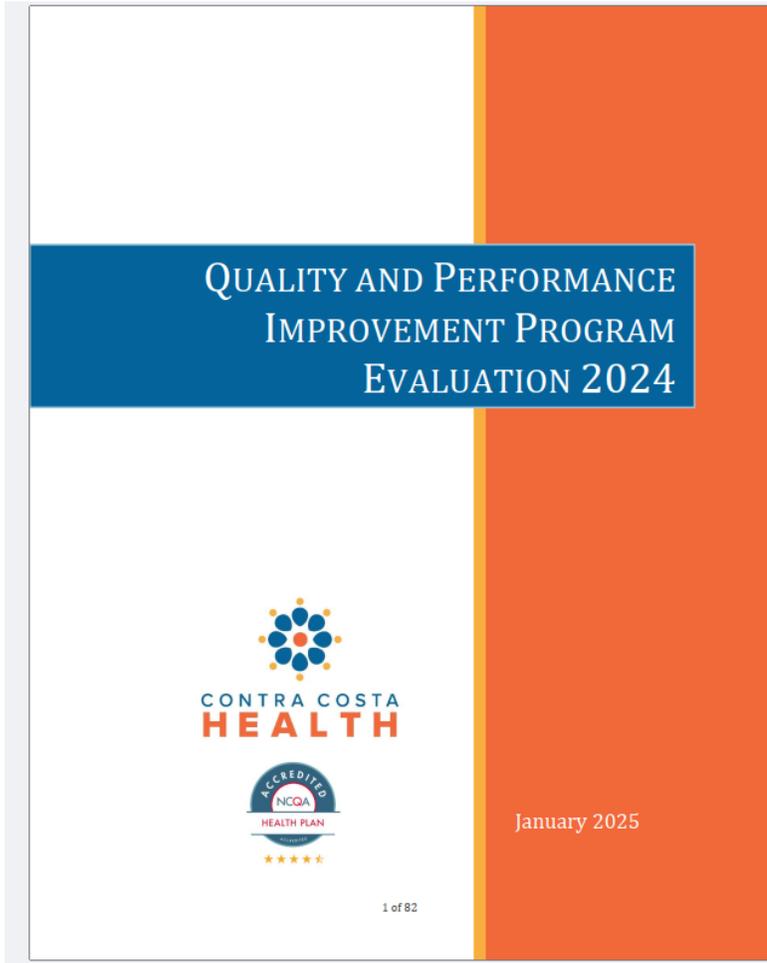




Quality Program Description, Work Plan, and Evaluation



2024 Annual Evaluation



Annual Health Plan Rating ranked with 4.5 Stars out of 5



Exceeded 90th percentile nationally in 17 measures (up from 9 measures in 2023)



Expansion of CalAIM services



Improved internal infrastructure – Pay for Performance Program & Data Sharing with Providers with Provider Portal Reports

CCHP Providers Rank High in Quality According to National Standards

Measures	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023	Trend	National Percentile
Ambulatory Care - Emergency Dept Visits/1000 MM	634.80	437.40	483.24	563.04	563.33		90th ★
Antidepressant Medication Management - Effective Acute Phase Treatment	62.59	63.07	65.97	66.25	85.80		90th ★
Antidepressant Medication Management - Effective Continuation Phase Treatment	41.17	41.01	44.16	45.23	73.82		90th ★
Asthma Medication Ratio	60.48	63.93	64.48	75.23	83.22		90th ★
Breast Cancer Screening	68.86	58.33	58.66	63.95	63.81		90th ★
Cervical Cancer Screening	68.37	68.06	68.33	68.33	68.61		90th ★
Childhood Immunization Status - Combination 10	51.09	51.34	47.93	44.04	45.61		90th ★
Chlamydia Screening in Women	68.36	62.81	62.22	66.65	68.37		90th ★
Diabetes - HbA1c Poor Control (>9.0%)*	37.71	38.93	34.55	33.99	29.11		90th ★
Immunizations for Adolescents (IMA) - Combo2	50.85	43.80	44.28	53.36	55.56		90th ★
Plan All-Cause Readmissions*	1.00	0.83	0.88	0.87	0.82		90th ★
Postpartum Care	88.08	90.97	91.19	90.48	89.94		90th ★
Postpartum Depression Screening and Follow Up- SCR	-	-	-	53.07	55.80		90th ★
Prenatal Care	93.43	93.40	94.34	93.88	93.08		90th ★
Prenatal Depression Screening and Follow Up- SCR	-	-	-	76.95	78.40		90th ★
Prenatal Immunization Status	-	-	46.11	46.05	42.99		90th ★
Well-Child Visits in the First 30 Months of Life (31d-15m)	70.32	56.69	54.35	65.88	73.17		90th ★

- Ranked in 90th percentile nationally in 17 measures, across a variety of domains
- One of 14 plans in nation to achieve 4.5 Stars



2025 Quality Plan



QUALITY PROGRAM
STRUCTURE



MEASUREMENT,
ANALYTICS, REPORTING,
AND DATA SHARING



PERFORMANCE
IMPROVEMENT
PROJECTS



POPULATION HEALTH



PATIENT SAFETY



PROVIDER
ENGAGEMENT



DELEGATION
OVERSIGHT



NCQA ACCREDITATION

Program Structure

- Creation and approval of program documents. Quality Council, Equity Council, Community Advisory Committee

NCQA Accreditation

- Preparing for **2025 Health Plan Accreditation** Survey
- **Health Equity Accreditation**

Quality measurement

- Inclusion of DMHC reporting
- Expansion of internal quality measurement ongoing measures, improving data sharing with providers on gap in cares
- Standard HEDIS, Access reporting, Member and Provider experience, REAL data collection

Performance Improvement Projects

- Previously identified issues: Lead Screening, Topical Fluoride Treatment
- EQR PIP: Well Child Visit in first 15 months; Linkage to case management post ED for Behavioral Health
- IHI: Well child visits & Follow-up for ED for Behavioral Health

Population Health

- **D-SNP Preparations** – Chronic Care Improvement Program & Stars Preparation
- **Maternal health projects** – DHCS Birthing Pathways
- Health Education
- CHA/CHIP with public health
- CalAIM – ECM, CS, Closed Loop, Pre-Release Services, Transitional Care Services

Patient Safety

- PQIs, PPCs, Medication Safety, Facility Site Reviews

Provider Engagement

- Quality meeting with providers, provider trainings, portal data sharing
- Launch of **Pay for Performance** program

Transition to Value Based Contracts

- Historically, CCHP incentives have been quarterly-based capitation payments based on panel size and not linked to quality performance
- CMS and DHCS require a payment design linked to quality; changes in Medical Loss Ratio calculations
- Align with CalAIM philosophy of providing high quality of care for members

2024

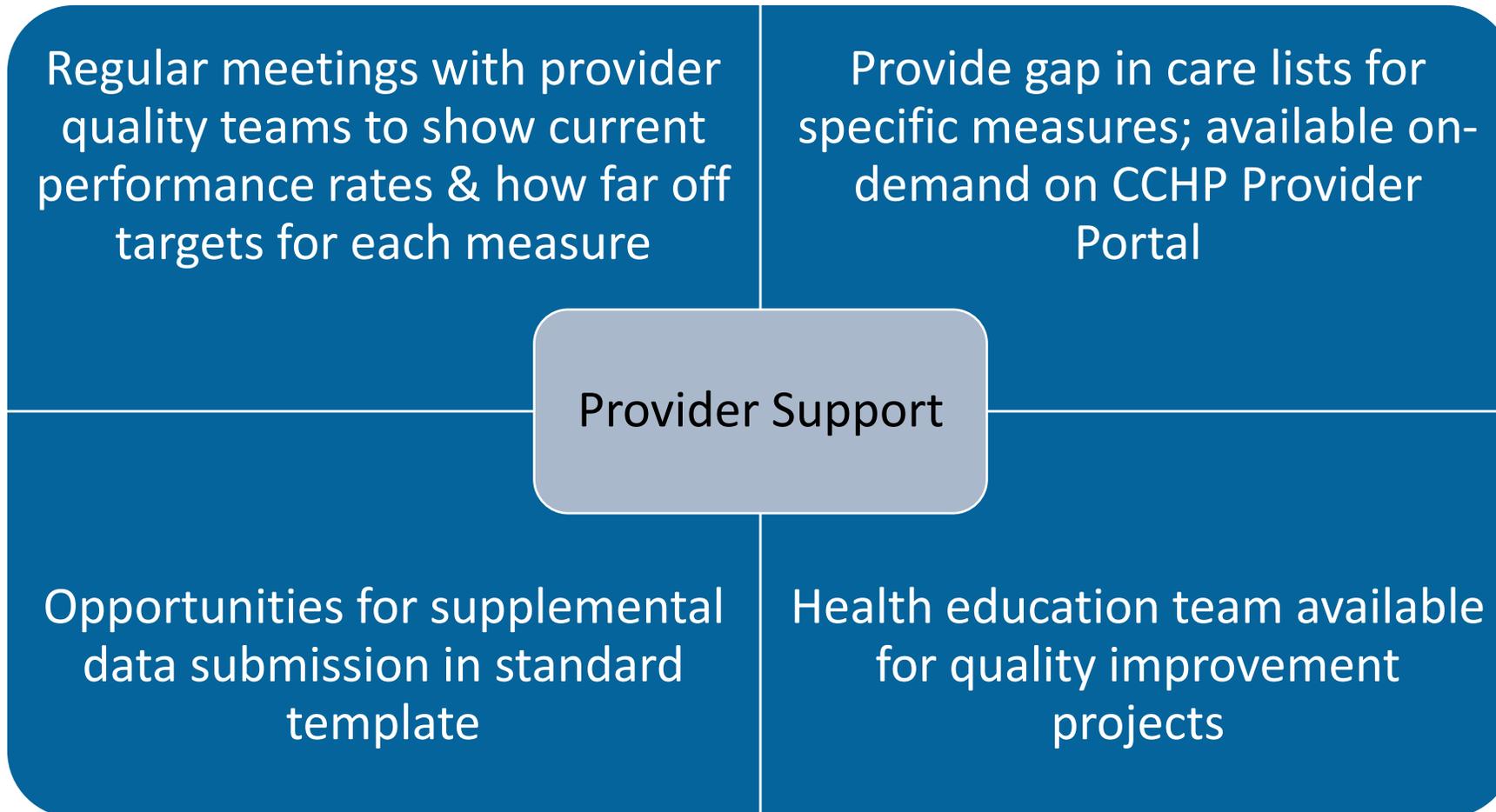
- CPN providers with panels >15,000
- La Clínica and LifeLong
- Partial payment for Q3 and Q4 incentive dollars

2025

- Providers with panel >2,000
- 8 provider groups
- Add: John Muir, Brighter Beginnings, Axis, Bayside Medical, Bass, Barsam Gharagozlou/Diablo Valley Pediatrics

2026

- Remaining of providers based on small-panel model
- 35 provider contracts





 **vote**

Voting and approval of 2025 quality program documents

- **2024 Quality Evaluation**
- **2025 Quality Improvement and Health Equity Transformation Program Description**
- **2025 Quality Improvement and Health Equity Work Plan**