

December 6, 2024

THIS LETTER SENT VIA EMAIL

Martha Santana-Chin, Government Program Officer
Health Net Community Solutions, Inc.
21281 Burbank Boulevard
Woodland Hills, CA 91367

NOTICE OF IMPOSITION OF MONETARY SANCTIONS FOR FAILURE TO MEET OR EXCEED MINIMUM PERFORMANCE LEVELS FOR MEDI-CAL MANAGED CARE ACCOUNTABILITY SET PERFORMANCE MEASURES

Dear Martha Santana-Chin,

The Department of Health Care Services (DHCS) sends this Notice of Imposition of Monetary Sanctions Letter on Health Net Community Solutions, Inc. for failure to meet or exceed required minimum performance levels (MPLs) for measurement year 2023 (MY23)⁸ Medi-Cal Managed Care Accountability Set (MCAS) performance measures (Exhibit A, Attachment 3, Quality Improvement System, section 2.2 External Quality Review Requirements).

On September 5, 2024, DHCS received validated MCAS measure rates from the External Quality Review Organization and confirmed that Health Net Community Solutions, Inc. has 74 plan-wide measures below MPL across 3 domain(s) for MY23 (see Table 2 for enforcement tier designation triggers).

Health Net Community Solutions, Inc. did not request a meet and confer conference with DHCS within two business days after the effective date of the Notice of Intent to Impose Monetary Sanctions Letter that was sent on October 25, 2024. This Notice of Imposition of Monetary Sanctions Letter supersedes the Notice of Intent to Impose Monetary Sanctions Letter and is made in accordance with W&I section 14197.7(g) and with the Quality Sanction Bulletin issued October 17, 2024. DHCS is imposing monetary sanctions for Health Net Community Solutions, Inc.'s failure to comply with its obligations set forth in the Medi-Cal managed care plan (MCP) contract. Under W&I section

⁸ Measurement Year 2023 (MY 2023) covered activities conducted from January 1, 2023, to December 31, 2023.



14197.7(f) and the MCP contract, DHCS is authorized to impose a \$25,000 sanction per violation of Health Net Community Solutions, Inc.’s contractual obligation to meet or exceed MPLs for each MCAS performance measure (Exhibit A, Attachment 3, Quality Improvement System, section 2.2 External Quality Review Requirements).

The total sanction amount for Health Net Community Solutions, Inc. is \$519,000 for the following 74 measures below the MPL for MY23:

Quality Reporting Unit	Measures*	Domains*	MCP Rates	MPL	TRENDING Difference from HEDIS MY 2022	Population Impacted
Kern	CIS-10	CH	22.03%	30.90%	-4	913
	DEV	CH	24.31%	34.70%	9.72	2,098
	IMA-2	CH	27.01%	34.31%	-1.16	1,391
	LSC	CH	48.98%	62.79%	1.05	599
	TFL-CH	CH	8.60%	19.30%	-3.17	28,749
	W30-2	CH	52.88%	66.76%	0.52	515
	W30-6	CH	44.76%	58.38%	1.87	232
	WCV	CH	32.66%	48.07%	0.45	20,707
	AMR	CD	45.07%	65.61%	-4.18	295
	CBP	CD	58.05%	61.31%	4.24	1,620
	BCS	RC	46.88%	52.60%	-1.03	1,662
	CCS	RC	44.77%	57.11%	-1.25	8,450
	CHL	RC	50.43%	56.04%	3.44	1,146
	PPC-PRE	RC	82.99%	84.23%	2.09	141
	PPC-PST	RC	71.94%	78.10%	-0.98	233
Los Angeles	CIS-10	CH	27.01%	30.90%	4.38	9,008
	LSC	CH	54.01%	62.79%	1.94	5,702
	W30-2	CH	63.54%	66.76%	2.17	4,285
	W30-6	CH	49.84%	58.38%	6.7	2,518
	WCV	CH	46.93%	48.07%	1.78	183,831
	AMR	CD	55.76%	65.61%	1.02	3,817
Sacramento	CIS-10	CH	29.20%	30.90%	0.73	1,338
	LSC	CH	48.18%	62.79%	5.44	982
	TFL-CH	CH	16.70%	19.30%	5.04	41,017
	W30-2	CH	64.65%	66.76%	1.8	685
	W30-6	CH	58.14%	58.38%	9.75	442



	AMR	CD	60.45%	65.61%	-0.59	515
	CBP	CD	56.96%	61.31%	-3.14	2,252
	BCS	RC	43.46%	52.60%	2.06	3,426
	CCS	RC	50.00%	57.11%	-3.9	13,653
	PPC-PST	RC	72.52%	78.10%	-2.87	398
San Diego	LSC	CH	55.48%	62.79%	-5.35	435
	TFL-CH	CH	10.14%	19.30%	-3.21	26,590
	W30-2	CH	57.70%	66.76%	-1.18	390
	W30-6	CH	48.41%	58.38%	2.8	178
	WCV	CH	36.52%	48.07%	-3.38	18,488
	AMR	CD	59.44%	65.61%	-4.85	189
	CBP	CD	59.29%	61.31%	-8.12	943
	BCS	RC	44.77%	52.60%	-4.28	1,543
	CCS	RC	39.17%	57.11%	-5.6	9,690
	PPC-PRE	RC	80.56%	84.23%	2.18	114
	PPC-PST	RC	74.65%	78.10%	-3.73	148
San Joaquin	CIS-10	CH	29.30%	30.90%	4.3	252
	DEV	CH	26.81%	34.70%	10.77	628
	IMA-2	CH	30.90%	34.31%	6.33	354
	LSC	CH	36.34%	62.79%	-0.82	228
	TFL-CH	CH	15.33%	19.30%	4.22	7,877
	W30-2	CH	43.40%	66.76%	4.94	180
	W30-6	CH	47.62%	58.38%	3.36	99
	WCV	CH	29.68%	48.07%	-1.37	6,323
	AMR	CD	56.55%	65.61%	-6.41	63
	HBD	CD	38.21%	37.96%	-4.01	620
	BCS	RC	35.17%	52.60%	2.37	636
	CCS	RC	41.61%	57.11%	-2.67	3,119
	PPC-PRE	RC	81.52%	84.23%	0.1	51
Stanislaus	CIS-10	CH	22.38%	30.90%	-1.46	697
	DEV	CH	7.81%	34.70%	3.69	1,982
	IMA-2	CH	29.68%	34.31%	-1.46	1,104
	LSC	CH	36.50%	62.79%	1.71	572
	TFL-CH	CH	17.84%	19.30%	5.64	21,039
	W30-2	CH	46.72%	66.76%	4.54	447
	W30-6	CH	46.24%	58.38%	13.98	193
	WCV	CH	35.08%	48.07%	6.38	16,368



	AMR	CD	59.73%	65.61%	0	236
	BCS	RC	42.16%	52.60%	2.73	1,571
	CCS	RC	47.93%	57.11%	3.12	6,854
	CHL	RC	52.69%	56.04%	2.17	916
	PPC-PRE	RC	78.65%	84.23%	1.34	137
	PPC-PST	RC	73.10%	78.10%	1.76	172
Tulare	CIS-10	CH	26.49%	30.90%	-6.6	1,687
	DEV	CH	9.43%	34.70%	2.32	5,167
	TFL-CH	CH	13.81%	19.30%	4.72	49,495
	W30-2	CH	66.64%	66.76%	0.98	746
	WCV	CH	48.00%	48.07%	1.74	28,833

*Please see Table 1 for acronym definitions

Successful administration of the Medi-Cal program requires a collaborative partnership between DHCS and MCPs. This collaboration includes the expectation that MCPs will meet or exceed their contractual and programmatic requirements on an ongoing basis. Health Net Community Solutions, Inc. and DHCS regularly collaborated on strategies for improving the Plan’s MCAS performance measures required to meet or exceed MPLs (Exhibit A, Attachment 3, Quality Improvement System, section 2.2 External Quality Review Requirements).

As noted above, DHCS is authorized to impose sanctions for failure to meet or exceed MPLs for each MCAS performance measure. Health Net Community Solutions, Inc. confirming failure to meet or exceed the MPLs as outlined in the contract creates good cause for DHCS to impose monetary sanctions (Exhibit A, Attachment 3, Quality Improvement System, section 2.2 External Quality Review Requirements; Exhibit E, Program Terms and Conditions, section 1.1.19 Sanctions; W&I § 14197.7(e)).

Pursuant to W&I section 14197.7 and in accordance with APL 23-012, DHCS has considered the factors set forth in W&I section 14197.7(f) and (g) in determining the sanction amount, including the following:

- Scope of the violations, which are determined by the number of eligible members impacted by the quality-of-care violation (e.g., the number of eligible members who did not receive the recommended preventive service).
- In determining the nature, scope, and gravity of the violation under W&I section 14197.7(g)(1), DHCS will consider the degree to which the MCP is below the MPL for the measure at issue and will increase sanction



Martha Santana-Chin, CEO

Page 6

December 6, 2024

Sincerely,

Sarah Lahidji
Division Chief, Quality and Health Equity
Quality and Population Health
Management Department of Health Care
Services

Quality & Population Health Management

1501 Capitol Avenue, MS 0020

P.O. Box 997413

Sacramento, CA 95899-7413

Phone (916) 449-7400 | www.dhcs.ca.gov

State of California
Gavin Newsom, Governor



California Health and Human Services Agency

Signed by:

Sarah Lahidji

DocuSign Envelope ID: 3993E8A6-B6D9-4AFE-B525-5D61CA690820

Martha Santana-Chin, CEO

Page 7

December 6, 2024

ACH/Wire to:

Beneficiary Account Name: Department of Health Care Services

Bank Name: US Bank

Laurel Heights Branch

3471 California St San Francisco, CA 94118

Routing Number: 122235821

Bank Account Number: 1-583-0005-7623

Reference: Sanction or any identifier

For Check Payment:

Payable to: Department of Health Care Services

Cash Receipts Unit

1501 Capitol Avenue MS 1101

PO Box 997415

Sacramento, CA 95899-7415

For check payment, please include the Notice of Imposition of Monetary Sanctions Letter and any backup documents that will identify the payment.

Quality & Population Health Management

1501 Capitol Avenue, MS 0020

P.O. Box 997413

Sacramento, CA 95899-7413

Phone (916) 449-7400 | www.dhcs.ca.gov

State of California
Gavin Newsom, Governor



California Health and Human Services Agency

Martha Santana-Chin, CEO

Page 9

December 6, 2024

Dana Durham
Chief of Managed Care Quality and Monitoring Division
Health Care Delivery Systems
Department of Health Care Services

Ramiro Zuniga, MD, Vice President, Medical Director
Health Net Community Solutions, Inc.
21281 Burbank Boulevard
Woodland Hills, CA 91367

Sally Chow, Senior Manager Compliance
Health Net Community Solutions, Inc.
21281 Burbank Boulevard
Woodland Hills, CA 91367

Pooja Mittal, DO, Vice President, Health Equity
Health Net Community Solutions, Inc.
21281 Burbank Boulevard
Woodland Hills, CA 91367

Jessica Sellner, Chief Financial Officer
Health Net Community Solutions, Inc.
21281 Burbank Boulevard
Woodland Hills, CA 91367

Quality & Population Health Management

1501 Capitol Avenue, MS 0020

P.O. Box 997413

Sacramento, CA 95899-7413

Phone (916) 449-7400 | www.dhcs.ca.gov

State of California
Gavin Newsom, Governor



California Health and Human Services Agency

Enclosure

TABLE 1: DOMAIN, MEASURE, & ACRONYM

Domain	Measure	Acronym
Children’s Health (CH)	Child and Adolescent Well-Care Visits	WCV
	Childhood Immunization Status: Combination 10	CIS-10
	Developmental Screening in the First Three Years of Life	DEV
	Immunizations for Adolescents: Combination 2	IMA-2
	Lead Screening in Children	LSC
	Topical Fluoride for Children	TFL-CH
	Well-Child Visits in the First 30 Months of Life – 0 to 15 Months – Six or More Well-Child Visits*	W30-6+
	Well-Child Visits in the First 30 Months of Life – 15 to 30 Months – Two or More Well-Child Visits*	W30-2+
Reproductive Health and Cancer Prevention (RC)	Chlamydia Screening in Women	CHL
	Prenatal and Postpartum Care: Postpartum Care	PPC-Post
	Prenatal and Postpartum Care: Timeliness of Prenatal Care	PPC-Pre
	Breast Cancer Screening	BCS-E
	Cervical Cancer Screening	CCS
Chronic Disease Management (CD)	Asthma Medication Ratio	AMR
	Controlling High Blood Pressure	CBP
	Comprehensive Diabetes Care: HbA1c Poor Control (>9.0%)*	HBD-H9*

*A lower rate is better for this measure



TABLE 2: QUALITY ENFORCEMENT TIER DESIGNATION TRIGGERS			
Enforcement Tiers	Tier 1	Tier 2	Tier 3
Triggers	One (1) measure below the MPL in any one (1) domain	Two (2) or more measures below the MPL in any one (1) domain	Three (3) or more measures below the MPL in two (2) or more domains
Enforcement Action	Not subject to monetary sanction	Subject to monetary sanction	Subject to monetary sanction

TABLE 3: VIOLATION AND BENEFICIARY IMPACT (W&I section 14197.7(g)(1))		
Severity/Beneficiary Impact	Violation per Measure	Severity Violation Factor
Slight Violation	<1.00% below MPL	1.0
Minimal Violation	1.00% - 2.99% below MPL	1.1
Minor Violation	3.00% - 5.99% below MPL	1.2
Moderate Violation	6.00% - 10.99%	1.4
Moderately Severe Violation	11.00% - 15.99%	1.6
Severe Violation	16.00% - 20.99%	1.8
Extremely Severe Violation	≥21.00% below the MPL	2.0

TABLE 4: TRENDING FACTOR (W&I section 14197.7(g)(6))		
Degrees of Improvement	Trending Difference per Measure	Trending Factor
Significant Worsening	>(-)15.01%	2.0
Moderately Significant Worsening	(-)15.00% - (-)11.01%	1.8
Moderate Worsening	(-)11.00% - (-)7.01%	1.6
Minimal Worsening	(-)7.00% - (-) 4.01%	1.4
Slight Worsening	(-)4.00% - (-) 0.01%	1.2
No Improvement	0.00 – 1.00%	1.0
Slight Improvement	1.01% - 4.00%	0.8
Minimal Improvement	4.01% - 7.00%	0.6
Moderate Improvement	7.01% - 11.00%	0.4
Moderately Significant Improvement	11.01% - 15.00%	0.2
Significant Improvement	≥15.01%	0.0



TABLE 5: HPI IMPACT AND SANCTION REDUCTION		
Severity (Impact) of HPI (per county and MCP)	HPI Percentile	HPI Impact Factor (Sanction Reduction)
Very High	0-9%ile	50%
High	10-19%ile	40%
Moderate	20-29%ile	30%
Low Moderate	30-39%ile	20%
Low	40-49%ile	10%

Quality & Population Health Management

1501 Capitol Avenue, MS 0020

P.O. Box 997413

Sacramento, CA 95899-7413

Phone (916) 449-7400 | www.dhcs.ca.gov

State of California

Gavin Newsom, Governor



California Health and Human Services Agency

NOTICE OF APPEAL RIGHTS

Health Net Community Solutions, Inc. has the right to request a hearing in connection with any sanctions within fifteen (15) working days after the “effective date” of the sanctions letter. DHCS will stay the imposition of sanctions upon receipt of the request for a hearing until the effective date of a final decision from the Office of Administrative Hearings and Appeals (OAHA). Health Net Community Solutions, Inc. may request a hearing by sending a letter so stating to the Office of Administrative Hearings and Appeals at the address below:

Chief Administrative Law Judge
Office of Administrative Hearings and Appeals
Department of Health Care Services
3831 N. Freeway Blvd., Suite 200
Sacramento, CA 95834

A copy of the hearing request must also be sent to:

Thomas Mahoney
Quality and Health Equity Measurement Monitoring Section Chief
Quality and Population Health Management
Department of Health Care Services
MS 0020
P.O. Box 997413
Sacramento CA 95899-7413

Judith Recchio
Deputy Director and Chief Counsel
Office of Legal Services
Department of Health Care Services
MS 0010
P.O. Box 997413
Sacramento CA 95899-7413

