

# Encounter Data Improvement Project

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- **Importance of Reliable Encounter Data**

- Allows DHCS and health plans to structure care in a way that is best for members
- Will no longer be able to use Fee-for-Service data as a proxy

- **Department-wide workgroup**

- Focused on improving the accuracy, timeliness, reasonability and completeness of encounter data
  - Identifying ways to measure compliance with data reporting requirements and improve the encounter data
  - Decreases issues with data lag

- **Work Is Ongoing**

- Working directly with approximately ten plans now and expect to see improvements to the encounter data soon
- Have uploaded replacement data for missing, incomplete and incorrect data to the warehouse and are currently analyzing

## Medi-Cal Managed Care Dashboard

- DHCS is creating a dashboard which will tell the story of what is happening in Medi-Cal managed care at a statewide aggregate, plan model, and individual plan level
  - Will include quality, enrollment, financial, access, and enrollee satisfaction measures
- DHCS has engaged a vendor, Navigant
  - Through funding from the California HealthCare Foundation
- Establishes a mechanism for ongoing monitoring of the pilot program including plan performance
  - Allows MMCD to more easily identify program trends, risk areas and successes

## Medi-Cal Managed Care Dashboard

- DHCS and CHCF have established a Technical Advisory Workgroup to provide input about what should be included on the Dashboard and how it should be presented
  - Comprised of key stakeholders representing a wide variety of populations, leg staff, health plan model representatives, and DHCS and CHCF staff
  - The Workgroup held its second meeting, in-person, earlier in May
  
- An initial version of the Dashboard will be ready in June
  - It will include approximately 20 measures
  - Subsequent versions will be created based on:
    - Feedback from the Dashboard Technical Advisory Workgroup
    - New data becoming available
    - The evolution of the Medi-Cal managed care program