

Enhanced Health Services Oversight Program Case Conference Overview

September 2026

Purpose

The Enhanced Health Services (EHS) Oversight Program is designed to strengthen quality assurance and accountability of contracted providers that deliver Enhanced Care Management (ECM) and Community Supports (CS) services to members. By providing structured, consistent oversight aligned with updated requirements from the Department of Health Care Services (DHCS), the oversight program supports high-quality and member-centered care.

Case conferences build upon existing quarterly audits and create a more dynamic and transparent review process. These sessions enable further insight into provider operations, strengthen partnerships, and accelerate continuous quality improvement.

Strategic Value

Implementing case conferences along with our existing auditing process provides:

- **Proactive Quality Improvement:** Earlier identification of issues reduces downstream risk and compliance exposure
- **Operational Transparency:** Direct insight into provider workflows beyond documentation review
- **Stronger Provider Engagement:** Collaborative format promotes accountability and partnership
- **Scalable Quality Improvement:** Standardized tools and processes enable consistent system-wide impact
- **Provider Readiness:** Prepares providers for quarterly audits by increasing familiarity with auditing expectations and review processes

Methodology

The program introduces a structured case conference model to complement existing quarterly audits:

1. **Quarterly Provider Selection:** Five providers will be selected every quarter for case conference.
2. **Random Case Review:** EHS staff will randomly select one member from each provider to ensure an unbiased assessment of service delivery. Member will be selected from 3-6 months of claims data.
3. **Preparation Period:** Providers will have two weeks to prepare documentation and demonstrate workflows, care coordination practices, and service delivery processes. A documentation submission date will be provided so the oversight team can conduct a preliminary review before the scheduled case conference.

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4. **Facilitated Case Conference:** Providers will be notified of their scheduled case conference. During the session, providers will walk through the selected case, allowing the oversight team to assess not only documentation, but also provide real-time operational practices and decision-making. This will also provide an opportunity for getting any questions answered and concerns clarified.

Evaluation and Reporting

Existing audit tools and scoring frameworks will be leveraged to maintain consistency and comparability across oversight activities.

Within one week of the case conference, the EHS team will deliver a report that includes:

- Scoring of each category (similar to existing quarterly audits)
- Key strengths and performance highlights
- Identified gaps and areas of concern
- Clear, prioritized recommendations for improvement
- Targeted resources to support provider performance enhancement

Based on the findings, providers with a score of 80% or higher will be provided with feedback for program refinement. Those who score below 79% will be marked for a full audit during the next quarterly provider selection.