Quality Care Incentive Program (QCIP) Provider Training

PCP Provider Training
2024

Agenda

- **Welcome & Introductions**

- **Program Overview**
  - Defining QCIP
  - Goals & Key Features
  - Structure, Funding & Calculation
  - Measures & Reports
  - QCIP Summary

- **Provider Portal & Online Resources**
- **Peer to Peer Open Discussions**
- **Reporting Social Determinants of Health**
- **Best Practices**
- **Question and Answers (Q&A)**

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Population Health Team

Goal:

To engage and support providers in quality improvement and health equity work.

- Trained in quality improvement recommended guidelines
- Technical assistance to optimize data and utilization via the Provider Portal
- Provide enhanced connection to CenCal Health resources

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Defining QCIP

Launched in March 2022 to maximize the quality of care for CenCal Health membership, it:

• Is a **value-based incentive program** that directly rewards Primary Care Physicians (PCPs) who deliver exceptional medical care in their community

• **Utilizes industry standard quality measurement** guidelines from the NCQA HEDIS® Volume 2 Technical Specifications

• **Encourages increased utilization** of evidence-based treatment, screening, and preventative health services.

• Relies on longstanding **commitment and participation.**

NCQA: National Committee for Quality Assurance
HEDIS: Healthcare Effectiveness Data and Information Set

Identified Measures for Inclusion Based On:

Areas of needed quality improvement for the Plan

Accurate quality of care measurement from claims, labs, and registry data

Equitable distribution of adult and pediatric measures

Coverage of disease management and preventive care measures

Alignment with state-wide recommended focus areas

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QCIP Goals

- **Identify members due for clinically recommended aspects of care**

- **Assist in providing comprehensive high quality health care for members**

- **Inform PCPs about updates pertaining to the NCQA quality measurement requirements**

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QCIP Follows DHCS Guidelines

Preventive Services & Early, Periodic Screening, Diagnosis and Testing (EPSDT)

CenCal Health PCPs are required to ensure the provision of all screening, preventive and medically necessary diagnostic and treatment services for Members under 21 years of age required under the Early and Periodic Screen, Diagnosis and Treatment (EPSDT) benefit described in Title 42 of the United States Code section 1396d(r) and W&I Code section 14132(v).

The benefits covered under EPSDT are key to ensuring children and youth receive:

- Appropriate preventive medical
- Dental
- Vision
- Hearing
- Mental health, substance use disorder
- Developmental and specialty services
- Medically necessary services to address any defects, illnesses or conditions identified.

Scan this QR code to download the Medi-Cal for Kids & Teens Provider Training, or go to cencalhealth.org/providers/provider-training-resources/

American Academy of Pediatrics Preventive Care/Periodicity Schedule
www.aap.org/periodicityschedule

QCIP Key Features:

- Calculated using real time data

- Quality and timeliness of claims reflected in quality score and payment

- Requires no manual data input from providers

- Quality Score is based on performance for <u>all measures combined</u>

- Quintile performance is calculated as a comparison to peers

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Program Structure

At-risk Funding

- PCP's capitation & CenCal Health contributions
- Proportional to PCP caseload
- Risk-adjusted

PCP Payment

- 5-Star methodology
- Paid quarterly
- CenCal Health contributes a % of capitation & is adjusted monthly to target an overall network-wide payout

Performance Measurement

- Clinical priorities
- Standard of care
- Reported monthly

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Performance Calculation

- **All capitated PCPs participate, subject to n ≥ 30 members total**

- Performance **is calculated using NCQA-certified software**

- Performance **is not based on comparison to averages or external benchmarks**

- Performance **is based on how often the standard of care is met**

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Performance Report

QCIP Performance - Provider Summary Sample

PCP	Category	Measure	Members in Measure	Met*	Not Met*	Rate	Variance	CenCal Rate
		Provider Summary by Measure						
	Diabetes Care	Comprehensive Diabetes Care - Eye Exam	2	0	2	0.00%	-53.82%	53.82%
		Comprehensive Diabetes Care - HbA1c Testing	2	1	1	50.00%	-33.99%	83.99%
	Diabetes Care - Summary		**4**	**1**	**3**	**25.00%**	**-43.90%**	**68.90%**
	Pediatric Care	Child and Adolescent Well-Care Visits	2,333	1,522	811	65.24%	9.71%	55.53%
		Childhood Immunization Status - Influenza	162	84	78	51.85%	-5.80%	57.65%
		Immunizations for Adolescents - Combination 2	136	33	103	24.26%	-20.48%	44.75%
		Immunizations for Adolescents - HPV	136	33	103	24.26%	-23.00%	47.26%
		Immunizations for Adolescents - Meningococcal	136	89	47	65.44%	-16.62%	82.06%
		Immunizations for Adolescents - Tdap	136	119	17	87.50%	-3.17%	90.67%
		Lead Screening in Children	162	60	102	37.04%	-25.88%	62.92%
		Well Child Visits in the First Thirty Months of Life - 2 or more visits before their 30th month of age	179	143	36	79.89%	0.35%	79.54%
		Well Child Visits in the First Thirty Months of Life - 6 or more visits before their 15th month of age	121	83	38	68.60%	9.09%	59.51%

Verbiage on individual report may differ

Payment Calculation

- PCPs are stratified by their aggregate (total) performance score for <u>all</u> measures combined

- PCPs are grouped into 5 groups of equal size (~20%) according to performance

- Each group corresponds to a number of stars earned

Payment is based on 5 star methodology

★ ★ ★ ★ ★   ★ ★ ★ ★   ★ ★ ★   ★ ★   ★

5 stars = 100%   **4 stars** = 80%   **3 stars** = 60%   **2 stars** = 40%   **1 star** = 20%
(of total at-risk funding)

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Payment Expectations

Population Health will help ensure:

- Confirmation of total payment amount with the assistance of the Quality Measurement team

- Payment cover letters are posted on the Provider Portal and ensure a hard copy is included for those receiving paper checks

- Financial summaries are reflected accurately on the Provider Portal, within the QCIP dashboard

- Provide updates via the Provider Portal and email blast

- Provide 1:1 assistance for specific questions regarding
    - Billing codes
    - Earning potential
    - Best Practices

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Priority & Informational Measures

Measures encompass six categories:

1. Behavioral Health

2. Cardiac Care

3. Diabetes Care

4. Pediatric Care

5. Respiratory Care

6. Women's Health

Priority Measures

Quality measures that will be incentivized ($)

Informational Measures

Quality measures that will be reported but not incentivized

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Priority Measures

Category	Measure	Description
Behavioral Health	Antidepressant Medication Management- Acute Treatment	The percentage of members who are 18 years and above and were diagnosed with major depression and stayed on an antidepressant for at least 12 weeks.
	Antidepressant Medication Management- Continuating Treatment	The percentage of members who are 18 years or older, have been diagnosed with major depression, and continue to take antidepressants for at least 6 months.
Women's Health	Breast Cancer	The percentage of female members ages 52-74 who have received a screening mammogram in the last 24 months.
	Cervical Cancer Screening	The percentage of female members ages 24-64 who have received appropriate cervical cancer screening in the last 36 or 60 months.
	Chlamydia Screening in Women	The percentage of women ages 16-24 who are sexually active and have been screened for chlamydia in the last 12 months.
Diabetes Care	Retinal Eye Exams	The percentage of members with diabetes who have received a retinal or dilated eye exam by an optometrist or ophthalmologist in the last 12 months or a negative retinal or dilated eye exam in the last 24 months.

Priority Measures (cont.)

Category	Measure	Description
Pediatric Care	Child & Adolescent Well Care Visits	The percentage of children ages 3-21 who have had at least one well-care visit during the last 12 months.
	Childhood Immunization Status – Influenza **(Newly added Q2-2024)**	The percentage of children who have received at least 2 influenza vaccinations on or before their 2nd birthday.
	Lead Testing in Children	The percentage of children who have received at least one blood lead test before their 2nd birthday.
	Well Child Visits in the First Thirty Months of Life – Before 15 months	The percentage of children who have had 6 or more well-child visits before their 15th month of age.
	Well Child Visits in the First Thirty Months of Life – 15 to 30 months	The percentage of children who have had 2 or more well-child visits before their 30th month of age.
	Immunizations for Adolescents – HPV **(Newly added Q2-2024)**	The percentage of adolescents who have received at least 2 HPV vaccines before their 13th birthday.
Respiratory Care	Asthma Medication Ratio	The percentage asthmatic members who have a ratio of filled controller asthma medications to total asthma medication fills of 50% or more in the last 12 months.

Informational Measures

Category	Measure	Description
Behavioral Health	Avoidance of Opioids at a High Dosage	The percentage of members who were prescribed 2 or more opioids on different dates that had less than 15 days of total opioid prescription coverage.
Cardiac Care	Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy (SPC)	The percentage of male members ages 21-75 and female members 40-75 with cardiovascular disease who were dispensed at least one high or moderate-intensity statin medication.
	Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80% (SPC)	the percentage of male members ages 21-75 and female members 40-75 with cardiovascular disease who remained on a high or moderate intensity statin medication for at least 80% of the treatment period.
Diabetes	Statin Therapy for Patients with Diabetes - Received Statin Therapy (SPD)	The percentage of members ages 40-75 with diabetes who were dispensed at least one statin medication during the year.
	Statin Therapy for Patients with Diabetes - Statin Adherence 80% (SPD)	The percentage of members ages 40-75 with diabetes who remained on a statin medication for at least 80% of the treatment period

Informational Measures (cont.)

Category	Measure	Description
Pediatric Care	Immunizations for Adolescent- Combo 2 **(Newly transitioned to Information Only Measure staring Q2- 2024)**	Percentage of adolescents who have received at least 1 Tdap, 1 Meningococcal, and at least 2 human papillomavirus (HPV) vaccines before their 13th birthday
	Immunizations for Adolescents – Meningococcal	The percentage of adolescents who have received at least 1 Meningococcal vaccine before their 13th birthday.
Respiratory Care	Pharmacotherapy Management of COPD Exacerbation Systemic Corticosteroid (PCE)	The percentage of members with COPD 40 and older who had an ED visit and were dispensed a systemic corticosteroid.
	Pharmacotherapy Management of COPD Exacerbation Bronchodilator (PCE)	The percentage of members with COPD 40 and older who had an emergency department (ED) visit and were dispensed a bronchodilator.

Priority Measure Updates Reminders

Childhood Immunization Status – *Influenza*

- Percentage of children who have received at least 2 influenza vaccinations on or before their 2nd birthday.

Immunizations for Adolescents – *HPV*

- Percentage of adolescents who have received at least 2 HPV vaccines before their 13th birthday.
- It will replace Immunizations for Adolescents – Combination 2 (IMA) as this measure transitions to an Information Only Measure.

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2023 Quarterly Payment Summary

In 2023, CenCal Health distributed over **$12.7 million** in QCIP payments to an average of **96 eligible PCPs** in Santa Barbara and San Luis Obispo counties. Quarterly payment distributions reflect the following amounts:

Quarterly Payment	# of PCPs	Total Payout	Available Funding
March	98	3.8 million	6.8 million
June	96	3.9 million	6.9 million
September	96	3.9 million	7 million
December	95	4.1 million	7 million

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2023 Measure Performance Summary

By identifying change in performance, the Quality team works to address gaps in care via focused intervention strategies with both the PCP and the member, provider notification of their individual performance rates, and sharing of best practices and resources.

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Diabetes Care Performance Summary

March 2022 (QCIP Launch with HbA1c & Eye Exam)	**66.59%**
July 2023 (HbA1c removed)	**53.65%**
March 2024 (Current Rate with Eye Exam only)	**52.83%**

All Counties

QCIP Launch
66.59%

HbA1c removed
53.65%

Current rate with eye exam only **52.83%**
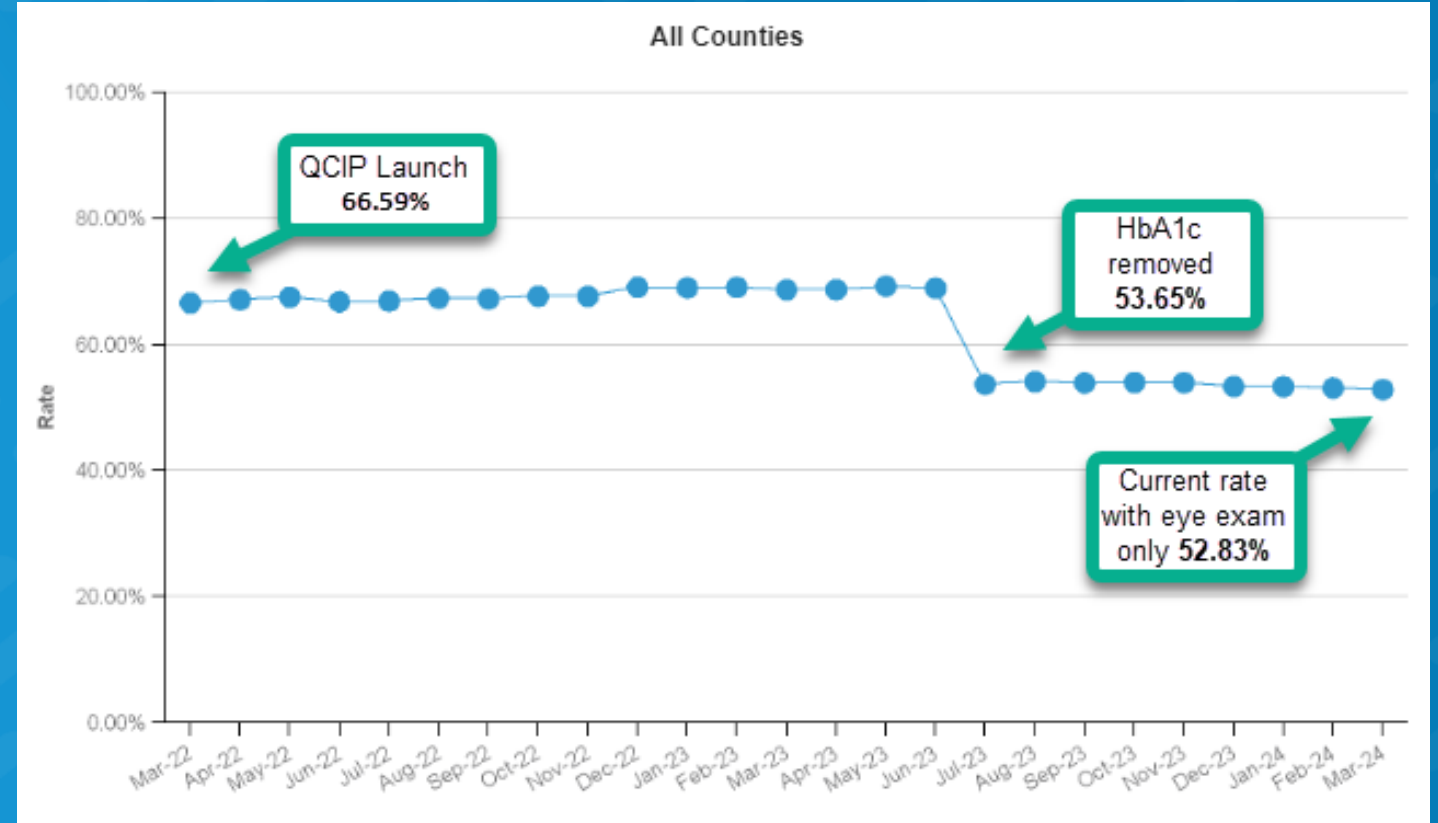
Behavioral Health Performance Summary

Antidepressant Medication Management Acute & Continuation Treatment combined	
March 2022 (QCIP Launch)	49.81%
March 2024 (Current Rate)	64.36%
14.55% point increase	
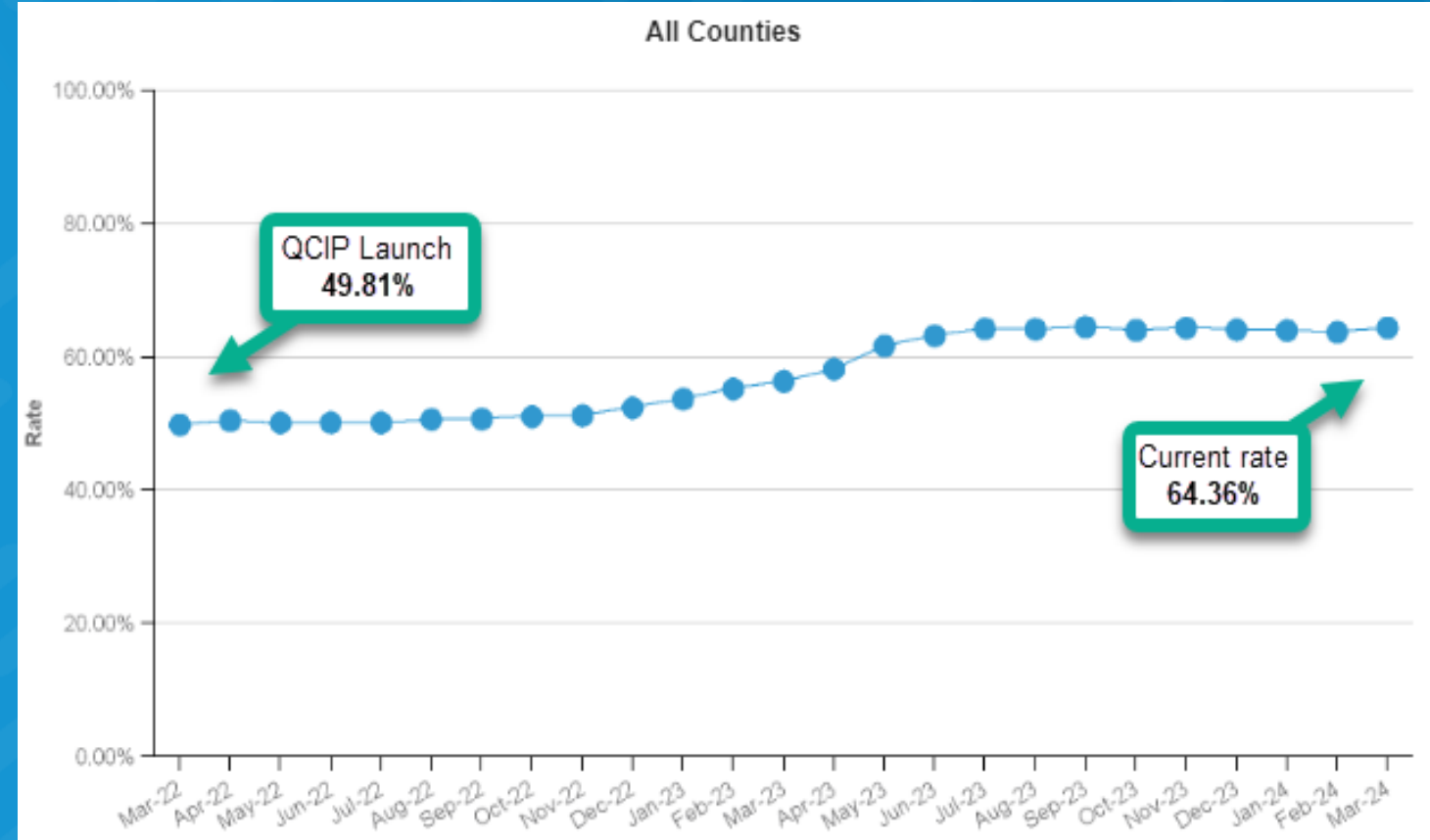
Respiratory Care Performance Summary

Asthma Medication Ratio	
March 2022 (QCIP Launch)	74.49%
March 2024 (Current Rate)	79.55%
5.06% point increase	

All Counties

QCIP Launch
74.49%

Current Rate
79.55%
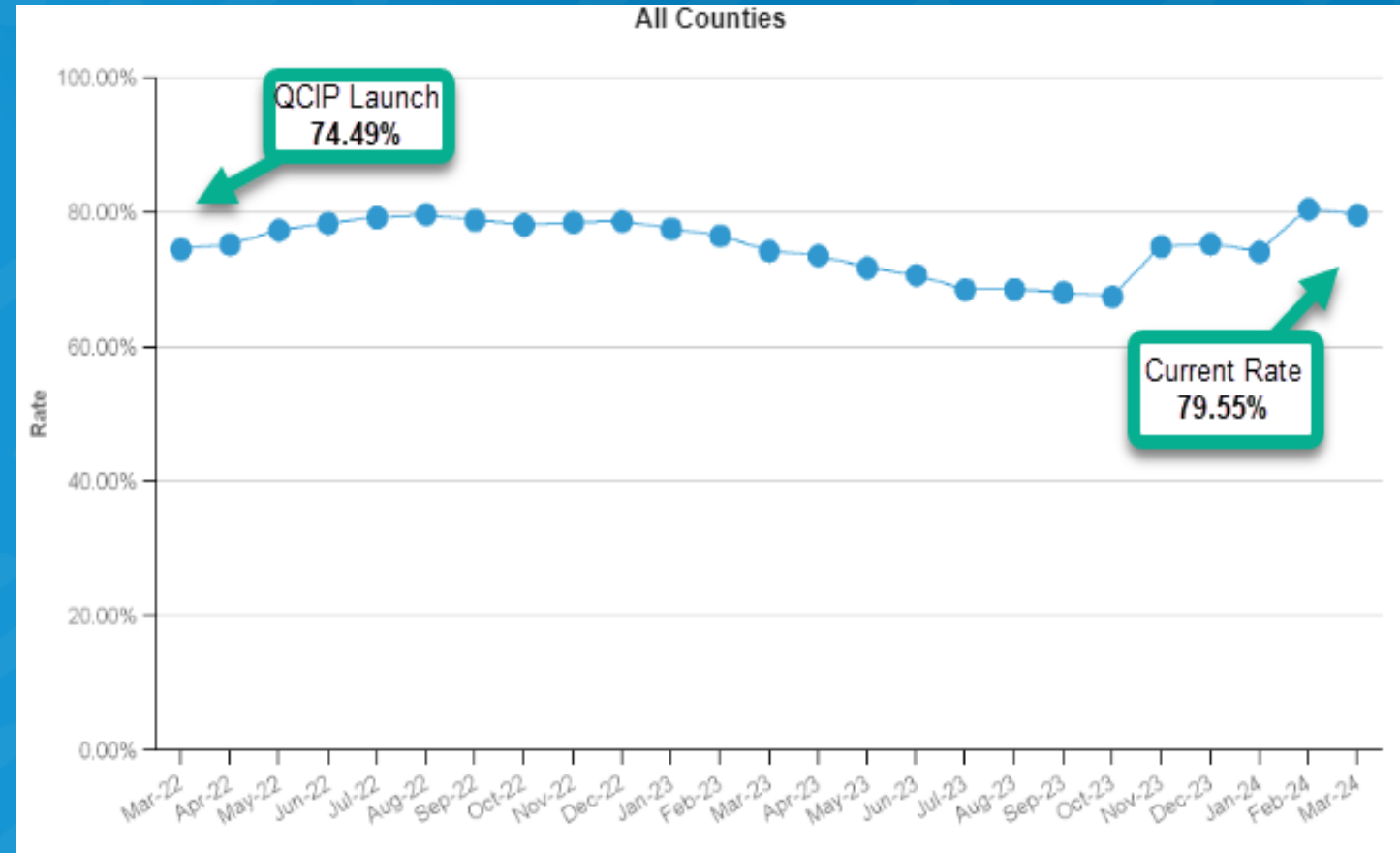
Pediatric Care Performance Summary
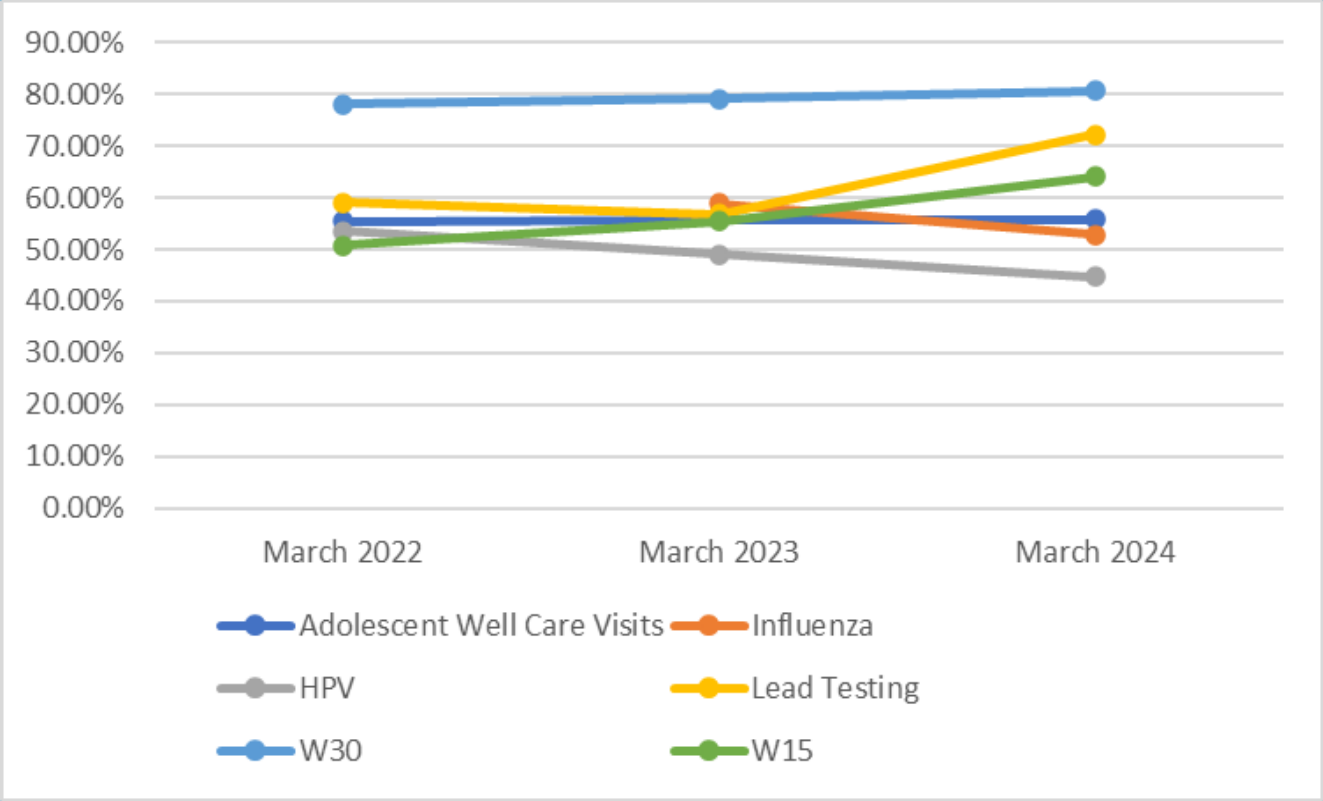
	Adolescent Well Child Visits	Immunization Influenza	Immunization HPV	Lead Screening	2+ visits before 30 months (W30)	6+ visits before 15 months (W15)	Combined
March 2022	55.62%	58.88%	53.59%	59.14%	78.11%	50.80%	59. 36%
March 2024	55.74%	52.81%	44.79%	72.16%	80.59%	64.11%	61.70%
Percentage Point Change	0.12% point increase	6.07% point decrease	8.80% point decrease	13.02% point increase	2.48% increase	13.31% point increase	2.34% point increase

Women's Health Performance Summary
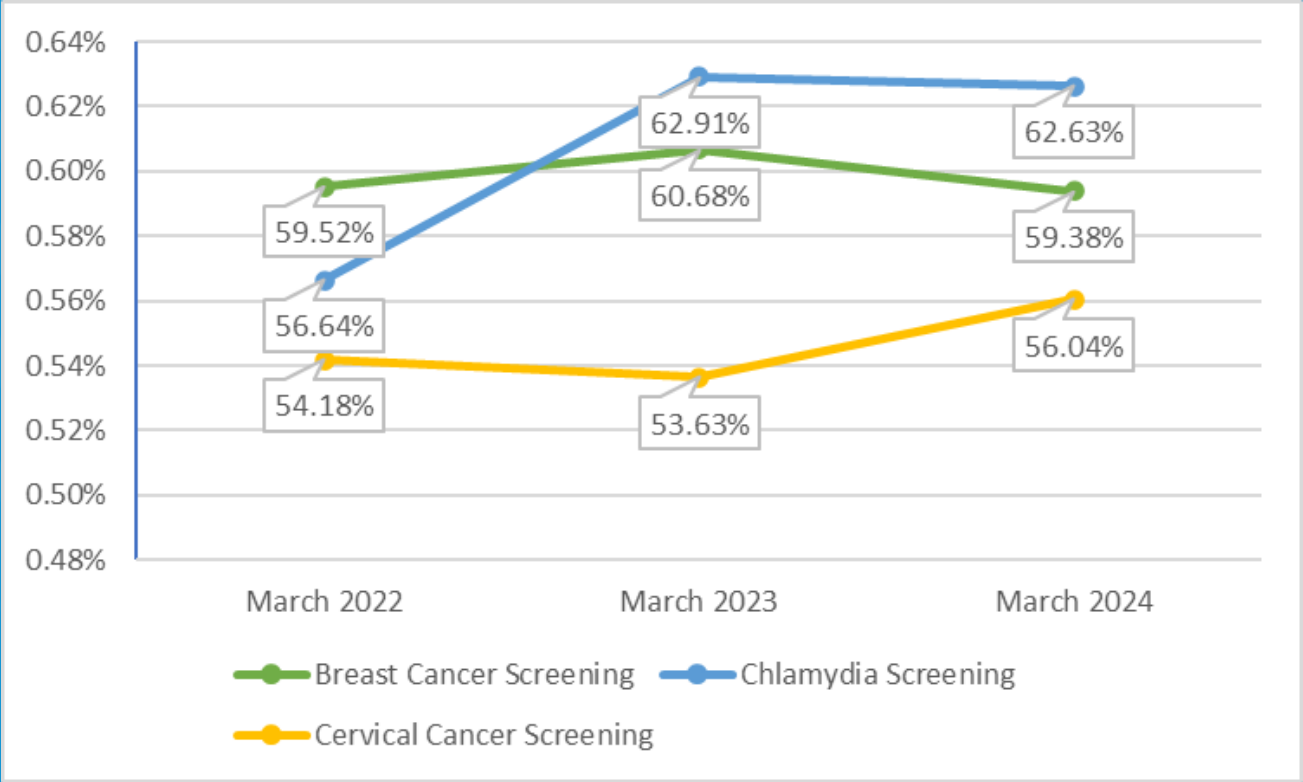
	Breast Cancer	Cervical Cancer	Chlamydia Screening	Combined
March 2022 (QCIP Launch)	59.52%	54.18%	56.64%	55.31%
March 2024 (Current Rate)	59.38%	56.04%	62.63%	57.47%
Percentage Point Change	0.14% point decrease	1.86% point increase	5.99% point increase	__2.16% point increase__

Provider Portal

Contains a variety of reports available within the Quality Care Incentive Program Tab found on the far left of the portal screen

- Financial & Performance Overview

- Forms and Resources (e.g., cover letters & measure updates)

- Additional gaps in care reports to assist with pediatric outreach

  (e.g., lead testing, well baby exams)

Opportunity Reports

- **Well-Child visits in the first 15 months of life**

- **Pediatric Lead Testing**

Member First Name	Member Last Name	Member DOB	Member Age (MON)	Subscriber First Name	Subscriber Last Name	Home Phone	Address	City	State	Zip	Language	Qualified Visits Date	Qualified Visits	Behind Schedule	Remaining Visits	Date Member Turn 15 Mos
		/2022	14.58					SN LUIS OBISP	CA	9	English	12/22/2022; 01/23/2023; 03/28/2023; 05/30/2023; 10/03/2023; 01/16/2024	6	N	0	3/14/2024
		2023	7.00	A				SN LUIS OBISP	CA	9	English	10/02/2023; 12/11/2023; 02/14/2024	3	N	3	11/1/2024
	A	2023	10.25					SANTA MARIA	CA	9	English	06/05/2023; 11/20/2023; 03/11/2024	3	Y	3	7/24/2024
		2023	11.35		A			ATASCADERO	CA	9	English	03/23/2023; 04/25/2023; 06/26/2023; 12/28/2023	4	Y	2	6/21/2024

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Provider Portal Video Tutorial

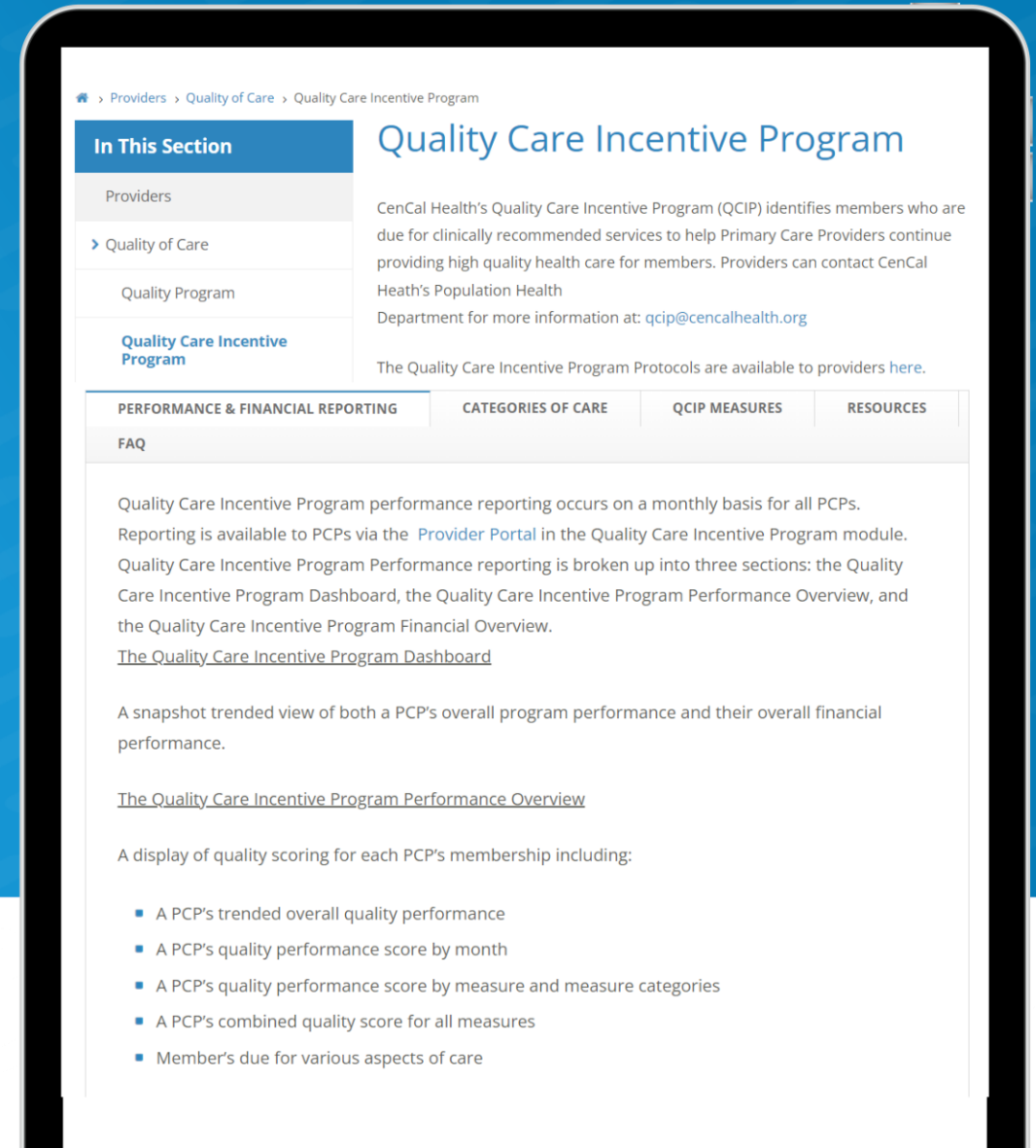# Website Resources Available

Website Resource:

www.cencalhealth.org/providers/quality-of-care/quality-care-incentive-program/

Updated list of measures:

https://www.cencalhealth.org/wp-content/uploads/2024/04/QCIP-Priority_-Information-Only-Measures-2023.pdf

Email Population Health:

QCIP@cencalhealth.org

Reporting Social Determinant of Health

Why is it important?

Helps identify health disparities, and their root causes, that are negatively impacting our members' health.

Categories

1. Education/literacy
2. Employment
3. Occupational exposure to risk factors
4. Housing and economic circumstances
5. Social environment
6. Upbringing
7. Primary support group, including family circumstances
8. Psychosocial circumstances

For more resources and a full list of codes go to:
www.cencalhealth.org/providers/social-determinants-of-health/

Code	Description
Z55.0	Illiteracy and low-level literacy
Z58.6	Inadequate drinking-water supply
Z59.00	Homelessness unspecified
Z59.01	Sheltered homelessness
Z59.02	Unsheltered homelessness
Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Z59.3	Problems related to living in residential institution
Z59.41	Food insecurity
Z59.48	Other specified lack of adequate food
Z59.7	Insufficient social insurance and welfare support
Z59.811	Housing instability, housed, with risk of homelessness
Z59.812	Housing instability, housed, homelessness in past 12 months
Z59.819	Housing instability, housed unspecified
Z59.89	Other problems related to housing and economic circumstances
Z60.2	Problems related to living alone
Z60.4	Social exclusion and rejection (physical appearance, illness or behavior)
Z62.819	Personal history of unspecified abuse in childhood
Z63.0	Problems in relationship with spouse or partner
Z63.4	Disappearance & death of family member (assumed death, bereavement)
Z63.5	Disruption of family by separation and divorce (marital estrangement)
Z63.6	Dependent relative needing care at home
Z63.72	Alcoholism and drug addiction in family
Z65.1	Imprisonment and other incarceration
Z65.2	Problems related to release from prison
Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)

Best Practice Sharing

Leverage Initial Health Appointments as an opportunity to complete *timely* preventive health examinations within 120 days

- Access via Coordination of Care section of Provider Portal

Health Promotion materials available online or by emailing

- https://www.cencalhealth.org/providers/patient-education-materials/
- www.cencalhealth.org/health-and-wellness
- healtheducation@cencalhealth.org

Population Health Management (PHM)

- Ensures all programs and services for members are culturally and linguistically appropriate to reduce barriers in health care accessibility to guarantee equitable access to care.
- https://www.cencalhealth.org/providers/shared-decision-making-aids/

Reference the Provider Training Library

- https://www.cencalhealth.org/providers/provider-training-resources/provider-training-library/