

Blue Shield of California Promise Health Plan 2018 Quality Program Evaluation Executive Summary

Blue Shield of California Promise Health Plan (Blue Shield Promise), formerly Care1st Health Plan until January 1, 2019, has three long-term quality goals:

- Become a Medicare 5-Star plan
- Achieve Commendable National Committee for Quality Assurance (NCQA) status for all product lines by 2021
- To be at or above the 50th percentile for all Medi-Cal External Accountability Measure and Center for Medicare & Medicaid Services (CMS) Core Measure Sets.

Our 2018 quality improvement (QI) program goals and objectives support the quality vision and quality strategy and drive us toward achieving our long-term goals. Detailed goals, objectives and activities for the year are described in the 2018 Quality Work Plan. Overarching 2018 goals and objectives are listed below.

This 2018 Quality Program Evaluation documents the annual review of Blue Shield Promise's Quality Improvement Program for Medi-Cal in Los Angeles and San Diego Counties, as well as for Medicare Advantage and Cal MediConnect. The evaluation serves as the foundation for the ongoing Quality Improvement activities described in the 2018 Quality Work Plan, as well as any necessary changes to the 2019 Quality Program Description.

Goal: Deliver an exceptional quality program across the company

2018 Objectives:

- Maintain a National Committee for Quality Assurance (NCQA) Accreditation status of Accredited or better for all Medi-Cal products.
- Achieve above minimum performance level (MPL) on 14 of 18 Medi-Cal External Accountability Measures
- Successfully comply with the L.A. Care Audit and Department of Health Care Services (DHCS) Audit.
- Improve Medicare Star rating to 4 Stars.

Accomplishments of the 2018 QI Program include:

- Maintained 'Accredited' status for National Committee for Quality Assurance (NCQA) Accreditation across all product lines.
- Successfully complied with L.A. Care audit and DHCS audit requirements.
- Became first Medi-Cal health plan to adopt and participate in the Integrated Healthcare Association's (IHA) Align. Measure. Perform (AMP) program.
- Implemented a new population health assessment tool.
- Filled key leadership vacancies at the executive and staff levels in Blue Shield Promise's Quality Improvement Department.
- Implemented ConsejoSano text campaign to improve the overall effectiveness in HEDIS member outreach and clinical services reminders for Blue Shield Promise members in San Diego County.
- Launched Wildflower Due Date Plus Application to Blue Shield Promise members in San Diego County to improve prenatal and postpartum outcomes.
- Achieved Medicare Star rating of 3.5-stars for Rating Year 2019