Today's Agenda

TF

- About Partnership
- Program Structure and Timeline
- Measurement Set
- Tips for Success
- Next Steps
- Q & A

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

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

Focus
- Quality in everything we do
- Operational excellence
- Financial stewardship

Partnership began in Solano County in 1994 and now provides care to over 900,000 members across 24 Northern California counties.

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

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

- ECM providers are incentivized with IPP funds for meeting program 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.
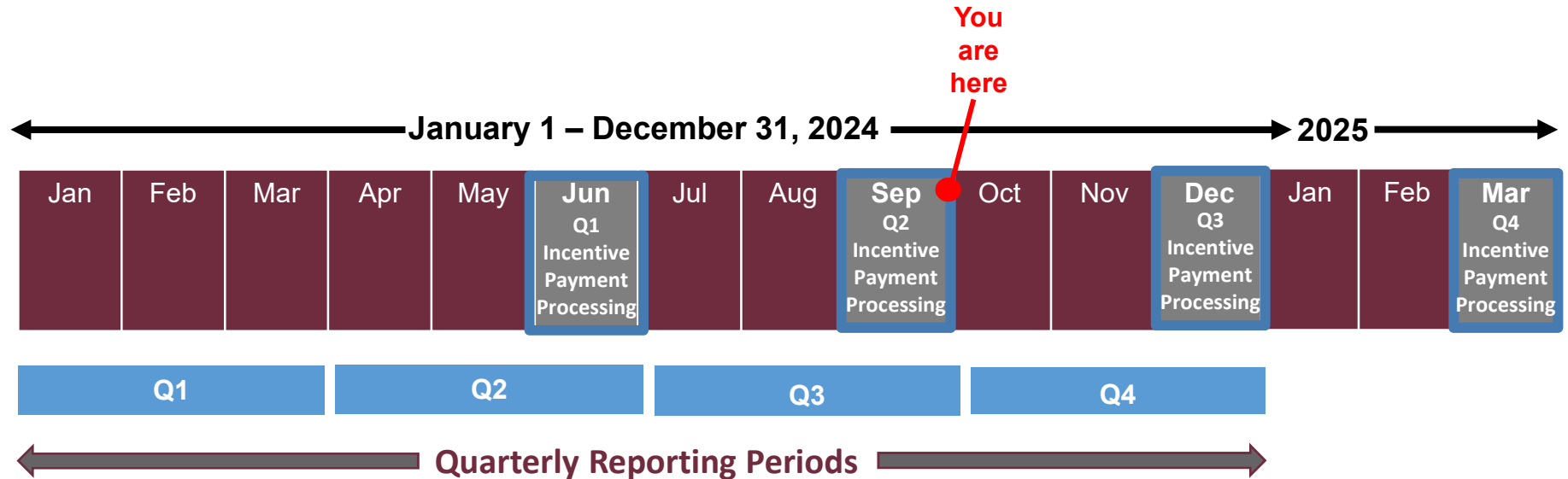
Eligibility Requirements

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

- Providers must be in good standing with state and federal regulators as of the month the payment is to be disbursed.

- PHC has the sole authority to further determine if a provider is in good standing.

This is a partial list. Additional requirements regarding financial solvency or sanctions, litigation or arbitration against Partnership, and other requirements are included in the ECM QIP Program Specifications on the ECM QIP webpage.

PARTNERSHIP HEALTHPLAN of CALIFORNIA
A Public Agency

You are here

← **January 1 – December 31, 2024** → **2025** →

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

Q1 **Q2** **Q3** **Q4**

← **Quarterly Reporting Periods** →

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ACCREDITED NCQA HEALTH PLAN

Q4 2024 & MY 2025
Measurement Set

Partnership HealthPlan of California
A Public Agency
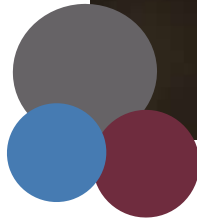
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Q4 2024 / MY 2025 Measure Summary

Measure	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
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
Measure 4 NEW! Begins Q4 2024		
Timely Review of ED/Admissions Notifications	QUARTERLY	No reporting requirement to Partnership

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Payment Methodology & Calculation

Incentives earned by meeting the Timely Reporting Gateway Measure are placed into incentive pool.

- Incentive Rate: $100 per member per month (PMPM)
- Incentive pool determines incentive dollars eligible for earning in the program's other 4 program measures.

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

- Measure 1: Up to **25%** of incentive pool
- Measure 2: Up to **25%** of incentive pool
- Measure 3: Up to **25%** of incentive pool
- Measure 4: Up to **25%** of incentive pool

Example

A provider has 50 ECM enrolled members and submits timely reports for all 3 months of the 1st quarter reporting period.

50 members x $100 (PMPM) x 3 months = $5,000 in incentive pool

With $5,000 in incentive pool, the provider meets Measures 1 and 2 with full credit, but did not meet Measure 3:

Measure 1 (25%) + Measure 2 (25%) = 50% of $5,000 in incentive pool = $2,500 incentive payment

Gateway Measure: Timely Reporting
(No changes)

Description: The gateway measure determines the number of dollars available for the other program measures. Providers submit monthly reports to Partnership's ECM Team:

- Reports for Return Transmission File (RTF)

- Initial Outreach Tracker File (IOT)

- Provider Capacity Survey

Timely Reporting Requirements	Incentive Pool
All three (3) required reports submitted on or before due date	100% incentive dollars placed in incentive pool ($100 PMPM)
All three (3) required reports submitted up to one (1) week or five (5) business days past due date	50% incentive dollars placed in incentive pool ($50 PMPM)
Any submission(s) not submitted within the five (5) business days	No incentive dollars placed in incentive pool

- Submission(s) more than 30 days overdue may initiate a corrective action which can include separation from participation in the ECM program as a provider.

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Measure 1: Care Plan and ROI Upload into PointClickCare
(No Changes)

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

Reporting Periods: Quarterly

Eligible Incentive: 25% of total incentive pool

Targets: Full credit: > 80%
Partial credit: 70 - 79%

No exclusions

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

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Measure 2: PHQ-9 Depression Screening
(No changes)

Description: Depression screening using Patient Health Questionnaire-9 (PHQ-9) must completed for all ECM enrolled members, ages 12 years and older.

Screening scores from previous quarters can be used if score was captured within 12 months **and** previous score was normal. If score was 15 or higher, screening must be completed every quarter until result is normal.

The Patient Health Questionnaire-2 (PHQ-2) tool may be used to complete screening; however, if score is 3 or higher, screening must be completed again using PHQ-9 tool.

Other Tool Options: PHQ-9(OV), GDS, PHQ(A)

Reporting Periods: Quarterly

Eligible Incentive: 25% of total incentive pool

Targets: Full credit: $\geq$ 90%
          Partial credit: 80 - 89%

Reporting: Submit Depression & Blood Pressure Screening Template quarterly to sFTP folder by 2nd Friday following reporting period.

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Measure 3: Blood Pressure Screening
(No changes)

Description: Blood pressure (BP) screening needs to be completed for ECM enrolled members, ages 18 years and older, regardless of prior diagnosis of hypertension. Screening must be by in-person visit by ECM staff, clinic visit, or patient use of Partnership approved home Blood Pressure kit.

Screening scores from previous quarters can be used if score was captured within 12 months **and** the previous result was normal. Normal blood pressure is either SBP less than 140, or DBP less than 90. If previous result was either SBP 140 or greater -or- DBP 90 or greater, screening must be completed every quarter until result is normal.

Reporting Periods: Quarterly

Eligible Incentive: 25% of total incentive pool

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

Reporting: Submit Depression & Blood Pressure Screening Template quarterly to sFTP folder by 2nd Friday following reporting period.

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PHQ-9 Depression Screening & Blood Pressure Screening Submission Template

2024 ECM QIP PHQ-9 Depression Screening and Blood Pressure Screening Submission Template

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

Submission Frequency: **Quarterly**

Submission Method: **sFTP Folder**

NOTE: All information below must be entered for each member. Incentive dollars will not be awarded for incomplete entries.

Provider Site Name	NPI Number	Member First Name	Member Last Name	CIN	DOB	Depression Screening			Blood Pressure Screening	
						Screening Date	Screening Tool	Score	Screening Date	Reading
Disney Care Center	123456789	Minnie	Mouse	98765432A1	11/18/1928	7/5/2024	PHQ-9	5	7/5/2024	120/72
Disney Care Center	123456789	Mickey	Mouse	98765432D8	11/18/1928	7/22/2024	PHQ-2	0	7/22/2024	110/78

Measure 4: Timely Review of ED/Admissions Notifications

Part 1: ED/Admissions Notifications Set-up

Description: Providers receive notification alerts in PointClickCare® when ECM members visit the ED or are admitted to the hospital. Providers will be required to review notifications within 72 hours of receiving notification alerts.

As a prerequisite for participation in Part 2 of this measure, providers are required to set up the Notification Alerts function in PointClickCare®.

Reporting Periods: October 1, 2024 – December 31, 2024

Eligible Incentive: 25% of total incentive pool

Reporting: No reporting is required from providers. Partnership will verify with PointClickCare® notification alerts are set up appropriately.

NOTE: New ECM providers will be required to complete Part 1 of this measure during their first quarter in the program.

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Measure 4: Timely Review of ED/Admissions Notifications

Part 2: Timely Review of ED/Admissions Notifications

Measurement Period: January 1, 2025 – December 31, 2025

Description: Providers receive notification alerts in PointClickCare® when ECM members visit the ED or admitted to hospital. Providers are required to review notifications within 72 hours of receiving notification alerts.

Eligible Incentive: 25% of total incentive pool

Targets: Full credit: > 80% of notifications reviewed within 72 hours
Partial credit: 50%-79.9% of notifications reviewed within 72 hours

Reporting Requirements: No reporting is required by providers. Partnership will evaluate provider performance with PointClickCare®.

Notifications

- Notifications will be sent to designated ECM provider staff member(s).
- Multiple users can receive notifications.
- Partnership will determine which encounters they want notifications enabled.
- ECM Provider can request additional notifications.

PointClickCare

Setting up Notifications in PointClickCare

- Notifications will be set up as part of your initial onboarding.
- Adding new notifications (and users) can be accomplished by contacting PointClickCare Support in one of 3 ways.
  - Email: CMT-Support@pointclickcare.com
  - Calling: (801) 285-0770
  - Create a Case in the Portal Help (?)
- Provide the User Name, User ID (email), and which Cohorts notifications are to be set up for. (Partnership requires all ED & Inpatient Admissions to have notifications. Others are optional)
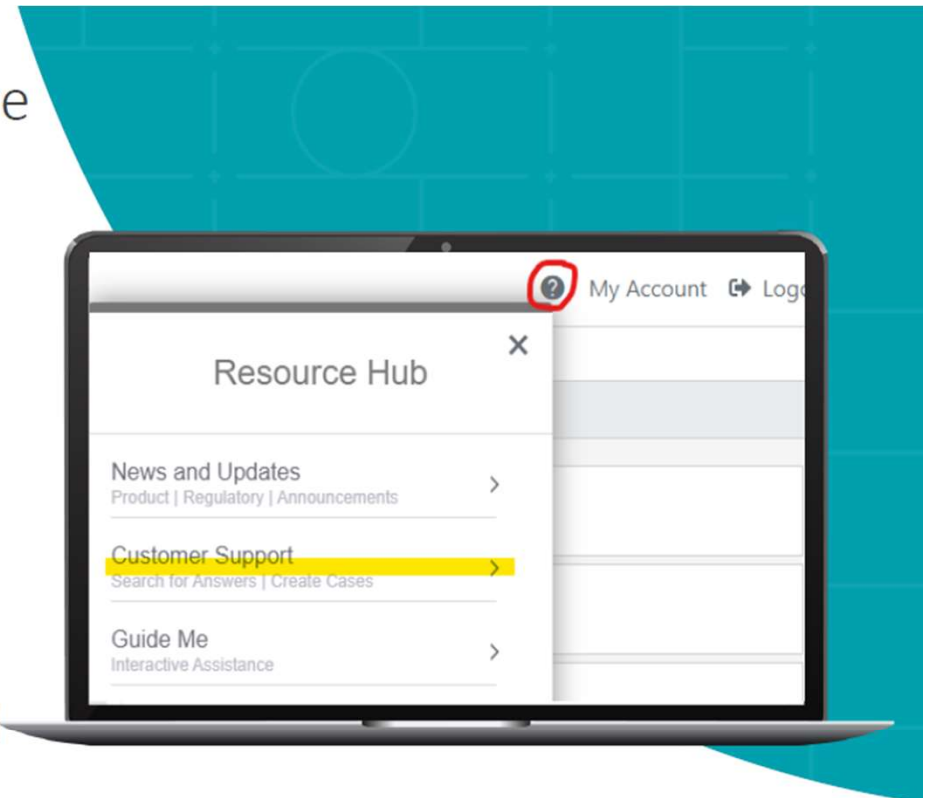
PointClickCare®

- **Will ED/admissions notifications via PointClickCare® be required for providers with an EHR and/or FQHCs with established workflows already in place?**
  Partnership is looking at this option and will provide an update soon.

- **If no ECM members have an ED visit or hospital admission in January or December, for example, will providers still be eligible for the incentive?**
  Yes, the measure is based on a full quarterly reporting period.

- **Are providers required to click on notification alerts in email or do they view the information on the notification dashboard in PointClickCare®?**
  Providers will access the notifications in the **PointClickCare®** Patient Overview page and click into ED list.

- **For members who were recently assigned to a provider, will this affect the 72 hour requirement? Will holiday weekends affect the 72 hour requirement?**
  Partnership is reviewing these components and will provide an update soon.

Tips for Success & Next Steps

Tips for Success!

Best Practices

➢ Create checklist / action plan to conquer each measure.

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

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

PHQ-9 Depression & Blood Pressure screenings:

➢ Use current submission template from ECM QIP webpage. Submit in Excel format.

➢ Include ALL information on template. Missing information will not receive credit.

➢ Ensure all screening dates are before or within quarterly reporting period. Screening dates after the reporting period will not receive credit.

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

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Next Steps

If not yet completed:

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

❑ Obtain access to Partnership's sFTP folder

❑ Complete PointClickCare® training and obtain access.

❑ Visit our ECM QIP webpage

❑ Review and note measure submission deadlines

❑ Keep an eye out for email reminders, announcements and quarterly newsletters.

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
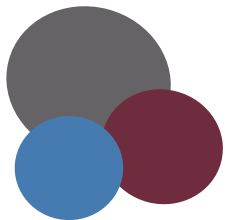
PointClickCare System Questions?

Contact PointClickCare System Support:

Email: cmt-support@pointclickcare.com

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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

We are here to help!

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Thank you!

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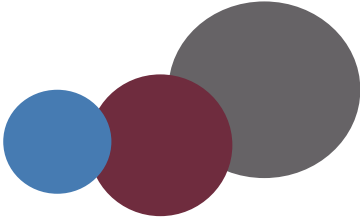to provide quality care
to our members!

Q & A

Questions?

Please use the Chat Box

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