



DATE: July 31, 2026

PHM IN#: 26.003

FROM: Population Health Management (PHM) Division

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

SUBJECT: Submission Instructions for PHM Risk Stratification, Segmentation, and Tiering (RSST) Implementation Plans

PURPOSE:

This PHM Information Notice (IN) provides instructions for the submission of RSST Implementation Plans through the Survey Monkey link. Email submissions will not be accepted. Please follow the instructions outlined in this PHM IN.

BACKGROUND:

In July 2026, the Department of Health Care Services (DHCS) released policy updates for the Population Health Management (PHM) Program's RSST approach (<https://www.dhcs.ca.gov/file/phm-policy-guide/>). During the Implementation Period, from July 2025 to January 1, 2027, MCPs have been required to develop a strategy to fully implement DHCS's RSST approach.

Starting January 1, 2027, MCPs will be required to use DHCS's standardized RSST risk tiers to prioritize outreach and engagement, guide assessment frequency, inform individualized care planning, and connect members to needed services.

ACTION ITEM:

MCPs must submit an RSST Implementation Plan to DHCS outlining how it will ensure that required infrastructure, resources, technology, and workflows for RSST are ready by January 1, 2027. Pursuant to this IN, MCPs will be required to use the Survey Monkey link to submit the Implementation Plans electronically no later than **COB Friday, September 25, 2026**.

The MCP must submit one implementation plan per Prime plan and responses must account for all counties in which the MCP operates as of the submission date. As outlined in the PHM Policy Guide, DHCS will monitor MCPs' implementation of RSST in 2027, including adequate receipt of RSST risk tier information for members



and sustained progress towards outreaching to and engaging high-risk members. DHCS will use implementation plans submitted by the MCP to assess RSST policy compliance and program effectiveness.

DHCS will email the Survey Monkey link with instructions for the submission of RSST Implementation Plans to MCPs' primary contacts.

CONTACT INFORMATION

For any questions or additional support, please contact the PHM Policy Section at: PHMSection@dhcs.ca.gov. (Subject line: Questions re: RSST Implementation Plan Submission).

Sincerely,

Original Signed by Hope Neighbor

Hope Neighbor, Chief
Population Health Management Division