

Provider Bulletin

Molina Healthcare of California

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August 9, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
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Quality Improvement and Health Equity Transformation Requirements APL 24-004

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

This notification is based on All-Plan Letter (APL) 24-004, which can be found in full on the Department of Health Care Services (DHCS) website at:

dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-004.pdf

What you need to know:

BACKGROUND

Title 28 of the California Code of Regulations (CCR) section 1300.70, Title 42 of the Code of Federal Regulations (CFR) section 438.330, and the 2024 Contract require MHC to establish and implement an ongoing Quality Improvement and Health Equity Transformation Program (QIHETP) through which MHC will monitor, evaluate, and take effective action to address any needed improvements in the quality and health equity of care delivered to their Members.

Additionally, MHC is responsible for the quality and health equity of all Covered Services regardless of whether those services have been delegated to a Subcontractor, Downstream Subcontractor, or Network Provider.

When this is happening:

As of January 1, 2024, MHC is required to comply with the QIHETP requirements.

POLICY

GENERAL REQUIREMENTS

MHC is required to align internal quality and health equity efforts with DHCS' Comprehensive Quality Strategy Report, monitor and report quality performance measures as detailed through the Medi-Cal Managed Care Accountability Set (MCAS) measures, and review and take action on items identified through DHCS' reports including but not limited to the Technical Report, Health Disparities Report, Preventive Services Report, Focus Studies, and Encounter Data Validation Report.

Provider Action

Please take a few moments to participate in our Communication Preference Survey. Your feedback will directly influence Molina's engagement with providers, creating a more seamless and efficient communication experience for our network.

Take the survey at

molinahealthcare.surveymonkey.com/r/V55RGTG!



POLICY CONT.

QUALITY AND HEALTH EQUITY TEAMS & DESIGNATED CONTACTS

MHC will have at minimum, the teams below to lead the quality and health equity efforts across their organization:

- Performance Improvement Lead: MHC will designate a performance measurement lead and at least one designated backup contact to report performance measurements to DHCS.
- Regional Quality and Health Equity Teams: MHC will develop or leverage existing regional quality and health equity teams to support the quality improvement (QI) and health equity work for all their counties across various DHCS designated regions.

QUALITY IMPROVEMENT AND HEALTH EQUITY TRANSFORMATION REQUIREMENTS

MHC will implement and annually report a QIHETP plan that addresses clinical quality of physical, behavioral health, access and engagement of providers, continuity and coordination across settings and all levels of care, and Member experience. DHCS updates the Medi-Cal Managed Care Accountability Set: Quality Improvement and Health Equity Framework Policy Guide as needed to reflect the evolving QI and health equity improvement projects that MHC is required to do as well as QIHETP deliverable requirements. The Quality Improvement and Health Equity Framework is based on a regional approach and encompasses geographical variations to health outcomes and health-related social needs.

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian Anita White	562-517-1014 562-549-3550 562-549-4809 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Salvador Perez Dolores Ramos Lincoln Watkins	562-549-3825 562-549-4900 858-300-7722	Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email mhcproviderbulletin@molinahealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Imperial, San Diego & Sacramento	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
Los Angeles & Orange	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

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