

## Important Information and Support to Help You Provide the Best Care

## ONE-STOP SHOP FOR QUALITY IMPROVEMENT TOPICS AND STANDARDS ONLINE

Go to the Quality Management Program and Resources page in the Provider Library to access the most current quality improvement processes and resources.

Here you'll find current details about quality and safety of clinical care and quality of services provided to members. Many topics have direct links to contacts, forms and areas of the provider operations manual.

## Access the page in 3 simple steps

1 Go to providerlibrary.healthnetcalifornia.com.

2 Select Medi-Cal.

Select Quality Management Program and Resources on the left-hand side.

## What you can expect to learn

Once on the page, you'll find details on quality and safety of clinical care and quality of services provided to members. Here are the topics you can explore:

- Quality performance improvement projects
- Quality measures and surveys
- Behavioral health services outreach program
- California Advancing & Innovating Medi-Cal (CalAIM)
- Chronic conditions/disease management program
- Health education programs, services and resources
- Case management program and referrals
- Clinical practice, preventive health guidelines, blood lead screenings
- Initial health appointment and health risk assessment



Visit the Quality Management Program and Resources page often, as information may be added or updated.

- Notice of access standards
- Medical records documentation standards
- Medical record, facility site and physical accessibility reviews
- Utilization management
- Pharmaceutical management
- Member rights and responsibilities
- Member appeals and grievances
- Privacy and confidentiality
- Interpreter services

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. \*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at provider.communications@healthnet.com indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less. 24-756 (9/24)