

Provider Bulletin

Molina Healthcare of California

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Preparing for DHCS Risk Stratification, Segmentation and Tiering (RSST)

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

Molina is preparing for the implementation of the Department of Health Care Services (DHCS) Risk Stratification, Segmentation, and Tiering (RSST) approach, a key component of California's Population Health Management (PHM) strategy. Beginning **January 1, 2027**, Managed Care Plans will be required to incorporate DHCS-generated RSST risk tiers available through Medi-Cal Connect into population health and care management activities.

What is RSST?

RSST is a statewide, data-driven methodology developed by DHCS to help identify Medi-Cal members who may be at increased risk for poor health outcomes, gaps in care, or unmet medical, behavioral health, or social needs. The goal is to support earlier outreach and intervention so members can be connected to services before issues become more serious. Molina is also committed to ensuring that each of our members receive the right level of care based on their risk level and will aim to maintain this commitment.

Using information available through Medi-Cal Connect, members are assigned a risk tier that helps Managed Care Plans prioritize outreach and engagement efforts. The approach is intended to create greater consistency across California while supporting health equity and improving access to needed services.

Provider action

What this means for providers

Providers may see increased collaboration with Molina care management and Population Health teams for members identified as having elevated levels of risk. This may include discussions related to care coordination, engagement strategies, referrals, and connections to available services and programs.

Programs that may be supported through RSST-informed outreach include:

- Care Management
- Enhanced Care Management (ECM)
- Community Supports
- Transitional Care Services (TCS)
- Long-Term Services and Supports (LTSS)
- Maternal, pediatric, and adult population health programs

Molina's goal is to use RSST to strengthen coordination and support for members while continuing to partner closely with providers who know their patients best.

What is not changing

Providers should continue to care for patients and make referrals as they do today. Existing referral pathways, care management processes, and provider-provider coordination remain in place. RSST is intended to enhance Molina's ability to identify and support members who may need additional assistance; it is not intended to replace provider assessment, clinical decision-making, or existing standards of care.



Molina's approach

As DHCS rolls out RSST statewide, Molina will incorporate the DHCS risk tiers into our existing Population Health Management processes and care management workflows. The RSST risk tier will help inform member outreach, engagement, care planning, and connection to services.

At the same time, Molina recognizes that providers often have the most current understanding of a member's health status, needs, and circumstances. While RSST will provide an important starting point, Molina will continue to consider provider input, clinical information, assessments, referrals, and other available data when determining appropriate interventions and support services. Clinical judgment remains essential and will continue to be an important part of how members are assessed and supported.

Looking ahead

Over the coming months, Molina will continue building the systems, workflows, and operational processes necessary to support RSST implementation. We will provide additional updates as information becomes available and will share any future provider-facing processes or resources that may help support our shared members. We appreciate your partnership and ongoing commitment to improving health outcomes for Medi-Cal members across California. Together, we can continue advancing a proactive, whole-person approach to care that identifies needs earlier, improves care coordination, and helps connect members to the services and supports they need.

What if you need assistance?

If you have any questions regarding the notification, please contact your [Molina Provider Relations Representative](#).