



**2020 Primary Care Provider Quality Improvement Program (PCP QIP)  
Measurement Specifications**

**PEDIATRIC MEDICINE PRACTICES**

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## **I. Quality Improvement Program Contact Information**

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## **II. Program Overview**

The Primary Care Provider Quality Improvement Program (PCP QIP), designed in collaboration with Partnership HealthPlan of California (PHC) providers, offers sizable financial incentives and technical assistance to primary care providers so they can make significant improvements in the following areas:

- Prevention and Screening
- Chronic Disease Management
- Appropriate Use of Resources
- Primary Care Access and Operations
- Patient Experience
- Advance Care Planning

Although the PCP Quality Improvement Program evaluates performance on PHC's Medi-Cal line of business, PHC encourages high quality, cost-efficient care for all your patients. Incentives are based on meeting specific performance thresholds in measures that address the above areas (see pages 8-13 for a Summary of Measures).

### Guiding Principles

The QIP uses nine guiding principles for measure development and program management to ensure our members have high quality care and our providers are able to be successful within the program.

1. Pay for outcomes, exceptional performance, and improvement
2. Offer sizeable incentives
3. Actionable measures
4. Feasible data collection
5. Collaboration with providers
6. Simplicity in the number of measures
7. Comprehensive measurement set
8. Align measures that are meaningful
9. Stable measures

The guiding principles outlined above are used to select measures for improvement. These measures are selected in areas that are not addressed under PCP contracts, such as population-level screening targets and other population-level preventive care services. The QIP serves to increase health plan operational efficiencies by prioritizing areas that drive high quality care and have potential to reduce overall healthcare costs.

### Program Timeline: 2020

The 2020 measurement year begins on January 1, 2020, and ends on December 31, 2020. Please see [Appendix VII](#) for details on deadlines specific to any measures. Payment is sent out 120 days after the program period ends, on April 30, 2020.

Definitions

Parent Organization (PO): A health providing organization (e.g. a health center, an integrated health system, or a health care administrative entity that owns and oversees the operations of one or more sites in a defined administrative region) that may or may not operate multiple sites.

Primary Care Provider Site (PCP Site): A clinic location that has been designated with a unique PCP ID with members actively assigned by Partnership HealthPlan of California. Eligibility and requirements for Primary Care Provider sites are listed in the PHC Policy MPQP1023, (Access Standards and Monitoring), subject to California Health and Safety Code 1206(h) and HRSA regulations on intermittent sites. All Primary Care Provider Sites are listed in the [Provider Directory](#).

Provider: A term that may refer to a PCP PO, a PCP Site, a PCP Clinician, or any other entity or professional that is contracted to provide health care services to PHC members.

PCP Site QIP Eligibility Criteria

All current primary care sites, including pediatric, family, and internal medicine sites, that have capitated Medi-Cal only members assigned and are contracted with PHC for nine (9) out of 12 months of the measurement year are automatically enrolled in the QIP. A PCP PO must be enrolled in the program as of December 1 of the measurement year in order to be eligible for incentive payments. Eligibility criteria for specific measures and measure domains vary.

If a contract is terminated during the measurement year, eligibility for payment will be reviewed on a case-by-case basis. In order to offer comprehensive QIP data, performance and payment are calculated at the QIP at the PCPID level.

*Clinical Measures*

PCP sites that join PHC’s network mid-year are eligible for payment for the Clinical Measures of the QIP under the following circumstances:

- PCP sites joining Partnership without affiliation to an existing QIP participant site (standalone new practice or new PCP PO):
  - Must be contracted with members assigned for at least nine (9) months.
- PCP sites joining Partnership as part of a PCP PO where members from an existing QIP participant (an existing PCP site) are potentially being reassigned to the new site (example – new site opens within multi-site FQHC model)
  - Must be contracted with members assigned by October 1.
  - New PCP sites enrolled by October 1 will be eligible for the clinical measures. Member enrollment at other sites within the PCP parent organization will be used to support continuous enrollment requirements for Clinical Measures.

*Non-Clinical Measures*

PCP sites that join PHC's network mid-year are eligible for measures in the Non-Clinical domains under the following circumstances:

- All PCP sites, regardless of any affiliation with a PCP PO:
  - Must be contracted with members assigned for at least nine (9) months of the measurement year.

#### Eligible Member Population

The eligible population used to calculate the final scores for all measures is defined as capitated Medi-Cal members. In addition, members that qualify for California Children Services (CCS) will be assigned to PCP sites without capitation, and certain Native Americans will be assigned and capitated to PCP sites while keeping their special member designation. These members are eligible to be included in PCP sites' denominator lists assuming other denominator criteria are met. Member month assignments will also count towards the member month totals used for payment calculations.

For measures in the Clinical domain, the member must be continuously enrolled within a PCP parent organization, with continuous enrollment defined as being assigned for nine (9) out of the 12 months between January 2020 and December 2020 (assignment to a site occurs on the first of the month). For multi-site PCP parent organizations, the continuous enrollment criterion is applied at the parent organization level. The anchor date of assignment within a PCP site's final denominator is December 1<sup>st</sup>. This means that members must be assigned as of December 1 to be included in the final denominator lists used to calculate payment. Medi-Medi or dually eligible members are excluded from all measures. Cases in which continuous enrollment criteria negatively affect a site's final rate should be presented to the QIP Team.

For measures in the Non-Clinical domain, continuous enrollment criteria are detailed within each measure's specifications.

#### Measure Development and Selection

The measurement set for the QIP is reviewed and developed annually. In order to maintain a stable measurement set, major changes occur only when significant changes are made in DHCS measure sets. With input from the network, the Provider Advisory Group, and internal departments, the measurement set requires approval from the Physician Advisory Committee. Once approved, the finalized set for the next year is shared with the network and specifications are developed. It is possible for the measurement set to change slightly during the measurement year due to new information becoming available (i.e. a measure's retirement from the Department of Health Care Services Managed Care Accountability Set, evaluation of the previous program year, or a change in financial performance). Any mid-year changes to the measurement set will be announced through e-mail to all providers as well as through the program's monthly newsletter.

Measures may evaluate a PCP site's utilization of a certain service or provision of treatment. PHC recognizes the potential for underutilization of care and services and takes appropriate steps to monitor for this. The processes utilized for decision making are based solely on the appropriateness of care and services and existence of coverage. PHC does not offer incentives or compensation to providers, consultants, or health plan staff to deny medically appropriate services requested by members, or to issue denials of coverage.

## Payment

The PCP QIP is comprised of two measurement sets each with its own payment methodology.

**In addition, beginning Measurement Year 2020, PHC is adding a Gateway Measure to the PCP QIP for all practice types. This measure will be used to adjust incentive payments based on each parent organization's percentage of timely claim/encounter data submissions and each provider site's average PCP office visits. A full description of the new Gateway Measure is on pages 14-16).**

The PCP QIP Core Measurement Set includes measures in the Clinical, Appropriate Use of Resources, Operations and Access, and Patient Experience domains. For these measures, performance is rewarded based on the points earned and the number of member months accumulated throughout the year. There is a fixed per member per month (PMPM) amount for all sites. The number of member months is multiplied by the PMPM to determine the maximum amount an individual site can earn. That amount is then multiplied by the percentage of points earned through the Core Measurement Set to determine the actual incentive amount.

Example: ***For illustrative purposes only***, assume the PMPM for the 2020 year is \$10.00.

- A site that earns 100% of their QIP Core Measurement Set points would earn 100% of the site's potential amount. If the site had a monthly average of 1,000 members, that would result in a total of 12,000 member months. The \$10 is then multiplied by 12,000, equaling a payment of \$120,000. This breaks down to a realized \$10.00 PMPM.
- A site that earns 55% of their QIP Core Measurement Set points would earn 55% of the site's total potential amount. If the site had an average of 1,000 members and 12,000 member months, this would equal a final payment amount of \$66,000. This breaks down to a realized \$5.50 PMPM.
- For the first time in 2020, PHC is applying a **Gateway Measure** to all PCP QIP participants. This measure will assess performance based on two indicators: average PCP office visits per year; and timely claims submission. Performance on these two indicators will determine the percentage of total payment, calculated by the above formula, a provider will receive. See pages 14-16 for a full description.

The PMPM amount may change annually based on the plan's financial performance. It is announced annually at the beginning of the measurement year and may change mid-year pending unforeseen State budget impacts to the plan.

For the Unit of Service Measurement Set, the payment is independent of, and distinct from, the financial incentives a site receives from the Core Measurement Set. A PCP site receives payment according to the measure specifications if the requirements for at least one Unit of Service measures are met.

## Billing

The QIP often uses administrative data to evaluate performance on clinical and non-clinical measures. The codes that will trigger automatic inclusion for evaluation are listed in our [Code](#)

[List](#) and specified within each measure. These claims may not be wholly representative of reimbursable codes of PHC. Please review the code list for any potential billing discrepancies.

### eReports

eReports, an online system built for the QIP Clinical measures, is the mechanism by which PCP sites can monitor their performance and submit supplemental data to PHC. The eReports portal may be accessed at <https://qip.partnershiphp.org/>. The launch date of eReports falls within the first quarter of the measurement year to ensure availability of data throughout the measurement year; though typically early March, the exact date may vary from year to year and is announced via the QI Newsletter. PCP sites have access to eReports for the reporting measurement year from the launch date through the end of the grace period. The grace period is defined as the period between the close of the measurement year and the close of eReports, i.e. January 31 following the measurement year, and is intended to allow for final data collection and uploads.

All providers, regardless of membership size, will have measures compared against the specified measure thresholds. We are aware that small denominators may negatively impact the overall performance on a particular measure. Therefore, if a provider 1) has fewer than 10 members in the denominator for any clinical measure after continuous enrollment is applied and 2) does not meet the threshold, there will be an additional opportunity to submit evidence of outreach efforts to non-compliant members conducted during the measurement year. Providers with denominators of less than 10 members must provide evidence of three targeted outreach attempts when requesting a member be excluded from the denominator. Outreach information must be submitted to the QIP team by 5 p.m. on January 15, 2021.

### Partnership Quality Dashboard

In addition to the eReports system, the QIP Team utilizes a new portal called the Partnership Quality Dashboard (PQD) specifically for tracking measures in the Non-Clinical domains. PQD is accessible to PCP sites and PCP parent organizations through the eReports system and provides available claims and encounter data based information. The PQD has other capabilities as well, such as trending performance from previous years across all domains and projecting point earnings and estimated incentive earnings based on current performance. Please review the [PQD Overview Webinar](#) for more details on the functionality, and contact the QIP Team with questions.

### Payment Dispute Policy

Data accessible by providers via eReports after the grace period (January 15, 2020 – January 31, 2020) and prior to payment is considered final. You can access performance data throughout the measurement year and, during the validation period after the end of the measurement year, review data on which your final point earnings will be based. If during the Preliminary Report review period or eReports validation period a provider does not inform PHC of a calculation or point attribution error that would result in potential under or over payment, the error may be corrected by PHC post-payment. This means PHC may recoup overpaid funds any time after payment is distributed. Dispute of final data described below will not be considered:

1. QIP scores on eReports  
eReports refreshes data on a weekly basis and providers have access to eReports through the well-published grace period (30 days after the end of the measurement year, through January 31) to check for data disparities. Additionally, providers have access to

eReports for during the one-week validation period, after the grace period closes, to verify that all data manually submitted correctly corresponds to resulting scores. Each site is responsible for its own data entry and for validating the outcome of uploads. At the discretion of the QIP team, PHC may assist a provider with uploading data before the close of the grace period, if prior attempts have failed. In these cases, providers are still responsible for verifying successful uploads. If a provider does not alert the QIP of any potential issues, data shown in eReports at the end of this validation period will be used to calculate final payment. After this period, post-payment disputes specific to eReports data will not be considered.

NOTE: Starting in 2020, PHC will begin limiting the upload period for the Well Child Visit and Immunization measures. Additional information will be provided by the time of the eReports launch in March.

2. Exclusions on eReports

Some exclusions from denominators, when approved, involve a manual process by PHC staff. Since the QIP receives a large volume of exclusion requests, providers are responsible for checking that members are correctly excluded. Post-payment disputes related to member eligibility for specific measures will not be considered. The deadline for exclusion requests that need to be executed by the QIP Team is January 15, 2021.

3. Data reported on the Year-End Preliminary Report

At the end of the measurement year, before payment is issued, QIP will send out a Preliminary Report detailing the earnings for manually tracked measures (i.e. PCMH Certification, Initial Health Assessment, etc.). Providers will be given one week, hereafter referred to as Preliminary Report Review Period, to review this report for performance discrepancies and calculation or point attribution errors.

4. Practice type designations

Each PCP site is categorized as either: Internal Medicine, Family Practice, or Pediatric Practice according to the accepted age groupings listed in the Provider Directory and a historical review of member months. Each practice type is responsible for different QIP measures. The QIP team is available throughout the measurement year to answer questions about these designations as defined in the QIP. Requests to change a designation post-payment cannot be addressed for the measurement year reflected in the payment.

5. Thresholds

Network-wide and site-specific thresholds can be reviewed in the QIP measurement specification document and on eReports throughout the measurement year. The QIP may consider adjusting thresholds mid-year based on provider feedback. Post-payment disputes related to thresholds, however, cannot be accommodated.

Should a provider have a concern that does not fall in any of the categories above (i.e. the score on your final report does not reflect what was in eReports), a Payment Dispute Form must be completed within 30 days of receiving the final statement. All conversations regarding the dispute will be documented and reviewed by PHC. All payment adjustments will require approval from PHC's Executive Team.



### Governance Structure

The QIP and its measurement set are developed collaboratively with internal and external stakeholders and receive feedback and approval from the following parties:

*PCP Provider Network:* PCP Providers provide feedback on program structure and measures throughout the measurement year. During the measure development cycle, proposed changes are released to the network for public comment.

*QIP Technical Workgroup:* The QIP internal workgroup comprised of representatives from Finance, Provider Relations, and IT Departments reviews program policies and proposes measure ideas.

*QIP Advisory Group:* The QIP external advisory group comprised of physicians and administrators from all practice types and counties provides recommendations on measures and advises on QIP operations

*PHC Physician Advisory Committee:* The Brown Act committee with board certified physicians is responsible for approving measures.

*Board of Commissioners:* The PHC Board approves the financial components of the QIP

### III. Summary of Measures

For the tables below, please refer to these notes:

1: For most existing clinical measures, the full-point target is set at the 90<sup>th</sup> percentile performance of all Medicaid health plans reporting to the National Committee for Quality Assurance (NCQA); sites can receive partial points on these measures if the 75<sup>th</sup> percentile performance is met. For existing immunization measures, thresholds have been set to the 50<sup>th</sup> percentile performance for partial points and the 75<sup>th</sup> percentile performance for full points. For all new clinical measures, the full-point target is set at the 50<sup>th</sup> percentile performance, with no partial points available. No points through relative improvement are available for new measures or existing immunization measures.

2: For most existing clinical measures, sites can also earn partial points based on relative improvement (RI). Please note that if a provider site was not eligible for payment for a specific measure in the previous measurement year, the site is not eligible for earning points through relative improvement in the current measurement year. Relative improvement measures the percentage of the distance the provider has moved from the previous year's rate toward a goal of 100 percent. The method of calculating relative improvement is based on a *Journal of the American Medical Association* article authored by Jencks et al in 2003, and is as follows:

$$\frac{(\text{Current year performance}) - (\text{previous year performance})}{(100 - \text{Previous year performance})}$$

The formula is widely used by the Integrated Healthcare Association's commercial pay for performance program as well as by the Center for Medicare and Medicaid Services.

- A site's performance on a measure must meet the 50<sup>th</sup> percentile target in order to be eligible for RI points on the measure.
- A minimum of 5% RI will be needed to earn partial points.

3: Site specific and practice type risk adjusted targets will be sent to each participating site in Spring 2020.

4: All clinical measures except Colorectal Cancer Screening use as targets the performance percentiles obtained from the National Committee for Quality Assurance (NCQA) national averages for Medicaid health plans reported in 2019. The Colorectal Cancer Screening targets are based on the 75<sup>th</sup> and 90<sup>th</sup> percentile plan-wide performance from the 2019 QIP, as NCQA data for Medicaid is not available.

## Gateway Measure: Timely Claim Submissions and PCP Office Visits

Beginning Measurement Year 2020, PHC is adding a gateway measure to the PCP QIP for all practice types. This measure will be used to adjust incentive payments based on each **parent organization's** percentage of timely claim / encounter data submissions and each **provider site's** average PCP office visits. The measure helps reinforce PHC's efforts to increase timely administrative data capture, access to primary care and management of the care of our members, your patients.

Performance on each of the two elements of the Gateway Measure will yield a multiplier (see table below) that will be applied to the final PMPM rate that is used to calculate total payments (Total Measurement Year Member Months x QIP PMPM rate x QIP Score). The columns in the matrix display ranges of the average number of PCP encounters per patient per year at the **PCP site level**; the rows display ranges of the percentage of timely encounter submissions **at the PCP parent organization level** over the course of the measurement year. **A full description is on pages 14-16.**

% claim submissions received during the measurement year that are within 90 days of date of service.	<u>Average PCP Encounters/Patient/Year</u> <u>(including phone/video encounters)</u>				
	<1.0	1.0 - <1.4	1.4 - <1.75	1.75 - <2.1	≥2.1
≥75%	0%	60%	85%	95%	100%
65 – <75%	0%	40%	80%	90%	95%
50 – <65%	0%	0%	25%	70%	85%
<50%	0%	0%	0%	0%	75%

### DEFINITIONS:

- **Timeliness of Claim/Encounter Data:** The time, in days, between the date of service and the encounter/claim receipt date to PHC.
  - For this measure we evaluate all claims submitted to PHC by the provider during the measurement period, regardless of date of service.
  - Timeliness is calculated by subtracting the claim effective date (date of service) from the claim receipt date.
  - Any claim whose receipt date is more than 90 days after the effective date (date of service) is considered untimely; 90 days or less is considered timely; this includes both capitated and FFS claims.
  -
- **PCP Office Visits:** PHC will extract the total number of PHC office visits using allowable PHC claim and encounter data submitted by primary care sites for services provided to assigned members or on-call services provided by another primary care site. Calculation:

$$\text{PCP Office Visits PER MEMBER, PER YEAR (PMPY)} = (\# \text{ Office Visits/Non-Dual Capitated Member Months}) * 12$$

**Core Measurement Set – Pediatric Medicine**

Measures	Targets	Points	Risk Adjusted?
<b>CLINICAL DOMAIN (85 Points Total)</b>			
1. Well Child Visits (1 <sup>st</sup> 15 Months)	-Full Points: 72.87% (50 <sup>th</sup> percentile)	15	No
2. Well Child Visits (3-6 yrs)	-Full Points: 83.85% (90 <sup>th</sup> percentile) -Partial Points: 78.46% (75 <sup>th</sup> percentile), or, -Relative Improvement <sup>2</sup> – if above 50 <sup>th</sup> percentile (72.87%), 5% RI improvement	15	
3. Well Child Visits (12-21 yrs)	-Full Points: 54.26% (50 <sup>th</sup> percentile)	15	
4. Childhood Immunization Combo-10	-Full Points: 34.79% (50 <sup>th</sup> percentile) <sup>1</sup>	12.5	
5. Immunizations for Adolescents	-Full Points: 40.39% (75 <sup>th</sup> percentile) -Partial Points: 34.43% (50 <sup>th</sup> percentile)	12.5	
6. Asthma Medication Ratio	Full Points: 71.62% (90 <sup>th</sup> percentile) -Partial Points: 68.52% (75 <sup>th</sup> percentile), or, -Relative Improvement <sup>2</sup> – if above 50 <sup>th</sup> percentile (63.58%), 5% RI improvement	15	
<b>ACCESS &amp; OPERATIONS (5 Points Total)</b>			
7. Avoidable ED Visits/1000 Members Per Year	-Full Points: At or below target for ED <sup>3</sup>	5	Yes: By plan and PCP/site <sup>3</sup>
<b>PATIENT EXPERIENCE (10 Points Total)</b>			
8. CG-CAHPS Survey for qualified sites, or Survey Option for all other sites	CG-CAHPS surveys will be paid based on site's Access and Communication composites according to the following targets:  -Full Points: Survey result $\geq$ PHC 50th percentile score  -Partial Points: Survey result between PHC 25th and 50th percentile scores  Access 50th Percentile: 49.65% Access 25th Percentile: 44.90%  Communication 50th Percentile: 72.61% Communication 25th Percentile: 70.49%	10	No

**Unit of Service Measures – All Practice Types**

Measure	Incentive
Advance Care Planning Attestations	\$5,000 for 50-99 attestations; \$10,000 for 100+ attestations; in addition, \$5,000 for 50-99 advance directives/POLST; \$10,000 for 100+ advance directives/POLST for Medi-Cal members 18 years and older.
Access/Extended Office Hours	10% of Capitation for sites that are open for extended office hours as defined as eight hours beyond normal business hours per week. These hours can be counted as any time after 5 pm or 6 pm (depending on start time or either 8 am or 9 am).
PCMH Certification	\$1000 yearly for achieving or maintaining PCMH accreditation.
Peer-led Self-Management Support Groups (both new and existing)	\$1000 per group (Maximum of ten groups per parent organization).
Alcohol Misuse Screening and Counseling	\$5 per screening for screening a minimum of 10% of eligible adult members.
Health Information Exchange	One time \$3000 incentive for signing on with a local or regional health information exchange; Annual \$1000 incentive for showing continued participation with a local or regional health information exchange. The incentive is available once per parent organization.
Initial Health Assessment	\$2000 per parent organization for submitting all required parts of improvement plan regardless of visit volume.

#### **IV. Gateway Measure: Timely Claim Submissions and PCP Office Visits**

Beginning Measurement Year 2020, PHC is adding a gateway measure for all practice types to the PCP QIP. This measure will be used to adjust incentive payments based on each parent organization's percentage of timely claim / encounter data submissions and each site's average PCP office visits. These thresholds reinforce PHC's efforts to increase timely administrative data capture and primary care office visits.

The incentive adjustment is determined by a participant's position on the gateway matrix (see table below). The columns in the matrix display ranges of the average number of PCP encounters per patient per year; the rows display ranges of the percentage of timely encounter submissions **at the parent organization level** over the course of the measurement year.

% claim submissions received during the measurement year that are within 90 days of date of service.	<b><u>Average PCP Encounters/Patient/Year</u></b> <b><u>(including phone/video encounters)</u></b>				
	<b>&lt;1.0</b>	<b>1.0 - &lt;1.4</b>	<b>1.4 - &lt;1.75</b>	<b>1.75 - &lt;2.1</b>	<b>≥2.1</b>
<b>≥75%</b>	0%	60%	85%	95%	100%
<b>65 – &lt;75%</b>	0%	40%	80%	90%	95%
<b>50 – &lt;65%</b>	0%	0%	25%	70%	85%
<b>&lt;50%</b>	0%	0%	0%	0%	75%

Example: ***For illustrative purposes only***, assume the PMPM for the 2020 year is \$10.00.

- A site averages 2.2 PCP encounters/patient/year and 75% of claims are received by PHC within 90 days of the date of service has earned 100% of the PMPM. Additionally, the site earns 100% of their QIP Core Measurement Set points would earn 100% of the site's potential amount. If the site had a monthly average of 1,000 members, that would result in a total of 12,000 member months. The \$10 is then multiplied by 12,000, equaling a payment of \$120,000. This breaks down to a realized \$10.00 PMPM.
- A site averages 1.35 PCP encounters/patient/year and 70% of claims are received by PHC within 90 days of the date of service has earned 70% of the PMPM. Additionally, site that earns 55% of their QIP Core Measurement Set points would earn 55% of the site's total potential amount. If the site had an average of 1,000 members and 12,000 member months, this would equal a final payment amount of \$46,200. This breaks down to a realized \$3.85 PMPM.

**Gateway Measure Part 1: PCP Office Visit within each measurement year  $\geq$  2.1 visits**

**Description**

The average number of assigned members' visits to a PCP per member, per year.

Calculation: PCP Office Visits PMPY =

**Total # of office visits by assigned members during the measurement year**

**Total # of non-dual capitated member months during the measurement year**

x 12

PHC will extract the total number of PHC office visits using allowable PHC claim and encounter data submitted by primary care sites for services provided to assigned members or on-call services provided by another primary care site.

Steps to identify PCP Office Visits:

1. Identify total members assigned to PCP during each month
2. For those members, add up all PCP office visits during that month, *regardless of which PCP office location the visit occurred* (i.e. in the following locations: office, home or private residence of patient, FQHC, State or local health clinic, Rural Health Clinic, and newly added Telephone and video encounters).
3. To calculate monthly performance for a specific provider site, divide the total number of PCP office visits by assigned members that month by the total number of non-dual capitated member months that month
4. To calculate YTD performance for a specific provider site, add up all the monthly numerators (visits by assigned members) and monthly denominators (non-dual capitated member months)

*Telephone and Video Encounters:*

For the first time, PHC will count phone and video encounters as part of this calculation. Encouraging providers to record and submit claims for these visits will move PHC and providers toward an alternative payment methodology that is value-based, not volume-based.

- The codes for phone or video visits for FQHCs and Rural Health Centers is G0071; here is the description:  
*“Payment for communication technology-based services for 5 minutes or more of a virtual (non-face-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only.”*

- The code for other (non-FQHC or RHC) providers is G2012; here is the description:  
*“Brief communication technology-based service by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment, 5 – 10 minutes of medical discussion”*

#### Codes Used

- Codes to identify office visits location: OV Inclusion – Location Code on Code List
- Codes to identify office visits: OV Inclusion – Procedure Code on Code List
- Codes to identify void or denied claims in exclusions: OV Exclusion – Explain Code on Code List

#### Exclusions

- Members age <1 for Avoidable ED Visits
- Void claims and denied claims with certain explanation codes (See Code List – OV Exclusion).

### **Gateway Measure Part 2: Timely Claim Submission ≤ 90 days from Date of Service**

#### Description

Providers are encouraged to improve or develop best non-clinical practices toward encounter / timely claims submission. Submission of timely and accurate claims data is critical to ensure measurements are accurate and promptly captured and reflected within each measurement year.

#### Timely claim definition:

- For this measure we evaluate all claims submitted to PHC by the provider during the measurement period, regardless of date of service.
- Timeliness is calculated by subtracting the claim effective date (date of service) from the claim receipt date.
- Any claim whose receipt date is more than 90 days after the effective date (date of service) is considered untimely; 90 days or less is considered timely; includes both capitated and FFS claims.
- **NOTE: Calculates at the Parent Organization level, not the site level.**



## V. CLINICAL DOMAIN

MAXIMUM NUMBER OF POINTS: 15

### Measure 1. Well-Child Visits in the First 15 Months of Life

#### Description

The percentage of continuously enrolled Medi-Cal members who turned 15 months old during the measurement year and who had 6 or more well-child visits with a PCP during their first 15 months of life.

These visits are of particular importance during the first year of life, when an infant undergoes substantial changes in abilities, physical growth, motor skills, hand-eye coordination and social and emotional growth. Regular check-ups are one of the best ways to detect physical, developmental, behavioral and emotional problems. They also provide an opportunity for the clinician to offer guidance and counseling to the parents.

The QIP encourages providers to establish habitual preventative care for children.

#### Thresholds

- Full points: 72.87% (50<sup>th</sup> percentile)

#### Denominator

The number of continuously enrolled (from age of 31 days and for 9 out of 12 months during the measurement period) Medi-Cal enrollees who turned 15 months old between January 1, 2020 and December 31, 2020 (i.e. DOB between October 3, 2018 and October 2, 2019).

#### Numerator

The number of children in the eligible population with at least six (6) well-child visits (Well-Care Value Set) with a PCP by the date of age 15 months. Calculate the 15-month birthday as the child's first birthday plus 90 days.

NOTE: To be eligible for a well-child visit, visit documentation must include the following:

- A health history.
- A physical developmental history.
- A mental developmental history.
- A physical exam.
- Health education/anticipatory guidance.

Do not include services rendered during an inpatient or ED visit.

Preventive services may be rendered on visits other than well-child visits (including Urgent Care). Well-child preventive services count toward the measure, regardless of the primary intent of the visit, but services that are specific to the assessment or treatment of an acute or chronic condition do not count toward the measure.

NOTE: telephone and video encounters (telehealth) visits do not count toward this measure.

#### Codes Used

Denominator: No codes applicable as eligibility is solely defined by age.

Numerator:

- Codes to identify Well-child Visits from claims/encounter data: Well-Care Value Set.
- Note: eReports uploading will be greatly limited in 2020 for well child measures. Providers should focus on using claims to demonstrate achievement of this measure. If a visit that counts towards a well-child visit is not coded correctly, and a site identifies this, they should void and resubmit a claim for that visit with the correct code, within the usual PHC billing limits.

#### Exclusions (only if not numerator hit)

N/A

**Measure 2. Well-Child Visits (3 – 6 Years Old)**

**Description**

The percentage of continuously enrolled Medi-Cal members 3-6 years of age who received one or more well-child visits with a PCP during the measurement year.

Assessing physical, emotional and social development is important at every stage of life, particularly with children and adolescents.<sup>2</sup> Behaviors established during childhood or adolescence, such as eating habits and physical activity, often extend into adulthood.<sup>3</sup> Well-care visits provide an opportunity for providers to influence health and development and they are a critical opportunity for screening.

The QIP encourages providers to establish habitual preventative care for children.

**Thresholds**

- Full points: 90<sup>th</sup> percentile (83.70%)
- Partial points
  - 75<sup>th</sup> percentile (78.46%)
  - Relative Improvement (RI): points can be earned with a final score above the 50<sup>th</sup> percentile (72.87%) and an RI calculation of 5% or greater.

**Denominator**

The number of continuously enrolled (defined as 9 out of 12 months in the measurement period) Medi-Cal members 3-6 years of age as of December 31, 2019 (i.e. DOB between January 1, 2014 and December 31, 2017).

**Numerator**

The number of children in the eligible population with at least one well-child visit (Well-Care Value Set) with a PCP during the measurement year, between January 1, 2020 and December 31, 2020.

NOTE: To be eligible for a well-child visit, visit documentation must include the following:

- A health history.
- A physical developmental history.
- A mental developmental history.
- A physical exam.

- Health education/anticipatory guidance.

Do not include services rendered during an inpatient or ED visit.

Preventive services may be rendered on visits other than well-child visits (including Urgent Care). Well-child preventive services count toward the measure, regardless of the primary intent of the visit, but services that are specific to the assessment or treatment of an acute or chronic condition do not count toward the measure.

Visits to school-based clinics with practitioners whom the organization would consider PCPs may be counted if a claim is submitted in the time frame specified by the measure. The PCP does not have to be assigned to the member.

NOTE: telephone and video encounters (telehealth) visits do not count toward this measure.

<b>Codes Used</b>
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Denominator: No codes applicable as eligibility is solely defined by age.

Numerator:

- Codes to identify Well-child Visits from claims/encounter data: Well-Care Value Set. eReports uploading will be greatly limited in 2020 for well child measures. Providers should focus on using claims to demonstrate achievement of this measure. If a visit that counts towards a well-child visit is not coded correctly, and a site identifies this, they should void and resubmit a claim for that visit with the correct code, within the usual PHC billing limits.


<b>Exclusions (only if not numerator hit)</b>
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N/A

**Measure 3. Adolescent Well-Care Visits (12 – 21 Years Old)**

**Description**

The percent of continuously enrolled Medi-Cal members 12–21 years of age and who received at least one well-care visit with a PCP during the measurement year.

Regular check-ups by adolescents provide an opportunity for health teaching and for the adolescents / parents to raise any potential concerns. Adolescents benefit from an annual preventive health care visit that addresses the physical, emotional and social aspects of their health. This is a time of transition between childhood and adult life and is accompanied by dramatic changes including accidents, homicide and suicide, which are the leading causes of adolescent deaths. Sexually transmitted diseases, substance abuse, pregnancy and antisocial behavior are important causes of—or result from—physical, emotional and social adolescent problems <sup>28</sup> 

The QIP encourages providers to establish habitual preventative care for children.

**Thresholds**

- Full points: 50<sup>th</sup> percentile (54.26%)

**Denominator**

The number of continuously enrolled (defined as 9 out of 12 months during the measurement period) Medi-Cal members 12-21 years of age as of December 31, 2020 (i.e. DOB between January 1, 1999 and December 31, 2008).

**Numerator**

The number of members in the eligible population with a comprehensive well-care visit (Well-Care Value Set) with a PCP during the measurement year, between January 1, 2020 and December 31, 2020.

Note: To be eligible for a well-care visit, visit documentation must include the following:

- A health history.
- A physical developmental history.
- A mental developmental history.
- A physical exam.
- Health education/anticipatory guidance.

Do not include services rendered during an inpatient or ED visit. Preventive services may be rendered on visits other than well-care visits. Well-care preventive services count toward the measure, regardless of the primary intent of the visit, but services that are specific to an acute or chronic condition do not count toward the measure.

Visits to school-based clinics with practitioners considered PCPs may be counted if a claim is submitted in the time frame specified by the measure. The PCP does not have to be assigned to the member.

Do not count services provided via telehealth when reporting this measure.

Handouts given during a visit without evidence of a discussion does not meet criteria for Health Education/Anticipatory Guidance (AG).

NOTE: telephone and video encounters (telehealth) visits do not count toward this measure.

<b>Codes Used</b>
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Denominator: No codes applicable as eligibility is solely defined by age.

Numerator:

- Codes to identify Well-child Visits from claims/encounter data: Well-Care Value Set. eReports uploading will be greatly limited in 2020 for well child measures. Providers should focus on using only claims data to demonstrate achievement of this measure, so no eReports data entry will be accepted. If a visit that counts towards a well-child visit is not coded correctly, and a site identifies this, they should void and resubmit a claim for that visit with the correct code, within the usual PHC billing limits.

<b>Exclusions (only if not numerator hit)</b>
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N/A

**Measure 10. Childhood Immunization Combo 10****Description**

The percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three *haemophilus influenzae* type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday.

Nowadays, the drop in disease rates relies heavily on vaccination. The primary benefit of vaccination is that it prevents disease and saves lives. Immunization is considered one of the greatest public health achievements of the 20th century. Studies have shown that vaccines prevent 33,000 deaths in the U.S annually, and between two and three million deaths worldwide.<sup>26</sup> Coordinating and administering the large number of childhood immunizations is a challenge for providers and falls outside of general PCP contracts. The QIP incentivizes this measure to reduce costly treatment for sickness that can be prevented by utilizing the above vaccines (<https://www.cdc.gov/vaccines/vpd/vaccines-age.html>).

**Thresholds**

- Full points: 50<sup>th</sup> percentile (34.79%)

**Denominator**

The number of continuously enrolled Medi-Cal members who turn two years of age between January 1, 2020 and December 31, 2020 (DOB between January 1, 2018 and December 31, 2018).

**Numerator**

The number of eligible population in the denominator with the following:

For MMR, hepatitis B, VZV and hepatitis A, count any of the following:

- Evidence of the antigen or combination vaccine, **or**
- Documented history of the illness, **or**
- A seropositive test result for each antigen.

For DTaP, IPV, HiB, and PCV count only:

- Evidence of the antigen or combination vaccine.

For combination vaccines that require more than one antigen (i.e., DTaP and MMR), evidence of all the antigens must be found.

**14 Day Rule:**

For each subset of vaccinations, there must be at least 14 days between each vaccination when multiple are required, excluding the MMR vaccination. i.e for DTaP: If the first vaccination was given at 12/1, the next vaccination from any data source to count towards the measure, would have to be 12/15 or later. A vaccination with a date of service on 12/14, wouldn't qualify as an additional vaccination.

**DTap:** At least four DTaP vaccinations (DTaP Vaccine Administered Value Set), with different dates of service on or before the child's second birthday. Do not count a vaccination administered prior to 42 days after birth.

**IPV:** At least three IPV vaccinations (Inactivated Polio Virus Vaccine (IPV) Vaccine Administered Value Set), with different dates of service on or before the child's second birthday. Do not count a vaccination Procedure or Immunization prior to 42 days after birth.

**MMR:** Any of the following meet criteria:

- At least one MMR vaccination (Measles, Mumps and Rubella (MMR) Vaccine Administered Value Set) on or between the child's first and second birthdays.
- At least one measles and rubella vaccination (Measles/Rubella Vaccine Administered Value Set) and at least one mumps vaccination or history of the illness (Mumps Vaccine Administered Value Set; Mumps Value Set) on the same date of service or on different dates of service. Only count vaccinations that are on or between the child's first and second birthdays. History of illness (Mumps Value Set) can occur on or before the child's second birthday.
- Any combination of codes from the table below that indicates evidence of all three antigens (on the same or different date of service).

Measles (any of the following)	Mumps (any of the following)	Rubella (any of the following)
At least one measles vaccination ( <u>Measles Vaccine Administered</u> ) administered on or between the child's first and second birthdays.	At least one mumps vaccination ( <u>Mumps Vaccine Administered</u> ) administered on or between the child's first and second birthdays.	At least one rubella vaccination ( <u>Rubella Vaccine Administered</u> ) administered on or between the child's first and second birthdays.
History of measles ( <u>Measles Value Set</u> ) illness anytime on or before the child's second birthday.	History of mumps ( <u>Mumps Value Set</u> ) illness anytime on or before the child's second birthday.	History of rubella ( <u>Rubella Value Set</u> ) illness anytime on or before the child's second birthday.



**HiB:** At least three HiB vaccinations (Haemophilus Influenzae Type B (HiB) Vaccine Administered Value Set), with different dates of service on or before the child's second birthday.

Do not count a vaccination administered prior to 42 days after birth.

**Hepatitis B:** Any of the following on or before the child's second birthday meet criteria:

- At least three hepatitis B vaccinations (Hepatitis B Vaccine Administered), with different dates of service.  
One of the three vaccinations can be a newborn hepatitis B vaccination (Newborn Hepatitis B Vaccine Administered Value Set) during the eight-day period that begins on the date of birth and ends seven days after the date of birth. For example, if the member's date of birth is December 1, the newborn hepatitis B vaccination must be on or between December 1 and December 8.
- Or History of hepatitis illness (Hepatitis B Value Set).

**VZV:** At least one VZV vaccination (Varicella Zoster (VZV) Vaccine Administered Value Set), with a date of service on or between the child's first and second birthdays.

- Or history of varicella zoster (e.g., chicken pox) illness (Varicella Zoster Value Set) on or before the child's second birthday.

**PCV:** At least four pneumococcal conjugate vaccinations (Pneumococcal Conjugate Vaccine Administered Value Set), with different dates of service on or before the child's second birthday. Do not count a vaccination Procedure or Immunization prior to 42 days after birth.

**Hepatitis A:** Either of the following meets criteria:

- At least one hepatitis A vaccination (Hepatitis A Vaccine Administered Value Set), with a date of service on or between the child's first and second birthdays.
- Or History of hepatitis A illness (Hepatitis A Value Set) on or before the child's second birthday.

**Rotavirus:** Any of the following on or before the child's second birthday meet criteria. Do not count a vaccination administered prior to 42 days after birth.

- At least two doses of the two-dose rotavirus vaccine (Rotavirus (2 Dose Schedule) Vaccine Administered Value Set) on different dates of service.
- Or at least three doses of the three-dose rotavirus vaccine (Rotavirus (3 Dose Schedule) Vaccine Administered Value Set) on different dates of service.
- Or at least one dose of the two-dose rotavirus vaccine (Rotavirus (2 Dose Schedule) Vaccine Administered Value Set) and at least two doses of the three-dose rotavirus vaccine (Rotavirus (3 Dose Schedule) Vaccine Administered Value Set), all on different dates of service.

**Influenza:** At least two influenza vaccinations (Influenza Vaccine Administered Value Set), with different dates of service on or before the child's second birthday. Do not count a vaccination Procedure or Immunization prior to 6 months (180 days) after birth.

For immunization information obtained from the medical record, count members where there is evidence that the antigen was rendered from either of the following:

- A note indicating the name of the specific antigen and the date of the immunization.
- A certificate of immunization prepared by an authorized health care provider or agency, including the specific dates and types of immunizations administered.

Notes in the medical record indicating that the member received the immunization “at delivery” or “in the hospital” may be counted toward the numerator only for immunizations that do not have minimum age restrictions (e.g., before 42 days after birth). A note that the “member is up to date” with all immunizations but which does not list the dates of all immunizations and the names of the immunization agents does not constitute sufficient evidence of immunization for QIP reporting.

#### Codes Used

Denominator: No codes applicable as eligibility is solely defined by age.

Numerator:

- Codes to identify DTaP vaccination: DTaP Vaccine Administered Value Set
- Codes to identify IPV vaccination: Inactivated Polio Vaccine (IPV) Administered Value Set.
- Codes to identify MMR vaccination: Measles, Mumps and Rubella (MMR) Vaccine Administered Value Set.
- Codes to identify measles and rubella vaccination: Measles/Rubella Vaccine Administered Value Set.
- Codes to identify mumps vaccination or history of the illness: Mumps Vaccine Administered Value Set; Mumps Value Set.
- Codes to identify measles vaccination or history of the illness: Measles Vaccine Administered Value Set; Measles Value Set.
- Codes to identify rubella vaccination or history of the illness: Rubella Vaccine Administered Value Set; Rubella Value Set.
- Codes to identify HiB vaccination: Haemophilus Influenzae Type B (HiB) Administered Value Set.
- Codes to identify HepB vaccination: Hepatitis B Vaccine Administered Value Set.
- Codes to identify newborn hepatitis B vaccination: Newborn Hepatitis B Vaccine Administered Value Set.
- Codes to identify history of hepatitis illness: Hepatitis B Value Set.
- Codes to identify VZV vaccination: Varicella Zoster (VZV) Vaccine Administered Value Set.
- Codes to identify history of VZV illness: Varicella Zoster Value Set.
- Codes to identify PCV vaccination: Pneumococcal Conjugate Vaccine Administered Value Set.

- Codes to identify Hepatitis A vaccination: Hepatitis A Vaccine Administered
- Codes to identify history of hepatitis illness: Hepatitis A Value Set
- Codes to identify Rotavirus 2 Dose Schedule: Rotavirus 2 Dose Schedule Vaccine Administered
- Codes to identify Rotavirus 3 Dose Schedule: Rotavirus 3 Dose Schedule Vaccine Administered
- Codes to identify Influenza vaccine: Influenza Vaccine Administered
- In addition, immunization data obtained through the California Immunization Registry will be accessed to meet this measure. **Important Note:** PHC WILL BE MOVING TOWARDS LIMITING UPLOADING FOR THIS MEASURE. To prepare for this, we recommend all PCP sites develop robust systems for entering data for current and past vaccines into CAIR.

#### Exclusions (only if not numerator hit)

Exclude children who had a contraindication for a specific vaccine from the denominator for all antigen rates and the combination rates. The denominator for all rates must be the same.

Any of the following on or before the member's second birthday meet optional exclusion criteria for any of the vaccines:

- Anaphylactic reaction to the vaccine or its components (Anaphylactic Reaction Due To Vaccination Value Set).
- Encephalopathy (Encephalopathy Due To Vaccination Value Set) with a vaccine adverse-effect code (Vaccine Causing Adverse Effect Value Set).
- Immunodeficiency (Disorders of the Immune System Value Set).
- HIV (HIV Value Set; HIV Type 2 Value Set).
- Lymphoreticular cancer, multiple myeloma or leukemia (Malignant Neoplasm of Lymphatic Tissue Value Set).
- Severe combined immunodeficiency (Severe Combined Immunodeficiency Value Set).
- History of intussusception (Intussusception Value Set).

**Measure 11. Immunizations for Adolescents****Description**

The percentage of continuously enrolled Medi-Cal adolescents 13 years of age who had one dose of meningococcal conjugate vaccine, one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine and two doses of the human papillomavirus (HPV) vaccine by their 13<sup>th</sup> birthday.

Receiving recommended vaccinations is the best defense against vaccine-preventable diseases, including meningococcal meningitis, tetanus, diphtheria, pertussis (whooping cough) and human papillomavirus.<sup>19,20</sup> These are serious diseases that can cause breathing difficulties, heart problems, nerve damage, pneumonia, seizures, cervical cancer and even death.<sup>21</sup>

Meeting and exceeding targets for immunizations is great challenge for providers. Routine PCP contracts do not account for this. The QIP leverages the additional burden as a matter of public health and avoidance of costs associated with preventable illnesses.

**Thresholds**

- Full points: 75<sup>th</sup> percentile (40.39%)
- Partial points:
  - 50<sup>th</sup> percentile (34.43%)

**Denominator**

The number of continuously enrolled Medi-Cal members who turn 13 years of age between January 1, 2020 and December 31, 2020 (DOB between January 1, 2007 and December 31, 2007).

**Numerator**

The number of eligible population in the denominator who are numerator compliant for all three indicators (meningococcal, Tdap, HPV):

For meningococcal conjugate, Tdap and HPV, count only evidence of the antigen or combination vaccine.

***Meningococcal:*** At least one meningococcal serogroups A, C, W, Y vaccine (Meningococcal Vaccine Administered Value Set), with a date of service on or between the member's 11th and 13th birthdays.

**Tdap:** At least one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine (Tdap Vaccine Administered Value Set), with a date of service on or between the member's 10<sup>th</sup> and 13<sup>th</sup> birthdays.

**HPV:** At least two HPV vaccines (HPV Vaccine Administered Value Set), with different dates of service on or between the member's 9<sup>th</sup> and 13<sup>th</sup> birthdays.

- There must be at least 146 days between the first and the second dose of the HPV vaccine. For example, if the service date was March 1, then the service date for the second vaccine must be after July 25.

For immunization information obtained from the medical record, count members where there is evidence that the antigen was rendered from either of the following:

- A note indicating the name of the specific antigen and the date of the immunization.
- A certificate of immunization prepared by an authorized health care provider or agency, including the specific dates and types of immunizations administered.

#### **Codes Used**

Denominator: No codes applicable as eligibility is solely defined by age.

Numerator:

- Codes to identify meningococcal conjugate: Meningococcal Vaccine Administered Value Set.
- Codes to identify Tdap: Tdap Vaccine Administered Value Set.
- Codes to identify HPV: HPV Vaccine Administered Value Set.
- In addition, immunization data obtained through the California Immunization Registry will be accessed to meet this measure. Important Note: PHC WILL BE MOVING TOWARDS LIMITING UPLOADING FOR THIS MEASURE. To prepare for this, we recommend all PCP sites develop robust systems for entering data for current and past vaccines into CAIR.

#### **Exclusions (only if not numerator hit)**

Exclude adolescents who had a contraindication for a specific vaccine from the denominator for all antigen rates and the combination rates. The denominator for all rates must be the same. Contraindicated adolescents may be excluded only if administrative data do not indicate that the contraindicated immunization was rendered.

Either of the following meet optional exclusion criteria:

- Anaphylactic reaction to the vaccine or its components (Anaphylactic Reaction Due To Vaccination Value Set) any time on or before the member's 13<sup>th</sup> birthday.
- Anaphylactic reaction to the vaccine or its components (Anaphylactic Reaction Due To Serum Value Set), with a date of service prior to October 1, 2011.

**V. CLINICAL DOMAIN**

**MAXIMUM NUMBER OF POINTS: 15**

## Measure 12. Asthma Medication Ratio

### Description

The percentage of continuously enrolled Medi-Cal members 5-64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater between January 1, 2020 and December 31, 2020.

The Asthma Medication Ratio is a measure to help providers assess the quality of asthma care received by their patients with persistent/chronic asthma. Studies have shown that the AMR to be a better predictor of acute asthma exacerbations than any prior measure of controller medication use.<sup>28</sup> Routine PCP contracts do not account for this. The QIP incentivizes this measure to increase the quality of asthma care and reduce the cost of asthma exacerbations.

### Thresholds

- Full points: 90<sup>th</sup> percentile (71.62%)
- Partial points:
  - 75<sup>th</sup> percentile (68.52%)
  - Relative Improvement (RI): points can be earned with a final score above the 50<sup>th</sup> percentile (63.58%) and an RI calculation of 5% or greater.

### Definition

#### **Oral Medication Dispensing Event:**

One prescription of an amount lasting 30 days or less. To calculate dispensing events for prescriptions longer than 30 days, divide the days' supply by 30 and round down to convert. For example, a 100-day prescription is equal to three dispensing events ( $100/30 = 3.33$ , rounded down to 3). Allocate the dispensing events to the appropriate year based on the date on which the prescription is filled.

Multiple prescriptions for different medications dispensed on the same day are counted as separate dispensing events. If multiple prescriptions for the same medication are dispensed on the same day, sum the days' supply and divide by 30. Use the Drug ID to determine if the prescriptions are the same or different.

Refer to the definition of oral medication dispensing event in MMA for examples.

#### **Inhaler Dispensing Event:**

When identifying the eligible population, use the definition below to count inhaler dispensing events.

All inhalers (i.e., canisters) of the same medication dispensed on the same day count as one dispensing event. Medications with different Drug IDs dispensed on the same day are counted as

different dispensing events. For example, if a member received three canisters of Medication A and two canisters of Medication B on the same date, it would count as two dispensing events.

Allocate the dispensing events to the appropriate year based on the date when the prescription was filled.

Use the medication lists to determine if drugs are the same or different. Drugs in different medication lists are considered different drugs.

***Injection Dispensing Event:***

Each injection counts as one dispensing event. Multiple dispensed injections of the same or different medications count as separate dispensing events. For example, if a member received two injections of Medication A and one injection of Medication B on the same date, it would count as three dispensing events.

Use the medication lists to determine if drugs are the same or different. Drugs in different medication lists are considered different drugs.

Allocate dispensing events to the appropriate year based on the date on which the prescription is filled.

***Units of Medications:***

When identifying medication units for the numerator, count each individual medication, defined as an amount lasting 30 days or less, as one medication unit. One medication unit equals one inhaler canister, one injection, or a 30-day or less supply of an oral medication. For example, two inhalers canisters of the same medication dispensed on the same day count as two medication units and only one dispensing event

Use the package size and units columns in the NDC list to determine the number of canisters or injections. Divide the dispensed amount by the package size to determine the number of canisters or injections dispensed. For example, if the package size for an inhaled medication is 10g and pharmacy data indicates the dispensed amount is 30g, this indicates three inhalers canisters were dispensed.

<b>Denominator</b>
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The number of continuously enrolled Medi-Cal members 5-64 years of age as of December 31, 2020 (DOB between January 1, 1956 and December 31, 2015).

Follow the steps below to identify the eligible population:

**Step 1:** Identify members as having persistent asthma who met at least one of the following criteria during both the measurement year and the year prior to the measurement year. Criteria need not be the same across both years.

- At least one ED visit (ED Value Set), with a principal diagnosis of asthma (Asthma Value Set).

- At least one acute inpatient encounter (Acute Inpatient Value Set), with a principal diagnosis of asthma (Asthma Value Set).
- At least four outpatient visits (Outpatient Value Set) or observation visits (Observation Value Set), or telehealth visits (Telephone Visits Value Set); (Online Assessments Value Set) on different dates of service, with any diagnosis of asthma (Asthma Value Set) and at least two asthma medication dispensing events for any controller medication (Asthma Controller Medications List) or reliever medication (Asthma Reliever Medications List). Visit type need not be the same for the four visits.
- At least four asthma medication dispensing events for any controller medication (Asthma Controller Medications List) or reliever medication (Asthma Reliever Medications List).

**Step 2:** A member identified as having persistent asthma because of at least four asthma medication dispensing events, where leukotriene modifiers or antibody inhibitors were the sole asthma medication dispensed in that year, must also have at least one diagnosis of asthma (Asthma Value Set), in any setting, in the same year as the leukotriene modifier or antibody inhibitor (i.e., the measurement year or the year prior to the measurement year).

**Step 3:** Exclude members who met any of the following criteria:

- Members who had any diagnosis from any of the following value sets, any time during the member's history through December 31 of the measurement year.
  - Emphysema Value Set.
  - Other Emphysema Value Set.
  - COPD Value Set.
  - Obstructive Chronic Bronchitis Value Set.
  - Chronic Respiratory Conditions Due To Fumes/Vapors Value Set.
  - Cystic Fibrosis Value Set.
  - Acute Respiratory Failure Value Set.
- Members who had no asthma medications (controller or reliever) dispensed (Table AMR-A) during the measurement year.

### Numerator

The number of eligible population in the denominator who have a medication ratio of 0.50 or greater between January 1, 2020 and December 31, 2020. Following the steps to calculate the ratio.

**Step 1:** For each member, count the units of asthma controller medications dispensed during the measurement year. Refer to the definition of Units of medications.

**Step 2:** For each member, count the units of asthma reliever medications dispensed during the measurement year. Refer to the definition of Units of medications.

**Step 3:** For each member, sum the units calculated in step 1 and step 2 to determine units of total asthma medications.



**Step 4:** For each member, calculate the ratio of controller medications to total asthma medications using the following formula.

$$\frac{\text{Units of Controller Medications (step1)}}{\text{Units of Total Asthma Medications (step3)}}$$

**Step 5:** Sum the total number of members who have a ratio of 0.50 or greater in step 4.

**Table AMR-A: Asthma Controller Medications**

ASTHMA CONTROLLER MEDICATIONS			
Description	Prescriptions	Medication Lists	Route
Antiasthmatic combinations	Dyphylline-guaifenesin	Dyphylline Guaifenesin Medications List	Oral
Antibody inhibitors	Omalizumab	Omalizumab Medications List	Subcutaneous
Anti-interleukin-5	Benralizumab	Benralizumab Medications List	Subcutaneous
Anti-interleukin-5	Mepolizumab	Mepolizumab Medications List	Subcutaneous
Anti-interleukin-5	Reslizumab	Reslizumab Medications List	Intravenous
Inhaled steroid combinations	Budesonide-formoterol	Budesonide Formoterol Medications List	Inhalation
Inhaled steroid combinations	Fluticasone-salmeterol	Fluticasone Salmeterol Medications List	Inhalation
Inhaled steroid combinations	Fluticasone-vilanterol	Fluticasone Vilanterol Medications List	Inhalation
Inhaled steroid combinations	Formoterol-mometasone	Formoterol Mometasone Medications List	Inhalation
Inhaled corticosteroids	Beclomethasone	Beclomethasone Medications List	Inhalation
Inhaled corticosteroids	Budesonide	Budesonide Medications List	Inhalation
Inhaled corticosteroids	Ciclesonide	Ciclesonide Medications List	Inhalation
Inhaled corticosteroids	Flunisolide	Flunisolide Medications List	Inhalation
Inhaled corticosteroids	Fluticasone	Fluticasone Medications List	Inhalation
Inhaled corticosteroids	Mometasone	Mometasone Medications List	Inhalation
Leukotriene modifiers	Montelukast	Montelukast Medications List	Oral
Leukotriene modifiers	Zafirlukast	Zafirlukast Medications List	Oral
Leukotriene modifiers	Zileuton	Zileuton Medications List	Oral

Methylxanthines	Theophylline	Theophylline Medications List	Oral
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**Table MMA-A: Asthma Reliever Medications**

Description	Prescriptions	Medication Lists	Route
Short-acting, inhaled beta-2 agonists	Albuterol	Albuterol Medications List	Inhalation
Short-acting, inhaled beta-2 agonists	Levalbuterol	Levalbuterol Medications List	Inhalation

**Codes Used**

Denominator:

- Codes to identify ED visit: ED Value Set.
- Codes to identify a principal diagnosis of asthma: Asthma Value Set.
- Codes to identify acute inpatient encounter: Acute Inpatient Value Set.
- Codes to identify outpatient visit: Outpatient Value Set.
- Codes to identify observation visit: Observation Value Set.
- Codes to identify telehealth: Telehealth Modifier Value Set and Telehealth POS Value Set
- Codes to identify Telephone Visits: Telephone Visit Value Set
- Codes to identify Online Assessment: Online Assessment Value Set
- Codes to identify Asthma Controller Medication List: Asthma Controller Medication List
- Codes to identify Asthma Reliever Medication List: Asthma Reliever Medication List

Numerator: No codes applicable as eligibility is solely based on medication ratio. No eReports data entry for this measure.

**Exclusions (only if not numerator hit)**

N/A

**Measure 15. Avoidable ED Visits/1000 Members per Year**

**Description**

This measure rewards providers for having a low number of Emergency Room Department (ED) visits.

Providers are often empaneled with a large number of patients for whom they are expected to establish care. Controlling the number of avoidable ED visits requires addressing patient access to care and influencing an individual’s health behaviors, both of which are external to routine PCP contracts.

This measure exists to encourage providers to focus on this access issue, and to help curb the high costs associated with preventable ED visits. Providers are incentivized to integrate ED visit prevention into a strategy to make sure patients are establishing care with their assigned PCP.

**Thresholds**

- Full points: At or below target for ED

Targets are set using a plan-wide mean adjusted for each site based on age, gender, and Medi-Cal Aid Code mix. Site specific risk adjusted targets will be available on the Partnership Quality Dashboard (PQD) in Spring 2020.

**Data Criteria**

A three month run-out of data from the measurement period is applied in order to increase the completeness of encounter data. For example, dates of service from January 1 to March 31 are not reported until June 30.

PHC will calculate the total eligible non-dual capitated member months after the month-end eligibility reconciliation load from the State. Member months are calculated by counting the total number of members who are eligible at the end of each month.

**ED Visits:** PHC will extract facility or professional claims with a location code indicating an Emergency Department, using allowable PHC claim and encounter data, for services provided to the PCP site’s assigned members. Only claims with at least one of the diagnoses codes included in the Avoidable ED tab in the Code List will be included. The presence of at least one diagnosis code not considered avoidable will deem the visit as not avoidable.

Step 1: Identify total members assigned to PCP during each month.

Step 2: For those members, obtain all ED facility claims and professional claims.

Step 3: An ED visit is avoidable if every diagnosis code associated with an ED episode (both professional and facility claims) is included in the list of avoidable diagnoses codes.

Calculation:

$$\text{Avoidable ED Visits per 1000} = \frac{\text{Avoidable ED visits}}{\text{Non-Dual Capitated Member Months}} * 12,000$$

#### Codes Used

Codes to identify service location as ED: Avoidable ED Inclusion – Location Code on Code List

Codes to identify ED claims type (facility or professional): Avoidable ED Inclusion – ED Claims Type on Code List

Codes to identify ED Avoidable Diagnosis Codes: Avoidable ED Inclusion – Primary Diagnosis ICD9/10 on Code List

#### Exclusions

Members age <1 for Avoidable ED Visits

Void claims and denied claims with certain explanation codes (See Code List – OV Exclusion) for PCP office visits

## VII. PATIENT EXPERIENCE

MAXIMUM NUMBER OF POINTS: 10

### Measure 16. Patient Experience

#### Description

This measure aims to improve the patient experience. There are two ways in which to earn points:

- PHC contracts with a vendor to conduct the Consumer Assessment of Healthcare Providers and System (CAHPS) survey once during the measurement year;

**OR**

- PCP conducts a survey to understand the patient experience and reports results and findings using the submission template

CAHPS: Providers that have sufficient PHC patient volume can earn up to a maximum of 10 points on their performance on the Access and Communication composites in the Clinician-Group CAHPS survey.

Survey Option: This option allows providers to fulfill the requirements by soliciting feedback from patients and implementing changes to improve the patient experience. Only sites with less than 1200 unique PHC members are eligible for this option.

Refer to the Thresholds section below for detailed specifications.

Patient feedback can help providers capture the patient's voice, gain more understanding of the patient population, and target specific improvement areas to improve the overall quality of health service delivery. PCP contracts do not account for this. This measure can incentivize providers to understand more about patients' need and save future costs by identifying the right patient concerns and utilizing resources efficiently.

#### Thresholds

##### 1) CAHPS

Providers that have sufficient PHC patient volume, or for PCPs who operate in counties with no provider meeting this threshold and see the largest number of PHC members in that county, can earn up to a maximum of 10 points for meeting performance thresholds in key measures in the Clinician & Group CAHPS 3.0 survey. The validated tool can be found here: <http://www.ahrq.gov/cahps/surveys-guidance/cg/instructions/downloadsurvey3.0.html>. Sites will be notified by May 1, 2020 whether or not they meet sufficient volume for inclusion in the CAHPS survey. A third-party vendor hired by PHC will conduct the survey independently.

Sufficient patient volume is defined as having at least one visit by 1,200 unique PHC members between April 1, 2019 and March 31, 2020 at the parent organization level. If a site does not belong to any parent organization, it is considered a parent organization for this measure. The survey results will be analyzed at the parent organization level. Eligible population includes assigned members with at least one unique visit or special members with at least two visits during this period. Members 13-17 years of age are excluded. Adults and children will be surveyed separately.

Payment methodology: Providers will earn points by meeting the performance targets set based on the baseline survey conducted in 2019. If both the adult and child CG-CAHPS surveys are conducted at your site, you will be paid based on the higher of the two results. We will pay for the Access and Communication composites according to the following targets:

- Full points (5 points for each composite): Re-survey result  $\geq$  PHC 50th percentile score
- Partial points (2.5 points for each composite): Re-survey result between PHC 25th and 50th percentile scores

The 2020 targets are based on 2019 survey results:

	<b>Access</b>	<b>Communication</b>
<b>2019 Survey 50<sup>th</sup> Percentile</b>	49.65%	72.61%
<b>2019 Survey 25<sup>th</sup> Percentile</b>	44.90%	70.49%

**OR**

## **2) Survey Option**

Sites that do not meet the patient volume threshold can conduct an internal survey and report results using the template found in [Appendix I](#). There are two parts to this option. Please follow the steps below accordingly. Sites can describe existing survey efforts, such as the NCQA PCMH survey.

Part I (5 points):

- 1) Implement a survey which must include at least two questions regarding access to care (questions do not need to come from the CAHPS survey, although we encourage using CAHPS or another well vetted survey). Collect at least 100 responses per site.
- 2) Analyze baseline data, select measures from survey to target for improvement, identify change(s) to implement, and report on successes and challenges in the Survey Option Part I submission template.

Part II (5 points):

- 3) Implement change(s) for improvement.
- 4) Re-measure patient experience using the same survey at least once after implementing changes.

#### **Submission Process**

Only sites that use the Survey Option (i.e. sites that do not meet the patient volume threshold) are required to submit data. For the Surveys, submit the Patient Experience Submission Template ([Appendix I](#)) via fax or e-mail to [QIP@PartnershipHP.org](mailto:QIP@PartnershipHP.org). Part I is due on July 31, 2020 and Part II January 31, 2021.

#### **Exclusions**

N/A

**Measure 17. Advanced Care Planning****Description**

This measure pays for both the process and the outcome of advance care planning discussions. Providers will receive payment for facilitating advanced care planning (ACP) with eligible Medi-Cal only PHC members over the age of 18. In general, providers will receive \$5,000 for submitting records of 50-99 approved discussions, and \$10,000 for submitting 100 or more approved discussions. In addition, providers will receive \$5,000 for submitting 50-99 records of approved advanced directives or POLST forms, and \$10,000 for submitting 100 or more records of approved advanced directives or POLST forms. Different thresholds apply to providers with few assigned members. The count of discussions is separate from the combined count of advanced directives and POLST forms.

The purpose of this measure is to encourage providers to integrate these important planning discussions with patients into their standard practices. Advanced care planning is valuable across the spectrum of needs. Planning for end of life care has been shown to reduce offered yet sometimes unwanted treatments. Ultimately, ACP helps ensure that unnecessary treatments are not conducted, and can result in a large cost savings. A study published in JAMA on October 5, 2011, showed that a patient dying with an advanced directive had \$5585 less in hospital cost than a patient who dies without an advanced directive.

**Measure Requirements**

Providers will receive payment for facilitating advanced care planning (ACP) with eligible Medi-Cal only PHC members over the age of 18 after a threshold is met. Providers will receive \$5,000 for submitting records of 50-99 approved ACP conversations. Providers will receive \$10,000 for submitting records of 100 or more approved ACP conversations.

In addition, providers will receive \$5,000 for submitting 50-99 approved records of advanced directives or Physician Orders for Life-Sustaining Treatment (POLST) forms. Providers will receive \$10,000 for submitting records of 100 or more approved advanced directives or POLST forms. The counts of POLST and advanced directive completion will be combined, while the ACP conversations are separate.

ACP discussions must take place between January 1, 2019, and December 31, 2019 in order to be eligible for this measure.

Note that ACP is a covered benefit and can be reimbursed. If an ACP discussion is billed using CPT codes, that discussion is not eligible for the QIP incentive. The QIP will work with PHC's Claims Department to identify conversations that have been reimbursed. Note that this measure is not exclusive to patients with a life-limiting disease or condition.



Provider sites that have 50-100 assigned members are eligible for this measure with the following conditions:

- Attestation: 50% of assigned membership over the age of 18 must have an attestation for an ACP discussion, which will be reimbursed for \$100 each.
- Advanced Directive and/or POLST: 30% of the assigned membership over the age of 18 must have a submitted AD or POLST which will be reimbursed for \$100 each.
- The total payment for each count must be under \$5,000.

Advance Directive and/or POLST:

Only one record of each form per patient per measurement year. If a patient has a previously completed form and does not wish to make any changes, documentation of a conversation during the measurement period confirming that no change will qualify.

Attestation:

Only one conversation per patient per measurement year. In addition to patient identification information including name, CIN, and date of birth, the following components are required to be documented in the chart for a provider to attest to the completion of an ACP discussion:

- Conversation about patient goals, general preferences around end of life, and prognosis (if appropriate)
- Documentation of conversation with family or recommendation for patient to talk with family
- Status of the Advance Directive:
  - Discussed
  - Given to patient
  - Completed
  - Copy in chart
  - Patient refused
- Summary of patient wishes, whether from conversation or from an Advanced Directive. Some options include:
  - Full treatment
  - Comfort care
  - Hospice
  - DNR
  - DNI
  - Other (tube feeds and blood transfusion and transfer to hospital are common items)
- If a POLST is appropriate, some status options include:
  - Discussed
  - Given to patient
  - Completed

- Copy in chart
  - Patient refused
- 
- Plan for next conversation.

### **Submission Process**

Beginning in 2019, this Unit of Service measure will utilize the eReports system for submitting records of ACP discussions and forms. Once available in Spring 2019, providers must utilize the templates found within eReports to submit documentation for individual patients. Faxed or e-mailed attestation forms will not be accepted. Submissions are due to Partnership no later than January 31, 2020. Payments will be made on an annual basis.

#### eReports Upload Specifications:

- Attestation/Advance Directive/ POLST date of service in the measurement year.
- Member must be eligible on the Attestation/Advance Directive/ POLST date of service.
- Member Age: 18 years of older as of the date of service.
- Member must have PHC as the primary insurance carrier and not have any record of other insurance during the measurement year.
- Member will only be counted once in the measurement year.

### **Exclusions**

If an ACP discussion is billed using CPT codes, that discussion is not eligible for the QIP incentive. The QIP will work with PHC's Claims Department to identify conversations that have been reimbursed. If a member's eligibility status changes during the measurement year, the site's count of accepted attestations may change.

**Measure 18. Extended Office Hours**

**Description**

Providers will receive quarterly payments, equal to 10% of capitation, if the site holds extended office hours for a full quarter.

PCP sites that are part of a large organization and within a five mile radius of each other are eligible for the increased cap.

Example 1: A parent organization has two sites within five miles of each other (Site A and Site B). Site A meets the criterion for holding extended office hours. Site B does not hold extended office hours. Since Site B is within a five mile radius, patients who are seen at Site B can easily access Site A during the extended hours of service. Both Site A and Site B are eligible for the payment.

Example 2: Site A and Site B are located 15 miles apart. Only Site A holds extended office hours and meets the criterion. In this scenario, Site A is eligible for the payment but Site B is not eligible for the payment.

Continuity of care is a central goal of primary care improvement efforts nationwide, because physician’s offices with office hours during the weekends and evenings allow patients more opportunities to be seen, yielding opportunities for improved health outcomes, more patient satisfaction, and lower healthcare costs. Efforts in this area are not addressed in routine PCP contracts.

**Measure Requirements**

PCP sites must be open for the entire quarter an additional eight hours per week or more beyond the normal business hours (defined as open for at least 8 hours between the hours of 7:00 a.m. and 5:00 p.m.) Note that lunchtime hours do not count toward this goal, and the site must be open to scheduled visits during the extended office time to receive credit.

No award will be given if, during a quarter, the practice site no longer offers extended office hours or reduces the hours and no longer meets the eight hour minimum.

**Submission Process**

Partnership’s Provider Relations department keeps track of extended office hours. No submission is required for this measure. Payment is in accordance with information listed on the Provider Directory.

**Exclusions**

An exception to this measure is made for any PHC site with less than 2,000 members and more than 30 minute drive to the nearest ED. They would need to demonstrate the following:

- Have on-call arrangements available where by the on-call physicians come to the office to see urgent problems (arrangement to be submitted in writing annually to the PR representative of your county, including what types of urgent issues will be seen in the office) after hours. Deadline to submit arrangement is March 30, 2020.
  
- Demonstrate the use of arrangement with at least three PHC members seen in the office after hours per quarter, to be submitted quarterly by the site to their Provider Relations representative of your county. Deadlines are as follows:
  - Q1: March 31, 2020
  - Q2: June 30, 2020
  - Q3: September 30, 2020
  - Q4: December 31, 2020

Please note this measure is subject to an audit by the Provider Relations department.

**Measure 19. Patient-Centered Medical Home Recognition**

**Description**

\$1000 yearly incentive for achieving or maintaining PCMH accreditation from NCQA, or equivalent from AAAHC or JCAHO.

Accomplishing excellent levels of service, care integration, and panel management are goals external to routine PCP contracts. This measure incentivizes providers to improve standards of care across their panels of patients, achieve recognition from established quality organizations, and maintain accreditation.

Refer to [Appendix II](#) for submission template for this measure.

**Measure Requirements**

Primary care provider sites with a minimum of 50 assigned Partnership members. Sites must receive accreditation, maintain accreditation, or re-certify within the measurement year. Documentation of PCMH recognition, accreditation maintenance, or re-certification from NCQA, AAAHC, or JCAHO must be faxed or emailed to [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org) by January 31, 2020.

**Submission Process**

You may refer to ([Appendix II](#)) for the documentation template, which can be faxed or emailed to [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org) by January 31, 2020.

**Exclusions**

Primary care provider sites with fewer than 50 assigned Partnership members.

**Measure 20. Peer-Led Self-Management Support Groups****Description**

Payment for starting or continuing a peer-run self-management support group at a contracted primary care provider site (\$1,000 per group).

Hosting and leading support groups for various health needs is not part of routine PCP contracts. They are not considered a routine part of primary care. Incentivizing this measure allows for patients to receive additional support for needs that affect their overall health and overall health expenditures.

Refer to [Appendix III](#) for submission template for this measure.

**Measure Requirements**

Primary care provider sites with a minimum of 50 assigned Partnership members.

Qualifying peer groups must meet at least four times in the 2019 calendar year and have a peer-facilitation component and a self-management component. Group can serve both PHC and non-PHC members, but must include at least 16 PHC total member visits per year (For example, if there are four PHC members in the group and the group meets for four sessions, the group will meet this criterion). The groups may be general, for patients with a variety of conditions, or focused on specific diseases or conditions, such as: Diabetes, Rheumatoid Arthritis, Chronic Pain, Hepatitis C, Cancer, Congestive Heart Failure, COPD, Asthma, Depression, Anxiety/Stress, Substance use, Pregnancy.

The following components have to be submitted in order to qualify for this incentive:

1. Name of group
2. Name and background information/training of group facilitator
3. Site where group visits took place
4. Narrative on the group process that includes: location and frequency of the group meetings
5. List of major topics/themes discussed at each meeting
6. A description of the way that self-management support is built into the groups

7. An assessment of successes and opportunities for improvement of the group
8. Documentation of minimum of 16 PHC patient visits, via list of attendees with DOB and dates of meetings

Maximum number of groups eligible for payment:

- Up to a maximum of 10 per parent organization

Documentation will be reviewed and approved by the CMO or physician designee. Proposed groups may submit elements 1-7 above prospectively for review and feedback at any time in the year, before groups start, to ensure program will be eligible for bonus.

Examples of the curriculum and evidence base for this approach can be found at:

<http://patienteducation.stanford.edu/programs/>

#### **Submission Process**

All documentation must be submitted on the Peer-led Self-Management Support Group template ([Appendix III](#)) by January 31, 2021, and can be faxed or emailed to [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org).

#### **Exclusions**

Primary care provider sites with fewer than 50 assigned Partnership members.

**Measure 21. Alcohol Misuse Screening and Counseling****Description**

This measure incentivizes providers to screen and counsel patients for alcohol misuse using standardized tools. Providers receive the incentive provided that they screen a minimum of 10% of eligible members.

Substance abuse is associated with additional adverse health outcomes and costs. Screening for abuse is not a part of routine PCP contracts. However, the QIP leverages this incentive in order to ensure providers are identifying a potential need that could be tied to other risky behaviors.

**Measure Requirements**

Primary care provider sites with a minimum of 50 assigned Partnership members.

The following code will be used to pull the total number of screenings:

- G0442 (Alcohol screening)
- G0443 (Alcohol counseling)

PHC's claim system will validate and pay for up to two screenings for an individual every six months. Sites that hit the 10% target will earn a site-specific incentive.

We use the following formula to determine each site's screening rate:

$$\frac{\text{Number of screenings billed with HCPCS codes G0442 and G0443}}{\text{Number of assigned adult members}}$$

We use the following formula to determine the financial incentive the site is eligible for:

$$\text{Number of Screenings} * \$5$$

**Submission Process**

PHC will extract this data three months after the end of the reporting year (i.e. March 31, 2021) by identifying claims for G0442 and G0443 submitted through the claims department.

**Exclusions**

Primary care provider sites with fewer than 50 assigned Partnership members.

Claims submitted in excess of two screenings per individual patient within a six month time frame.



**Measure 22. Health Information Exchange Participation****Description**

Sites will be reimbursed for participating in a local or regional health information exchange (HIE). Sites that first establish linkage during the 2020 measurement year are eligible to earn \$3,000. Sites that can show continued linkage and utilization of an HIE prior to the 2019 measurement year are eligible to earn \$1,500.

Electronic HIE allows doctors, nurses, pharmacists, and other health care providers to appropriately access and securely share a patient's vital medical information electronically. Providing physicians with information regarding their patients' significant hospital events allows for more streamlined follow-up care, considering access to this information via claims data can potentially take anywhere from 60-90 days after an episode of care is delivered. HIE interface has been associated with not only an improvement in hospital admissions and overall quality of care, but also with other improved resource use: studies found statistically significant decreases in imaging and laboratory test ordering in EDs directly accessing HIE data. In one study population, HIE access was associated with an annual cost savings of \$1.9 million for a hospital.<sup>24</sup>

Establishing and maintaining a connection with a local health information exchange can be costly and is outside the parameters of routine PCP contracts. The measure seeks to make important health information available to local health care systems in order to reduce duplicative care and potentially risky care decisions.

**Measure Requirements**

Provider sites must specify on the Submission Template when linkage was established. In order to qualify for the incentive, linkage with the HIE has to be established by:

- Sending an HL7 Patient Visit Information to the HIE
  - The HL7 PV1 segment contains basic inpatient or outpatient encounter information and consists of various fields with values ranging from assigned patient location, to admitting doctor, to visit number, to servicing facility.

**OR**

- Sending CCD document to the HIE
  - The Continuity of Care Document summarizes a patient's medical status for the purpose of information exchange. The content may include administrative (e.g., registration, demographics, insurance, etc.) and clinical (problem list, medication list, allergies, test results, etc.) information. This component defines content in order to promote interoperability between participating systems such as Personal

Health Record Systems (PHRs), Electronic Health Record Systems (EHRs), Practice Management Applications and others.

**OR**

- Retrieving clinical information (such as labs, images, etc.) from the HIE.

Recognized Community Health Information Exchange organizations include the following:

- Sac Valley Med Share
- North Coast Clinical Information Network
- Redwood Med Net
- Jefferson HIE

Linkage to other HIEs may also qualify for the incentive; submission of justification will be reviewed on a case-by-case basis.

#### **Submission Process**

Submit the HIE Attestation form ([Appendix IV](#)) by January 31, 2021. PHC will validate the data exchange by working directly with the specified HIE.

#### **Exclusions**

N/A

**Measure 23. Initial Health Assessment Improvement Plan****Description**

Providers are mandated by the state of California to schedule patients within 120 days of becoming a PHC member for an IHA (Initially Health Assessment) including the following criteria:

- Physical and mental history
- Identification of high-risk behaviors
- Assessment of need for preventative screenings or services, and health education
- Diagnosis and plan for treatment of any diseases
- A completed SHA (Staying Healthy Assessment)
- Providers that have sufficient PHC patient volume can earn an annual Unit of Service measure payout of \$2000 based on submission of template form outlining data collection plan and documentation of process to improve site compliance for the IHA. The intent in this introductory year is to encourage IHA improvement plan development. Expect this measure to evolve in future iterations to include a reporting element, demonstrating impact of implementing an approved plan.

Completion of the IHA will help providers to determine current, acute, chronic and preventative needs in a comprehensive and timely manner, potentially addressing problems sooner and lowering overall healthcare costs.

Refer to [Appendix V](#) for submission template for this measure.

**Measure Requirements**

Providers can earn a one-time annual payment based on points earned for completing and turning in an IHA Improvement Plan.

**Submission Process**

Submit completed template via fax or email to [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org). Submissions are due to Partnership no later than January 31, 2021. Payments will be made on an annual basis once per parent organization. Refer to [Appendix V](#) for IHA template.

**Exclusions**

None.

## **IX. APPENDICES**

### **Appendix I: Patient Experience Survey Submission Template**



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#### **Quality Improvement Program – Patient Experience Survey Submission Template and Example**

Due date for Part I submission: July 31, 2020  
Due date for Part II submission: January 31, 2021

Below you will find the submission template and example for the Survey Option. This is a guide for your submission, and if you decide to not use it, points will still be rewarded as long as all areas are addressed in your submission. For detailed instructions, please refer to the Measure Specifications.

**Survey: Part I Submission Template**  
(Due July 31, 2020)

1. Attach a copy of the survey instrument administered (Survey must include at least two questions on access to care. For examples of access questions, please refer to the CAHPS questions listed on the last page of this document)
  
2. Provide descriptions for the following:
  - a. Population surveyed:
  - b. How the survey was administered (via phone, point of care, web, mail, etc.):
  - c. The time period for when the surveys were administered:
  - d. Total number of surveys distributed:
  - e. Total number of survey responses collected/received:
  - f. Response Rate:
  
3. Based on the results from your survey, what specific measure(s) have you selected to improve?
  
  
  
  
  
  
  
  
  
  
4. For each measure or composite of questions selected for improvement, what is your specific objective?
  
  
  
  
  
  
  
  
  
  
5. For the measures selected for improvement, describe the specific changes/interventions/actions you believe will improve your performance.

**Submitted by** \_\_\_\_\_ (Name & Title) **on** \_\_\_\_\_ (Date)

**Survey: Part II Submission Template**  
(Due January 31, 2021)

1. Describe specific changes/actions/interventions you implemented to improve your performance in the measures you selected in Part I. Include specific timelines, who implemented the changes, and how changes were implemented.

2. Provide descriptions for the following for your re-measurement period:

- a. Population surveyed:
- b. How the survey was administered (via phone, point of care, web, mail, etc.):
- c. The time period for when the surveys were administered:
- d. Total number of surveys distributed:
- e. Total number of survey responses collected/received:
- f. Response Rate:

1. Comparing your re-measurement period (s) to baseline and other sources of data, did you observe improvements in the measures targeted? Did you meet your stated objectives in your improvement plan? Please describe changes in performance and which changes you believe contributed to improvements observed.

2. What challenges did you experience and how did you overcome these?

**Submitted by** \_\_\_\_\_ (Name & Title) **on** \_\_\_\_\_ (Date)

**EXAMPLE**

**Note: Sample text is provided in blue font**  
Survey: Part I Submission

- 1. Attach a copy of the survey instrument administered: See below

Dear Patient,

We want every patient to have a positive experience every time they come to our clinic. We would like to know how you think we are doing. Please take a few minutes to fill out this survey and drop it off at the comment box on your way out. Thank you so much.

Please rank the following statements based on your visit today:

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The non-clinical staff at this office (including receptionists and clerks) were as helpful as I thought they should be.				
2. The non-clinical staff at this office were friendly to me.				
3. The non-clinical staff at this office addressed my concerns adequately.				
4. I was given more than one option in terms of how and when to schedule the next appointment.				
5. I felt comfortable asking the non-clinical staff questions.				
6. When I called for an appointment, the wait time was reasonable.				
7. I was given an appointment when I wanted it.				
8. I feel confident that my personal information is kept private.				
9. Charges were explained to me clearly.				

2. Provide descriptions for the following
  - a. Population surveyed:
  - b. How the survey was administered (via phone, point of care, web, mail, etc.):
  - c. The time period for when the surveys were administered:
  - d. Total number of surveys distributed:
  - e. Total number of survey responses collected/received:
  
  - f. Response Rate:

Between March 1, 2020 and May 1, 2020, our site mailed a survey to all our adult patients who came in for an office visit between January 1 and April 1, 2020. The first mailing was sent on March 1, followed by a second mailing on April 15, 2020. 500 surveys were mailed and 250 surveys were returned; yielding a 50% response rate.

3. Based on the results from your survey, what specific measures in the survey have you selected to improve?

"I was given an appointment when I wanted it."

4. For each selected measure or composite of measures selected for improvement, what is your specific objective?

80% of patients surveyed will select "strongly agree".

5. For the measures selected for improvement, describe the specific changes/interventions/actions you believe will improve your performance.

To improve the appointment wait times, our clinic will test adding same day appointments and extending visit intervals for well controlled patients with chronic conditions to improve the time it takes to get a routine appointment.

**Submitted by** Elizabeth Jones (QI Director) (Name & Title) **on** July 10, 2020 (Date)



## EXAMPLE

**Note: Sample text is provided in blue font**  
Survey: Part II Submission

1. Describe specific changes/actions/interventions you implemented to improve your performance in the measure(s) you selected in Part I. Include specific timelines and who implemented the changes and how changes were implemented.

We had a consultant train our site over a two-month period (June- July 2019) on how to add same day appointments. The trainings included improvements to our scheduling system such as reducing the number of appointment types from 50 to 4. We developed and implemented scripts for the front desk staff so that they can educate our patients on the change in scheduling. We also collected data daily on our patient demand, supply and activity. This helped us determine where we can shift appointment slots based on our demand and corresponding supply. We also tried extending visit intervals for our well controlled patients with diabetes. Rather than bringing them in every 3 months, we now bring them in every 6 months.

2. Provide descriptions for the following for your re-measurement period:

- a. Population surveyed:
- b. How the survey was administered (via phone, point of care, web, mail, etc.):
- c. The time period for when the surveys were administered:
- d. Total number of surveys distributed:
- e. Total number of survey responses collected/received:
- f. Response Rate:

Between October 15, 2020 and November 1, 2020, our site mailed a survey to all our adult patients who came in for an office visit between September 1 and October 1, 2020. We were only able to do one re-measurement cycle. The mailing was sent on October 15. Two hundred surveys were mailed and 110 surveys were returned; yielding a 55% response rate.

3. Comparing your re-measurement period (s) to baseline and other sources of data, did you observe improvements in the measures targeted? Did you meet your stated objectives in your improvement plan? Please describe changes in performance and which changes you believe contributed to improvements observed.

In the question, "I was given an appointment when I wanted it," we exceeded our goal in that 83% of our patients reported "Strongly agree," compared to our goal of 80% and our baseline score of 72

4. What challenges did you experience and how did you overcome these?

We learned a lot while facing many challenges. The most important lesson was that patients were very skeptical about getting appointments “same day”. It took a lot of educating our patients on this change. There was also a lot of resistance from some of the providers as they were concerned that the no-show rate would increase. We started collecting no show rate data to monitor this in combination with appointment availability (3NA). We encountered challenges with reducing the number of appointment types. We had to re-train our scheduling staff and in the end, they preferred this as it was simple and they were more efficient with scheduling.

**Submitted by** [Elizabeth Jones \(QI Director\)](#) (Name & Title) **on** [January 10, 2020](#) (Date)

## Appendix II. Patient-Centered Medical Home Documentation Template



4665 Business  
Center Dr.  
Fairfield, CA 94534

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### Quality Improvement Program

#### Patient Centered Medical Home Recognition Template

Please complete all of the following fields on this form by **January 31, 2021** and send to:

- Email: [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org)
- Fax: 707-863-4316
- Mail: Attention: Quality Improvement, 4665 Business Center Dr. Fairfield, CA 94534

1. **Name of Recognition entity (NCQA, JCAHO or AAAHC):**
2. **Recognition status (First time, Maintenance or Re-certification):**
3. **Date of recognition received:**
4. **Level accomplished (if applicable):**
5. **How often is recognition obtained?**
6. **Attach a copy of PCMH recognition documentation provided by the recognizing entity (must contain a date of recognition within the measurement year).**

**Additional Notes/Comments:**

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## **Appendix III: Submission Template for Peer-led Self-Management Support Group**



4665 Business Center Dr.  
Fairfield, CA 94534

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### **Quality Improvement Program**

#### **Peer-led Self-Management Support Group Template**

Please complete all of the following fields on this form by **January 31, 2021** and send to:

- Email: [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org)
- Fax: 707-863-4316
- Mail: Attention: Quality Improvement, 4665 Business Center Dr. Fairfield, CA 94534

You may submit elements 1-7 prospectively for review and feedback before groups start, to ensure program will be eligible for the bonus.

- 1. Name of group**
- 2. Name and background information/training of group facilitator**
- 3. Site where group visits took place**
- 4. Narrative on the group process that includes: location and frequency of the group meetings**
- 5. List of major topics/themes discussed at each meeting**
- 6. A description of the way that self-management support is built into the groups**
- 7. An assessment of successes and opportunities for improvement of the group**
- 8. Documentation of minimum of 16 PHC patient visits, via list of attendees with DOB and date of group**



## Appendix IV: Submission Template for HIE

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### Quality Improvement Program Health Information Exchange (HIE) Reporting Template

If your organization is linked to an HIE during or prior to the 2020 Measurement year, you may qualify for an incentive for the 2020 PCP QIP. Please complete all of the following fields on this form and submit by **January 31, 2021** to:

Email: [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org)

Fax: 707-863-4316

Mail: Attention: Quality Improvement, 4665 Business Center Dr. Fairfield, CA 94534

PHC will verify the following information with the HIE specified. Sites will qualify for an incentive based on **either** HIE linkage (as a first time user) or HIE maintenance (as a continuing user). Please refer to the Measure Specifications for details.

1. Name of practice linked to the HIE: \_\_\_\_\_

2. Type of linkage established (check at least one that applies):

Sending HL7/ Patient Visit Information history to the HIE

Sending CCD document to the HIE

Retrieving clinical information such as labs from the HIE

3. Type of incentive

Linkage: First joined HIE *during* 2019 (list date)

Maintenance: First joined HIE *prior to* 2019 (list date)

4. Name of the HIE linked to (check the option that applies):

Sac Valley Med Share

North Coast Clinical Information Network

Redwood Med Net

Jefferson HIE

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## **Appendix V: Initial Health Assessment (IHA) Improvement Plan Template**



### **Quality Improvement Program**

#### **Initial Health Assessment (IHA) Improvement Plan Template**

Please complete the form and follow instructions below. Submit material by **January 31, 2021** to:

Email: [QIP@partnershiphp.org](mailto:QIP@partnershiphp.org)

Fax: 707-863-4316

Mail: Attention: Quality Improvement, 4665 Business Center Dr. Fairfield, CA 94534

Organization Name: \_\_\_\_\_

Practice Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Email: \_\_\_\_\_

#### **Improvement Plans should be a minimum of 400 words.**

1. Attach a plan or report on how you are determining eligible patients. (How is your site running reports or retrieving information to determine the eligible population?)
2. Provide documentation of the process in which the site is reaching out to the newly assigned members (i.e. mailers/phone calls, etc.).
3. Provide a data collection plan to demonstrate how many members keep IHA appointments within the plan's timeframe AND the capture of the minimum necessary documentation. This includes:
  - A physical and mental history
  - Identification of high risk behavior
  - Assessment of need for preventative screenings or services, and health education
  - Diagnosis and plan for treatment of any disease
  - A completed Staying Health Assessment (SHA) form
4. Provide data collection plan for measuring any declinations to come in for an IHA appointment as well as completion of the SHA.
5. Has this been on a recent MRR CAP? If so, provide documentation/plan implementation of what you have done since the accepted CAP date to increase compliance with the IHA.

## Appendix VI: 2020 PCP QIP Submission and Exclusion Timeline

<b>2020 QIP Submissions</b>		
<b>DUE DATE</b>	<b>QIP MEASURE</b>	<b>REPORTING TEMPLATE</b>
<b>January 31, 2021</b>	All Clinical Domain Measures and Advanced Care Planning	Find on <a href="#">eReports</a>
<b>January 31, 2021</b>	Patient Experience – Survey Option	<a href="#">Appendix I</a>
<b>January 31, 2021</b>	PCMH Recognition	<a href="#">Appendix II</a>
<b>January 31, 2021</b>	Peer-led Self-Management Support Group	<a href="#">Appendix III</a>
<b>January 31, 2021</b>	Health Information Exchange	<a href="#">Appendix IV</a>
<b>January 31, 2021</b>	Initial Health Assessment Improvement Plan	<a href="#">Appendix V</a>

<b>2020 QIP Exclusions</b>	
<b>LAST DAY TO SUBMIT (ACCEPTED ALL YEAR)</b>	<b>APPLICABLE MEASURES</b>
<b>January 15, 2021</b>	Cervical Cancer Screening Retinal Eye Exams A1C Good Control
<b>January 31, 2021</b>	All other measures from the Clinical Domain

## Appendix VII: Data Source Table

\*For any measure, if “Provider” is listed as the **only** data source, that means a site will not get credit unless data is submitted. These are measures where data from health plan sources (e.g. Claims, Pharmacy, Provider Directory) is not available.

<b>PCP QIP Core Measures</b>	<b>Data Source*</b>	<b>System Used for Data Monitoring</b>	<b>System Used for Data Submission</b>
<b>Clinical Care: Pediatric Medicine</b>			
1. Well-child Visits in the First 15 Months of Life	PHC and Provider	eReports and Partnership Quality Dashboard	Claims only
2. Well-child Visits (ages 3-6)			
3. Adolescent Well Care Visits			
4. Immunizations for Adolescents			eReports (or CAIR)
5. Childhood Immunization Combo-10			
6. Asthma Medication Ratio			
<b>Clinical Care: Family Medicine</b>			
1. Well-child Visits in the First 15 Months of Life	PHC and Provider	eReports and Partnership Quality Dashboard	Claims only
2. Well-child Visits (ages 3-6)			
3. Adolescent Well Care Visits			
4. Controlling High Blood Pressure			eReports
5. Cervical Cancer Screening			
6. Colorectal Cancer Screening			
7. HBA1C Good Control			
8. Retinal Eye Exam			
9. Breast Cancer Screening			
10. Childhood Immunization Combo-10			eReports (or CAIR)
11. Immunization for Adolescents			
12. Asthma Medication Ratio			
<b>Clinical Care: Internal Medicine</b>			
1. Controlling High Blood Pressure		eReports and Partnership Quality Dashboard	eReports
2. Cervical Cancer Screening			
3. Colorectal Cancer Screening			



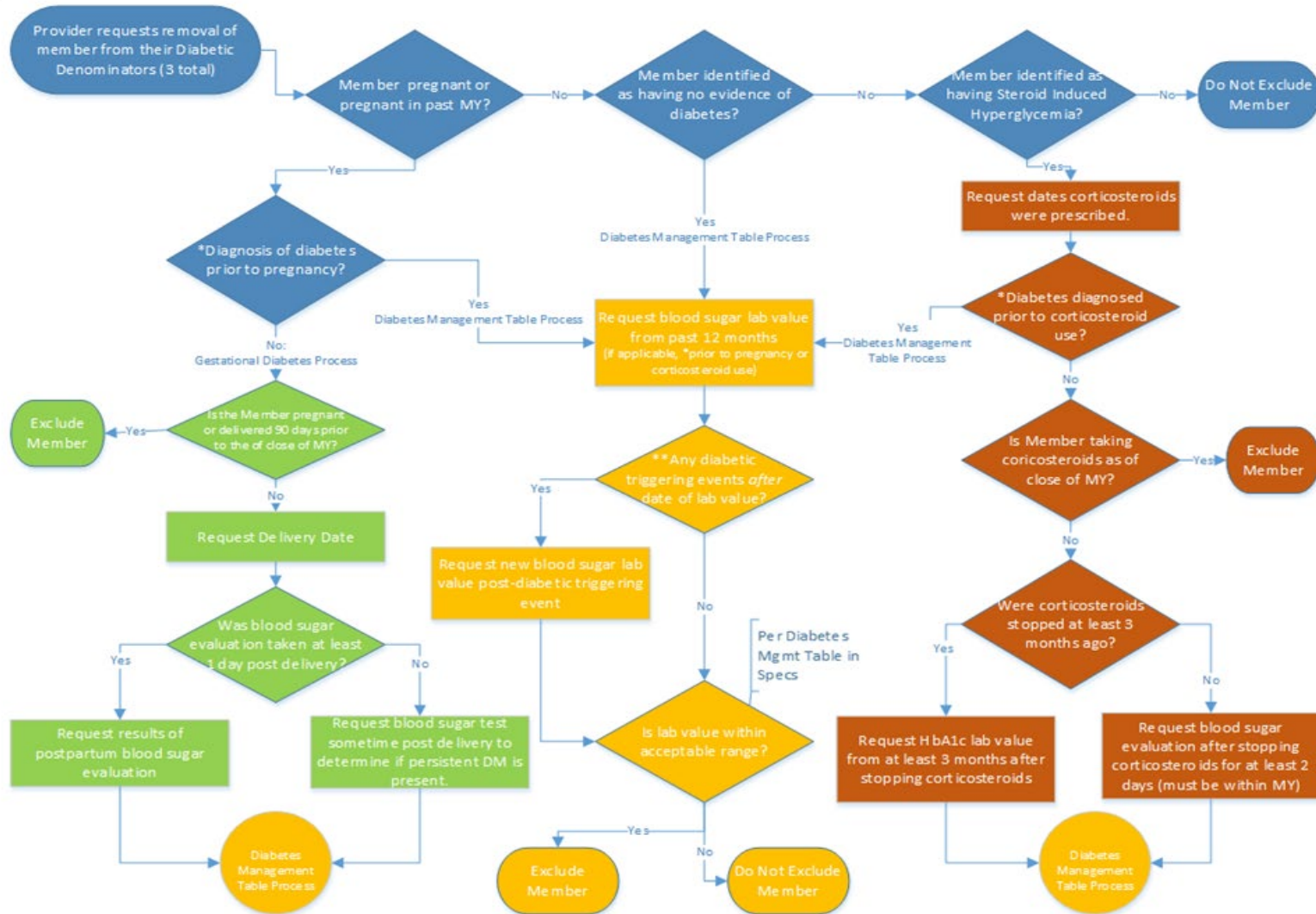
4. HbA1C Good Control	PHC and Provider		
5. Retinal Eye Exam			
6. Breast Cancer Screening			
7. Asthma Medication Ratio			
<b>Appropriate Use of Resources: Family and Internal Medicine</b>			
1. Ambulatory Care Sensitive Admissions	PHC	Partnership Quality Dashboard	N/A
2. Plan-All Cause Readmission Rate			
<b>Access/Operations Measures: All Practice Types</b>			
1. Avoidable ED Visits/1000 Members Per Year	PHC	Partnership Quality Dashboard	N/A
<b>Patient Experience: All Practice Types</b>			
Survey Option (sites not qualified for CAHPS)	Provider	Partnership Quality Dashboard	Submission Template
CAHPS Survey (for qualified sites)	PHC Vendor	Partnership Quality Dashboard	N/A

## **Appendix VIII: Diabetes Management Table**

The table below indicates lab values that the QIP accepts as proof that the member is not diabetic and thus should be excluded from the diabetes management measures. In addition to the values, please refer to the flow chart on the next page to understand the exclusion protocol. For this measure, members may only be excluded by presenting lab values indicating no Diabetes, and only labs that take place *after* the date of diagnosis will be considered.

<b>Lab</b>	<b>Description</b>	<b>Value accepted for diabetes exclusions</b>
HbA1c value (%)	-	< 6.5%
Random blood sugar test (mg/dL or mmol/L)	Blood sample taken at a random time regardless of when the patient last ate.	<126 mg/dL
Fasting blood sugar test (mg/dL or mmol/L)	Blood sample taken after an overnight fast.	< 126 mg/dL or 7 mmol/L
Oral glucose tolerance test	Overnight fast, and the fasting blood sugar is measured, then the patient drinks a sugary liquid, blood sugar levels tested periodically for the next two hours.	< 200 mg/dL or 11.1 mmol/L after two hours

## Appendix IX: QIP Diabetes Exclusion Flow Chart



## **Appendix X: Works Cited for All Practice Types**

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