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**To:** Joint Conference Committee (JCC) Members

**From:** Beth Hernandez, Quality and Health Equity Director  
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**Date:** June 6, 2025

**Subject:** Quality & Health Equity Update

**Purpose**

To provide the Joint Conference Committee with a high-level overview of Contra Costa Health Plan's Quality and Health Equity program activities, progress, and current focus areas.

**Department Description**

The Quality and Health Equity Department at CCHP is responsible for monitoring and improving the quality of care delivered to our members, advancing health equity across populations, and supporting the organization's population health efforts. The department manages quality measurement and reporting, oversees accreditation, implements data-informed interventions to address disparities and improve outcomes, delivers health education to promote prevention and wellness, and ensures access to culturally and linguistically appropriate services, including interpretation. Staff collaborate across departments, with providers, and in community settings to ensure care delivery aligns with the needs of CCHP's diverse membership.

**Key Accomplishments and Highlights**

CCHP is currently finalizing our Measurement Year (MY) 2024 Healthcare Effectiveness Data and Information Set (HEDIS) submission, with anticipated performance above the minimum performance level (MPL) in all Medi-Cal Accountability Set (MCAS) measures—our strongest performance to date. CCHP's current performance on MY 2025 MCAS rates also indicate continued performance above the Minimum Performance Level (MPL) threshold across all measurements.

CCHP's health education and outreach efforts expanded significantly over the past quarter, with a focus on engaging both providers and community members to promote prevention, wellness, and equitable care. Key initiatives included collaboration with Brighter Beginnings through the Department of Health Care Services (DHCS) Child Health Equity Collaborative, and engagement with Contra Costa Regional Medical Center on well child visit outreach, Fecal Immunochemical Test (FIT) kit distribution, asthma



population health, and Food as Medicine programming. Staff conducted outreach and tabling at federally qualified community health centers, libraries, and local events including the Lifelong Medical Care Health Fair, Youth Wellness Summit, and Lead Education events. CCHP also partnered with CalAIM community-based centers across the county to expand reach. The inaugural Maternal Health Summit convened public health, providers, and doulas to identify project goals and improve service materials; over 2,750 prenatal brochures and 700 doula brochures were distributed. Educational materials included newsletters, one-pagers, and direct outreach calls that supported lead screening and well child visit completion.

CCHP successfully completed the Department of Managed Health Care's (DMHC) Timely Access Report and identified a deficiency in urgent specialty care access in the CCHP Plan A network. A performance improvement plan is in development. The Department also completed the annual Cultural & Linguistic Program Evaluation, Provider Satisfaction Survey, and Annual Access report.

CCHP's Dual Eligible Special Needs Plan (D-SNP) Model of Care received a 100% score from the Centers for Medicare and Medicaid Services (CMS), a key milestone as we prepare for implementation in January 2026.

### **Current Priorities and In-Progress Work**

Current areas of focus include provider engagement and support for quality improvement, preparation for upcoming accreditation surveys, and enhanced member and community outreach. We are preparing for two National Committee for Quality Assurance (NCQA) surveys: our first Health Equity Accreditation survey in August 2025 and the Health Plan Accreditation renewal in December 2025. Accreditation deliverables have been collected and reviewed with consulting partners to ensure alignment with standards.

The department is also supporting the transition to value-based payment arrangements with providers, aligning quality goals and performance incentives to improve care outcomes.

Outreach efforts to improve preventive care access and outcomes continue, with targeted member outreach related to lead screening, well child visits, and follow-up after emergency care for behavioral health conditions. The team also continues to support asthma management and maternal health improvement initiatives in collaboration with network providers. Member-facing health promotion and education activities are ongoing in clinical and community settings, including libraries, health fairs, and other local venues.

### **Challenges**

Access to care remains a key challenge, particularly in ensuring timely availability of appointments across all networks and services. The issue was highlighted in the DMHC Timely Access Submission, and corrective actions are under development. Additionally, the department is balancing multiple deadlines across accreditation, D-SNP readiness, and ongoing quality and population health initiatives, which requires careful prioritization and resource management.

### **Looking Ahead**



Key milestones in the coming quarter include finalizing MY2024 quality submissions, submitting deliverables for accreditation review, and implementing improvement actions to address access challenges. We will continue preparing systems and programs to support the successful launch of our D-SNP in 2026, focusing on member experience and care coordination. Community and provider engagement efforts will expand to support improvements in maternal health, lead screening, asthma care, and behavioral health follow-up. Additionally, we will advance the transition to value-based payment arrangements with providers to further align incentives with quality outcomes.