

DATE: November 21, 2025

PHM IN #: 25.003

FROM: Population Health Management (PHM) Division

TO: All Medi-Cal Managed Care Plans (MCPs)

SUBJECT: Updated Instructions for PHM Key Performance Indicators (KPIs) Technical Specifications

PURPOSE:

This PHM Information Notice (IN) provides three updates to the Population Health Management Key Performance Indicators (KPIs) [Technical Specifications](#), to ensure accurate and consistent reporting across all MCPs.

BACKGROUND:

As part of the PHM Program and outlined in the [PHM Policy Guide](#) updated July 2025, MCPs are required to submit data on PHM KPIs. The KPIs are used by the Department of Health Care Services (DHCS) to monitor the impact of PHM policies and programs on member outcomes and access to services. The updated Technical Specifications were published in October 2025, and the first data submission is due by January 31, 2026. DHCS is issuing three clarifying updates to the technical specifications, and the published Technical Specifications document will be updated accordingly the next time they are reissued.

ACTION ITEM: PHM KPI Technical Specifications

1. Update: Members Engaged in Primary Care at Assigned Primary Care Site (ENPC-A)

On page 27, Step 3, Item 3, the Technical Specifications indicate that:

“MCPs’ PCPA files for the measurement period (i.e. 12 months of file) must be used to map all individual providers to a ‘Site NPI’.”.

DHCS is aware that MCPs will not have a full 12 months of the PCPA file at this time, as MCPs began implementing the PCPA file in early 2025. For the measurement period of October 31, 2024 – September 30, 2025, and the subsequent measurement period of January 1, 2025 – December 31, 2025, where MCPs have incomplete PCPA data, MCPs should complete Step 3, Item 3 using the months of data that they have available.

2. Update: Complex Care Management Engagement (CCME)

On page 32 of the Technical Specifications, under “Eligible Population: Continuous Enrollment”, the technical specification reads:

“There are no continuous enrollment criteria for this measure. The count of members for the measure should be a point-in-time count at the time of submission.”

When calculating CCME, MCPs should disregard the sentence relating to the point-in-time count. There is no point-in-time count of members necessary for calculating this measure. Instead, the Eligible Population: Continuous Enrollment should read:

“There are no continuous enrollment criteria for this measure.”

In addition, under “Eligible Population: Required Exclusion”, the technical specification reads:

“Members with other primary health insurance coverage are excluded. Members with any form of Medicare coverage are excluded.”

In calculating the numerator and denominator, the MCPs should exclude any months in which the member had any other primary health insurance, including Medicare.

3. Update: Follow-Up Ambulatory Visit After Hospital Discharge

On page 48 of the [PHM KPI Technical Specifications](#), for the measure “Follow-Up Ambulatory Visit After Hospital Discharge (FUAH), under “Eligible Population: Required Exclusion”, the technical specification reads:

“...Exclude hospital stays for individuals who use hospice services:

- Hospice Encounter Value Set;
- Hospice Intervention Value Set
- or elect to use a hospice benefit any time during the measurement year.

Entities that use the Monthly Membership Detail Data File to identify these individuals must use only the run date of the file to determine if the individual elected to use a hospice benefit during the measurement year. “

When calculating FUAH, MCPs should disregard the above quoted language regarding the hospice exclusion. Instead, they should apply the same exclusion criteria used for the other KPIs, as outlined on pages 5–6, 14, 24, 32, and 39 and as stated below:

“Members in hospice or using hospice services anytime during the Measurement Period; use the following NCQA value sets:

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- Hospice Encounter Value Set
- Hospice Intervention Value Set”

4. All other aspects of the published PHM KPIs Technical Specifications continue to apply and are unchanged by this Information Notice.

CONTACT INFORMATION

For any questions or additional support, please contact the PHM Policy Section at: PHMSection@dhcs.ca.gov. (Subject line: Questions re: PHM KPI Technical Specifications).

Sincerely,

Original Signed by Hope Neighbor

Hope Neighbor, Chief

Population Health Management Division