

## VCBH 2025 External Quality Review Updates

- The Department of Health Care Services (DHCS) contracted with a new external quality review organization (EQRO), Health Services Advisory Group (HSAG), to lead the annual external quality reviews in 2025.
- Changes to the External Quality Review (EQR) process:
  - Better alignment with federal CMS regulations and Managed Care Plan (MCP) external quality reviews
  - Greater focus on quality measure reporting and data validation (i.e., assessment for accuracy)
  - Shift to virtual review that is focused on NAV and PMV scope described below
    - No in-person sessions or client, staff, and provider input

### Scope of the Review

Network Adequacy Validation (NAV)	Performance Measure Validation (PMV)	Performance Improvement Projects (PIP)
<p>Examined data collection processes and data management for <b>timely access measures</b> to check that what is reported to DHCS is accurate and complete</p>	<p>Examined VCBH workflows, data collection, data management, and methodology for calculating <b>performance measure rates</b> to assess the accuracy and completeness of data reported to DHCS</p>	<p>Reviewed plans for 2 new PIPs based on DHCS-mandated topics. PIPs are focused on 1) <b>increasing use Peer Support Specialist services</b>, and 2) <b>improving Pharmacotherapy for Opioid Use Disorder</b> (measure of adherence to medication) rates</p>

### 2025 EQR Results

#### Network Adequacy Validation

- MHP and DMC-ODS timely access data was rated with "high confidence," meaning the data processes lead to valid data
- VCBH will continue to uphold strong training, data review, and reporting processes

#### Performance Measure Validation

- VCBH data processes were found to be sound
- Unclear expectation and limitations with the scope of the data led to "Do Not Report" rating
- Plans are underway to address issues for future reporting periods

#### Performance Improvement Projects

- Initial review of project plans were positive
- Interventions will begin in 2026