

Decision Support

Quality of Care

Public Accountability



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Quality of Care: CenCal Health earned the California Department of Health Care Services (DHCS) *Silver Award for Quality*. As measured by indicators that comprise the Healthcare Effectiveness Data and Information Set (HEDIS 2009), CenCal Health was the top performer among the five CAHIO plans that comprise the California Association of Health Insuring Organizations (CAHIO).¹ We also ranked 2nd statewide among all Medi-Cal Managed Care plan contractors, regardless of plan model. These rankings and our recent DHCS commendation validate the exceptional quality of care delivered by our providers.

Public Accountability: CenCal Health again successfully reported independently-audited performance data to the National Committee for Quality Assurance (NCQA), a private, non-profit organization dedicated to improving health care quality. In aggregate, we continued our year-over-year trend of overall performance improvement. Based on exceptional HEDIS 2010 results, we are expected to maintain a top ranking among Medi-Cal plans for our Santa Barbara Health Initiative product. For the San Luis Obispo Health Initiative product, CenCal Health for the first time measured baseline performance for the full set of DHCS performance indicators. Based on these measurements, staff is implementing innovative changes to improve quality for the San Luis Obispo membership.

Pediatric Immunizations: In 2010 CenCal Health maintained immunization completeness at 82% for Medi-Cal members who turned 2 years of age and who received timely immunizations to protect against diphtheria, tetanus, pertussis, polio, measles, mumps, rubella, haemophilus influenzae type b, hepatitis B, chicken pox, and pneumococcal disease. In 2009 this level of immunization completeness was the best achieved statewide by any Medi-Cal plan, a performance that ranked solidly among the best tenth percentile of Medicaid plans nationally.

Superior Diabetes Management: Among Medicaid plans nationally, CenCal Health ranked among the best tenth percentile in 2010 for five of nine measurements that indicate quality of diabetes care. Nearly 71% of Medi-Cal members with diabetes had an eye exam to screen for diabetic retinopathy, fewer than 30% of members had an uncontrolled A1c level -- a vitally important measure of blood sugar control; 62% of members had an A1c level of control less than 8%; 46% of members met the clinical goal for LDL cholesterol control; and 86% of members were screened for nephropathy.

Access to Primary Care: In 2010 CenCal Health proudly reported that 94% of children enrolled in our Healthy Families Program accessed primary care services during recommended timeframes. We strongly encourage appropriate utilization of services in a primary care setting to promote the *Medical Home* concept.

¹ Since its introduction in 1993, the Healthcare Effectiveness Data and Information Set (HEDIS) evolved to become the gold standard in managed care performance measurement. HEDIS is a set of standardized performance measures designed to help purchasers and consumers make reliable comparison of organization performance.



2009
and
2010



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