

## PROVIDER MEMO

**To:** Medi-Cal and CMC Primary Care Providers in the SCFHP Direct, PCNC, PMG, NEMS, and VHP networks

**From:** Santa Clara Family Health Plan

**Date:** January 28, 2022

**Subject:** Introducing the SCFHP COVID-19 Vaccination Provider Incentive Program: Earn \$25 per completed outreach and \$75 per vaccination gap closure

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Dear Primary Care Providers,

Santa Clara Family Health Plan (SCFHP) is inviting Primary Care Provider (PCP) offices to participate in our COVID-19 Vaccination Provider Incentive Program. SCFHP's Provider Incentive Program is part of our COVID-19 vaccine response plan to close the vaccination rate gap among Medi-Cal members. SCFHP will give eligible PCPs \$25 for completing outreach activities defined below and an additional \$50 once the SCFHP member receives their first dose of the COVID-19 vaccine. The member must be 12 years or older and their first dose must be administered by their assigned PCP.

### COVID-19 Vaccination Provider Incentive Program frequently asked questions

#### Who can call members?

SCFHP's minimum expectation is that a clinical-level practitioner (RN, NP, PA, or MD/DO) completes the outbound calls to address any concerns based on the patient's medical history. No incentive will be made available for calls completed by support staff.

#### Who to call?

Log on to the SCFHP Provider Portal (<https://providerportal.scfhp.com>) to access a list of your assigned unvaccinated members. We encourage you to call as many members as possible but note that at this time we are only offering the Covid-19 Vaccination Provider Incentive for members 12 years old or older.

#### How do I document outreach attempts?

- (1) Log in to SCFHP Provider Portal and access the **Quality Dashboard** link on the top ribbon
- (2) In the new window, change **Measure** in the left ribbon to **COV**
- (3) Click the blue **Update** button next to members who are **Not Compliant**, and document outreach by selecting **Add Supplemental Data**.

#### How is SCFHP defining a completed outreach activity?

Providers will receive their \$25 incentive for each member they call if one of the following scenarios occurs and the activity is documented in the Provider Portal:

- Member already has an appointment or has been vaccinated
- Member schedules an appointment or plans to schedule an appointment
- Provider attempts to call on three different dates and/or times but receives a busy signal or member does not answer (please leave a voicemail when possible)

- Member is deceased, declines to get a vaccine, or requests to not be contacted

The outreach incentive is **not** available when a phone number is invalid, disconnected, or otherwise wrong. Passive outreach such as direct mail, text, or email correspondence is **not** eligible for the outreach incentive.

#### **How is the \$50\* vaccine administration incentive earned?**

Members should be encouraged to get their COVID-19 vaccination in a time and place most convenient for them. If the member receives their first COVID-19 vaccine at their assigned SCFHP PCP's location, the \$50 incentive will be rewarded to the PCP office. The PCP must enter and submit the data to CAIR as that will be the data source for vaccination and incentive payment.

*\* PCPs whose members are assigned through federally qualified health centers (FQHCs) or PCPs not enrolled in the myCAVax Program (<https://mycavax.cdph.ca.gov/s/>) will not be eligible to receive the \$50 incentive payment. For FQHCs, per DHCS guidance, SCFHP may not utilize financial incentives to pay an additional rate per service based exclusively on utilization. We hope this is not a deterrent for either category of PCP as the primary goal is to expand vaccination and fits within the standard of care scope.*

#### **Who receives the payment and when does SCFHP make the payment?**

Payments will be made to the tax identification number (TIN) on file for the receiving PCP on a monthly basis based on updates to eligible outreach activity documented in the Provider Portal and updates to the CAIR database.

#### **What else can providers do to outreach to members?**

Providers are encouraged to do further COVID-19 vaccination outreach to their patients. To help our providers with their outreach efforts, SCFHP has also created a COVID-19 vaccination member reward and created vaccination resource materials. Please visit <https://bit.ly/SCFHPfightsCOVID19> to download:

- Provider outreach letters
- SCFHP COVID-19 Vaccine Reward Member flyer
- COVID-19 Vaccine FAQ
- And MORE!

**SCFHP's Provider Network Operations team may contact you soon to provide additional guidance or answer your questions.** In the meantime, please pass on any additional questions you have via email to [ProviderServices@scfhp.com](mailto:ProviderServices@scfhp.com). Thank you for the invaluable care you offer our members during this unprecedented time.