

October 31, 2024

Supporting Health Equity and Quality Improvement Initiatives

Dear providers,

The Health Plan of San Mateo (HPSM) is writing to inform you of new requirements related to quality improvement and health equity. This is in accordance with All Plan Letter (APL) 24-004 issued by the California Department of Health Care Services (DHCS).

Please review the following updates and take appropriate action:

- **Focus on Quality Improvement and Health Equity:** Providers are expected to align their services with the quality and health equity goals set by HPSM. The emphasis is on improving the quality of care and addressing health disparities, particularly in underserved populations.
 - **Learn how to align your services with our health equity goals by reviewing our Culturally Inclusive Care resources:** <https://www.hpsm.org/about-us/diversity-inclusion-and-health-equity/culturally-inclusive-care>
- **Regional Collaboration:** Providers are encouraged to engage in regional quality and equity improvement initiatives. This may involve collaboration with other healthcare providers, community-based organizations, and local government agencies to enhance health outcomes within the region.
 - **Explore our list of community-based partners to whom you can refer members to:** <https://www.hpsm.org/about-us/community-impact/community-partners>

HPSM is committed to ensuring that *healthy is for everyone* and will continue to work closely with our providers to improve and uphold quality and equity for all members.

Review APL 24-004 here:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-004.pdf>

To learn more about HPSM's quality standards, please visit section 9 of our Provider Manual:

<https://www.hpsm.org/provider/resources/manual/quality-improvement>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo