

# Important Information and Support to Help You Provide the Best Care

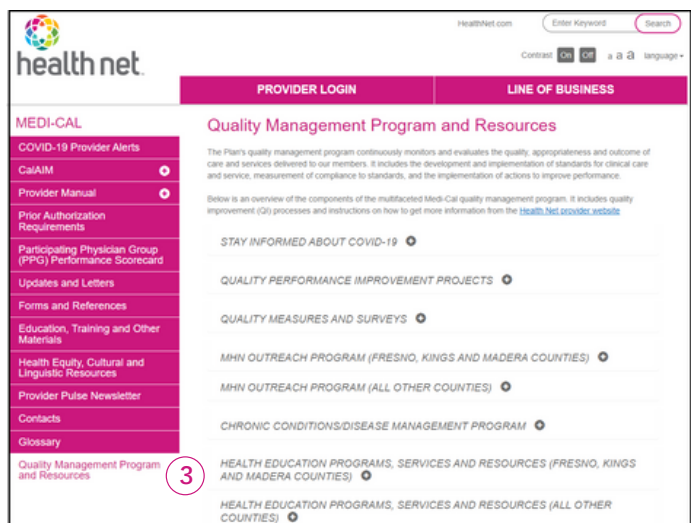
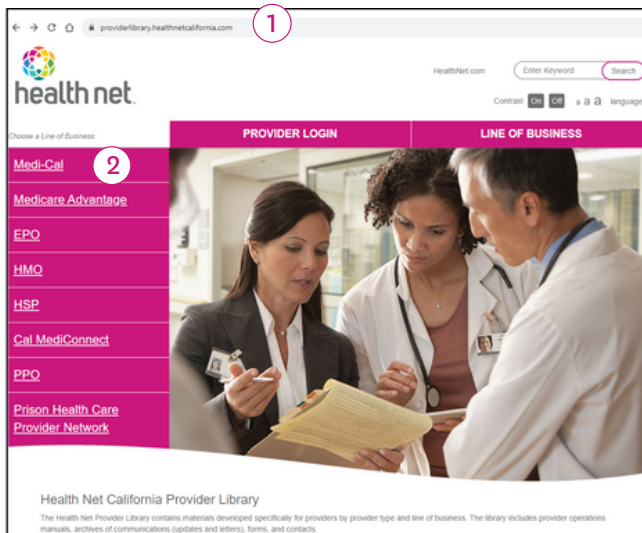
ONE-STOP SHOP FOR QUALITY IMPROVEMENT TOPICS AND STANDARDS ONLINE

Go to the *Quality Management Program and Resources* page in the *Provider Library* to access the most current quality improvement processes and resources.

Here you'll find current details about quality and safety of clinical care and quality of services provided to members. Many topics have direct links to contacts, forms and areas of the provider operations manual.

## Access the page in 3 simple steps

- 1 Go to [providerlibrary.healthnetcalifornia.com](http://providerlibrary.healthnetcalifornia.com).
- 2 Select *Medi-Cal*.
- 3 Select *Quality Management Program and Resources* on the left-hand side.



(continued)

## What you can expect to learn

Once on the page, you'll find details on quality and safety of clinical care and quality of services provided to members. Here are the topics you can explore:

- Quality performance improvement projects
- Quality measures and surveys
- MHN Outreach program
- California Advancing & Innovating Medi-Cal (CalAIM)
- Chronic conditions/disease management program
- Health Education programs, services and resources
- Case Management program and referrals
- Clinical practice, preventive health guidelines, blood lead screenings
- Initial health appointment and health risk assessment
- Notice of access standards
- Medical records documentation standards
- Medical record, facility site and physical accessibility reviews
- Utilization management
- Pharmacy management
- Member rights and responsibilities
- Member appeals and grievances
- Privacy and confidentiality
- Interpreter services



Visit the [Quality Management Program and Resources](#) page often, as information may be added or updated.

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. \*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. Managed Health Network, LLC (MHN) is a subsidiary of Health Net, LLC and Centene Corporation. The MHN family of companies includes Managed Health Network and MHN Services, LLC. Managed Health Network is a registered service mark of Managed Health Network, LLC. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com) indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.