

Memorandum

To: Gold Coast Health Plan Primary Care Providers

From: Kim Timmerman, MHA, CPHQ, Director of Quality Improvement
Nancy Wharfield, M.D., Chief Medical Officer

Re: **Gold Coast Health Plan Receives Two Managed Care Quality Awards**

Date: December 5, 2019

For the second consecutive year, Gold Coast Health Plan (GCHP) has been recognized by the state Department of Health Care Services (DHCS) for improving health care quality for Medi-Cal beneficiaries.

Quality Improvement Awards

The Managed Care Quality and Monitoring Division of DHCS recognized GCHP for improving its Healthcare Effectiveness Data and Information Set (HEDIS[®]) performance scores for Measurement Year (MY) 2018. The awards include:

- ❖ **Greatest Overall Improvement in One Year:** This award recognizes managed care plans (MCP) with the most significant improvement from the prior year based on its performance across all measures for which DHCS holds plans to a minimum performance level. GCHP also achieved this award in 2018.
- ❖ **Quality Strategy Focus Areas Most Improved:** This award recognizes the MCP with the most significant improvement from the previous year. GCHP received this award based on demonstrated improvement from MY 2017 to MY 2018 in the four Quality Strategy Focus Areas:

Measure	MY 2017 / RY 2018	MY 2018 / RY 2019
Comprehensive Diabetes Care – Medical Attention for Nephropathy	10 th percentile	25 th percentile
Controlling High Blood Pressure	25 th percentile	50 th percentile
Childhood Immunizations Status – Combination 3	25 th percentile	75 th percentile
Postpartum Care	50 th percentile	90 th percentile

The Plan demonstrated significant improvement in the Postpartum Care (PPC) focus area in particular. GCHP offered a member incentive program that rewarded new moms with a pack of diapers after receiving a timely postpartum exam. In addition, a 2018 partnership with Ventura County Medical Center (VCMC) allowed Plan health navigators to visit the hospital several times a week to make connections with moms and schedule postpartum appointments. These initiatives helped GCHP achieve a 9% increase and reach the 90th percentile – meaning the Plan performed better than 90% of all Medicaid plans in this category historically.

GCHP now ranks 20th among the 53 health plans that have Medi-Cal lines of business in California – up 30 spots since the 2017 rankings.

These awards reflect the excellent care GCHP members receive from Plan providers and are a testament to the GCHP quality team's commitment to continuously improve data collection efforts.

Thank You

Thank you for your commitment to providing high quality of care to the Plan's members and ensuring a continuous focus on critical preventive and clinical services.

If you would like more information on these awards or your clinic's quality scores, please contact the Quality Improvement Department at QualityImprovement@goldchp.org.