



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



December 13, 2022

THIS LETTER SENT VIA EMAIL

Ms. Yolanda Richardson, CEO
San Francisco Health Plan
50 Beale St., 12th Floor.
San Francisco, CA 94105

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

Dear Ms. Richardson,

The Department of Health Care Services (DHCS) sends this notice of imposition of monetary sanctions for San Francisco Health Plan's failure to meet required minimum performance levels (MPLs) for measurement Year (MY) 2021 Medi-Cal Managed Care Accountability Set (MCAS) performance measures.

Under the contract with DHCS, San Francisco Health Plan is required to meet or exceed DHCS' established MPLs for each Health Effectiveness Data and Information Set (HEDIS) measure, and all other required MCAS performance measures. (Exhibit A, Attachment 4, Quality Improvement System, section A, 3).

Successful administration of the Medi-Cal program requires a collaborative partnership between DHCS and Medi-Cal Managed Care Plans (MCPs). This collaboration includes the expectation that MCPs will meet their contractual and programmatic requirements on an ongoing basis. San Francisco Health Plan and DHCS regularly collaborated on strategies for improving the Plan's MCAS performance measures required to meet MPLs. On July 20, 2022, DHCS received validated MCAS measure rates from the External Quality Review Organization and confirmed that San Francisco Health Plan has 2 plan wide measures below the MPL for reporting year 2022.

Under Welfare and Institutions Code (WIC) section 14197.7 and the contract, DHCS has authority to impose monetary sanctions for San Francisco Health Plan's failure to meet or exceed its MPLs for all applicable MCAS performance measures. (Exhibit E, Attachment 2, Program Terms and Conditions, section 16 Sanctions, B; WIC § 14197.7(e)(4).) As noted above, San Francisco Health Plan's contract requires it to meet or exceed the DHCS established MPLs for each MCAS performance measure.

(Exhibit A, Attachment 4, Quality Improvement System, section A, 3). San Francisco Health Plan's confirmed failure to meet the MPL as outlined in the contract creates good cause for DHCS to impose monetary sanctions. (Exhibit E, Attachment 2, Program Terms and Conditions, section 16 Sanctions, C. 2; WIC § 14197.7(e)(4)).

DHCS is imposing monetary sanctions for San Francisco Health Plan's failure to comply with its obligations set forth in the contract. Under WIC section 14197.7(f), DHCS is authorized to impose a \$25,000 sanction per violation of San Francisco Health Plan's contractual obligation to meet or exceed MPLs for each MCAS performance measure. The total sanction amount is \$25,000, because San Francisco Health Plan has the following 2 measures below the MPL for reporting year 2022:

Reporting Unit	Measures*	MPL	MCP Rates	TRENDING Difference from HEDIS MY 2020
San Francisco County	W30 -6	54.92%	41.63%	-5.24%
	W30-2	70.67%	69.33%	-6.76%

*Please see Table 1 for acronym definition

Pursuant to WIC section 14197.7(g) and in accordance with the November 14, 2022 Quality Sanction Bulletin, DHCS has considered the following factors in determining the sanction amount.

- Number of eligible members impacted by the quality of care violation and scope of the harm;
- Degree to which MCP is below each MPL;
- Whether MCP's performance on the MPL(s) at issue has improved or worsened over the previous measurement year; and
- Any other applicable factor under WIC section 14197.7(g).

San Francisco Health Plan is also required to submit a revised comprehensive quality strategy on or before January 31, 2023, that includes new interventions designed to meet or exceed the required 2023 milestones, and details how it intends to devote adequate resources and staff to quality improvement.

San Francisco Health Plan may request to meet with the department to discuss additional information they wish to share that may impact the final sanction amount within two business days of receiving this notice. In the event you would like to request a meet and confer conference, please send the request via email to QPHM@dhcs.ca.gov with the subject Quality Sanction: Request to Meet and Confer.

Sincerely,

Quality & Population Health Management
1501 Capitol Avenue, MS 0000
P.O. Box 997413
Sacramento, CA 95899-7413
Phone (916) 449-7400 Fax (916) 440-7404

Palav Babaria

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Deputy Director, Chief Quality Officer
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Enclosure

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50 Beale St., 12th Floor.

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Nina Maruyama, Officer of Compliance & Regulatory Affairs
 San Francisco Health Plan
 50 Beale St., 12th Floor.
 San Francisco, CA 94105

TABLE 1: DOMAIN, MEASURE, & ACRONYM		
Domain	Measure	Acronym
Children's Preventive Services	Child and Adolescent Well-Care Visits (WCV)	WCV
	Childhood Immunization Status: Combination 10 (CIS-10)	CIS-10
	Immunizations for Adolescents: Combination 2 (IMA-2)	IMA-2
	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents: BMI Assessment for Children/Adolescents (WCC-BMI),	WCC-BMI
	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents: Nutrition (WCC-N)	WCC-N
	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents: Physical Activity (WCC-PA)	WCC-PA
	Well-Child Visits in the First 30 Months of Life - Well-Child Visits in the First 15 Months (W30)	W30 6+
	Well-Child Visits in the First 30 Month of Life - Well-Child Visits for Age 15 Months - 30 Months (W30)	W30 2+
Women's Health Domain	Breast Cancer Screening	BCS
	Cervical Cancer Screening	CCS
	Chlamydia Screening in Women	CHL
	Prenatal and Postpartum Care: Postpartum Care	PPC-Pst
	Prenatal and Postpartum Care: Timeliness of Prenatal Care	PPC-Pre
Chronic Disease Domain	Comprehensive Diabetes Care: HbA1c Poor Control (>9.0%)	CDC-H9
	Controlling High Blood Pressure	CBP

NOTICE OF APPEAL RIGHTS

San Francisco Health Plan has the right to request a hearing in connection with any sanctions within 15 business days after receipt of the notice to impose sanctions. 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. San Francisco Health Plan 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 shall also be sent to:

Priya Motz
Acting Quality & Health Equity Transformation Branch Chief
Quality and Population Health Management
Department of Health Care Services
MS 441
P.O. Box 997413
Sacramento CA 95899-7413

John Puente
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