

Important Information and Support to Help You Provide the Best Care

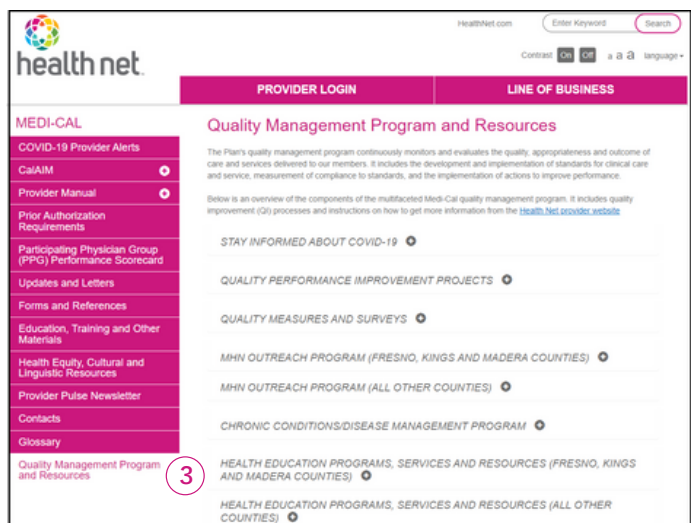
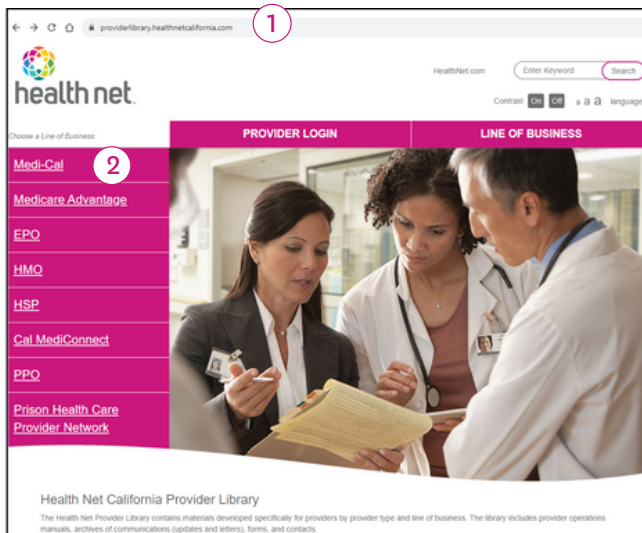
ONE-STOP SHOP FOR QUALITY IMPROVEMENT TOPICS AND STANDARDS ONLINE

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.
- 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.