



State of California—Health and Human Services Agency  
**Department of Health Services**



California  
Department of  
Health Services

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MMCD All Plan Letter No. 03014

**TO:** County Organized Health Systems  
Geographic Managed Care Plans  
Prepaid Health Plans  
Primary Care Case Management Plans  
Two-Plan Model Plans  
Office of Long Term Care

**SUBJECT:** Delmarva Foundation for Medical Care, Inc.

The purpose of this letter is to inform you that the Delmarva Foundation for Medical Care, Inc. (DFMC) has contracted with the Department of Health Services, Medi-Cal Managed Care Division, to serve as the External Quality Review Organization (EQRO).

Specific information as to the conduct of the External Accountability Set (EAS), Health Employer Data Information Set (HEDIS) audits and Consumer Assessment of Health Plans Survey (CAHPS) will be sent shortly to HEDIS and CAHPS health plan representatives. We anticipate that each plan will be contacted by DFMC and/or their subcontractors within this next week to discuss and schedule the necessary activities for collecting EAS, HEDIS, and CAHPS data.

Should you have any questions, please contact Julie Cheung, Chief, Performance Measurement, at (916) 449-5137.

Luis R. Rico  
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