

## PROVIDER MEMO

**To:** Primary Care, OB/GYN, and Endocrinologist Providers  
**From:** Laurie Nakahira  
Chief Medical Officer  
**Date:** July 18, 2019  
**Subject:** Santa Clara Family Health Plan Medi-Cal Wellness Rewards Program

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Dear Providers,

Santa Clara Family Health Plan (SCFHP) is excited to announce our new Medi-Cal Wellness Rewards Program. Beginning May 2019, SCFHP Medi-Cal members who complete qualifying health and wellness activities will be rewarded with gift cards to their choice of major retailers. The program aims to improve quality and close gaps in care by encouraging SCFHP members to see their doctor in a timely manner for required screenings and wellness exams.

The SCFHP Wellness Rewards Program will include member incentives for the following measures:

1. Adolescent Well-Care (AWC)
2. Asthma Medication Ratio (AMR)
3. Breast Cancer Screening (BCS)
4. Cervical Cancer Screening (CCS)
5. Comprehensive Diabetes Care (CDC)
6. Prenatal Program (PPC)
7. Well-Child Visits for first 15 Months of Life (W15)
8. Well-Child Visits for Ages 3-6 (W34)

Once the member completes their screening and a claim/encounter is received, SCFHP will automatically mail a notification to the member to select their gift card. Please submit timely and accurate claims as it benefits member's incentives and improves HEDIS measurements.

The attached **Medi-Cal Wellness Rewards Program Summary** includes detailed information about each measure, the incentives offered to eligible members, the dates of service that apply, and actions your office can take to support the success of this program. If you have any questions regarding this information or would like more information on how to bill for the measures above, please contact Provider Network Management at 1-408-874-1788 or email [providerservices@scfhp.com](mailto:providerservices@scfhp.com).

Thank you for your partnership in providing quality care to our members and working to improve HEDIS performance levels.

	Children's Health			Women's Health
	Well-Child Visits in the First 15 Months of Life - 6 Visits (W15)	Well-Child Visit, Ages 3-6 (W34)	Adolescent Well-Care Visit (AWC)	Prenatal Program (PPC)
<b>Target Population</b>	All SCFHP members who will turn 15 months old during the measurement year and who have not completed up to 6 well-child visits with a PCP during their first 15 months of life: <ul style="list-style-type: none"> <li>- No well-child visits</li> <li>- 1 well-child visit</li> <li>- 2 well-child visits</li> <li>- 3 well-child visits</li> <li>- 4 well-child visits</li> <li>- 5 well-child visits</li> <li>- 6 or more well-child visits</li> </ul>	All SCFHP Medi-Cal children, ages 3-6, who have not completed a well-child visit in the last year.	All SCFHP members, between the ages 12-21, who have not completed a comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.	All SCFHP Medi-Cal women, between the ages of 16+, who are pregnant.
<b>Incentive</b>	\$30 gift card	\$30 gift card	\$30 gift card	1st trimester - \$30 gift card 2nd trimester - car seat (must complete car seat safety class) 3rd trimester - sleep pod
<b>Incentive Eligibility Dates</b>	1/1/19 - 12/31/19	1/1/19 - 12/31/19	1/1/19 - 12/31/19	1/1/19 - 12/31/19
<b>Provider Action</b>	1. Complete 6 well-child check ups in the first 15 months of the patients life. 2. Provide proper coding when submitting claims to ensure member gets the credit for the incentive.	1. Complete a well-child check up and submit claim/encounter to document the visit. 2. Provide proper coding when submitting claims to ensure member gets the credit for the incentive.	1. Complete well-child check up for member each year. 2. Provide proper coding when submitting claims to ensure member gets the credit for the incentive.	1. Provide education on prenatal care. 2. Ensure patients are seen timely for prenatal care.

	Women's Health		Chronic Disease Management	
	Well Woman Exam		Asthma Medication Ratio (AMR)	Comprehensive Diabetes Care (CDC)
	Breast Cancer Screening (BCS)	Cervical Cancer Screening (CCS)		
<b>Target Population</b>	All SCFHP Medi-Cal women between the ages of 50-74 who have not completed their breast cancer screening.	All SCFHP Medi-Cal women between the ages of 21-64 for cervical cancer screenings who have not completed their screening.	All SCFHP Medi-Cal members between the ages of 5-64 identified as having persistent asthma and a ratio of controller medications of 0.50 or greater in the last year.	All SCFHP Medi-Cal members ages 18-75 with a diagnosis of diabetes who have not completed their HbA1c screening.
<b>Incentive</b>	\$20 gift card	\$30 gift card	\$15 gift card per quarter	\$25 gift card
<b>Incentive Eligibility Dates</b>	1/1/19 - 12/31/19	1/1/19 - 12/31/19	7/1/19 - 12/31/19	1/1/19 - 12/31/19
<b>Provider Action</b>	<ol style="list-style-type: none"> <li>Educate your patients about the importance of mammograms.</li> <li>Place a physician order for a mammogram for your patient and help them schedule an appointment.</li> <li>Provide proper coding when submitting claims to ensure member gets the credit for the incentive.</li> </ol>	<ol style="list-style-type: none"> <li>Educate your patients about the importance of pap tests.</li> <li>Complete a pap test if the member has not received one in the last 3 years.</li> <li>Provide proper coding when submitting claims to ensure member gets the credit for the incentive.</li> </ol>	<ol style="list-style-type: none"> <li>Provide patient education regarding asthma management.</li> <li>Prescribe multiple refills for your patients asthma medication.</li> <li>Provide proper coding when submitting claims to ensure member gets the credit for the incentive.</li> </ol>	<ol style="list-style-type: none"> <li>Provide education on diabetes screenings.</li> <li>Ensure patients are seen timely for their HbA1c screening.</li> <li>Provide proper coding when submitting claims to ensure member gets the credit for the incentive.</li> </ol>