



**UnitedHealthcare Community and State  
Provider Quality Outreach  
2024 IHCP Works Annual Seminar**

**Scott Smith, Quality Manager**



# Agenda

1. Meet the Quality Team
2. How can the Quality Team assist providers?
3. Quality Reporting
4. Provider Incentives
5. Chronic Conditions Initiatives



# Provider Quality Outreach

UnitedHealthcare strives to provide information to each contracted Hoosier Care Connect (HCC) provider in order to educate and assist in all aspects of member care.

Our Quality Outreach program will support HCC provider's offices with education for their staff when it comes to questions and issues within the program.



# **Meet the Quality Team** **for Community & State**

JaNell Kendall – Associate Director of Quality

Scott Smith – Quality Manager

Rebecca Church – Clinical Provider Outreach &  
Consultant

# How can the Quality Outreach Team Assist Providers?

Provide guidelines and key components for Access to Care

Discuss HEDIS (Healthcare Effectiveness Data Information Set) measures/reporting, utilizing information to minimize care-gaps

Provide educational materials and share best practices

Ensure Provider is aware of Provider Incentives and Pay for Outcomes



# Meeting with Providers

Provider Quality Outreach can meet with the offices by contacting the Outreach Specialist, Rebecca Church:

- VIRTUALLY – we can use Microsoft Teams or Zoom to schedule monthly or quarterly meetings
- EMAIL – we can send all information by secure email to providers' offices for follow up and information distribution
- ON-SITE – we can also schedule times to visit offices on-site by request

What reporting can providers receive?

Member Rosters

YTD (Year to Date) and YOY (Year Over Year) HEDIS reporting by measure

Gap Reporting and Members in Need of Services

PCOR – Patient Care Opportunity Report



# Quality Reporting

- During regular meetings, the Outreach team will have the opportunity to share different Quality Reports in order to further knowledge and work on goals and expectations for the year.
- We utilize the PCOR (Patient Care Opportunity Report) for information to track throughout the year.
- The providers are instructed on how to access PCOR and Practice Assist and which reporting will be available.
- We also review Member Rosters/Panels and encourage a “clean up” of those listings. Making sure your panels are verified ensures more accurate compliancy records.



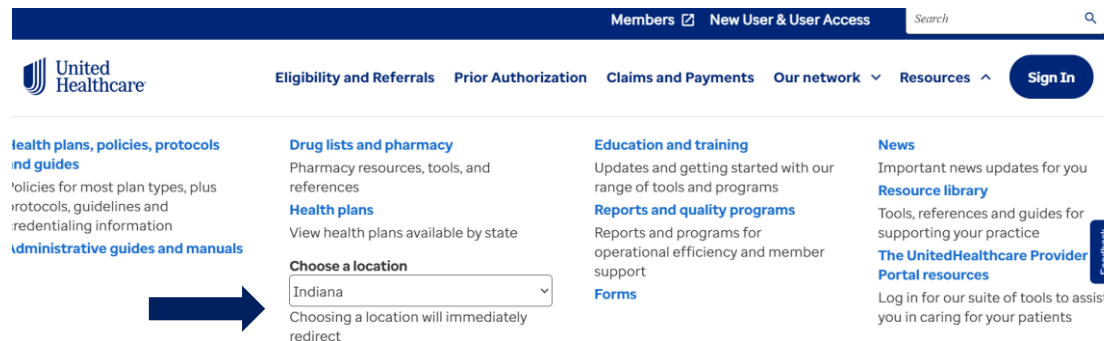
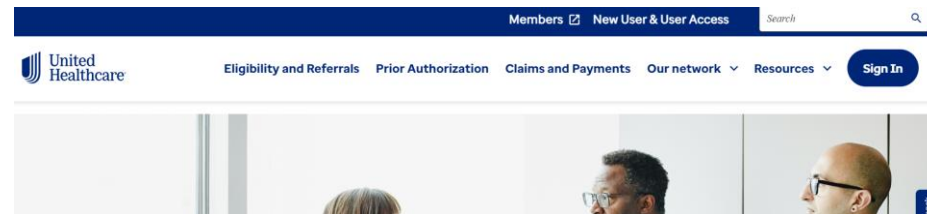


# Quality Reporting – where to find member rosters

The reports mentioned on the previous slides (member rosters, PCOR, Practice Assist, HEDIS reporting) can all be found at [www.uhcprovider.com](http://www.uhcprovider.com). A user name and password are required and after logging in, the options for which reports to view are given.

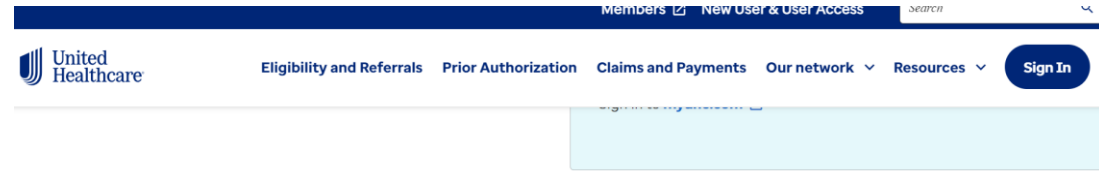
- Providers can follow these screenshots to view their member rosters:

[www.uhcprovider.com](http://www.uhcprovider.com).





# Quality Reporting – member rosters (cont.)



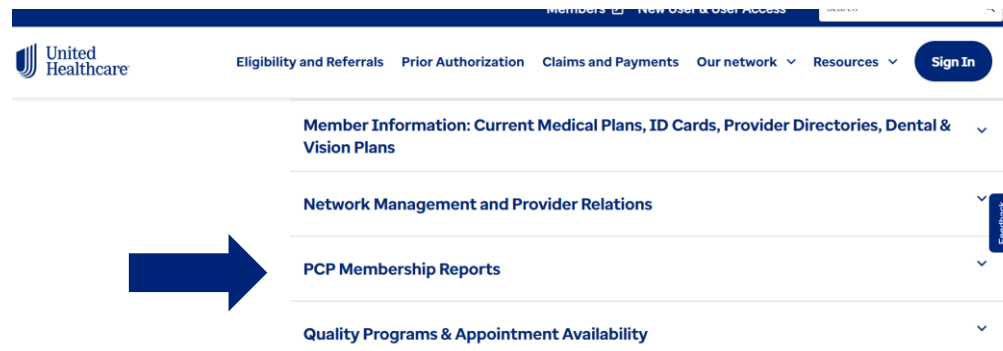
## Community plan (Medicaid)

We offer a variety of low-cost plans for individuals and families to help them get and stay healthy. Our plans cover adults, children, people with disabilities and those who are expecting.



View plans

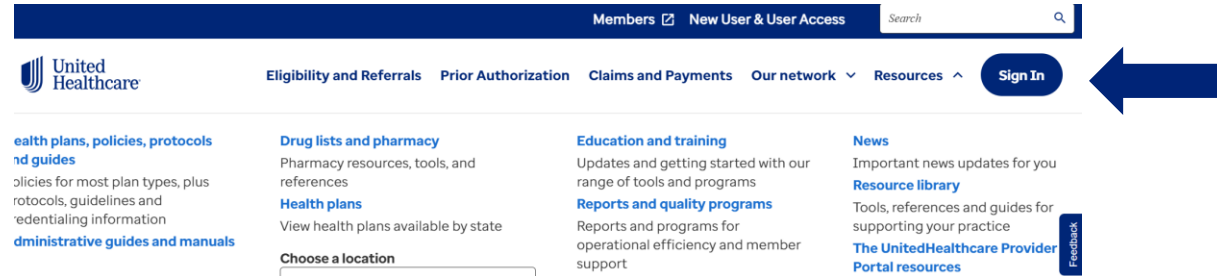
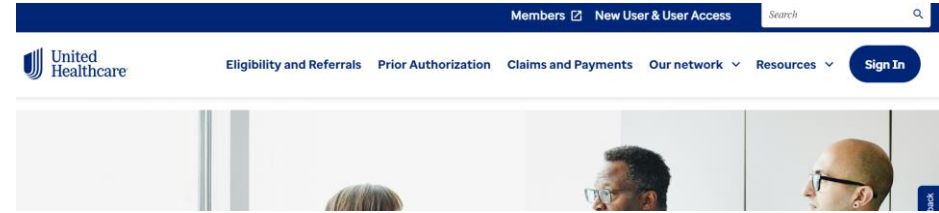
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# Quality Reporting – where to find PCOR, PCPi reporting

[www.uhcprovider.com](http://www.uhcprovider.com)



Scroll down



# Provider Incentives for 2024

[UnitedHealthcare Community Plan of Indiana Homepage](#) | [UHCprovider.com](#)

Measure	Incentive
Adult Access to Preventive/Ambulatory Health Services (AAP)	Payment for each closed care opportunity = \$10
Child & Adolescent Well-Care Visits – Total (WCV)	Payment for each closed care opportunity = \$10
Immunizations for Adolescents – Combo 1 (IMA)	Payment for each closed care opportunity = \$10
Social Determinants of Health Assessment (SDOH)	Payment for each closed care opportunity = \$10
Additional Incentives available:	
Tobacco Cessation Counseling (TCC)	Payment for each closed care opportunity = \$10

Percentiles are based on HEDIS® Quality Compass National Benchmarks. Benchmarks indicate a standard of achievement or excellence against which similar things are measured – in this case health plan performance across the U.S. Example: The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS® data to NCQA.



# Provider Incentive Payments

## **Determining your CP-PCPi payment:**

Care providers who participate with the UnitedHealthcare Community Plan of Indiana network can receive a reward by addressing specific measures to the Hoosier Care Connect assigned members. The following slides will explain each measure name, any target scores needed and the incentive amount that can be earned for each closed care opportunity. The CP-PCPi Payment is limited to 1 payment per patient per measure and payments are made based on the provider's tax id.

## **Receiving your CP PCPi payment:**

Following the Measurement Period, UnitedHealthcare Community Plan will sum the Closed Care Opportunity Amounts earned. The total CP-PCPi Payment will be determined by UnitedHealthcare Community Plan claims that were paid or denied at least 90 days after the Measurement Period for HEDIS® measures. If a CP-PCPi Payment is earned, UHC will send your practice an estimated Interim CP-PCPi payment, if earned, based on your initial performance results for the Measurement Period no later than Q2, 2025. UHC will send your practice a final CP-PCPi payment, less the amount of any estimated Interim CP-PCPi payment, no later than Q4, 2025.

*Community Plan - Primary Care Physician Incentive (CP-PCPi) Payment*

# AAP (Adult Access to Preventive Ambulatory Health Services)

## Measure AAP

Adult Access to  
Preventive/Ambulatory  
Health Services (AAP)

## Incentive

Payment for each closed  
care opportunity =  
\$10

Providers can earn an incentive when members are seen for Preventive/Ambulatory Health Services.

Through CP-PCPi, (Community Plan - Primary Care Physician Incentive) they can earn bonuses for helping their patients who are UnitedHealthcare Community Plan Members of Indiana become more engaged in their preventive health care.

If the Provider is an established FQHC (Federally Qualified Health Care) Provider, their incentive may be increased based on reaching a compliant percentage of 72.91%. The incentive is increased to \$100 per member after the target is met.

Percentiles are based on HEDIS® Quality Compass National Benchmarks. Benchmarks indicate a standard of achievement or excellence against which similar things are measured – in this case health plan performance across the U.S. Example: The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS® data to NCQA.

# WCV (Child & Adolescent Well-Care Visit)

## Measure WCV

Child & Adolescent Well-Care  
Visits – Total (WCV)

## Incentive

Payment for each closed  
care opportunity =  
\$10

Providers can earn an incentive when members are seen for Child & Adolescent Well-Care Visits.

Through CP-PCPi, they can earn bonuses for helping their patients who are UnitedHealthcare Community Plan Members of Indiana become more engaged in their preventive health care.

If the Provider is an established FQHC Provider, their incentive may be increased based on reaching a compliant percentage of 55.08 %. The incentive is increased to \$100 per member after the target is met.

Percentiles are based on HEDIS® Quality Compass National Benchmarks. Benchmarks indicate a standard of achievement or excellence against which similar things are measured – in this case health plan performance across the U.S. Example: The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS® data to NCQA.



# IMA (Immunizations for Adolescents)

## Measure IMA

Immunizations for Adolescents  
– Combo 1 (IMA)

## Incentive

Payment for each closed  
care opportunity =  
\$10

Providers can earn an incentive when members are seen completing their Combo 1 for Adolescent Immunizations (IMA).

IMA assesses adolescents 13 years of age who had one dose of meningococcal vaccine, one Tdap vaccine and the complete human papillomavirus vaccine series by their 13th birthday.

Through CP-PCPi, they can earn bonuses for helping their patients who are UnitedHealthcare Community Plan Members of Indiana become more engaged in their preventive health care.

Percentiles are based on HEDIS® Quality Compass National Benchmarks. Benchmarks indicate a standard of achievement or excellence against which similar things are measured – in this case health plan performance across the U.S. Example: The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS® data to NCQA.



# SDOH (Social Determinants of Health)

## Measure SDOH

Social Determinants of  
Health Assessment (SDOH)

## Incentive

Payment for each closed  
care opportunity =  
\$10

Providers can earn an incentive when members are seen and assessed for Social Determinants of Health (SDOH).

Through CP-PCPi, they can earn bonuses for helping their patients who are UnitedHealthcare Community Plan Members of Indiana become more engaged in their preventive health care.

To receive the incentive payout, the provider must, 1. bill their claim with a completed health assessment which includes the CPT code 96160 (health risk assessment), and, 2. bill with the identified Z-code for Social Determinant of Health.

Percentiles are based on HEDIS® Quality Compass National Benchmarks. Benchmarks indicate a standard of achievement or excellence against which similar things are measured – in this case health plan performance across the U.S. Example: The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS® data to NCQA.

# Tobacco CC (Tobacco Cessation Counseling)

## Measure Tobacco

Tobacco Cessation Counseling  
(TCC)

## Incentive

Payment for each closed  
care opportunity =  
\$10

Providers can also earn an additional incentive when members are seen and counseled for Tobacco Cessation.

Through CP-PCPi, they can earn bonuses for helping their patients who are UnitedHealthcare Community Plan Members of Indiana become more engaged in their preventive health care.

Percentiles are based on HEDIS® Quality Compass National Benchmarks. Benchmarks indicate a standard of achievement or excellence against which similar things are measured – in this case health plan performance across the U.S. Example: The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS® data to NCQA.

# BHPi Program (Behavioral Health Provider Incentive Program)

Through BHPi, providers can earn bonuses for helping clients, who are UnitedHealthcare Community Plan (Medicaid) members, become more engaged in their health care. The program rewards qualifying behavioral health providers for performance tied to addressing care opportunities for certain Healthcare Effectiveness Data and Information Set (HEDIS®) measures during the measurement period.

The total incentive payment amount will be determined by claims paid or denied at least ninety (90) days after the measurement period is completed. If a bonus payment is earned it will be sent within ninety (90) days post the measurement period's ninety (90) day claims run out period.

The chart below shows the measure name and the incentive amount that can be earned for each closed care opportunity.

Measure Name	Payment for Each Closed Care Opportunity
7 Day Follow Up After Hospitalization for Mental Illness	\$100
30 Day Follow Up After Hospitalization for Mental Illness	\$50

# Chronic Conditions Initiatives

Providers can learn about UnitedHealthcare Community Plan's special initiatives to keep members healthy and more engaged in their health plans at [www.uhcprovider.com](http://www.uhcprovider.com).

Diabetes

Dental Care

Lead Screenings

# Chronic Conditions Initiatives – Diabetes

## Diabetes

- UnitedHealthcare has begun using a platform called LIVONGO, which is for remote monitoring and chronic condition management and will engage for members diagnosed with diabetes.
- The LIVONGO platform includes live coaching (telephonic) and 24/7 monitoring as well as application engagement and outreach.
- Goals include managing healthy activities, diet, medication adherence, regular testing, and reminders about doctor visits for A1C testing, eye exams, and kidney testing.

# Chronic Conditions Initiatives – Dental Care

## Dental Care

- UnitedHealthcare began a dental pilot program for primary medical providers to recognize the need for their younger patients, ages 0-21, to receive timely dental care.
- Dental offices in seven Indiana counties agreed to take part in this program where the PMP could offer referrals for those patients in need. The members are given a \$25 gift card upon completion of their dental visit.
- The seven counties participating in the pilot program are Lake, Hamilton, Marion, Vigo, Vanderburgh, Tippecanoe, and Allen counties. The physician offices were given information and education along with the dental offices and dentists participating.

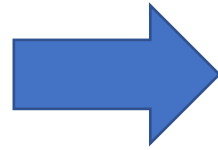
# Chronic Conditions Initiatives – Lead Screening

## Lead Screenings

<https://www.in.gov/health/public-health-protection-and-laboratory-services/lead-andhealthy-homes-division/>

- UnitedHealthcare has shared with their providers the importance of lead screening in the way of mailings and continued education.
- IHCP updated the blood lead testing policy in 2023 and provider offices were encouraged to review the changes and administer the screenings pursuant to policies.
- Lead information for providers' offices can be found at the following link: [Health: Lead & Healthy Homes Division: Home \(in.gov\)](https://www.in.gov/health/public-health-protection-and-laboratory-services/lead-andhealthy-homes-division/)

# QUESTIONS?



Please contact our Outreach Specialist below for questions and/or to schedule a virtual or on-site visit:

**Rebecca Church** –  
[rebecca\\_church@uhc.com](mailto:rebecca_church@uhc.com)

May also contact **JaNell Kendall** or **Scott Smith** with any Quality related questions and issues

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[scott\\_smith@uhc.com](mailto:scott_smith@uhc.com)