

# QUALITY WITHHOLD AND INCENTIVE PROGRAM PERFORMANCE REPORT: MEASUREMENT YEAR 2024

May 2026

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# INTRODUCTION

The California Department of Health Care Services (DHCS) launched the Quality Withhold and Incentive (QWI) Program in Calendar Year (CY) 2024, to improve the quality of care for Medi-Cal members. This program incentivizes Medi-Cal Managed Care Plans (MCPs) to improve performance on quality metrics focusing on key components of value, including clinical quality, member experience, and health equity through two major components: Quality Withhold and Quality Incentive.

This report shows performance of MCPs on performance on CY24<sup>1</sup> QWI measures. Please note that while this document includes high level background on the methodology for scoring MCPs, it is not designed to cover all details. See the [QWI website](#) for details on methodology.

## Withhold Component

Under this component of the program, a portion of payments to MCPs is withheld each year and earned back based on performance on eleven quality measures. Each year, performance is assessed for each MCP using the following methodology:

- » MCPs can earn up to 100 points, with full withhold returned if they meet the designated threshold score.
- » For each measure, MCPs receive the higher of their achievement (against set benchmarks) or improvement score (gap closure toward a high-performance benchmark), ensuring both high performance and progress are recognized and rewarded.
- » Benchmarks are based on National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) national Medicaid benchmarks.

## Current and Future

Every year, hundreds of millions of dollars in capitation payments are tied to quality performance in the withhold. DHCS withheld 0.5% from MCP capitation rates in CY24 (approximately \$250 million) and increased the withhold to 1% in CY25 (approximately \$600 million). DHCS will maintain a 1% withhold through CY26 (estimated at \$618

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<sup>1</sup> Note: CY24 refers to the program year and corresponds to measurement year (MY) 2024.

million). The increase in the total amount withheld from CY24 to CY25 was driven by increases to the withhold percentage and the number of MCPs subject to the withhold.<sup>2</sup>

For CY24, 80 points were necessary for an MCP to earn back their full withhold. Based on this threshold, 92% of withhold dollars were earned back. CY25 will see a drop to a 65-point threshold to accommodate the increase in withhold, and based on current performance projections, 96% of withhold dollars are estimated to be earned back by plans. Looking to CY26, expectations of plans will rise as 85 points will be required to earn back their full withhold. Despite the point increase, projections indicate that 87% of withhold is estimated to be earned back as quality trends upward.

MCPs are evaluated on [Managed Care Accountability Set](#) (MCAS) and Consumer Assessment of Health Providers and Systems (CAHPS) quality measures. The CY 2024 quality withhold measures include:

- » Controlling High Blood Pressure (CBP)\*
- » Glycemic Status Assessment for Patients With Diabetes (>9%) (GSD)\*
- » Prenatal and Postpartum Care: Postpartum Care (PPC-Pst)\*
- » Prenatal and Postpartum Care: Timeliness of Prenatal Care (PPC-Pre)\*
- » Child and Adolescent Well-Care Visits (WCV)
- » Well-Child Visits in the First 30 Months of Life: 15 to 30 Months (W30-2)
- » Well-Child Visits in the First 30 Months of Life: First 15 Months (W30-6)
- » Childhood Immunization Status: Combination (CIS-10)\*
- » Immunizations for Adolescents (IMA)
- » CAHPS Getting Care Quickly: Adult
- » CAHPS Getting Care Quickly: Child
- » CAHPS Getting Needed Care: Adult
- » CAHPS Getting Needed Care: Child

*\* Indicates a measure also utilized in Covered California and/or CalPERS programs*

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<sup>2</sup> Not all MCPs participated in the QWI Program for CY24 due to the effects of procurement and changing in geography MCPs covered.

# Incentive Component

The incentive component is designed to advance health equity by incentivizing MCPs to reduce racial and ethnic disparities. Unearned withhold funds are redirected to support this incentive.

- » The primary target for improvement is the WCV measure, focusing on the two racial and ethnic sub-groups that have historically shown lower performance.
- » Scoring for this incentive is based solely on improvement, rewarding MCPs for closing gaps against the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) 66.67th percentile Medicaid benchmark, with no minimum score required for participation.

## MY24 QUALITY PERFORMANCE

### HEDIS Quality Performance

Table 1 summarizes the HEDIS measure performance by MCPs subject to the QWI Program for CY24. A majority of MCPs demonstrated strong performance across multiple measures. Notably, 20 MCPs achieved scores in the top performance benchmark for at least one HEDIS measure, and nineteen exceeded the minimum benchmark for most of their HEDIS measures, with over half reaching the highest performance band for approximately half of their measures.

**Table 1: Measure Performance: Percentage of Measures by MCP within HEDIS MY23 Medicaid Benchmark Percentile Achievement Tiers**

Managed Care Plan (MCP)	At or above 66.67th Percentile	50th Percentile	33.3rd Percentile	At or below 25th Percentile
Contra Costa Health Plan (CCHP)	100%	0%	0%	0%
San Francisco Health Plan (SFHP)	100%	0%	0%	0%
Central California Alliance (CAHA)	89%	11%	0%	0%
Kaiser Foundation Health Plan (KP)	89%	4%	7%	0%

<b>Managed Care Plan (MCP)</b>	<b>At or above 66.67th Percentile</b>	<b>50th Percentile</b>	<b>33.3rd Percentile</b>	<b>At or below 25th Percentile</b>
CenCal Health (CenCal)	78%	11%	11%	0%
Gold Coast Health Plan (GCHP)	67%	22%	11%	0%
Alameda Alliance for Health (AAH)	67%	22%	0%	11%
Santa Clara Family Health Plan (SCFHP)	67%	22%	0%	11%
Health Plan of San Mateo (HPSM)	56%	22%	22%	0%
Community Health Group (CHGPP)	44%	22%	33%	0%
CalViva Health (CalViva)	44%	22%	22%	11%
CalOptima	33%	33%	33%	0%
Inland Empire Health Plan (IEHP)	22%	33%	44%	0%
Blue Shield of California (Blue Shield)	33%	0%	67%	0%
LA Care Health Plan (LA Care)	22%	11%	44%	22%
Partnership Health Plan of California (PHP)	22%	17%	22%	39%
Health Net of California (HN)	22%	17%	14%	47%
Anthem Blue Cross (Anthem)	22%	13%	16%	49%
Health Plan of San Joaquin (HPSJ)	22%	11%	11%	56%

Managed Care Plan (MCP)	At or above 66.67th Percentile	50th Percentile	33.3rd Percentile	At or below 25th Percentile
Kern Health Systems (KHS)	0%	33%	33%	33%
Molina Healthcare (Molina)	11%	15%	15%	59%

### CAHPS Quality Performance

Table 2 summarizes the CAHPS measure performance by MCPs subject to the QWI Program for CY24. While CAHPS results indicate there is room for improvement in member experience, more than half of MCPs attained above minimum benchmark tier performance for at least one CAHPS measure, highlighting progress and opportunities for continued advancement.

**Table 2: Measure Performance: Percentage of Measures by MCP Within CAHPS MY23 Benchmark Percentile Achievement Tiers**

MCP	At or above 66.67th Percentile	50th Percentile	33.3rd Percentile	At or below 25th Percentile
HPSM	0%	75%	0%	25%
SFHP	0%	0%	100%	0%
CHGPP	0%	25%	25%	50%
KHS	0%	25%	25%	50%
GCHP	25%	0%	0%	75%
CCHP	0%	25%	0%	75%
CalViva	0%	25%	0%	75%
CalOptima	0%	25%	0%	75%
Blue Shield	0%	25%	0%	75%
IEHP	0%	25%	0%	75%
Anthem	0%	0%	25%	75%

MCP	At or above 66.67th Percentile	50th Percentile	33.3rd Percentile	At or below 25th Percentile
PHP	0%	0%	0%	100%
KP	0%	0%	0%	100%
HN	0%	0%	0%	100%
CCAH	0%	0%	0%	100%
CenCal	0%	0%	0%	100%
AAH	0%	0%	0%	100%
SCFHP	0%	0%	0%	100%
Molina	0%	0%	0%	100%
LA Care	0%	0%	0%	100%
HPSJ	0%	0%	0%	100%

**Overall Performance by QWI Measure**

CY24 QWI showed meaningful, statewide progress across many Medi-Cal quality measures, reflecting continued improvement in preventive care, maternal health, and timely access to services. Even in areas with historically slower improvement, statewide results show movement in a positive direction, reinforcing the momentum of ongoing quality initiatives.

19 of the 21 MCPs demonstrated meaningful improvement, each increasing performance on at least seven quality measures from MY23 to MY24. 14 of 21 MCPs earned back 100% of the withhold, demonstrating their commitment to meeting quality targets. Additionally, nearly half of all MCPs—10 out of the 21—achieved improvement on at least 10 measures, highlighting a subset of plans making broad, system-wide progress.

Plans are showing great strides in bettering care, as statewide performance in 11 out of 13 measures saw improvement from MY23 to MY24. Reinforcing that point, MY24 performance in five measures (GSD, WCV, W30-2, W30-6, & Getting Care Quickly: Adult) improved by more than 5% over MY23. Overall performance by plans met or exceeded the NCQA 66.67<sup>th</sup> percentile benchmark in four measures, highlighted below (PPC-Pst,

PPC-Pre, CIS-10, & IMA-2), displaying plan ability to not only improve, but reach upper echelons of performance levels relative to nationwide data.

**Table 3: MY23 and MY24 QWI Statewide Performance Rates by Measure**

Measures	Statewide MY23	Statewide MY24
Controlling High Blood Pressure (CBP)	66.7%	69.9%
Glycemic Status Assessment for Patients With Diabetes (>9%) (GSD) <sup>^</sup>	32.9%	29.2%
Prenatal and Postpartum Care: Postpartum Care (PPC-Pst)	82.6%	85.1%*
Prenatal and Postpartum Care: Timeliness of Prenatal Care (PPC-Pre)	88.0%	89.2%*
Child and Adolescent Well-Care Visits (WCV)	49.5%	53.4%
Well-Child Visits in the First 30 Months of Life: 15 to 30 Months (W30-2)	66.7%	70.3%
Well-Child Visits in the First 30 Months of Life: First 15 Months (W30-6)	53.6%	59.2%
Childhood Immunization Status (CIS-10)	30.6%	30.7%*
Immunizations for Adolescents—Combination 2 (IMA-2)	41.4%	42.0%*
Getting Care Quickly-Adult	72.1%	77.3%
Getting Care Quickly-Child	79.5%	79.3%
Getting Needed Care-Adult	75.0%	78.2%
Getting Needed Care-Child	77.2%	76.9%

<sup>^</sup> Indicates that a lower rate indicates better performance.

<sup>\*</sup> Indicates performance met or exceeded the NCQA MY24 66.67<sup>th</sup> percentile benchmark  
 ~Statewide performance reflects MCPs subject to the QWI program in CY24.

## QWI Measure Performance Highlights (MY23 → MY24)

### Overall Statewide Improvement

Across the 13 QWI measures, most showed year-over-year gains from MY23 to MY24, with several reflecting meaningful percentage-point increases.

### Key Areas of Notable Improvement

- » Controlling High Blood Pressure (CBP): 66.7% → 69.9%
- » Glycemic Status Assessment for Patients With Diabetes (>9%) (GSD): 32.9% → 29.2%
- » Postpartum Care (PPC-Pst): 82.6% → 85.1%
- » Timeliness of Prenatal Care (PPC-Pre): 88.0% → 89.2%
- » Child and Adolescent Well-Care Visits (WCV): 49.5% → 53.4%
- » Well-Child Visits (First 30 Months – W30-6): 53.6% → 59.2%
- » Well-Child Visits (15–30 Months – W30-2): 66.7% → 70.3%

### Stability in Immunization Measures

- » Childhood Immunization Status (CIS-10): 30.6% → 30.7%
- » Immunizations for Adolescents (IMA-2): 41.4% → 42.0%

### CAHPS Experience of Care Trends

- » Adult experience measures improved (e.g., Getting Care Quickly—Adult: 72.1% → 77.3%)
- » Child experience measures showed slight decreases (e.g., Getting Care Quickly—Child: 79.5% → 79.3%)

### **Overall Takeaway**

Statewide MY24 results show strengthened performance across clinical quality and access-to-care measures, with especially strong gains in preventive care and maternal health. Adult CAHPS scores improved, while child CAHPS trends were mixed, highlighting opportunities for continued focus.

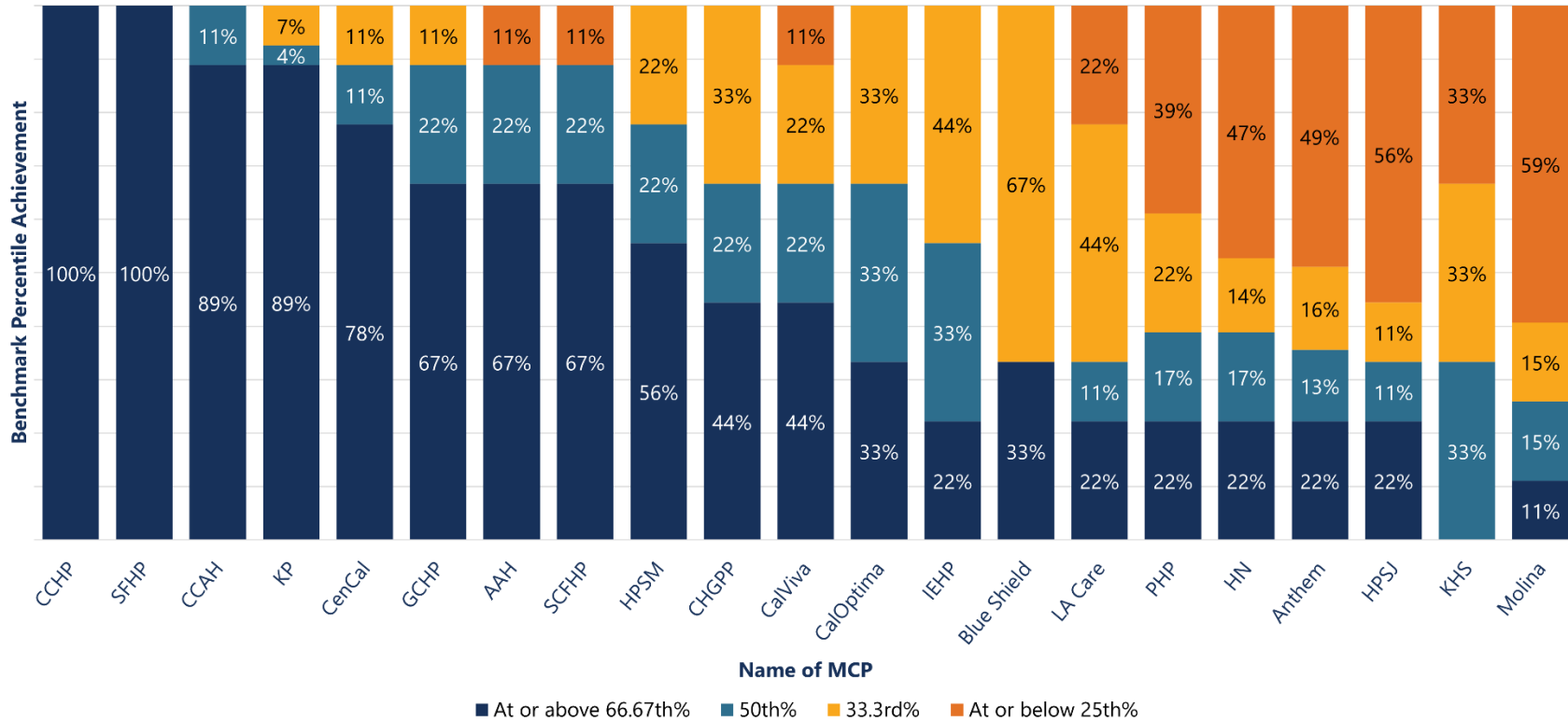
## **QWI Program Impact**

Overall, the CY24 results show an upward trend in Medi-Cal quality performance across the state. This progress reflects both the impact of QWI financial incentives and the increasing ability of MCPs to deliver higher-quality, more equitable care. Improvements across multiple areas, high rates of withhold earnings, and steady progress against national benchmarks demonstrate that the QWI Program is helping drive meaningful, system-wide quality and healthy equity gains for Medi-Cal members across all communities served.

# APPENDIX

## HEDIS Quality Performance

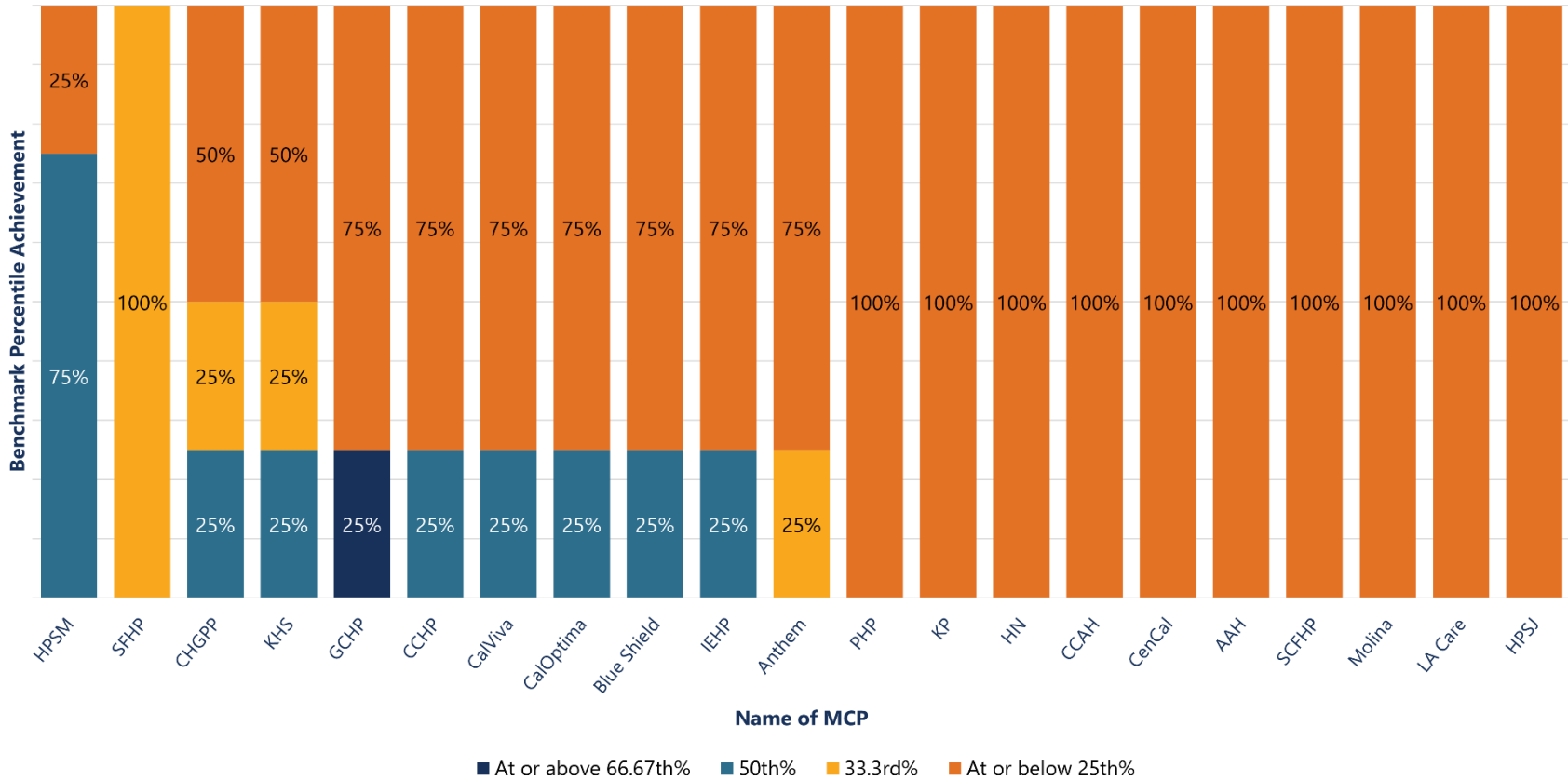
HEDIS Measure Performance: MY23 Benchmark Percentile Achievement Distribution by MCP



Data Source: DHCS Data Warehouse  
 Dates Represented: 2023-2024 | Date Downloaded: 2/5/2026  
 Prepared by the California Department of Health Care Services

# CAHPS Quality Performance

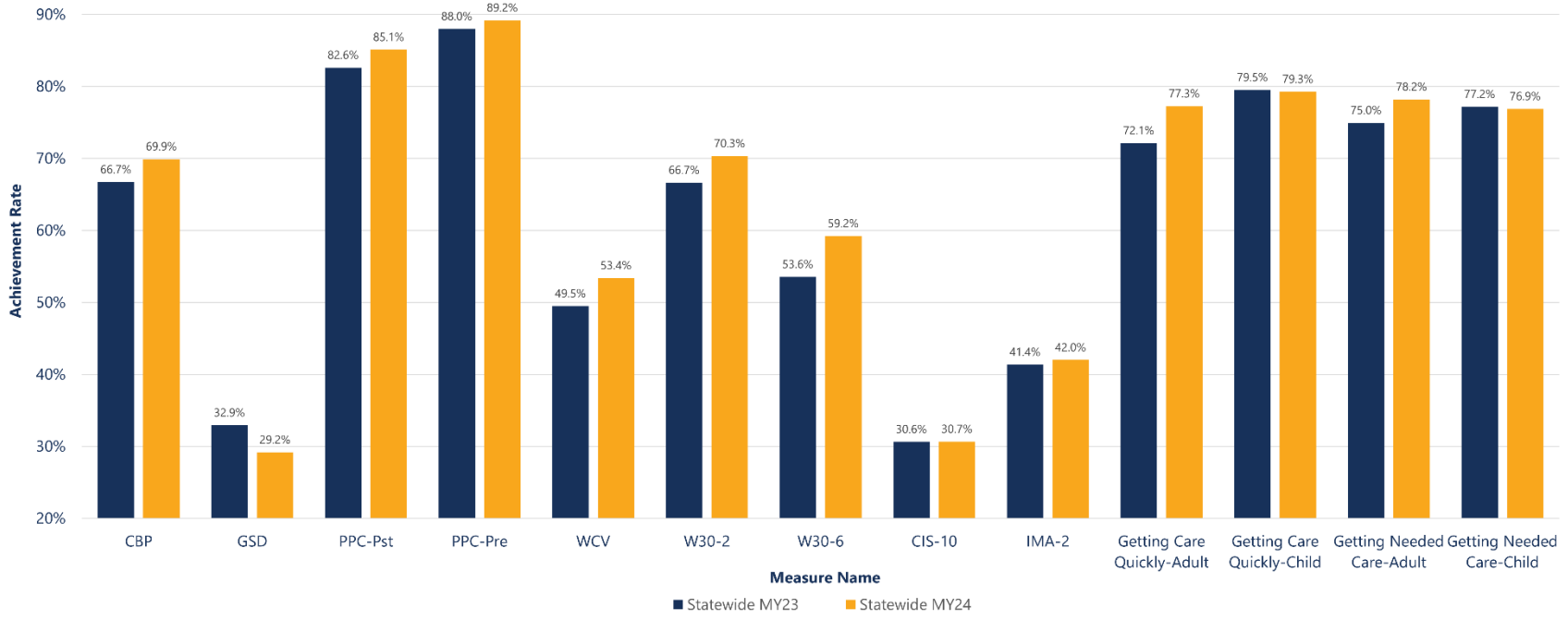
CAHPS Measure Performance: MY23 Benchmark Percentile Achievement Distribution by MCP



Data Source: DHCS Data Warehouse  
 Dates Represented: 2023-2024 | Date Downloaded: 2/5/2026  
 Prepared by the California Department of Health Care Services

# Overall Performance by QWI Measure

QWI Measure Performance MY23 and MY24



■ Statewide MY23    ■ Statewide MY24  
 Data Source: DHCS Data Warehouse  
 Dates Represented: 2023-2024 | Date Downloaded: 2/5/2026  
 Prepared by the California Department of Health Care Services