



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



GAVIN NEWSOM
GOVERNOR

December 13, 2022

THIS LETTER SENT VIA EMAIL

Ms. Martha Santana-Chin, Medi-Cal President
California Health and Wellness Plan
101 North Brand Blvd., Suite 1500
Glendale, CA 91203

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

Dear Ms. Santana-Chin,

The Department of Health Care Services (DHCS) sends this notice of imposition of monetary sanctions for California Health and Wellness' 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, California Health and Wellness 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. California Health and Wellness 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 California Health and Wellness has 24 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 California Health and Wellness' 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, California Health and Wellness' 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). California Health and Wellness' 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 California Health and Wellness' 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 California Health and Wellness' contractual obligation to meet or exceed MPLs for each MCAS performance measure. The total sanction amount is \$ 115,000, because California Health and Wellness has the following 24 measures below the MPL for reporting year 2022:

Reporting Unit	Measures*	MPL	MCP Rates	Trending Difference from HEDIS MY 2020
Imperial County	CHL	54.91%	50.73%	-1.15%
	CIS-10	38.20%	36.25%	-5.11%
	W30 -6	54.92%	47.40%	-1.80%
	W30-2	70.67%	64.81%	-8.76%
	WCV	45.31%	44.38%	9.31%
Region 1: Butte, Colusa, Glenn, Plumas, Sierra, Sutter, and Tehama counties	BCS	53.93%	47.85%	-3.90%
	CHL	54.91%	51.28%	1.30%
	CCS	59.12%	51.58%	1.34%
	CIS-10	38.20%	33.33%	-3.17%
	IMA-2	36.74%	26.45%	-2.50%
	W30 -6	54.92%	47.96%	5.16%
	W30-2	70.67%	65.61%	-2.88%
	WCC-N	70.11%	67.21%	-4.08%
	WCC-PA	66.18%	64.21%	-5.13%
	WCV	45.31%	44.14%	3.86%
Region 2: Alpine, Amador, Calaveras, El Dorado, Inyo, Mariposa, Mono, Nevada, Placer, Tuolumne, and Tuba counties	BCS	53.93%	46.40%	-1.43%
	CHL	54.91%	44.43%	-1.48%
	CCS	59.12%	53.90%	0.58%
	CIS-10	38.20%	27.01%	0.49%
	IMA-2	36.74%	27.25%	2.43%
	W30-2	70.67%	56.18%	-5.71%
	WCC-N	70.11%	64.57%	1.31%
	WCC-PA	66.18%	63.57%	1.04%
WCV	45.31%	34.11%	0.96%	

*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).

California Health and Wellness 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.

California Health and Wellness 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,

Palav Babaria

Palav Babaria
Deputy Director, Chief Quality Officer
Quality and Population Health Management
Department of Health Care Services

Enclosure

Michelle Baass
Director
Department of Health Care Services

Jacey Cooper
Chief Deputy Director, Health Care Programs
Department of Health Care Services

John Puente
Deputy Director and Chief Counsel

Department of Health Care Services

Susan Philip
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Michelle Retke
Contracting Officer, Chief of Managed Care Operating Division
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Dana Durham
Chief of Managed Care Quality and Monitoring Division
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Ramiro Zuniga, Chief Medical Officer
California Health and Wellness
101 North Brand Blvd., Suite 1500
Glendale, CA 91203

Deanna Eaves, Director of Compliance
California Health and Wellness
101 North Brand Blvd., Suite 1500
Glendale, CA 91203

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

California Health and Wellness 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. California Health and Wellness 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
Deputy Director and Chief Counsel
Office of Legal Services
Department of Health Care Services
MS 0010
P.O. Box 997413
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