

# Access, disease management and accountability

**Quality of Care:** CenCal Health earned the California Department of Health Care Services (DHCS) Bronze Award for Quality. As measured by indicators that comprise the Healthcare Effectiveness Data and Information Set (HEDIS 2010), we ranked 2nd best among the five CAHIO plans that comprise the California Association of Health Insuring Organizations (CAHIO).<sup>1</sup> We ranked 3rd 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:** We 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. Based on excellent HEDIS 2011 results, we are expected to maintain a top ranking among Medi-Cal plans for its Santa Barbara Health Initiative product. For its San Luis Obispo Health Initiative product, we measured performance for the full set of DHCS performance indicators. Based on these measurements, staff is implementing innovative changes to improve quality for its San Luis Obispo membership.

**Postpartum Care:** In 2011, we proudly reported that nearly 78% of women with a live birth received timely postpartum care following delivery. This performance ranked solidly among the best tenth percentile of Medicaid plans nationally. Timely postpartum care is vital to mitigate physical and emotional complications during a particularly vulnerable time, to provide anticipatory guidance about newborn care and family planning, and to inform members of supportive resources within the health plan and community.

**Pediatric Immunizations:** For its SBHI product, we maintained immunization completeness at 82% for Medi-Cal members 2 years of age, to protect against diphtheria, tetanus, pertussis, polio, measles, mumps, rubella, haemophilus influenzae



*Robert Freeman, CEO of CenCal Health Plan, accepting a Bronze Quality Award from DHCS Director Toby Douglas for the plan's outstanding performance in the DHCS 2010 HEDIS® measures for Medi-Cal Managed Care in Santa Barbara County.*

type b, hepatitis B, chicken pox, and pneumococcal disease. This level of immunization completeness ranked solidly among the best tenth percentile of Medicaid plans nationally.

**Superior Diabetes Management:** Among Medicaid plans nationally, we ranked amid the best tenth percentile for three of eight measurements that indicate quality of diabetes care. More than 70% of Medi-Cal members with diabetes had an eye exam to screen for diabetic retinopathy; nearly 62% of members had a controlled A1c level at better than 8% -- a vitally important measure of blood sugar control; and 46% of members met the clinical goal for control of LDL cholesterol less than 100 mg/dL.

**Access to Primary Care:** In 2010 we proudly reported that more than 93% of children enrolled in CenCal Health's Healthy Families Program accessed primary care services during recommended timeframes. Appropriate utilization of services in a primary care setting is encouraged to promote primary care case management and creation of a Medical Home.

<sup>1</sup>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.