

2020 BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN
QUALITY PROGRAM EVALUATION
MEDI-CAL LOS ANGELES
EXECUTIVE SUMMARY

Blue Shield of California Promise Health Plan's (Blue Shield Promise) quality program is driving toward three transformational outcomes:

- Maintain National Committee for Quality Assurance (NCQA) Health Plan Accreditation
- Achieve an NCQA Health Plan Rating of 5-stars across all lines of business
- Meet the 90th percentile in the Department of Health Care Services (DHCS) Managed Care Accountability Set measures held to the minimum performance levels

Our 2020 quality improvement (QI) program goals and objectives support the quality vision and quality strategy and drive us toward achieving our transformational outcomes. Detailed goals, objectives and activities for the year are delineated in the 2021 Quality Work Plan. Overarching 2021 goals and objectives are listed below.

The 2020 Quality Program Evaluation documents the formal assessment of Blue Shield Promise Health Plan's Quality Improvement Program for Medi-Cal Los Angeles. This evaluation serves as the foundation for the ongoing quality activities described in the 2021 Quality Work Plan and Quality Program Description.

Continuous program objectives:

1. Enhance the quality, efficiency, and safety in the provision of health care and services
2. Improve member satisfaction and experience with healthcare services and care received from providers
3. Improve access to care and availability of providers
4. Enhance data systems to improve data collection capability

2020 Goals:

Objectives for the ongoing goals are described in the QI Program and Work Plan. Objectives for long-term goals include:

1. Maintain NCQA Health Plan Accreditation
2. Meet or exceed the 50th percentile in all Managed Care Accountability Set measures held to the Minimum Performance Level
3. Maintain compliance with the DHCS and DMHC requirements for quality – maintain consistent compliance with the standards set by the Department of Health Care Services (DHCS, Department of Managed Health Care (DMHC), and LA Care.