal members within the two six-month incentive periods.

Note: The PCMH program is the only Medi-Cal provider incentive in which payment may be sent directly to a specified health center/physician office.

- **Promise Quality Performance Incentive (PQPI):** A traditional pay-for-performance program across three domains:
 - o Clinical quality: HEDIS
 - o Encounter data: timeliness & volume
 - o Member experience: Consumer Assessment of Healthcare Providers & Services (CAHPS)
- **Care Gap Closure Incentive Program:** Payment will be made for every compliant care gap closure demonstrated in Blue Shield Promise data systems on specified HEDIS measures during specific timeframes.
- **Align. Measure. Perform. (AMP):** Program is centered on a statewide common set of measures and benchmarks spanning clinical quality, patient experience, utilization, and cost-of-care measures.

For additional information about these programs, please contact your assigned Blue Shield Promise Quality Improvement Program Manager, or send an e-mail to QIMediCal@blueshieldca.com

Intervention Opportunities

Provider groups know the population and patients they serve. That's why Blue Shield Promise collaborates with providers to help ensure that we meet our promise of providing high-quality care and service to our members.

Blue Shield Promise's Medi-Cal Clinical Innovation Funding (CIF) supports our Quality Improvement Team's efforts with providers on initiatives that improve care for our members, and pilot programs that emphasize service to vulnerable and underserved populations.

The initiatives we pursue are identified from a thorough population analysis, as well as a gap analysis of current care delivery systems. These analyses are conducted jointly by our Quality Improvement Team and Blue Shield Promise providers.

The clinical interventions are designed, implemented, and refined by intervention teams composed of clinicians and clinical leaders and coordinated by our Clinical Program Managers. CIF projects are designed to be sustainable so that the provider group can continue the intervention after a pilot is proven successful.

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¹HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

²CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Programs Offered by Blue Shield Promise:

- **Mobile Mammography Services:** Offers mobile mammogram days in San Diego and Los Angeles counties at provider offices, Information Resource Centers, Community Resource Centers, other community centers, and community retail parking lots.
- **Health Equity Interventions:** Identifies health disparities through stratifying quality data by race/ethnicity and builds interventions to address health equity.

To learn more about Clinical Innovation Funding, contact your assigned Blue Shield Promise Quality Improvement Program Manager or send an email to QIMediCal@blueshieldca.com.

Annual CAHPS survey February 21, 2023 through May 5, 2023

Please encourage your patients to take the Consumer Assessment of Provider Healthcare and Systems (CAHPS) survey if they receive one by mail or by phone.

Achieving good CAHPS scores is a year-round exercise. One of the most important parts of a good CAHPS score, especially in California, is patients' perception of how easy it was to get care as soon as they needed it. When a telephone message is not returned in a timely manner, patients may feel they are not important, or that the doctor or clinic does not care about them. This affects their overall satisfaction with the clinic and the provider.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² surveys measure patient experience for all health plans and products. Employer groups, the National Committee for Quality Assurance (NCQA), the Centers for Medicare & Medicaid Services (for Medicare), and the Department of Health Care Services (for Medi-Cal) rely on the results of those surveys to improve the patient experience.

There are a variety of ways to improve patient perception of access for both routine and urgent visit requests, and their experience when they call your office. For tips on best practices in these two important patient experience areas, please take some time to review [Access to Care: Best Practices 2023](#). CAHPS®, which stands for Consumer Assessment of Healthcare

We appreciate your commitment to delivering high-quality and timely care. If you have feedback about our quality programs and initiatives, please let us know! If you would like to see specific items in this Quality Improvement Bulletin, we are open to your suggestions. Contact us at QIMediCal@blueshieldca.com.

Quality Education Spotlight

The Blue Shield Promise Medi-Cal Quality Improvement and Health Education Program is designed to help participating provider groups learn more about HEDIS with the goal of reducing gaps in care. We offer in-person "lunch and learns" or quality education sessions via Zoom.

Blue Shield Promise is aligned with the California Department of Health Care Services (DHCS) Managed Care Accountability Set (MCAS) for Measurement Year 2023, Reporting Year 2024. Our primary focus is MCAS measures held to Minimum Performance Level:

BCS: Breast Cancer Screening
CBP: Controlling High Blood Pressure
CCS: Cervical Cancer Screening
CHL: Chlamydia Screening in Women
CIS-10: Childhood Immunizations Status: Combo 10
CDC (HBD): Hemoglobin A1C Control for Patients with Diabetes: HbA1c Poor Control (>9.0%)
FUA: Follow-Up After Emergency Department (ED) Visits for Substance Use Disorder? -30 days
FUM: Follow-Up After ED Visits for Mental Illness Treatment? – 30 Days
IMA-2: Immunizations for Adolescents: Combo 2
LSC: Lead Screening in Children
PPC-Pre: Timeliness of Prenatal Care
PPC-Pst: Postpartum Care

DHCS has added three new measures to the 2023 Medi-Cal MCAS, as described below.

AMR: Asthma Medication Ratio
DEV: Developmental Screening in the First Three Years of life
TFL-CH: Topical Fluoride for Children

To learn more about the new measures, and about HEDIS Quality Education, contact your assigned Quality Improvement Program Manager or email us at QIMediCal@blueshieldca.com. You can also review our HEDIS tip sheets at: [Quality Improvement Program](#).