

RE: Quality Improvement Provider Bonus CY2021 Announcement

Dear SCFHP Provider,

As our community continues to face the challenges of the pandemic, Santa Clara Family Health Plan (SCFHP) would like to support your efforts to provide high quality of care to our Medi-Cal members during calendar year 2021. We invite you to participate in our one-time quality improvement provider bonus.

Eligible providers: SCFHP Primary Care Physicians (PCPs)

Target members: SCFHP Medi-Cal members assigned to your PCP panel

Program description:

- Earn a quality bonus for each of the following care gaps closed between October 1 and December 31, 2021.
- Submit a claim with the appropriate coding for the measures below.
- If the work was performed by ancillary providers, a claim must be submitted by the ancillary provider with the appropriate codes.
- Payments will be calculated beginning February 1, 2022 to allow for claim submission and paid to the organizational Tax Identification Number associated with the provider. Calculation will continue for all services rendered during the period. Payments will be made monthly for all qualifying services submitted by March 31, 2022.
- Some of the measures may also qualify for Provider Performance Program and Proposition 56 payments and are noted. Eligibility rules for each program apply. Measures where members would also qualify for an incentive are also noted. Therefore, both providers and members are given a bonus for closing a given gap.

Measures	Services to be completed by 12/31/2021	Strategies for gap closure	Provider Bonus	Member Incentive
Breast Cancer Screening	Mammogram (Claims submitted by radiology center)	<ul style="list-style-type: none"> • Generate a doctor's order for the service • Contact the member and help schedule the mammogram appointment • Contact the member to remind and/or ensure the visit is completed by end of the year (2021) 	\$25	\$15*
Cervical Cancer Screening	Pap smear & HrHPV test	<ul style="list-style-type: none"> • If not within PCP scope, generate a referral to OBGYN for the service • Contact the member and help schedule the appointment • Contact the member to remind and/or ensure the visit is completed 	\$25 +Supports PPP scores	\$15*
Chlamydia Screening	Urine test or swab for chlamydia	<ul style="list-style-type: none"> • Call member to come in for the test 	\$25 +Supports PPP scores	\$50
Blood Lead Screening	Blood lead test (0-2 years old)	<ul style="list-style-type: none"> • Generate a doctor's order for the service • Contact the member to go to the lab to give the blood sample • Contact the member to remind and/or ensure the lab visit is completed 	\$25 +Prop 56 \$25	\$30*

Measures	Services to be completed by 12/31/2021	Strategies for gap closure	Provider Bonus	Member Incentive
HbA1c testing for Diabetes	A1C test	<ul style="list-style-type: none"> • Generate a doctor's order for the service • Contact the member to go to the clinic or lab to give the blood sample • Contact the member to remind and/or ensure the lab visit is completed • If PCP is performing A1C test, <i>CPT: 83036, 83037</i> and A1C result <7 – <i>3044F</i> A1C result >9 – <i>3046F</i> A1C result ≥ 7 ≤ 8 – <i>3051F</i> A1C result ≥ 8 ≤ 9 – <i>3052F</i> 	\$25 +Supports PPP + Prop 56 (\$80 for controlled)	\$20
Missing one Well Child Visit for aged 0 – 30 months	Well visit	<ul style="list-style-type: none"> • Schedule telehealth and submit all appropriate codes for well visit 	\$25 +Supports PPP + Prop 56 (Physician \$27-\$83; VBP \$70)	\$30*
Adolescent/ Child Visit	Well visit	<ul style="list-style-type: none"> • Schedule telehealth and submit all appropriate codes on the claim: <ol style="list-style-type: none"> a. Evaluation and Management code b. BMI percentile <i>CPT: Z68.51, Z68.52, Z68.53, Z68.54</i> c. Counseling on Nutrition <i>CPT: Z71.3</i> d. Counseling on Physical Activity <i>CPT: Z71.82</i> 	\$50 +Supports PPP scores + Prop 56 (Physician \$27-\$83; VBP \$70)	

Instructions:

1. Review Member Care Gap List on SCFHP Provider Link at www.providerportal.scfhp.com or email ProviderServices@scfhp.com for assistance in obtaining your list.
2. Conduct outreach to members on Member Care Gap List.
3. Schedule appointment with your eligible patients (face to face or telehealth). If members need transportation services to close the above gaps, please contact SCFHP Customer Service at **1-800-260-2055**.
4. For ancillary tests such as HbA1c, blood lead, chlamydia screening, create an order form, call patients to inform them where to complete the test (in your office or lab), and ensure members complete the test by December 31, 2021.
5. Address care gaps during appointment.
TIP: Member can complete lab test(s) prior to appointment. Discuss results during appointment.
6. Submit appropriate claims and CPT codes by March 31, 2022.

We appreciate your support to close gaps in care and improve health care quality for SCFHP members. If you have any questions regarding this information, please contact us at ProviderServices@scfhp.com.

Sincerely,

Santa Clara Family Health Plan



Member Incentives
2021_Provider V1.2.p

Santa Clara Family Health Plan 2021 Medi-Cal Member Incentives Summary*

	Diabetes Care		Well Child	
	Comprehensive Diabetes Care -HbA1C Testing (CDC-HT)	Comprehensive Diabetes Care - HbA1C Poor Control (CDC >9)	Well Child Visits 0-30 months (W30) Group A	Well Child Visits 0-30 months (W30) Group B
Who is eligible?	Diabetic members ages 18-75 who did not have BOTH hemoglobin HbA1C test and office visit from 1/1/21 - 9/30/21	Diabetic members ages 18-75 with hemoglobin A1C test result greater than 9 in 2020	Children who turn 15 months old in 2021	Children who turn 30 months old in 2021
What type of service needs to be completed and by when?	Member completes A1C testing and office visit from 10/1/21 - 12/31/21	Member completes Medical Nutrition Therapy (MNT) by registered dietitian <i>and/or</i> Diabetic Self Management Education (DSME) by certified diabetic educator from 4/1/21 - 12/31/21	Members age 0-15 months completes 6-well care visits with PCP prior to turning 15 months old in year 2021	Members 16-30 months complete blood lead screening before 2nd birthday AND 2 or more well-child visits prior to turning 30 months old in year 2021
What notification will be sent?	Members will receive a mailer if they are eligible for the incentive	Members will receive a mailer if they are eligible for the incentive	Members' parent/guardian will receive a mailer if they are eligible for the incentive	Members' parent/guardian will receive a mailer if they are eligible for the incentive
Line of Business / Product	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual
Program Type	Care gap only	Care gap only	Entire eligible population (All)	Entire eligible population (All)
Incentive	\$20 gift card	\$20 gift card for each (total max \$40)	\$30 gift card	\$30 gift card
	Adolescent Well Care Visits 18-21 year olds (WCV)	Healthy Moms, Healthy Babies Prenatal Program (PPC)	Well Women- Breast Cancer & Cervical Cancer Screening (BCS & CCS)	
Who is eligible?	Adolescent members, between the ages of 18 - 21 in 2021	Pregnant members, ages 16+ in 2021	Female members, between ages 50-64, who are missing both breast cancer and cervical cancer screenings in year 2021	
What type of service needs to be completed and by when?	Member completes at least 1 comprehensive well-care visit with PCP in year 2021	Member completes 1 prenatal visit between week 1 and week 12 of pregnancy <i>and/or</i> completes 1 postpartum visit between 7-84 days after delivery in year 2021	Member completes screening mammogram <i>and/or</i> pap smear with or without HPV from 10/1/21-12/31/21	
What notification will be sent?	Member will receive a mailer if they are eligible for the incentive	Member must enroll in Healthy Moms, Healthy Babies Program with completed form faxed to Health Education. Form to be submitted within 30 days of completed services.	Member will receive a mailer if they are eligible for the incentive	
Line of Business / Product	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	Medi-Cal/ Non-Dual	
Program Type	Entire eligible population (All)	Entire eligible population (All)	Care gap only	
Incentive	\$50 gift card	Car Seat or CoSleeper during SCFHP Baby Shower. \$40 gift card for Postpartum Visit	\$15 gift card for each (total max \$30)	

*All networks are eligible, except Kaiser. Cal Medi-Connect members or members with SCFHP as secondary insurance do not qualify. SCFHP follows NCQA technical specifications for all measures to determine eligibility. Members must currently be enrolled with SCFHP to qualify. Members who terminated with SCFHP are not eligible for rewards regardless of when visit was completed. Other terms and conditions may apply. No provider attestation form is required. Provider must bill visit per HEDIS Technical specifications and codes in order for visit to qualify for reward. Compliant members will receive notification via U.S mail on how to claim their reward within approximately 3 months from date claim is submitted. Program ends 12/31/21.