# Access Quality Management Information, Guidelines and Provider Tools

*Find the guidelines, quality standards and provider tools you need in one convenient location to support quality patient care.*

## How to access the page

1. Visit the Provider Library at providerlibrary.healthnetcalifornia.com or scan the QR code.
2. Select the applicable line of business.
3. Select Quality Management Program and Resources from the left navigation menu.

## What you'll find on the page

The page includes resources and information on:

- Quality improvement initiatives and performance measures
- Clinical practice and preventive health guidelines
- Chronic condition and disease management programs
- Behavioral health services
- Utilization management and pharmacy management
- Member rights and responsibilities
- Appeals, grievances and confidentiality
- Interpreter services
- Medical record documentation standards
- Access standards and health risk assessments
- Care management and referral programs

**Resources are updated regularly. Bookmark the page and check back for the latest tools, guidelines and program information.**

*CalViva Health is a licensed health plan in California operated by the Fresno-Kings-Madera Regional Health Authority that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to arrange healthcare services for CalViva Health enrollees. *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 TRANSMISSION: 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.

26-1104 (9/26)