

Plan Name: Health Net of California, Inc.
Reporting Year: 2022

Survey Question	Problems/Barriers	Intervention/Action Plan	Estimated Completion Date
Q7	Listen carefully to you	Develop and disseminate provider education materials related to child members	Q3-Q4 2022
Q12	Overall care provided by regular dentist	Develop and disseminate provider education materials related to child members	Q3-Q4 2022
Q15	Help your child feel as comfortable as possible during dental work	Develop and disseminate provider education materials related to child member examinations	Q3-Q4 2022
Q16	Explain what they were doing while treating your child	Develop and disseminate provider education materials related to child member examinations	Q3-Q4 2022
Q19	Get an appointment as soon as you wanted	Increased office site visits to confirm office demographic information. Reviewed plan requirements with offices	Q4 2022
Q20	Spending more than 15 minutes in the waiting room	Increased office site visit to confirm office demographic information. Reviewed plan requirements with offices	Q4 2022
Q23	Plan covered all the services you thought were covered	Monitor complaint/ grievance metrics to identify opportunities for improvement related to benefit complaints.	Quarterly
Q25	Plan covered what your child needed to get done	Monitor complaint/ grievance metrics to identify opportunities for improvement related to benefit complaints.	Quarterly
		Reminder mailing to inform members that member EOC is available and where the information can be located. Also, indicated that the member can contact member services for support.	Annually