2024 Enhanced Care Management Quality Improvement Program

(ECM QIP)

Kick-off Webinar

Thursday, January 25, 2024
Noon – 1 p.m.

Presented by:

Deanna Watson, Program Manager

Webinar Instructions

- This webinar is being recorded.

- All participants have been muted to eliminate any possible noise interference or distraction.

- Time is put aside for questions at the end of the webinar. The chat box feature is enabled for all questions (raise hand feature is disabled).

- If you have a question, please address your chat to EVERYONE, and type your question in the CHAT BOX

Chat

To: Everyone

Enter chat message here

Participants   Chat

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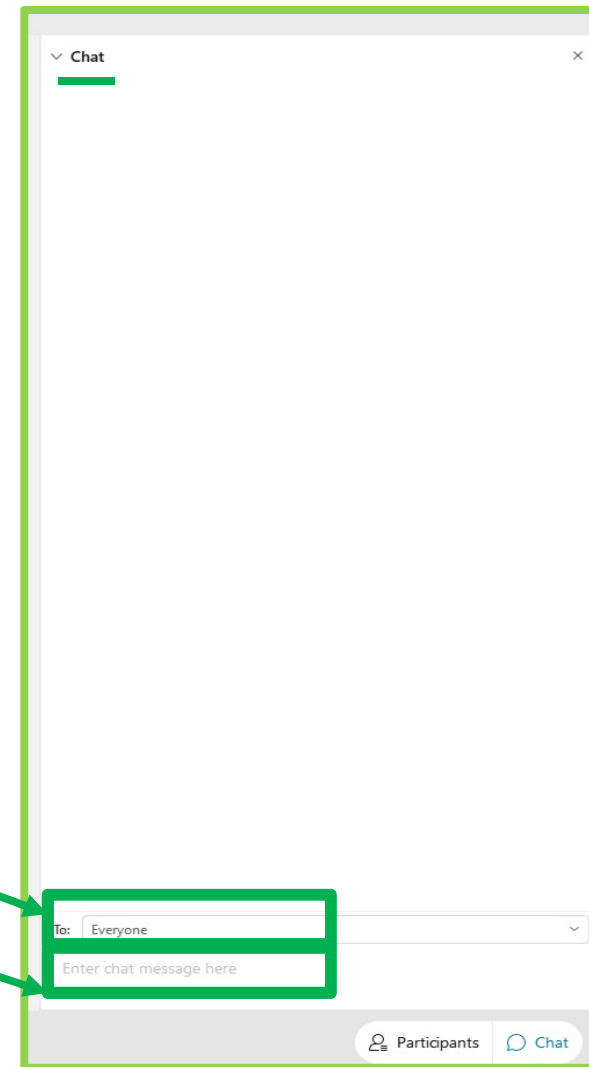
Today's Agenda

- PHC and ECM QIP Background
- Program Structure and Timeline
- 2024 Measurement Set
- Next Steps
- Tips for Success
- Q & A

About Us

- Partnership Health Plan of California (PHC) is a non-profit, community-based health care organization.

- As of January 1, 2024, PHC expanded into 10 new counties in the Eastern region of Northern California!

- PHC services 24 Northern California counties with a total membership of around 918,000

Mission: *To help our members, and the communities we serve, be healthy.*

Vision: *To be the most highly regarded managed care plan in California.*

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ELC1   Eva Lopez, CPhT, 1/16/2024

Program Structure

Program Structure

What is the Enhanced Care Management Quality Improvement Program (ECM QIP)?

- PHC's ECM QIP is an extension of the CalAIM Enhanced Care Management benefit.

- Using IPP funds, ECM QIP providers are incentivized for meeting reporting measures.

- PHC has expertise in pay-for-reporting and pay-for-performance programs including our primary care, hospital, perinatal, long-term, and palliative care incentive programs.

Program Structure

Eligibility Requirements

- All <u>contracted</u> ECM provider sites are automatically enrolled in the ECM QIP and eligible for incentive payments.

- Provider sites must be in good standing with the state and federal regulators as of the month the payment is to be distributed.

- Providers must be in Good Standing with state and federal regulators as of the month the payment is to be disbursed. In addition, PHC has the sole authority to further determine if a provider is in Good Standing.
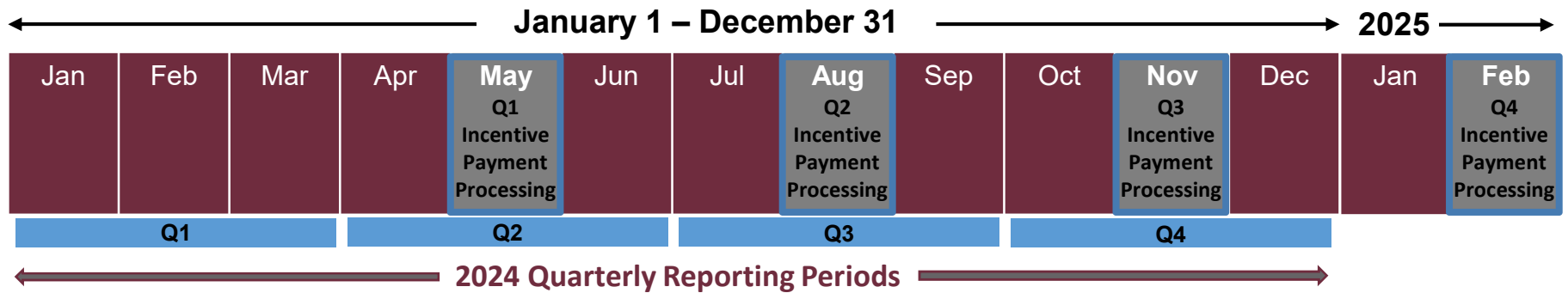
  NOTE: This is a partial list. Additional requirements regarding financial solvency or sanctions, litigation or arbitration against PHC, and others are included in the 2024 ECM QIP Program Specifications on the <u>ECM QIP webpage</u>.

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Program Timeline

2024 Measurement Year Timeline

← January 1 – December 31 → 2025 →

| Jan | Feb | Mar | Apr | **May** Q1 Incentive Payment Processing | Jun | Jul | **Aug** Q2 Incentive Payment Processing | Sep | Oct | **Nov** Q3 Incentive Payment Processing | Dec | Jan | **Feb** Q4 Incentive Payment Processing |

| Q1 | Q2 | Q3 | Q4 |

← **2024 Quarterly Reporting Periods** →

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2024 Measurement Set

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2024 Measurement Set

2024 Measure Summary

Measure	Submission Deadline	Reporting Requirement
Gateway Measure: Timely Reporting		
ECM Provider Return Transmission File (RTF)	DUE MONTHLY	Provider submits RTF to CalAIM/ECM team via sFTP folder
ECM Provider Initial Outreach Tracker File (IOT)	DUE MONTHLY	Provider submits IOT to CalAIM/ECM team via sFTP folder
Provider Capacity Survey	DUE MONTHLY	Provider submits Capacity Survey the CalAIM/ECM team via Google Docs (or another form of communication agreed upon by PHC and ECM provider)
Measure 1		
Care Plan and ROI upload into PointClickCare	Upload within 60 DAYS of TAR request date	Provider uploads documents into PointClickCare
Measure 2		
PHQ-9 Depression Screening	DUE QUARTERLY	Provider submits template via sFTP folders
Measure 3		
Blood Pressure Screening	DUE QUARTERLY	Provider submits template via sFTP folders

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Gateway Measure: Timely Reporting

The gateway measure determines the number of dollars available for remaining three measures. Providers submit monthly reports to PHC's CalAIM/ECM Team:

- Reports for Return Transmission File (RTF)

- Initial Outreach Tracker File (IOT)

- Provider Capacity Survey

NOTE: Please follow due dates provided by the CalAIM/ECM Team.

Payments are scored based on timeliness of report submissions:

- Submissions are considered complete and will accrue **100%** of incentive dollars if all three (3) of the reporting requirements are submitted on or before their due date.

- Any submission(s) received up to one (1) week or five (5) business days past the due date will accrue at **50%**.

- Any submission(s) not received within the five (5) business days will be considered late and will not be eligible for incentive dollars.

- Any submission(s) that is more than 30 days overdue will initiate a corrective action which can include separation from participation in the ECM program as a provider.

2024 Measurement Set

Incentive Payment Methodology & Calculation

Incentive dollars earned by providers meeting the Timely Reporting Gateway Measure will be placed into incentive pool. This incentive pool determines the amount of incentive dollars eligible for earning in the program's other three program measures.

Providers meeting the gateway measure are eligible to earn up to 100% of their incentive pool based on the following percentage allotments for each additional measure:

- Measure 1: Up to **30%** of incentive pool
- Measure 2: Up to **35%** of incentive pool
- Measure 3: Up to **35%** of incentive pool

Full and partial targets are also applied to these measures:

- Measure 1: > 80% full; 70-79% partial
- Measure 2: > 90% full; 80-89% partial
- Measure 3: > 80% full; 70-79% partial

Example

A provider has 20 ECM members and meets the gateway measure by submitting timely reports for all 3 months of the 1st quarter reporting period.

20 members x $100 (PMPM) x 3 months = $6,000 in incentive pool

With $6,000 of earned incentive pool, the provider earns full credit for Measures 1 and 2, and NO credit for Measure 3

Measure 1 (30%) + Measure 2 (35%) = 65% of $6,000 in incentive pool = $3,900 incentive payment for the 1st quarter reporting period

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Measure 1: Care Plan/ROI Submission into PointClickCare

Description: Providers need to upload a Care Plan and Request for Information (ROI) into PointClickCare within <u>60 days of TAR request date</u>.

Reporting Period:
Q1 (Jan-Mar 2024); Q2 (Apr-Jun 2024); Q3 (Jul-Sep 2024): Q4: (Oct-Dec 2024)

Eligible Incentive: 30% of total incentive pool dollars

Targets: Full credit: $\geq$ 80%
Partial credit: 70 - 79%

Exclusions: None

Reporting Guidelines: Provider must upload both documents into PointClickCare. No submission to PHC is required. PHC will audit PointClickCare for evidence of documents.

Reporting Deadline: Providers must upload documents into PointClickCare within 60 days of TAR request date.

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Measure 2: PHQ-9 Depression Screening

Description: Depression screening using the Patient Health Questionnaire-9 (PHQ-9) needs to be completed for all ECM enrolled members as part of initial assessment and development of the Care Plan.

Reporting Periods:
Q1 (Jan-Mar 2024); Q2 (Apr-Jun 2024); Q3 (Jul-Sep 2024): Q4: (Oct-Dec 2024)

Thresholds: Eligible Incentive: 35% of total incentive pool

Targets: Full credit: > 90%
Partial credit: 80 - 89%

Exclusions: Members 11 years and younger

Reporting Guidelines: Provider will submit all required information noted on the using the PHQ-9 Depression Screening & Blood Pressure Screening Template.

Reporting Deadline: The template must be submitted <u>quarterly</u>, by the 2nd Friday following the reporting period, via sFTP folder.

Measure 3: Blood Pressure Monitoring

Description: Blood pressure (BP) screening needs to be completed for ECM enrolled members, regardless of prior diagnosis of hypertension. Screening must be by in-person visit by ECM staff, clinic visit, or patient use of PHC approved home BP kit.

Reporting Periods:
Q1 (Jan-Mar 2024); Q2 (Apr-Jun 2024); Q3 (Jul-Sep 2024); Q4 (Oct-Dec 2024)

Thresholds: Eligible Incentive: 35% of total incentive pool

Targets: Full credit: $\geq$ 80%
Partial credit: 70 - 79%

Exclusions: Members 17 years and younger

Reporting Guidelines: Provider will submit all required information noted on the using the PHQ-9 Depression Screening & Blood Pressure Screening Template.

Reporting Deadline: This file must be submitted quarterly, by the 2nd Friday following the reporting period, via sFTP folder.

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2024 Measurement Set

PHQ-9 Depression Screening & Blood Pressure Screening Submission Template

--- Use for Reporting Measures 2 & 3 only ---

ECM QIP PHQ-9 Depression Screening and Blood Pressure Screening Submission Template

Measurement Period: January 1, 2024 - December 31, 2024

Submission Frequency: Quarterly   **Submission Deadline: 2nd week of month following end of quarterly reporting period**

Submission Method: sFTP Folders   **Submission Name Convention: Facility Name_Dep-BP_Month-Year**

All columns for each member must be completed. Incentive dollars will not be rewarded for incomplete entries.   For PHQ-2, please note in "screening date" or "score" area.

Provider Site Name (Physical Site)	Provider Number	Patient Name	CIN	DOB	PHQ-9 Depression Screening		Blood Pressing Screening	
					Screening Date	Score	Screening Date	Reading

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HEALTH PLAN

Tips for Success & Next Steps

Tips for Success!

General

➢ Create a checklist and/or action plan to conquer each measure.

➢ Appoint one team member in your organization to lead each measure. Change it up next quarter.

➢ Schedule monthly meetings to stay on goal, and schedule weekly meetings when closer to the finish line.

PHQ-9 Depression & Blood Pressure screenings:

➢ Use current submission template from ECM QIP webpage.

➢ Include all information on template (missing information will not receive credit).

➢ Ensure all screening dates are within quarterly reporting period (screening dates after the reporting period will not receive credit).

➢ Ensure screening dates used are no later than the 12-month period requirement.

➢ If the PHQ-2 tool was used, add "PHQ-2" in the "Score" column of template.

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Next Steps

If not yet completed:

❑ Complete Timely Reporting, PointClickShare and other trainings with our CalAIM/ECM Team

❑ Obtain access to PointClickShare

❑ Obtain access to PHC sFTP folder

❑ Visit our ECM QIP webpage

❑ Review and note measure submission deadlines

❑ Keep an eye out for quarterly newsletters

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Contact Us

ECM QIP Questions:

Email us at: ECMQIP@Partnershiphp.org

Visit us at:

[ECM QIP webpage](#)

ECM Benefit & Timely Reporting Questions?
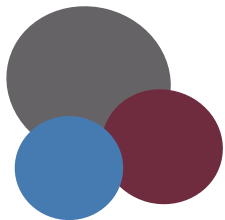
Contact our ECM/CalAIM Team:

Email: ECM@Partnershiphp.org

PointClickCare System Questions?

Contact PointClickCare System Support:

Email: cmt-support@pointclickcare.com

ECM QIP Team

Amy McCune
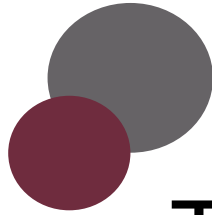*Manager of Quality Incentive Programs, Partnership HealthPlan of California*

Deanna Watson
Program Manager, ECM QIP, Partnership HealthPlan of California
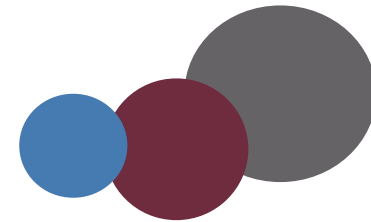
Email us at: ECMQIP@Partnershiphp.org

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Thank you for all you do
to provide quality care
to our members!

Q & A

Questions?

Please use the Chat Box

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