

# Medi-Cal Quality Improvement And Health Education Program For Providers and Staff



The Blue Shield of California Promise Health Plan ("Blue Shield Promise") Medi-Cal Quality Improvement and Health Education Program is designed to help participating provider groups reduce quality-of-care gaps.

## What can the Blue Shield Promise Quality Program Education Program do for my practice and patients?

Blue Shield Promise offers a robust set of programs for providers and office staff designed to improve performance and patient care outcomes.

### Program includes:

- **Educational Lunch and Learns**  
Maximize professional development and collaboration in a group setting to boost performance. Lunch will be provided to accommodate office lunch period.
- **Office Assessment Tools**  
Review your patient flow processes and workflows to enhance gap closure and data capture opportunities.
- **Provider Healthcare Effectiveness Data and Information Set (HEDIS®) guides**  
We provide "tip sheets" with information about proper documentation and coding.
- **Reviews of quality performance**  
Receive monthly, quarterly, or as needed, in-depth reviews of care gaps and opportunities.
- **Reviews of member incentive programs**  
Find out how Blue Shield Promise members can be rewarded with incentives for completing important preventive services.
- **Discussions about available resources**  
Learn about up- to-date information to support provider, staff and member needs.

### Working with a Blue Shield Quality Improvement Program Educator provides:

- Interventions tailored to your specific quality needs
- An assigned Quality Education Program Manager
- HEDIS metrics one-on-one deep dive to improve understanding of HEDIS
- Focused opportunity lists
- Tips for overcoming barriers
- Actionable next steps
- Personalized learning approach

### Contact Information

Vannie Figueroa  
Senior Program Manager,  
Medi-Cal Quality Improvement

Phone: (951) 795-1557

email: [vannie.figueroa@blueshieldca.com](mailto:vannie.figueroa@blueshieldca.com)