

2024 MEDI-CAL SAN DIEGO QUALITY PROGRAM EVALUATION EXECUTIVE SUMMARY

Blue Shield Promise's Quality Program is committed to promoting continuous and coordinated care in a patient-centered environment that recognizes the positive relationship between health education, a culture of wellness, and an emphasis on prevention and affordable healthcare.

Promise's Quality Improvement (QI) Program is designed to directly support our mission by monitoring and improving various aspects of clinical care, clinical service, and organizational services provided to members, while identifying opportunities for enhancements in existing programs and new program development. We are proud of our successes:

2024 Outcomes and Accomplishments:

- Maintained NCQA Accreditation status for Medi-Cal.
- Annual improvement on MCAS performance metrics.
- Achieved Health Equity Accreditation for Medi-Cal Line of Business.
- Leadership commitment and involvement in the Quality Program.

2024 Opportunities and Outlook:

- Improving accuracy of new enrollee data as incomplete or incorrect contact information hampers interventions and programs such as the Initial Health Assessments member outreach efforts.
- Explore opportunities to collaborate with Quality Improvement and contracted vendors who can conduct Initial Health Assessments visits via telehealth, office hours, and in-home visits.
- Strengthen the provider incentive program and reward providers that value high-quality performance.

2025 Program Objectives and Goals:

- Maintain National Committee for Quality Assurance (NCQA) Health Plan Accreditation across all product lines and achieve a five-star NCQA Health Plan Rating in its Medi-Cal product line.
- Achieve the 75th percentile in all Department of Health Care Services (DHCS) Managed Care Accountability Set measures for Medi-Cal.
- Maintain NCQA Health Equity Accreditation for Medi-Cal.