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## News

# 20-980m Stay Informed on Quality Goals and Activities to Improve the Health of Members

Date: 11/30/20

This information applies to Physicians, Participating Physician Groups (PPGs), Hospitals, and Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.

## Check out the progress made and improvements still needed from 2020 HEDIS® quality performance results

The Health Net Quality Improvement Program monitors performance of clinical care and service measures using many internal and external health care data collection systems. The national benchmarks from year to year allow us to compare our results and identify areas of improvement.

- Commercial and Marketplace plans are compared to the National Committee for Quality Assurance (NCQA) Quality Compass® percentiles and Centers for Medicare & Medicaid Services (CMS) Quality Rating System (QRS) benchmarks.
- Medicare plans are compared to the CMS Five-Star Quality Rating System,<sup>1</sup> when applicable.
- Medi-Cal plans are compared to the Department of Health Care Services (DHCS) 50<sup>th</sup> percentile Minimum Performance Level (MPL) for Managed Care Accountability Set (MCAS) measures, and the NCQA Quality Compass national HMO 75<sup>th</sup> percentile, if applicable.

### Quality Improvement support for members and providers to improve health outcomes

Quality Improvement supports you and our members to help make access to care easier with the following programs:

- **Directs contact with members to address care gaps.** Partners with the Health Care Effectiveness Data and Information Set (HEDIS®) team to conduct live calls across all product lines to members with many care gaps.
- Provides information about the importance of scheduling yearly wellness visits, and completing screenings and tests. Also sends members resources on how to overcome access to care barriers.
- Mails in-home test kits to members to help close care gaps for the comprehensive diabetes control sub-measures. Partners with a vendor to mail kits, and helps address common barriers to health care for transportation, limited availability to visits and minimal access to lab centers.
- **Continues to participate in the University of Best Practice's Right Care Initiative.** This aims to improve performance on cardiovascular disease, hypertension, and diabetes measures.
- Creates and sends educational resources and trainings for member services staff. This enables them to better address member questions.
- **Launches a robust flu campaign across all plans called Fluvention.** Educates members and promotes the importance of getting a flu shot during the current flu season and address concerns members may have due to the COVID-19 pandemic.

### Quality Improvement supports CAHPS improvements

These ongoing programs support you in closing care gaps.

- Develops a member-facing Consumer Assessment of Healthcare Providers and Systems (CAHPS®) mailer to urge participation in the 2020 CAHPS Survey.
- Partners with a survey vendor to launch the yearly regulatory survey to a random sample of membership from all plans. Final results shared with stakeholders to identify member pain points and to identify opportunities to improve.
- Deploys off-cycle mock surveys for Medicare and Medi-Cal members to assess performance with high volume providers and at provider offices.
- Conducts yearly CAHPS participating physician group (PPG) training webinars.
- Manages CAHPS action plan and met routinely with many Health Net departments to discuss how to incorporate the needs of our members to improve and track progress of programs.

**Commercial and Marketplace programs**

PROGRAM	DESCRIPTION
Diabetes Forecast magazine	Educational American Diabetes Association (ADA) mailing to members. Note this magazine has been discontinued by ADA in Quarter 4 2020.
Educational campaigns	Text reminders to educate and empower members to stay healthy by completing screenings, adhering to screenings for diabetes and cardiovascular conditions, or timely behavior health care on: <ul style="list-style-type: none"> <li>• Breast, cervical, and colorectal cancer screenings, with an opt-in to receive an in-home fecal Immunochemical test (FIT) kit.</li> <li>• Statin medication adherence messages for members with diabetes and cardiovascular conditions.</li> <li>• Timely follow-up care after a hospitalization for mental illness, in partnership with Health Net’s behavioral health division, MHN.</li> </ul>
Text campaign for vaccinations	Reminder to parents of teens who need to complete their HPV vaccine series.
Outreach campaigns via email, text and/or IVR	Multi-modal outreach to encourage members to schedule visits. Includes diabetic screenings, blood pressure monitoring, postpartum visits, well-child visits and immunizations, and those to address co-morbid chronic conditions.

**Medicare Advantage programs**

PROGRAM	DESCRIPTION
Rewards program	Incentives urge dual-eligible members to get recommended screenings and chronic care.

Partner with ADA and the American Heart Association (AHA)	Inform, educate and empower members to take action about their health.
Educate members and providers	Includes topics such as telehealth's availability and value, resources for chronic disease self-management, fall prevention and osteoporosis management.
Multimodal flu campaign (mailers, emails, texts, proactive outreach manager)	Encourages members to get their flu shot and hosted free drive-thru flu clinics.

**Medi-Cal programs**

PROGRAM	DESCRIPTION
Outreach campaigns to address gaps in care	<p>The goal is to improve compliance for:</p> <ul style="list-style-type: none"> <li>• Breast and cervical cancer screenings</li> <li>• Child and adolescent well-care visits</li> <li>• Comprehensive diabetes control</li> <li>• Controlling high blood pressure</li> <li>• Antidepressant medication adherence</li> <li>• Immunizations</li> </ul>
Member incentive programs to close care gaps	Incentives for breast cancer screening, cervical cancer screening, chlamydia screening, diabetes testing and well-care visits.
Weekend and extended-hour clinics	Engages with providers/clinic sites with added support of clinical staff and on-site services for members who need care outside of provider's normal business hours).
Outreach calls for high-risk members	Interviews members to address social concerns, link them to needed resources and remove barriers to care.
Cozeva deployment	Enhances the data exchange with providers to support and improve quality measures, reporting, and customer service.

**Our response to the pandemic**

COVID-19 has had a large impact on utilization, especially at the beginning of the pandemic (March-July). Health Net responded quickly to provide alternative service-delivery modes, such as telehealth, to mitigate the drop of in-person visits. Health Net's Provider Network Management team conducted a provider readiness survey to evaluate providers' ability to accommodate members' needs during the pandemic. There were major technical changes for most of the HEDIS measures due to COVID-19. The data based on the updates will not be added into the HEDIS system until later this year.

### Tables to compare performance goals

The following tables indicate whether clinical care and service measures improved or declined from Reporting Year 2019 to Reporting Year 2020 using HEDIS and CAHPS data.

The tables also show how our performance compares to national benchmarks. While we have made improvements over the prior year, many measures remain below the 75th percentile goal. Where appropriate, N/A means not applicable and NR means not reported due to a small denominator.

Due to the COVID-19 pandemic, DHCS and NCQA waived the RY 2020 requirements for hybrid measures with alternative reporting options. Refer to provider update 20-697, *Help Your Patients Achieve Better Health Outcomes*, for more on COVID-19 impacts to Health Net's performance reporting.

### Commercial HMO/POS

MEASURES OF CLINICAL CARE	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL HMO/POS 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Breast cancer screening	76.23%	76.96%	↑	78.63%	↓
Childhood immunization status – combo 10	54.77%	54.77% <sup>R</sup>	↔	66.42%	↓
Colorectal cancer screening	60.64%	65.06%	↑	72.50%	↓
Comprehensive diabetes care – HbA1c poor control (> 9%) <i>Note: inverse measure - lower rate indicates improvement</i>	19.60%	19.60% <sup>R</sup>	↔	24.33%	↑
Comprehensive diabetes care – medical attention for nephropathy	92.96%	92.96% <sup>R</sup>	↔	92.46%	↑

Follow-up after ADHD diagnosis (ADD) – continuation phase	35.44%	41.11%	↑	51.89%	↓
Statin therapy for patients with cardiovascular disease – received therapy – total	80.64%	83.24%	↑	85.87%	↓

MEASURES OF SERVICE <sup>1</sup>	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS <sup>®</sup> NATIONAL COMMERCIAL HMO/POS 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Customer service	75.61%	82.7%	↑	92.1%	↓
Getting care quickly	78.57%	79.3%	↑	88.0%	↓
How well doctors communicate	92.83%	94.2%	↑	96.5%	↓

### Commercial PPO/EPO

MEASURES OF CLINICAL CARE	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS <sup>®</sup> NATIONAL COMMERCIAL PPO/EPO 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Antidepressant medication management – acute phase	70.77%	66.02%	↓	75.03%	↓
Breast cancer screening	72.87%	74.02%	↑	74.31%	↓

Controlling high blood pressure	57.66%	67.25%	↑	62.04%	↑
Colorectal cancer screening	65.16%	67.55%	↑	67.01%	↑
Follow-up after hospitalization for mental illness – within 30 days	56.82%	62.79%	↑	73.18%	↓
Immunization for adolescents – HPV	30.41%	30.41% <sup>R</sup>	↔	31.14%	↓
Statin therapy for patients with diabetes – statin adherence 80%	71.20%	70.12%	↓	76.41%	↓

MEASURES OF SERVICE <sup>1</sup>	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS <sup>®</sup> NATIONAL COMMERCIAL PPO/EPO 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Customer service	67.16%	70.6%	↑	92.3%	↓
Getting care quickly	83.24%	82.0%	↓	88.3%	↓
How well doctors communicate	95.32%	96.1%	↑	96.6%	↓

#### Commercial Marketplace HMO/HSP (Covered CA)

MEASURES OF CLINICAL CARE	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL HMO/POS 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Antidepressant medication management – acute phase	60.35%	63.11%	↑	74.91%	↓
Childhood immunization status – combo 3	57.61%	69.23%	↑	84.91%	↓
Colorectal cancer screening	51.09%	62.29%	↑	72.50%	↓
Controlling high blood pressure	62.77%	62.77%	↔	70.10%	↓
Comprehensive diabetes care – medical attention for nephropathy	93.92%	94.16%	↑	92.46%	↓

MEASURES OF SERVICE <sup>1</sup>	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL HMO/POS 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Access to care	66.2%	67.8%	↓	N/A	N/A
Care coordination	76.3%	80.1%	↑	N/A	N/A

#### Commercial Marketplace PPO (Covered CA)

MEASURES OF CLINICAL CARE	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL PPO/EPO 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Adult BMI assessment	73.73%	82.93%	↑	83.16%	↓
Annual Dental Visit - Total	34.68%	37.95%	↑	-N/A	-N/A
Antidepressant medication management – acute phase	62.64%	66.56%	↑	75.03%	↓
Breast cancer screening	64.91%	57.56%	↓	74.31%	↓
Comprehensive diabetes care – medical attention for nephropathy	87.83%	89.29%	↑	90.30%	↓
Postpartum care	66.12%	79.41% NT	-	83.21%	↓

MEASURES OF SERVICE <sup>1</sup>	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL PPO/EPO 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Access to care	63.5%	63.9%	↑	N/A	N/A
Care coordination	72.6%	71.6%	↓	N/A	N/A
Access to information	38.9%	40.9%	↑	N/A	N/A



**Commercial Marketplace EPO (Covered CA)**

MEASURES OF CLINICAL CARE	RY2019 SCORE	RY2019 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL PPO/EPO 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Immunization for adolescents – combo 2	14.29%	28.57%	↑	29.44%	↓
Breast cancer screening	58.16%	52.07%	↓	74.31%	↓
Comprehensive diabetes care – medical attention for nephropathy	91.18%	91.18% <sup>R</sup>	↔	90.30%	↑
Controlling high blood pressure	59.26%	59.26% <sup>R</sup>	↔	62.04%	↓

MEASURES OF SERVICE <sup>1</sup>	RY2019 SCORE	RY2020 SCORE	COMPARED TO PREVIOUS YEAR	2020 QUALITY COMPASS® NATIONAL COMMERCIAL PPO/EPO 75TH PERCENTILE	2020 SCORE COMPARED TO 75TH PERCENTILE
Access to care	60.6%	63.1%	↑	N/A	N/A
Care coordination	81.8%	76.1%	↓	N/A	N/A
Access to information	37.5%	45.6%	↑	N/A	N/A

**Medi-Cal (Product-level)**

MEASURES OF CLINICAL CARE	RY2019 SCORE	RY2020 SCORE	RATES COMPARED TO PREVIOUS YEAR	2020 DHCS MPL 50TH PERCENTILE OR 2020 QUALITY COMPASS® NATIONAL HMO 75TH PERCENTILE	2020 SCORE COMPARED TO DHCS MPL
Adult body mass index (BMI) assessment	85.16%	91.78%	↑	90.27%	↑
Antidepressant medication management – acute phase	50.05%	51.04%	↑	52.33%	↓
Antidepressant medication management – continuation phase	34.63%	35.38%	↑	36.51%	↓
Asthma medication ratio	60.71%	60.73%	↑	63.58 %	↓
Breast cancer screening	59.00%	58.73%	↓	58.67%	↑
Cervical cancer screening	59.12%	59.12% <sup>R</sup>	↔	60.65%	↓
Childhood immunization – combo 10	28.71%	29.20%	↑	34.79%	↓
Chlamydia screening in women	65.00%	65.80%	↑	58.34%	↑
Comprehensive diabetes care: hemoglobin A1c testing	88.56%	88.81%	↑	88.55%	↑

Comprehensive diabetes care – HbA1c poor control > 9%	37.47%	34.06%	↑	38.52% (inverted rate)	↑
Controlling high blood pressure	61.31%	63.27%	↑	61.04%	↑
Immunizations for adolescents – combination 2	37.71%	42.34%	↑	34.43%	↑
Timeliness of prenatal care	79.32%	88.56% NT	-	83.76%	↑
Postpartum care	55.96%	77.37% NT	-	65.69%	↓
Weight assessment and counseling for nutrition and physical activity for children/adolescents: BMI assessment	84.43%	86.29%	↑	79.09%	↑
Well-child visits in the first 15 months of life: six or more well-child visits	27.30%	Not reported at product level	-	65.83%	-
Well-child visits in 3rd, 4th, 5th, and 6th years of life	68.72%	Not reported at product level	-	72.87%	-
Customer service	85.7%	83.2%	↓	91.0%	↓
Getting care quickly	75.3%	76.1%	↑	85.1%	↓

How well doctors communicate	88.0%	92.0%	↑	93.4%	↓
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### Medicare Advantage

The following tables provide select HEDIS®, CAHPS® and Medicare Health Outcomes Survey (HOS) measures associated with the CMS Five-Star Quality Rating System. Medicare results are compared to the previous year and whether they meet or exceed four stars. Per CMS guidance, RY 2019 HEDIS rates are shown for all RY 2020 rates, due to COVID-19 impacts and exceptions.

**Please note:** 2020 CAHPS (Measures of service) scores are internally calculated; case-mixed adjusted scores are not provided in 2020 due to COVID-19. RY2019 CAHPS survey results will carry over for CY2021 Star Ratings due to COVID-19.

### Medicare Advantage HMO (H0562)<sup>2</sup>

MEASURES OF CLINICAL CARE	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4 STAR GOALS
Colorectal cancer screening	80%	80%	↔	Yes
Annual flu vaccine	77%	77%	↔	Yes
Statin therapy for patients with cardiovascular disease	76%	76%	↔	No
Osteoporosis management in women who had a fracture	49%	49%	↔	No
Diabetes care – blood sugar controlled	87%	87%	↔	Yes
Rheumatoid arthritis management	77%	77%	↔	No

MEASURES OF SERVICE <sup>1</sup>	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4-STAR GOAL
Getting needed care	82%	81%	↓	No
Getting appointments and care quickly	77%	78%	↑	No
Care coordination	83%	83%	↔	No

MEASURES OF HEALTH OUTCOMES	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4-STAR GOAL
Reducing the risk of falling	62%	63%	↑	Yes
Monitoring physical activity	55%	53%	↓	Yes

#### Medicare Advantage – Community Solutions H3561<sup>2</sup>

MEASURES OF CLINICAL CARE	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4 STAR GOALS
Colorectal cancer screening	74%	74%	↔	Yes
Annual flu vaccine	75%	75%	↔	No
Statin therapy for patients with cardiovascular disease	79%	79%	↔	No
Osteoporosis management in women who had a fracture	43%	43%	↔	No

Diabetes care – blood sugar controlled	84%	84%	↔	Yes
Rheumatoid arthritis management	77%	77%	↔	No

MEASURES OF SERVICE <sup>1</sup>	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4-STAR GOAL
Getting needed care	80%	79%	↓	No
Getting appointments and care quickly	75%	70%	↓	No
Care coordination	83%	83%	↔	No

MEASURES OF HEALTH OUTCOMES	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4-STAR GOAL
Reducing the risk of falling	70%	67%	↓	Yes
Monitoring physical activity	59%	64%	↑	Yes

### Medicare Advantage Special Needs Plans<sup>2</sup>

CARE OF OLDER ADULTS	2019 SCORE	2020 SCORE	COMPARED TO PREVIOUS YEAR	MEETS OR EXCEEDS 4 STAR GOAL
Annual medication review	99%	99%	↔	Yes
Annual functional status assessment	79%	79%	↔	No

Annual pain assessment	92%	92%	↔	Yes
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<sup>1</sup> SPH Analytics CAHPS survey results. Note: 2020 CAHPS (measures of service) scores are scaled mean score provided by the vendor; case-mixed adjusted scores not provided in 2020 due to COVID-19.

<sup>2</sup> Medicare scores provided in whole numbers only.

<sup>NT</sup> Not trendable year over year due to significant differences in NCQA technical specifications.

<sup>R</sup>RY 2019 rates reported due to COVID-19 impact as an exception.

If you have questions regarding the information above, contact the applicable Health Net Provider Services Center at:

LINE OF BUSINESS	TELEPHONE NUMBER	PROVIDER PORTAL	EMAIL ADDRESS
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com ( <a href="http://provider.healthnetcalifornia.com/">http://provider.healthnetcalifornia.com/</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
EnhancedCare PPO (SBG)	1-844-463-8188	provider.healthnet.com ( <a href="http://provider.healthnet.com/">http://provider.healthnet.com/</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider.healthnet.com ( <a href="http://provider.healthnet.com/">http://provider.healthnet.com/</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com ( <a href="http://provider.healthnetcalifornia.com/">http://provider.healthnetcalifornia.com/</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)

Medicare (individual)	1-800-929- 9224	provider.healthnetcalifornia.com ( <a href="http://provider.healthnetcalifornia.com/">http://provider.healthnetcalifornia.com/</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (employer group)	1-800-929- 9224	provider.healthnet.com ( <a href="http://provider.healthnet.com/">http://provider.healthnet.com/</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medi-Cal	1-800-675- 6110	provider.healthnet.com ( <a href="http://provider.healthnet.com/">http://provider.healthnet.com/</a> )	N/A

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