



State of California—Health and Human Services Agency
Department of Health Care Services



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**Department of Health Care Services (DHCS)
Managed Care Advisory Group
Meeting Notes
September 5, 2019**

1. Introductions

Brian Keefer, Chief, Plan Oversight Section, Managed Care Quality and Monitoring Division (MCQMD), called the Managed Care Advisory Group (MCAG) meeting to order at 10:05 a.m. and welcomed all in attendance including those on the webinar.

2. Quality Strategy Update

Karen Mark, M.D., Ph.D., Medical Director, Office of the Medical Director, reviewed the DHCS Comprehensive Quality Strategy report (Report). Released in June 2018, the Report combines the Medi-Cal Managed Care Quality Strategy Report and DHCS Strategy for Quality Improvement in Health Care. Consequently, the report will consist of goals, tools, and program objectives previously included in the two combined reports as well as, goals suggested by stakeholders. The Report will be posted in Fall 2019 for stakeholder feedback with a final releases scheduled for early 2020.

3. Preventative Services Update

Dana Durham, Chief, Policy and Medical Monitoring Branch, MCQMD, provided an update on preventative services related to trauma screening and training. DHCS is currently working on the preventative utilization report. The first report will utilize encounter data consistent with Bright Futures and the US Preventive Services Taskforce Recommendations A and B. DHCS is currently reviewing the methodology and analyzing data to inform information to be included in the report. Future iterations of the Preventive Services Utilization Report will include other data such as medical record reviews. Implementation date for trauma screening will be January 1st, 2020. Provider training will be required for trauma screening reimbursement beginning July 1st, 2020. An APL on trauma screening is forthcoming.

4. 2019 Annual Network Certification

Bambi Cisneros, Chief, Program Monitoring and Compliance Branch, MCQMD, and Brian Keefer, Chief, Plan Oversight Section, MCQMD, discussed the results of the 2019 Annual Network Certification (ANC). ANC requirements included time and distance, mandatory provider types, and provider to member ratios.

Alternative Access Standards (AAS) requests were approved for time and distance standards if the Plan exhausted all other reasonable options to obtain providers to meet the time and distance standards or DHCS determines that the Plan has demonstrated that its delivery structure is capable of delivering the appropriate level of care and access.

Twenty MCPs were placed under a Corrective Action Plan (CAP) for noncompliance with the Annual Network Certification requirements. DHCS held CAP entrance conferences with each MCP to discuss specific deficiencies under a CAP.

MCPs will have six months to correct the deficiencies and are required to report on the progress monthly. DHCS will continue to monitor and may impose sanctions and/or penalties if full compliance is not met. CAP requirements to correct deficiencies include out-of-network access, member services training, and enhanced monitoring.

5. Quality Update

Sabrina Younger, Health Program Specialist II, Policy and Medical Monitoring Branch, MCQMD, provided an update on quality measures. Sabrina gave an overview of the current quality monitoring standards, including External Accountability Set (EAS) results.

For the Reporting Year (RY) 2019 Measurement Year (MY 2018), MCPs reported on 30 indicators, and MCPs were held to the minimum performance level (MPL) on 19 indicators. 88% of measures were at or above the MPL, which is a 1% increase from RY 2018/MY 2017.

All reporting units (RUs) met or exceeded MPL for one measure:

- Comprehensive Diabetes Care – blood pressure control (CDC – BP)

Four measures had only one reporting unit below the MPL:

- Comprehensive Diabetes Care – Eye Exam (CDC – E)
- Comprehensive Diabetes Care – HbA1c Control (<8.0%) (CDC – H8)
- Comprehensive Diabetes Care – HbA1c Poor Control (> 9.0%) (CDC – H9)
- Weight Assessment & Counseling for Nutrition and Physical Activity in Children and Adolescents – Physical Activity (WCC – PA)

Improvement was shown in the following areas:

- Breast Cancer Screening (BCS)
- Prenatal and Postpartum Care – Timeliness of Prenatal Care (PPC-Pre)
- Prenatal and Postpartum Care – Postpartum Care (PPC-Pst)

Ten MCPs (eleven RUs) are above the MPL on all indicators.

DHCS transitioned quality measurement from the EAS to the Managed Care Accountability Set (MCAS) for MY 2019/RY 2020. MCPs will report on the MCAS which consists of measures from the Centers for Medicare and Medicaid Services (CMS) Adult and Child Core Sets. MCPs will report on 39 measures and will be held to the MPL on 19 of those measures. MCPs will continue to report annually and to undergo quality performance audits by the External Quality Review Organization (EQRO).

6. Timely Access: Language Measures

Brian Keefer, Chief, Plan Oversight Section, MCQMD, and Bambi Cisneros, Chief, Program Monitoring and Compliance Branch, MCQMD, discussed the results of the timely access language survey. The timely access survey tests awareness of language access at provider offices, as well as MCPs' member services', and knowledge of language assistance benefits. DHCS follows up with MCPs to discuss any concerns regarding performance. The results of MCP performance among the language measures will be included in the Timely Access performance dashboard.

7. Updates

A. *Transitions and Implementations*

Michelle Retke, Chief, Managed Care Operations Division (MCOD) provided an update on the County Children's Health Initiative Program (CCHIP) transitions of San Francisco Health Plan, Health Plan of San Mateo, and Santa Clara Family Health Plan. Implementation date for these counties will be October 1, 2019.

The Full-Scope Expansion for Undocumented Adults, Ages 19-25 will be transitioning to Managed Care with the implementation date of January 1, 2020. DHCS will provide notices to the general population in early November.

B. *Ombudsman Report*

Michelle Retke, Chief, Managed Care Operations Division (MCOD) addressed the April – July 2019 Ombudsman reports. Reports are available on the [MCAG website](#).

C. *Sanctions*

Nathan Nau, Chief, MCQMD, announced that Contra Costa Health Plan, Inland Empire Health Plan, Molina, and San Francisco Health Plan was sanctioned \$5,000 for failure to submit an accepted, complete, accurate, and timely provider network data in the 274 file by the required due date. DHCS will sanction these health plans \$10,000 for each consecutive month that it continues to submit late 274 provider file submissions. The sanction letters can be found [here](#).

8. APLs and DPLs Update

Dana Durham, Chief, Policy and Medical Monitoring Branch, MCQMD, provided an update on APLs and DPLs issued from June through August 2019.

A list of APLs can be found [here](#) and a list of DPLs can be found [here](#).

9. Open Discussion

Attendees requested to dedicate time for audit updates with major findings in the MCAG meetings. Attendees also discussed the Health Disparities report. DHCS currently has the 2016 Health Disparity report [online](#). DHCS is working on the Health Disparity Report for 2017 and will be available soon.

10. Next Meeting

The next MCAG meeting is scheduled for Thursday, December 5, 2019 at 1700 K Street, Sacramento, CA 95814 from 10:00 a.m. – 1:00 p.m. To request future agenda items or topics for discussion, please submit to advisorygroup@dhcs.ca.gov.