

BEHAVIORAL HEALTH

PLAN PERFORMANCE ON CONTRACT REQUIREMENTS

Performance Metrics

CONTRACT REQUIREMENTS (A1)

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Telehealth Availability



	MY2019	MY2020	MY2021	
			Network Provider	Telehealth Vendor
Anthem	100%	100%	100%	100%
Blue Shield	100%	100%	100%	100%
Chinese Community	100%	30%	100%	NA
Health Net	19%	100%	100%	100%
Kaiser Permanente	100%	100%	100%	NA
LA Care	100%	100%	100%	100%
Molina Healthcare	100%	100%	100%	10%
Oscar Health Plan	100%	100%	100%	100%
Sharp Health Plan	100%	99%	100%	100%
Valley Health Plan	100%	100%	100%	100%
Western Health Advantage	100%	100%	100%	100%

- Total percentage of the current total membership that has access to web/telehealth consultations as a covered core benefit
- Denominator is the total membership across all lines of business

Telehealth Availability



MY2021	Anthem EPO	Anthem HMO	Blue Shield HMO	Blue Shield PPO	CCHP HMO	Health Net HMO	Health Net PPO	Kaiser HMO	LA Care HMO	Molina HMO	Oscar EPO	Sharp HMO	VHP HMO	WHA HMO
Network Providers	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percent of members with access to Telehealth with interactive face to face dialogue (video and audio)	100%	100%	100%	100%	30%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percent of members with access to Telehealth with interactive dialogue (audio only) by phone	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percent of members with access to Telehealth asynchronous via email, text, instant messaging, or other	0%	0%	100%	100%	50%	0%	0%	100%	0%	0%	100%	100%	100%	100%
Telehealth Vendor	100%	100%	100%	100%	NA	100%	100%	NA	100%	10%	100%	100%	100%	100%
Percent of members with access to Telehealth with interactive face to face dialogue (video and audio)	100%	100%	100%	100%	NA	100%	100%	NA	100%	10%	100%	100%	100%	100%
Percent of members with access to Telehealth with interactive dialogue (audio only) by phone	100%	100%	100%	100%	NA	100%	100%	NA	100%	10%	100%	100%	100%	100%
Percent of members with access to Telehealth asynchronous via email, text, instant messaging, or other	0%	0%	100%	100%	NA	100%	100%	NA	100%	0%	96%	100%	100%	100%