RISK STRATIFICATION, SEGMENTATION, AND TIERING POLICY UPDATE

Managed Care Plan Implementation Template

Overview

In July 2026, the Department of Health Care Services (DHCS) released policy updates for the Population Health Management (PHM) Program's Risk Stratification, Segmentation, and Tiering (RSST) approach (See PHM Policy Guide July Updates). During the Implementation Period from July 2025 to January 1, 2027, Managed Care Plans (MCPs) are required to develop a strategy to be prepared to fully implement DHCS's RSST approach within the Plan's PHM Program starting January 1, 2027.

Each MCP must also submit an RSST Implementation Plan to DHCS outlining how it will ensure that required infrastructure, resources, technology, and workflows are ready. Starting January 1, 2027, MCPs will be required to use DHCS's standardized RSST risk tiers to prioritize outreach and engagement, guide assessment frequency, inform individualized care planning, and connect members to needed services.

Directions

Respond to the questions below to outline the MCP's implementation for DHCS's requirement to use its RSST approach in 2027. The MCP must submit one implementation plan per Prime plan and responses must account for all counties in which the MCP operates as of the submission date. As outlined in the PHM Policy Guide, DHCS will monitor MCPs' implementation of RSST in 2027, including adequate receipt of RSST risk tier information for members and sustained progress towards outreaching to and engaging high-risk members. DHCS will use implementation plans submitted by the MCP to assess RSST policy compliance and program effectiveness.

Completed implementation plans must be submitted via Survey Monkey no later than **COB Friday, September 25, 2026**.

Managed Care Plan Name	Name of Individual Submitting Response	Title of Individual Submitting Response

Implementation Plan

1. Overall Implementation Plan and Timeline

- Summarize three priority goals for RSST implementation between now and January 1, 2027. These goals should reflect the most significant activities the MCP must take to fully implement RSST requirements across Adult, Pediatric, and Birthing Populations. For each goal, outline the MCP's implementation objectives, critical milestones, activities, and associated timelines. You may add additional rows to the table, as needed. (500 words total)
- Guidance:
    - "Full implementation" requires the timely ingestion and use of DHCS's RSST risk tiers, member outreach & engagement, connection to services, internal monitoring, and reporting progress to DHCS.
    - Goals may fall into one of the following categories:
        - DHCS RSST data ingestion and integration;
        - Population-specific approaches, PHM program/care management workflows, or preventive services that integrate DHCS's RSST risk tiers;
- Staffing models to support implementation of RSST requirements; including strategies to expand and leverage existing provider networks;
        - Outreach timeliness and engagement quality, including outreach decline rate data (i.e., successful engagement vs. unsuccessful contact attempts) and MCP readiness to begin outreach and engagement to the initial list of high-risk members flagged by DHCS's RSST approach on day one of policy effective date;
        - Equity: stratified by race and ethnicity to evaluate whether outreach is culturally and linguistically appropriate:
        - Engagement effectiveness, measured by change in member utilization of PHM services based on initial engagement; and

        - Internal RSST implementation monitoring processes.
    - For each goal, identify associated objectives, activities, and timeline. In this framework, each goal will likely have multiple objectives, and each objective will likely have multiple milestones and activities.

Implementation Goal 1		
Objective 1:		**Timeline**
Critical Milestones	1	
	2.	
Activities	1.1	
	1.2	
Objective 2:		
Critical Milestones	1	
	2.	
Activities	1.1	
	1.2	
Implementation Goal 2		
Objective 1		**Timeline**
Critical Milestones	1	
	2.	
Activities	1.1	
	1.2	
Objective 2:		
Critical Milestones	1	
	2.	
Activities	1.1	
	1.2	

- Describe how the MCP will operationalize RSST-driven outreach for each population, including how to mitigate existing barriers (200 words).

2. Current Assessment

- Describe your MCP's current readiness to implement the RSST functions below. Identify differences across Adult, Pediatric, and Birthing Populations where applicable. (500 words)

Domain	Adults	Pediatric	Birthing People
Data Ingestion and Integration: Has your MCP ingested and integrated DHCS RSST risk tier data within your care management systems?	Started, In Progress, or Integrated: Notes:	Started, In Progress, or Integrated: Notes:	Started, In Progress, or Integrated: Notes:
PHM Program Integration and Upstream Interventions: Has your plan integrated RSST risk tier information in-part or in-whole within your MCP's care management workflows and/or methods to identify members who may benefit from services, including preventive services?	Started, In Progress, or Integrated: Notes:	Started, In Progress, or Integrated: Notes:	Started, In Progress, or Integrated: Notes:
Staffing Models: How has your MCP staffed any integration efforts, and/or how does your MCP plan to staff required RSST-related outreach and engagement, including leveraging provider networks to support work?			
Outreach and Engagement: Has your	Started, In Progress, or Integrated:	Started, In Progress, or Integrated:	Started, In Progress, or Integrated:

plan established outreach and engagement workflows for high-risk members identified by DHCS's RSST approach?	Notes:	Notes:	Notes:
Lessons Learned: What has your MCP learned in its planning or implementation of pilots of RSST for this population?			

- Supplemental Methods (150 Words):

Does your MCP plan to supplement DHCS's RSST approach in January 1, 2027, and thereafter with the Plan's own methodologies, local data or tools?	Yes/No:
If yes, describe the methodology, data sources, or tools to be used	
If yes, describe how MCPs' methodology will continue to avoid and reduce biases to prevent exacerbation of health disparities.	

3. Success Metrics

Describe how the MCP will track the following metrics to measure RSST implementation progress based on the Plan's implementation goals and objectives (in Question 1). Identify one or more KPIs for at least 3 of the objectives. (200 words).

Objectives	KPIs
Overall implementation of RSST	
Successful PHM Program integration and identification of members who may benefit from preventive services	
Timely and successful outreach and engagement, including outreach decline rate	

Culturally and linguistically appropriate outreach and effective engagement, including change in member utilization of PHM services based on initial engagement.	
Other internal processes to monitor RSST implementation.	