



Promise Health Plan

2018 Blue Shield of California Promise Health Plan Provider Incentive Program

Domain 4: Value Incentive Program San Diego (VIP SD)

Rationale: While health plans that have a direct provider network can easily monitor and manage performance, that has proven to be impractical or not feasible for plans that contract with Independent Practice Associations (IPAs). L.A. Care has addressed that by creating its Value Initiative for IPA Performance (VIIP) program. However, that program is limited to Los Angeles County.

Blue Shield of California Promise Health Plan has decided to create the Value Incentive Program for San Diego County (VIP SD). VIP SD is modeled after L.A. Care's VIIP. By evaluating different measures and sharing best practices with IPAs, Blue Shield of California Promise Health Plan will reward top performing IPAs and drive increases in quality for all IPAs. This is intended to ensure the best quality of care for our members in San Diego County

Targeted Providers: All IPAs in San Diego that have Blue Shield of California Promise Health Plan Medi-Cal members.

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)
- **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)
- **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)
- **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)
- **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)

NOTE: VIP SD will have a simplified Domain score comprised of HEDIS 50%, Utilization 25%, and Encounter Timeliness 25% for MY2017 and MY2018. Access and Availability and Member Satisfaction will not be included in MY2017 or MY2018.

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.



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*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 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 SD incentive in June of the following year after a MY has closed. For example, MY2017 VIP SD measurement data will be finalized at the end of Q4 2018, payment 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 VIIP 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 VIIP.

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.