



**Population Health Learning Center**  
**Equity and Practice Transformation (EPT) Technical Assistance**

## EPT Managed Care Plan Engagement Support for Practices Survey Responses

In April 2025, Managed Care Plans (MCPs) participating in EPT completed a survey to detail the ways that they provide support to sponsored practices. MCPs noted that the most effective support mechanisms included in-person, one on one coaching, providing gap in care reports, and/or having dedicated check-ins with their practices.<sup>1</sup>

The Learning Center is sharing the survey results with practices to increase awareness of what MCP supports exist and to encourage collaboration between practices and MCPs. If practices have questions about the support, please reach out to the corresponding MCP to learn more.

These survey results include information on the following topics:

1. Care Gap Reports
2. Internal and External Systems Integration, including for Qualified Health Information Exchanges
3. Member Eligibility Reports
4. Coaching
5. Additional Data
6. Contact Information

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<sup>1</sup> Responses were received from Alameda Alliance for Health, Anthem Blue Cross, Blue Shield Promise Health Plan, CalOptima Health CalViva Health, CenCal Health, Central California Alliance for Health, Community Health Group, Health Plan of San Joaquin, Health Net, Inland Empire Health Plan, Kern Health Systems, L.A. Care Health Plan, Molina Healthcare of CA, Partnership HealthPlan of California, San Francisco Health Plan, and Santa Clara Family Health Plan. Health Net submitted one response on behalf of Health Net and Community Health Plan of Imperial Valley.



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## **1. Care Gap Reports**

70% of MCP respondents provide care gap reports on a monthly basis. A small number of MCPs provide care gap reports as requested, every other week, or another frequency.

<b>Managed Care Plan</b>	<b>Frequency of Care Gap Reports</b>	<b>Which EPT HEDIS-like measures are included?</b>	<b>Additional Information Reported by Each MCP</b>
<b>Alameda Alliance for Health</b>	Monthly	Some EPT HEDIS-like measures are included	We use the actual HEDIS measure specs for the care gap reports and not the "EPT HEDIS-like" measure specs.
<b>Anthem Blue Cross</b>	Monthly	Some EPT HEDIS-like measures are included	
<b>Blue Shield Promise Health Plan</b>	Monthly	All EPT HEDIS-like measures are included	
<b>CalOptima Health</b>	Monthly	All EPT HEDIS-like measures are included	All members assigned to the practice. Member demographics including Race/Ethnicity, language (written and spoken) and age. PCP demographics. Measures include viability to services completed outside of the PCP setting and timelines for the event-based measures.
<b>CalViva Health</b>	Monthly	Some EPT HEDIS-like measures are included	
<b>CenCal Health</b>	Monthly	Some EPT HEDIS-like measures are included	GIC reports are available via the plan's, reflecting measures in CenCal Health's Quality Care Incentive Program, some of which align with the EPT measures.
<b>Central California Alliance for Health</b>	Monthly	All EPT HEDIS-like measures are included	



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<b>Community Health Group</b>	Every other week	No EPT HEDIS-like measures are included	
<b>Health Plan of San Joaquin</b>	Monthly	All EPT HEDIS-like measures are included	Monthly prospective rates are shared with the EPT practices. The expected inclusion criteria based on the HEDIS specifications are applied to the output.
<b>Health Net and Community Health Plan of Imperial Valley</b>	Monthly	Some EPT HEDIS-like measures are included	
<b>Inland Empire Health Plan</b>	Every other week	No EPT HEDIS-like measures are included	IEHP includes HEDIS measures, not EPT HEDIS like measures.
<b>Kern Health Systems</b>	Available 24/7 online via provider portal based on claims data.	All EPT HEDIS-like measures are included	Non-compliant report available via provider portal based on claims data & member gaps in care in 2D provider profile via provider portal specific tab with MCAS measures.
<b>L.A. Care Health Plan</b>	Monthly	Some EPT HEDIS-like measures are included	
<b>Molina Healthcare of CA</b>	We provide gap reports to large volume providers and IPAs. IPAs are responsible for distributing reports. Gap reports are on Cozeva.	Some EPT HEDIS-like measures are included	All MCAS measures. We do not send GIC for PDS-E, DRR-E, DSF-E and POD. We do report these measures to NCQA; however, these are display measures that are not at-risk for MHC and have no financial impact.
<b>Partnership Health Plan of California</b>	As requested, or with regular meetings EPT practices	Some EPT HEDIS-like measures are included	
<b>San Francisco Health Plan</b>	Monthly	All EPT HEDIS-like measures are included	
<b>Santa Clara Family Health Plan</b>	Monthly	Some EPT HEDIS-like measures are included	



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## 2. Internal and External Systems Integration

Responses are provided below for all MCPs who noted that they provide support for system integrations. Across the MCP respondents:

- 12 MCPs offer support to join a QHIO, either financial support (provided by six MCPs), operational support (provided by 3 MCPs), or both financial and operational support (provided by 2 MCPs).
- 8 MCPs offer financial support for integrations between EHRs, population health systems, or internal systems.
- 12 MCPs offer coaching through one-on-one practice support or group coaching models.

Managed Care Plan	Support offered to join a QHIO	If financial support is available for systems integrations	Additional details of the support MCPs offer for systems integrations
<b>Alameda Alliance for Health</b>	Financial support	No	-
<b>Anthem Blue Cross</b>	Financial support	No	-
<b>CalViva Health</b>	Financial support	Yes	-
<b>CenCal Health</b>	Financial and operational support	Yes	Mini-grants were offered to all CenCal EPT practices. Dedicated staff provide operational support.
<b>Central California Alliance for Health</b>	Financial support	Yes	Practices can apply for a technology grant for EHR enhancements, and other technology systems.
<b>Community Health Group</b>	Operational support	No	-
<b>Health Plan of San Joaquin</b>	Financial support	Yes	We offer grants for practices to connect with a QHIO and are exploring support for bidirectional data exchange.



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<b>Health Net and Community Health Plan of Imperial Valley</b>	Financial support	Yes	-
<b>L.A. Care Health Plan</b>	Financial and operational support	Yes	One-time HIE incentive program for FQHCs, Small and Solo Groups currently not enrolled with LANES or CMT/PointClickCare and have a minimum of 500 Medi-Cal lives with L.A. Care. Incentive program to assist with connecting to LANES. EPT Practices have been outreached to if they qualify for the incentive program, or have been contacted through their coaches.
<b>Molina Healthcare of CA</b>	Operational support	Yes	We offer grants if there is a strategic large volume of members assigned to these groups. Implementation for QHIO is in scope for 2025.
<b>Partnership HealthPlan of California</b>	Operational support	Yes	Partnership is developing a grant program to provide EHR support, it is currently in the beginning stages. Once the grant program details are finalized, we will be reaching out to eligible practices.
<b>Santa Clara Family Health Plan</b>	We are working towards QHIO implementation.	No	-



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### **3. Member Eligibility Reports**

94% of MCPs stated that they provide information on member eligibility and demographics through member eligibility lists. Most commonly, member eligibility lists are provided monthly, however, some MCPs offer these either 24/7, when requested, or bi-monthly.

<b>Managed Care Plan</b>	<b>How information is provided on member eligibility and demographics</b>	<b>Frequency of reports</b>
<b>Alameda Alliance for Health</b>	Through member eligibility lists and we send 834 eligibility files daily to AHS, which include patient demographic data.	We send 834 eligibility files daily to AHS, which include patient demographic data.
<b>Anthem Blue Cross</b>	Through member eligibility lists	Practices have access to Availity in real time and can create member eligibility reports as needed.
<b>Blue Shield Promise Health Plan</b>	Through member eligibility lists	Monthly
<b>CalOptima Health</b>	Through member eligibility lists	The reports are refreshed nightly and posted on our provider portal
<b>CalViva Health</b>	Through member eligibility lists	Bi-Monthly
<b>CenCal Health</b>	Through member eligibility lists	Monthly
<b>Central California Alliance for Health</b>	Through member eligibility lists	Monthly
<b>Community Health Group</b>	Through member eligibility lists	Reports include eligibility information
<b>Health Plan of San Joaquin</b>	Through member eligibility lists	Monthly
<b>Health Net and Community Health Plan of Imperial Valley</b>	Through member eligibility lists	BI-Monthly



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<b>Inland Empire Health Plan</b>	Through member eligibility lists	Daily
<b>Kern Health Systems</b>	The information is available 24/7 via provider portal.	The information is available 24/7 via provider portal.
<b>L.A. Care Health Plan</b>	As part of their care gap reports. We do not provide a separate eligibility list.	Monthly
<b>Molina Healthcare of CA</b>	Through member eligibility lists	Monthly
<b>Partnership Health Plan of California</b>	Through member eligibility lists	As requested by the health practice.
<b>San Francisco Health Plan</b>	Through member eligibility lists	Monthly
<b>Santa Clara Family Health Plan</b>	Through member eligibility lists	Monthly



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## 4. Coaching

Responses are provided below for all MCPs who stated that they offer coaching.

Managed Care Plan	Does the MCP provide practice coaching?	Brief description of your coaching model
<b>Anthem Blue Cross</b>	Not now, but planning to	We meet with practices on a quarterly basis to assist with milestone completion. Meetings are virtual but will include in person in the near future. The coaching is group-based but there is the opportunity to provide coaching one-on-one.
<b>Blue Shield Promise Health Plan</b>	Yes	Our virtual coaching program on quality improvement, known as the Plan, Do, Study, Act (PDSA) cycle, is designed to help our EPT practice implement continuous improvement processes effectively. This coaching was requested by our sponsored EPT practice and is delivered virtually, making it accessible and convenient.
<b>CalOptima Health</b>	Yes	We provide onsite and telephone 1:1 coaching to a small group of practices, with plans to offer coaching to all EPT practices in the future.
<b>CalViva Health</b>	Yes	The Plan provided bridge funds for providers to secure coaching. The coaching model through Elevation Health Partners is one-on-one, virtually. Michelle Espiritu is the contact at EHP.
<b>CenCal Health</b>	Yes	CenCal Health has offered its EPT practice partners financial support for low-level coaching. Designated CenCal Health staff also provide support through regular check-ins by email and through meetings tailored to each partner's needs.
<b>Central California Alliance for Health</b>	Yes	Currently, our coaching is conducted on a one-on-one basis, but we are also open to implementing a hybrid model. Our goal is to meet practices where they are and to address their specific needs.
<b>Health Plan of San Joaquin</b>	Yes	We have a dedicated team of QI nurses that meet with practices monthly to review HEDIS performance and discuss opportunities for Health Plan support to improve performance. In addition to this practice transformation support, we provide one on one coaching and assistance





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		with specific QI goals. We also contract with a consulting firm that specializes in practice transformation to support our EPT practices and optimize our existing practice transformation capabilities.
<b>Health Net and Community Health Plan of Imperial Valley</b>	Yes	No description provided
<b>Inland Empire Health Plan</b>	Yes	IEHP is contracted with PHLC to offer coaching for EPT practices.
<b>L.A. Care Health Plan</b>	Yes	One-on-one in-person coaching support. Will use hybrid approach if suggested and based on practice needs.
<b>Molina Healthcare of CA</b>	Yes	We offer guidance if groups are close to hitting the 55th percentile and what to review in medical records or research to gain compliance for members that may been assigned to a different provider in the reporting year. Molina also sends custom GIC for deep dive research. Molina offers deep dives into supplemental data to maximize compliance via supplemental data files. Sometimes groups are not submitting the correct codes or not submitting data for HEDIS measures. We also share impact reports on supplemental data with maximum date of service and detailed numerator compliance to ensure we are getting complete and most current data.
<b>Partnership Health Plan of California</b>	Yes	Partnership's coaching model is supplemental to what PHLC provides. Improvement Advisors are uniquely positioned to drive improvement across Partnership, our provider network, and the communities we serve. They work internally and externally with provider practices and community partners to identify, plan, and facilitate quality improvement projects. The practices meet as requested; either ad-hoc meetings are scheduled, or quarterly, or monthly depending on the practice's needs. Most coaching is delivered virtually.
<b>Santa Clara Family Health Plan</b>	Yes	We provide 1-on-1 and group coaching in person, virtually and in a hybrid approach.



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## 5. Additional Data

MCPs were surveyed on if they provide any three different data types:

- 14 MCPs provide data on patient demographics (race/ethnicity, language, or other),
- 10 MCPs provide data on patients who are assigned but unseen, and
- 5 MCPs provide data on patients who were assigned to a provider but have since been reassigned to another provider.

Managed Care Plan	Patients who are assigned but unseen	Patients who were assigned to a provider, but have been reassigned	Patient demographic data	Other
<b>Alameda Alliance for Health</b>	Not Available	Not Available	Available	We send 834 eligibility files daily to AHS, which include patient demographic data.
<b>Anthem Blue Cross</b>	Not Available	Not Available	Available	
<b>Blue Shield Promise Health Plan</b>	Not Available	Not Available	Available	
<b>CalOptima Health</b>	Not Available	Not Available	Available	
<b>CalViva Health</b>	Not Available	Available	Available	
<b>CenCal Health</b>	Not Available	Not Available	Available	CenCal Health is developing disengaged member reports. PCPs may access patient demographic data through the provider portal via monthly case management reports. A provider would have to



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				compare the current month's list to the previous one to identify members no longer assigned.
<b>Central California Alliance for Health</b>	Available	Not Available	Available	
<b>Community Health Group</b>	Not Available	Not Available	Available	
<b>Health Plan of San Joaquin</b>	Available	Not Available	Available	
<b>Health Net and Community Health Plan of Imperial Valley</b>	Available	Available	Not Available	
<b>Inland Empire Health Plan</b>	Available	Not Available	Available	
<b>Kern Health Systems</b>	Not Available	Not Available	Not Available	List of all members who are currently assigned including: name, member ID, gender, address, phone, PCP name, PCP address, PCP phone, Member status, Effective Date, Term Date, New Member (Y/N)
<b>L.A. Care Health Plan</b>	Available	Not Available	Available	
<b>Molina Healthcare of CA</b>	Available	Available	Available	If a patient has been reassigned to another provider, they will be on the latest GIC report.
<b>Partnership Health Plan of California</b>	Available	Available	Available	
<b>San Francisco Health Plan</b>	Available	Available	Available	



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<b>Santa Clara Family Health Plan</b>	Not Available	Not Available	Not Available	None of the above
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## 6. General Contact Information

Managed Care Plan	MCP EPT Contacts
<b>Alameda Alliance for Health</b>	<ul style="list-style-type: none"> <li>Contact for all inquiries: Dani Staub, <a href="mailto:dstaub@alamedaalliance.org">dstaub@alamedaalliance.org</a></li> </ul>
<b>Anthem Blue Cross</b>	<ul style="list-style-type: none"> <li>EPT support, payments, coaching and other inquiries: Mayra Serrano, <a href="mailto:mayra.serrano@anthem.com">mayra.serrano@anthem.com</a></li> <li>Care Gap Reports, QHIOs, Member Eligibility Rosters: Melissa Stringfellow, <a href="mailto:melissa.gora@anthem.com">melissa.gora@anthem.com</a></li> </ul>
<b>Blue Shield Promise Health Plan</b>	<ul style="list-style-type: none"> <li>Contact for all inquiries: Leah Brydone-Jack, <a href="mailto:leah.brydone-jack@blueshieldca.com">leah.brydone-jack@blueshieldca.com</a></li> </ul>
<b>CalOptima Health</b>	<ul style="list-style-type: none"> <li>All inquiries can be directed to Teri Miranti, <a href="mailto:teri.miranti@caloptima.org">teri.miranti@caloptima.org</a></li> <li>Questions on care gap reports can also be directed to Paul Jiang, <a href="mailto:pjiang@caloptima.org">pjiang@caloptima.org</a></li> </ul>
<b>Health Net, Community Health Plan of Imperial Valley, and CalViva Health</b>	<ul style="list-style-type: none"> <li>General and coaching questions can be directed to Erica Valdivia, <a href="mailto:erica.y.valdivia@healthnet.com">erica.y.valdivia@healthnet.com</a></li> <li>Questions on care gap reports and QHIOs can be directed to Eric Garthwaite, <a href="mailto:eric.garthwaite@healthnet.com">eric.garthwaite@healthnet.com</a></li> </ul>
<b>CenCal Health</b>	<ul style="list-style-type: none"> <li>General EPT and coaching questions: Suzanne Jacobson, <a href="mailto:sjacobson@cencalhealth.org">sjacobson@cencalhealth.org</a></li> <li>Care gap reports and member eligibility lists: Sheila Thompson, <a href="mailto:sthompson@cencalhealth.org">sthompson@cencalhealth.org</a></li> <li>QHIOs questions: Elizabeth Snyder <a href="mailto:esnyder@cencalhealth.org">esnyder@cencalhealth.org</a></li> </ul>
<b>Central California Alliance for Health</b>	<ul style="list-style-type: none"> <li>All inquiries can be directed to Juan Velarde, <a href="mailto:jvelarde@thealliance.health">jvelarde@thealliance.health</a></li> </ul>
<b>Community Health Group</b>	<ul style="list-style-type: none"> <li>EPT support, payments, coaching, care gap reports, and general inquiries: Arnold Noriega, <a href="mailto:anoriega@chgsd.com">anoriega@chgsd.com</a></li> <li>Care gap reports, QHIOs, and member eligibility lists: Gabriela Rubalcava <a href="mailto:grubal@chgsd.com">grubal@chgsd.com</a></li> </ul>
<b>Health Plan of San Joaquin</b>	<ul style="list-style-type: none"> <li>EPT support, payments, and other general inquiries: Ilia Rolon, <a href="mailto:irolon@hpsj.com">irolon@hpsj.com</a></li> <li>Care Gap reports: Sandeep Mital, <a href="mailto:smital@hpsj.com">smital@hpsj.com</a>, Kaitlyn Lersch <a href="mailto:klersch1@hpsj.com">klersch1@hpsj.com</a></li> <li>QHIOs: Samantha Parker, <a href="mailto:sparker@hpsj.com">sparker@hpsj.com</a></li> <li>Member eligibility lists: Clarence Rao, <a href="mailto:crao@hpsj.com">crao@hpsj.com</a></li> <li>Coaching: Jenni Bendfeldt, <a href="mailto:jenni@recasthealth.com">jenni@recasthealth.com</a></li> </ul>
<b>Inland Empire Health Plan</b>	<ul style="list-style-type: none"> <li>Contact for all inquiries: IEHP EPT Team, <a href="mailto:eptprogram@iehp.org">eptprogram@iehp.org</a></li> </ul>



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<b>Kern Health Systems</b>	<ul style="list-style-type: none"> <li>• Contact for all inquiries: Marilu Rodriguez, <a href="mailto:marilu.rodriguez@khs-net.com">marilu.rodriguez@khs-net.com</a></li> </ul>
<b>L.A. Care Health Plan</b>	<ul style="list-style-type: none"> <li>• Contact for general EPT questions and coaching: Annette Espalin <a href="mailto:aespalin@lacare.org">aespalin@lacare.org</a></li> <li>• Contact for care gap reports: Tiffany Wen <a href="mailto:twen@lacare.org">twen@lacare.org</a>, Thomas Mendez <a href="mailto:tmendez@lacare.org">tmendez@lacare.org</a></li> <li>• Contact for member eligibility reports: Gema Salas <a href="mailto:gsalas@lacare.org">gsalas@lacare.org</a></li> </ul>
<b>Molina Healthcare of CA</b>	<ul style="list-style-type: none"> <li>• Contact for general EPT questions: Katie McMahon <a href="mailto:katie.mcmahon@molinahealthcare.com">katie.mcmahon@molinahealthcare.com</a></li> <li>• Contact for care gap reports: Ryan Raether <a href="mailto:Ryan.Raether@molinahealthcare.com">Ryan.Raether@molinahealthcare.com</a>, Noel Lara <a href="mailto:noel.lara@molinahealthcare.com">noel.lara@molinahealthcare.com</a></li> <li>• Contact for member eligibility lists: Adriana Tabares <a href="mailto:Adriana.Tabares@MolinaHealthCare.Com">Adriana.Tabares@MolinaHealthCare.Com</a></li> </ul>
<b>Partnership Health Plan</b>	<ul style="list-style-type: none"> <li>• Contact for all inquiries: Francesca Bautista <a href="mailto:fbautista@partnershiphp.org">fbautista@partnershiphp.org</a></li> </ul>
<b>San Francisco Health Plan</b>	<ul style="list-style-type: none"> <li>• Contact for all inquiries: Michelle Gomez-Dediu <a href="mailto:migomez@sfhp.org">migomez@sfhp.org</a></li> </ul>
<b>Santa Clara Family Health Plan</b>	<ul style="list-style-type: none"> <li>• Contact for all inquiries: <a href="mailto:ProviderPerformance@scfhp.com">ProviderPerformance@scfhp.com</a></li> </ul>