



Promise Health Plan

2018 Blue Shield of California Promise Health Plan Provider Incentive Program

Domain 3: Value Incentive Program Los Angeles (VIP LA)

Rationale: While health plans that have a direct provider network can easily monitor and manage performance, it has proven to be impractical or not feasible for plans that contract with Independent Practice Associations (IPAs) to do the same. L.A. Care decided to remediate that and as result developed the Value Initiative for IPA Performance, or VIIP. By looking at several measures, L.A. Care is now able to calculate a score for each IPA. L.A. Care's initial intent is to help IPAs identify opportunities to make improvements to ensure that they have the best-performing network.

Blue Shield of California Promise Health Plan wants to recognize top performing IPAs by providing an additional incentive on top of L.A. Care's VIIP incentive.

Targeted Providers: All IPAs that have Blue Shield of California Promise Health Plan Medi-Cal members through L.A. Care.

Methodology: Promise Health Plan has adopted LA Care's VIIP Program methodology, scores are calculated for each IPA based upon the following 5 domains:

- **Access and availability.** Members need access to their physician, either at their office or on the phone. (25% of total score – LA Care score will be used if Promise Health Plan data not available)
- **Healthcare Effectiveness Data and Information (HEDIS).** HEDIS metrics address important dimensions of care and service such as controlling high blood pressure, providing comprehensive diabetes care, screening for breast cancer, tracking childhood and adolescent immunization status and assessing childhood and adult weight/BMI. (25% of total score – Promise Health Plan data will be used)
- **Member Satisfaction.** Based on a version of an NCQA survey sent to a sample of members of each IPA, L.A. Care aims to make sure that every interaction between a member and the IPA is pleasant and positive (20% of total score – LA Care score will be used if Promise Health Plan data not available)
- **Utilization.** L.A. Care looks at five measurements of clinical utilization: admissions to the hospital, readmissions, one-day admissions, potentially avoidable emergency room visits, and inpatient bed days. (15% of total score – Promise Health Plan data will be used)
- **Encounter Timeliness.** L.A. Care now includes a requirement for timely return of encounter data in all contracts and has tied VIIP to new pay-for-performance incentives to ensure the data comes in timely. (15% of total score – Promise Health Plan data will be used)

The score for each measure in a domain is based on how the IPA's result compares to its peers. If it's in the 90th percentile or above, they receive the full points. If it's between the 50th and 89th percentile, they receive 50% of the points. If it's below the 50th percentile, they don't receive points for that measure.

*Encounter Gate: There are five (5) encounter gate levels, each corresponding to a higher rate of the provider group's total encounter data submission rate. As provider groups reach higher



Promise Health Plan

levels of encounter data submission, they are eligible for a larger percentage of their total possible incentive payment:

- Level 1: 100% of available incentive
- Level 2: 85% of available incentive
- Level 3: 75% of available incentive
- Level 4: 50% of available incentive
- Level 5: 0% of available incentive

Blue Shield of California Promise Health Plan will pay its VIP LA incentive in June of the following year LA Care pays their incentive year. For example, the MY2017 LA Care incentive will pay in Q4 2018, Promise Health Plan's VIP LA incentive payment for MY2017 will be paid in June 2019.

Information on Blue Shield of California Promise Health Plan Provider Incentive Program: Blue Shield of California Promise Health Plan Provider Incentive Program incentivizes Practices and IPAs serving Medi-Cal members to ensure that members will receive care that is worthy of our family and friends. This should result in high quality, efficient healthcare that reduces the overall cost of healthcare spending.

IPAs can qualify for two incentives. The IHA AMP incentive is based on scores calculated as part of the Integrated Health Association's (IHA) Align.Measure.Perform. (AMP). The second incentive for IPAs is the Value Incentive Program (VIP.) VIP is county specific. The Los Angeles County VIP payment is based on scores calculated by L.A. Care's VIP program and Blue Shield of California Promise Health Plan scores. The San Diego County payment will be based on a custom Blue Shield of California Promise Health Plan model closely aligned with L.A. Care's VIP.

If you have any questions or comments, please email providerincentives@blueshieldca.com or visit <https://www.blueshieldca.com/promise/providers/index.asp?secProviders=qiip> and reference the "Provider Appreciation" section.