



## **PHC California Quality Improvement and Health Equity Committee (QIHEC) Report**

Summary Q1 – 2025

March 17, 2025

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The following Sub-Committees reported to the QIHEC in Q1 2025:

1. Member and Provider Committee (MPC)
  - a. Provider manuals for PHC California were successfully updated. This ensures providers have access to the most current guidance and policies relevant to Medi-Cal services.
  - b. A new vendor, Kaizen, was introduced to support Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) services, helping improve access to care for members facing transportation barriers.
  - c. A total of twenty-nine (29) provider orientations were completed to support onboarding and engagement, ensuring that new and existing providers are well-equipped to deliver quality care.
  - d. Member survey results showed improvement, reflecting progress in overall member experience and satisfaction with services.
2. Pharmacy & Therapeutics Committee (PTC)
  - a. Drug Utilization Review (DUR) campaigns during the reporting period focused on key therapeutic areas, including statins, asthma management, and polypharmacy. These efforts aim to optimize medication use and reduce potential drug-related complications among Medi-Cal members.
  - b. New initiatives are underway to expand Medication Therapy Management (MTM) services to Medi-Cal Rx members, aiming to improve medication safety, adherence, and health outcomes.
3. Risk Management Committee (RMC)
  - a. The noteworthy issues identified during the reporting period included telephone accessibility, timeliness, and transportation-related challenges.
4. Utilization Management Committee (UMC)

- a. The Health Risk Assessment (HRA) completion rate for PHC California remained strong throughout the reporting period, ranging from approximately 75% to 83%. This reflects steady member participation and engagement, highlighting the important role of our care teams in guiding members through the assessment process. HRA completion and turnaround times remained fully compliant with Centers for Medicare and Medicaid Services (CMS) standards. eQHealth Solutions, Inc. is currently assisting in the separation of PHC California's reporting stream, enabling more focused analysis and continued improvement in member outreach and care coordination.
5. Credentialing and Peer Review Committee (CPRC)
  - a. A total of thirty-five (35) Medi-Cal network providers were credentialed or recredentialed. Credentialing reviews were conducted to ensure compliance with regulatory and accreditation requirements, including evaluations of hospital privileges and provider status to maintain network integrity and member safety. Three (3) providers had hospital privileges approved, six (6) were in process, and three (3) additional providers are pending approval.
6. Public Policy and Community Advisory Committee (PPCAC)
  - a. The next Public Policy and Community Advisory Committee (PPCAC) meeting is scheduled for May 22, 2025.
7. New Business:
  - a. The 2025 Wellness Calendar was introduced for PHC California Medi-Cal members, outlining monthly campaigns aligned with nationally recognized health observances. These initiatives are designed to promote preventive care, early detection, and chronic disease management through targeted education and outreach, with the goal of improving health outcomes and reducing care gaps.
8. Standing Reports
  - a. Viral Load Suppression
    - i. PHC California reported a 78% completion rate for CD4 monitoring in Q4 2024, demonstrating strong performance in supporting ongoing clinical management and disease monitoring.
  - b. Quality Improvement Intervention and Monitoring
    - i. The Advance Care Planning (ACP) initiative for members aged 65 and older is underway. In January, gap lists were distributed to

identify members due for their annual ACP discussion. Providers play a key role by confirming if updates are needed, asking the three required questions, and documenting in Athena to close the care gap. This effort ensures members' healthcare preferences are regularly reviewed and respected, while also supporting compliance and quality reporting.

- c. Quality Improvement and NCQA Accreditation Update
  - i. Weekly meetings with business owners are ongoing to review the National Committee for Quality Assurance (NCQA) standards. Each team is responsible for ensuring that all documentation including policies, reports, and Performance Management Plans (PMPs) meet expectations.
- d. HEDIS/STAR Ratings
  - i. PHC California reported a 75.5% overall completion rate, with the Annual Health Risk Assessment (HRA) completion rate at 53.88%.
- e. Utilization Dashboard
  - i. For the PHC California line of business, there was a slight uptick in the Average Length of Stay (ALOS), while admissions per 1,000 members declined. The thirty (30) day readmission rate remained stable at nineteen (19) per 1,000, and no seven (7) day readmissions were reported in Q4 2024.

9. Voted and Approved

- a. Q4 2024 QIHEC Meeting Minutes were reviewed and approved.

10. Upcoming Meetings

- a. The next QIHEC meeting is scheduled for May 12, 2025.