

**2020 Blue Shield of California Promise Health Plan
QUALITY PROGRAM EVALUATION
MEDI-CAL SAN DIEGO
EXECUTIVE SUMMARY**

Blue Shield of California Promise Health Plan has three long-term quality goals. First, is to achieve Commendable National Committee for Quality Assurance (NCQA) status for Medi-Cal product lines by 2021; second, is to be at or above the 50th percentile for all Medi-Cal Managed Care Accountability Sets (MCAS) and Centers for Medicare and Medicaid Services (CMS) Core Measure Sets; and third, is to maintain compliance on the quality standards set by the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC). Our 2020 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 delineated in the 2020 Quality Work Plan. Overarching 2020 goals and objectives are listed below.

The 2020 Quality Program Evaluation documents the annual review of Blue Shield Promise Health Plan's Quality Improvement Program for Medi-Cal San Diego. This evaluation serves as the foundation for the ongoing Quality Improvement activities described in the 2021 Quality Work Plan and conforms to the 2021 Quality Program Description.

Continuous program objectives:

1. Enhance the quality, efficiency, and safety in the provision of health care and services
2. Improve members' level of satisfaction and experience with healthcare services and 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:

1. Achieve Commendable status with NCQA for Medi-Cal lines of business
2. Achieve 50th percentile for all MCAS measures and CMS Core Measure Sets
3. Maintain compliance on the quality requirements with regulatory agencies