

DATE: October 7, 2025

PHM IN #: 25.001

FROM: Population Health Management (PHM) Division

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

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

PURPOSE:

This PHM Information Notice (IN) provides updated instructions for the submission of PHM KPIs data. The data is due by January 31, 2026, and quarterly thereafter. MCPs must submit their calculated rates for all required KPIs using their dedicated eTransfer Monitoring folder. Email submissions to the PHM mailbox will not be accepted. Please follow the instructions outlined in this PHM IN.

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. Beginning in 2023, MCPs were required to submit data on a prescribed set of KPIs, using technical specifications developed by DHCS. However, data collection was subsequently paused as DHCS worked to update both the list of KPIs and the associated technical specifications.

ACTION ITEM: PHM KPI Data Submission

An updated list of PHM KPIs was published in the PHM Policy Guide in July 2025, and the accompanying technical specifications were published on October 3, 2025. MCPs are required to submit data on a quarterly basis, for the 12-month period beginning 16 months prior to the date of data submission. The data submission schedule is detailed under "Due Date." DHCS may add additional KPIs to the reporting requirements as needed at a future date. These changes will be communicated through updates to the PHM Policy Guide and Technical Specifications.

To ensure the data are submitted correctly, please follow the steps below.

1. Use the attached KPI technical specifications, which will also soon be posted on the [PopulationHealthManagement](#) webpage, under "Important Updates".
 - a. Calculate KPIs according to technical specifications.

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2. Download templates for data submission.
 - a. Templates are available in the DHCS Documentation Center.
3. Upload the completed template back to the MCP's eTransfer Monitoring folder by the required submission date.

DUE DATE

Due dates are as follows:

1. **January 31, 2026:** Submission of data for the period of October 1, 2024 – September 30, 2025
2. **April 30, 2026:** Submission of data for the period of January 1, 2025 – December 31, 2025
3. **July 31, 2026:** Submission of data for the period of April 1, 2025 – March 30, 2026
4. **October 31, 2026:** Submission of data for the period of June 1, 2025 – May 31, 2026
5. **January 31, 2027:** Submission of data for the period of October 1, 2025 – September 30, 2026

This data submission cadence will continue as noted unless otherwise specified by DHCS.

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 Submission).

Sincerely,

Original Signed by Hope Neighbor

Hope Neighbor, Chief

Population Health Management Division