
Frequently Asked Questions

- **What is the Medicare Annual Wellness Visit (AWV) incentive?**
Santa Clara Family Health Plan DualConnect (HMO D-SNP) (SCFHP DualConnect) members who complete an AWV will be eligible for a \$200 grocery incentive if the visit is completed by **December 31, 2023**.
- **Is there a Medicare AWV incentive for providers?**
Yes, PCPs will be eligible for a \$100 incentive payment per member for each completed AWV, Health Risk Assessment (HRA), and Health Care Quality Assessment Form (HCQAF), in addition to their claims reimbursement.
- **Are all SCFHP DualConnect members eligible for the grocery incentive?**
Yes, the incentive will be available to all SCFHP DualConnect members.
 - SCFHP DualConnect members new to Medicare will complete the Initial Preventive Physical Exam (IPPE) also known as the “Welcome to Medicare” preventive visit.
 - SCFHP DualConnect members who are not new to Medicare will complete the AWV.
- **How will SCFHP DualConnect members learn about the grocery incentive?**
Information about the incentive was posted on SCFHP’s social media and website. SCFHP DualConnect members currently enrolled will receive a postcard via mail encouraging them to call their PCP to schedule a wellness visit. New enrollees will receive a flyer in their SCFHP DualConnect New Member Packet.

PCPs are also encouraged to outreach members who have not scheduled their wellness visit. Only the above visit types are eligible for the grocery incentive.
- **What to do after you’ve scheduled the AWV?**
A representative from SCFHP will contact your office to provide you with a list of your member’s chronic conditions. The chronic condition list is referred to as the Health Care Quality Assessment Form (HCQAF). During the visit, review all diagnoses on the HCQAF and mark accordingly for either active, resolved, or non-applicable. If you have not received your member’s HCQAF contact us at RiskAdjustment@scfhp.com.

Get more information about the HCQAF and the provider incentive at <https://www.scfhp.com/for-providers/provider-resources/hcqaf/>.

- **How do I bill for an AWW?**

Use these HCPCS codes to file a claim:

- G0402 IPPE and Welcome to Medicare
- G0438 Initial AWW
- G0439 subsequent AWW

- **Where do I submit the completed documentation?**

Fax the completed HCQAF, Health Risk Assessment (HRA) and clinic note for each patient to:

Attn: Risk Adjustment

Fax: 1-408-874-1439

Note: The HRA is a required component of the wellness visit. If your practice does not have a HRA form you can download SCFHPs at <https://www.scfhp.com/providers/provider-resources/forms-and-documents/>.

- **When and how will I receive my incentive payment?**

A \$100 payment will be given once the completed HCQAF, HRA, and clinic note have been confirmed as complete and meets CMS standards. SCFHP will make quarterly payments to the Tax Identification Number (TIN) associated with the rendering provider.

- **Who do I contact if I have questions or would like wellness visit resources?**

For questions or wellness visit resources for your practice, contact Risk Adjustment via email at RiskAdjustment@scfhp.com.

- **What should I do if SCFHP DualConnect members ask me about the grocery incentive?**

It is important for PCPs to file their claim(s) in a timely manner so members can receive their incentive without incident. SCFHP will be notified that members have completed their wellness visit when their claim is received. Members should allow 120 days after claim has been submitted to receive their incentive. SCFHP DualConnect members have been informed that their PCP does not issue the incentive.

If SCFHP DualConnect members have further questions, refer them to SCFHP DualConnect Customer Service at 1-877-723-4795 (TTY: 711), 7 days a week, 8 a.m. to 8 p.m.