

**Qualified Health Plan Certification Application**  
**Quality Improvement Strategy**  
**Attachment K2 – QHP QIS 1 Work Plan - Primary Care**

Covered California recognizes that providing high-quality, equitable, and affordable care requires a foundation of effective and patient-centered primary care. Effective primary care is data driven, team-based, and supported by alternative payment models such as population-based payment and shared savings. Applicant shall actively promote the development and use of advanced primary care models that promote access, care coordination, and quality while managing the total cost of care. The following work plan addresses Applicant’s ability to match at least 95% of enrollees with a primary care clinician and increase proportion of providers paid under a payment strategy that promotes advanced primary care.

Complete the following table to describe updates on progress made since the previous QIS submission in each part of the primary care goals, and planned activities. Address each of the following in the narrative:

- Updates on the PCP matching initiative, including a status report, feedback on the enrollee experience, challenges, and suggestions (if applicable)
- Progress implementing alternative payment models for primary care to align with Category 3 or 4 APMs described in the APM Framework including: activities conducted, data collected and analyzed, and results
- Describe any support or technical assistance (financial, staffing, educational, etc.) that Applicant or multi-insurer collaborative is providing to primary care providers to support their efforts towards accessible, data-driven, team-based care
- How Applicant is encouraging enrollees to use accessible, data-driven, team-based care providers
- Further implementation plans for 2022 with milestones and targets for 2022 and 2023 identified
- Known or anticipated barriers in implementing QIS activities and progress of mitigation activities

Applicant may submit any supporting documentation as an additional attachment.

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	<i>Response</i>
<p>2021 Aim Statement: <i>Describe what the Applicant is aiming to accomplish to meet the QIS goals. Aim statements are time-specific and measurable.</i></p>	
<p>2021 Plan and Strategy: <i>Describe what changes the Applicant implemented in 2021 and the rationale for implementing this change.</i></p>	

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<p><i>Activities Conducted: Describe the activities conducted and progress made in implementing the 2021 plan and strategy and achieving the identified aim.</i></p>	
<p><i>Measures: Describe what measures the Applicant is using to determine if the change implemented results in an improvement. Measures can be qualitative and quantitative.</i></p>	

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Assessment of Results: *Describe the results of the change based on the measures including an assessment of the success of the 2021 strategy.*

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2022 Strategy and Goals: *Describe what changes the Applicant plans to implement in 2022 based on the results in 2021 and what goals can be achieved in the coming year. Include any anticipated barriers and mitigation activities.*

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Supplemental information: *Provide any supplemental information necessary to address all aspects of the QIS.*