



2023 Quality Rewards Program

UnitedHealthcare Community Plan

United
Healthcare
Community Plan

Agenda

- Quality Rewards program overview and eligibility
- 2023 updates
- Quality Rewards program benchmarks
 - Pediatric home health agencies (HHAs)
 - Primary care providers (PCPs)
 - Federally Qualified Health Centers (FQHCs) with dental practices
 - Accountable care organizations (ACOs)
 - Obstetrician/gynecologist (OB-GYN)/nurse-midwife practices
- Care opportunity closure incentives
- Incentive payment schedule
- Preferred Provider overview



Quality Rewards program overview

We created the Quality Rewards program to:

- **Recognize** health care professionals for offering quality service to UnitedHealthcare Community Plan members
- **Help** our members get the right care, at the right time and the right place
- **Reward** excellence with cash incentives*
- **Address** UnitedHealthcare Community Plan of Pennsylvania member care opportunities based on HEDIS® measures. This is tied to access to care, doctor/patient communication, children's health and diabetes monitoring/treatment.
- **Help** improve access for our members by rewarding health care professionals for accepting new patients and reducing hospitalizations

*Incentive bonuses will be paid to in-network UnitedHealthcare Community Plan health care professionals who are in good standing as of Dec. 31, 2023.



Quality Rewards program eligibility

Quality Rewards program overview and eligibility

- Pediatric HHAs
- PCPs
- FQHC with dental practices
- ACOs
- OB-GYN/nurse-midwife practices

The Quality Rewards program has different requirements and benchmarks based on health care professional and/or organization type.

The Quality Rewards program runs by calendar year and is funded by the Pennsylvania Department of Human Services.



What's new for 2023

This year, we added the following measure:
Pediatric shift care nursing incentive for HHAs



HHA quality benchmarks

Pediatric shift care nursing

Eligible HHA health care professionals:

- Minimum of 5 UnitedHealthcare members with shift care nursing
- Must have less than 5 missed shifts per quarter
- Participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

Quality targets and incentive amounts



Shift Care Nursing cases will receive \$300 per member/per quarter

As reported on the quarterly OPS 8 Shift Care Nursing Report





PCP quality benchmarks

Well-Child Visits in the First 15 Months of Life

Six or more visits

Eligible pediatricians and family practice health care professionals:

- Have at least 20 UnitedHealthcare Community Plan members assigned to their tax ID number (TIN) and included in their HEDIS denominator for the 2023 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

Quality targets and incentive amounts

HEDIS percentile	HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
50th	56% or more	20	\$20 per member
75th	61% or more	20	\$50 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Well-Child Visits

Ages 3–21

Eligible pediatricians and family practice health care professionals:

- Have at least 100 children who are UnitedHealthcare Community Plan members assigned to TIN and in HEDIS denominator for the 2023 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

Quality targets and incentive amounts

HEDIS percentile	HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
50th	49% or more	100	\$15 per member
75th	58% or more	100	\$30 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Controlling High Blood Pressure

Ages 18–85

Eligible health care professionals:

- Have at least 50 UnitedHealthcare Community Plan members assigned to their TIN and in HEDIS denominator for the 2023 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

To get credit for this measure, please use CPT[®] II codes or structured data.

Quality targets and incentive amounts

HEDIS percentile	HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
50th	60% or more	50	\$10 per member
75th	65% or more	50	\$50 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Comprehensive Diabetes Care

HbA1c Poor Control > 9% Ages 18–75

Eligible health care professionals:

- Have at least 50 UnitedHealthcare Community Plan members assigned to TIN and in HEDIS denominator for the 2023 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

To get credit for this measure, please use CPT II codes or structured data.

Quality targets and incentive amounts

HEDIS percentile	HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
50th	40% or less*	50	\$50 per member
75th	36% or less*	50	\$100 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on HEDIS denominator as of Dec. 31, 2023

Inverse measure means lower result value is better

You do not need to send us test results if they were processed through Quest and LabCorp



Asthma Medication Ratio

Ages 5–64

Eligible health care professionals:

- Have at least 20 UnitedHealthcare Community Plan members assigned to TIN and in HEDIS denominator for the 2023 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

Quality targets and incentive amounts

HEDIS percentile	HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
50th	64% or more	20	\$25 per member
75th	70% or more	20	\$75 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Blood Lead Level Screening for Children

Eligible pediatrician and family practice health care professionals:

- Have at least 20 UnitedHealthcare Community Plan members assigned to TIN and in HEDIS denominator for the 2023 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

Quality targets and incentive amounts

HEDIS percentile	HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
50th	64% or more	20	\$10 per member
75th	73% or more	20	\$25 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Developmental Screening in the First 3 Years of Life

Eligible pediatrician and family practice health care professionals:

- Have at least 20 UnitedHealthcare Community Plan members assigned to TIN and in HEDIS denominator for the 2022 measurement year
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

To get credit for this measure, CPT code 96110 must be billed on claims on the date of service.

Quality targets and incentive amounts

HEDIS measure target rate*	Minimum number of eligible plan members	Incentive reward**
At least 64% compliance rate	20	\$25 per member

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Structured Data Incentive for Comprehensive Diabetes Care

HbA1c Poor Control >9.0% and Controlling High Blood Pressure measures

Incentive opportunities

We'll reimburse at the TIN level:

- \$1,000 per measure of data submitted for a total possible submission of \$2,000 per year for the above 2 measures

This applies to TINs that send us structured data files such as continuity of care documents (CCDs) and flat files monthly, or on agreed upon cadence. This does not apply to TINs that send data overall through a Health Information Exchange (HIE).



Incentive programs

Health equity measures:

- Prenatal Care in the First Trimester*
- Postpartum Care*
- Well-Child Visits in the First 15 Months of Life*
- Controlling High Blood Pressure*
- Comprehensive Diabetes Care – HbA1c Poor Control >9.0%*

Incentive opportunities

- We'll reward you at the TIN level when you show a 5% or less disparity via percentage by measure results related to the overall performance of compliance in a measure
- We'll use the measure rate results of the African-American and Caucasian populations and will calculate a percentage difference in overall measure performance. Those groups with a 5% or less disparity in performance difference will receive \$500 per measure.
- The denominator minimums must be met for a TIN to be measured on this disparity by measure program. There are 4 applicable PCP level measures and 1 OB applicable measure (Postpartum Care) as defined above as part of this program

*Each measure requires a minimum of 50 in the overall denominator, consisting of at least 20 African-Americans in the denominator to qualify.

- Note: FQHCs are eligible for improvement, HEDIS percentile and PCP ADV care opportunity incentives





FQHCs with dental practices quality benchmark

FQHCs with dental practices

Annual Dental Visit (members ages 2–20)

Eligibility: FQHCs with dental practices in their primary care offices

Quality targets and incentive amounts

Incentive opportunities

Opportunity 1: Have a 5% improvement in ADV* rate to receive \$7,500 based on claim encounter data.

Opportunity 2: Receive a \$5,000 bonus for reaching an ADV rate of at least 51% (50th percentile)*.

Receive a \$10,000 bonus for reaching an ADV rate of at least 56% (75th percentile)*.

*Target rate subject to change when NCQA Quality Compass data is released in 2023

*Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023

FQHCs are eligible for improvement, HEDIS percentile and PCP ADV care opportunity incentives



Determining the ADV incentive

- We'll use data from Jan. 1 to Dec. 31, 2022, as a baseline for the number of ADVs for members ages 2–20
- We'll compare the baseline result with the number of ADVs during the same time frame in 2023

The minimum panel size is 150 UnitedHealthcare Community Plan members as of Dec. 31, 2023.





ACO quality benchmarks

Reducing potentially preventable readmissions

- **Eligibility:** ACOs with shared savings agreements and high-volume health care professionals
- We're offering this incentive to ACO health care professionals because they have access to our population registry

Quality targets and incentive amounts

Incentive opportunity

ACOs will receive \$5,000 if a health care professional has a 10% reduction in hospital readmission rate from 2022 to 2023.





**OB-GYN/nurse-midwife
practice quality
benchmarks**

Prenatal care in the first trimester

- **Eligibility:** OB-GYNs/nurse-midwives participating with UnitedHealthcare Community Plan as of Dec. 31, 2023
- Incentives are paid for 1 Obstetrical (OB) Needs Assessment form per pregnancy

Quality targets and incentive amounts

Incentive opportunities

Opportunity 1: Receive \$15 for each completed OB Needs Assessment form sent within 5 days of a member's first OB visit.

Opportunity 2: Earn \$40* for forms sent electronically using the OB cloud application.

*The \$40 payment amount for electronic form submission replaces the \$15 for paper submission. You can earn 1 incentive or the other for each plan member — not both.



Postpartum care

Eligible OB-GYNs/nurse-midwives:

- Have at least 20 patients who are UnitedHealthcare Community Plan members and assigned to their TIN or are seen by the practice
- Are participating with UnitedHealthcare Community Plan as of Dec. 31, 2023

Quality targets and incentive amounts

Incentive opportunities

Opportunity 1: Receive \$50 per OB patient when the 50th percentile (77%)* of members reach the measure goal.

Opportunity 2: Receive \$200 per OB patient when the 75th percentile (81%)* of members reach the measure goal.

*Target rate subject to change when NCQA Quality Compass data is released in 2023

**Annual bonus based on members in the denominator for this HEDIS measure as of Dec. 31, 2023



Care opportunity closure incentives

Earn additional incentives for addressing the following care opportunities based on the claim data or medical record documentation we receive.

- **Annual Dental Visit** – \$10 per plan member
- **Postpartum Care** – \$75 per plan chart received
- **Lead Screening for Children** – \$75 per chart received
- **Comprehensive Diabetes Care – HbA1c poor control > 9%**
 - For any lab result chart we receive, you get \$25.
 - If that result is 9% or less, you get an additional \$25 for a total of \$50
 - Receive another \$25:
 - Initial lab result received is 9.1% or higher and the member is retested and we receive that lab result from you



Care opportunity payments

- In mid-2023, we'll send you a list of members who may need these care opportunities addressed
- We'll make payments quarterly once you submit appropriate documentation showing members' care opportunities are closed



Incentive payment schedule

PCP incentives

- We'll send the incentive payment(s) for meeting quality benchmarks during a calendar year by the second quarter of the following year
 - For example, we'll send payments when you reach quality benchmarks in 2023 by the second quarter of 2024
- We'll send the payments for care opportunity closures periodically during a calendar year, based on the timing of our care opportunity list mailings

Financial bonuses under the program won't exceed 24.99% of the total potential annual payments we make to PCPs.

OB-GYN/nurse-midwife incentives

- We'll send the incentive payment(s) for paper and electronic OB assessment forms quarterly, within 120 days from the end of a quarter
- We'll pay all other incentives semi-annually by Dec. 31, 2023, and June 30, 2024





Preferred Provider quality benchmarks

Overview

Earn Preferred Provider status by **meeting 8 of 10 requirements.**

The minimum panel size is 250 UnitedHealthcare Community Plan members.

Preferred Provider status requirements

Accepting new members

Offer extended office hours, including 2 weeknights until 7 p.m. or a combined 3 hours on Saturday or Sunday

Have a claims Electronic Data Interchange (EDI) submission rate greater than 90%

Developmental screening compliance of 64% or higher

HEDIS Well-Child Visit (ages 3–21) measure rate higher than the 50th percentile

HEDIS Comprehensive Diabetes Care – HbA1c level ≤ 9 rate better than the 50th percentile

HEDIS Well-Child Visits in the First 15 Months of Life measure rate higher than the 50th percentile – members had 6 or more visits

HEDIS Asthma Medication Ratio rate higher than the 50th percentile

HEDIS Blood Lead Level Screening rate higher than the 50th percentile

HEDIS Controlling High Blood Pressure measure rate higher than the 50th percentile



Preferred Providers status

Preferred Providers will receive:

- Recognition of Preferred Provider designation in the UnitedHealthcare Community Plan care provider directory
- First preference for member auto-assignment/reassignment
- PIN number for expedited service when calling Provider Services or utilization management
- Care management bonus of \$1.50 per member based on member panel size as of Dec. 31, 2023
- Waiver of prior authorization requirements for some services



Waivers

Waiver of prior authorization requirements doesn't include:

- Admissions to hospitals or skilled nursing and rehab facilities
- Durable medical equipment (DME) more than \$500
- Dental benefits
- Non-covered benefits
- Non-formulary drugs and medications that require prior authorization
- Home health aide
- Enteral nutrition
- Services from out-of-network care providers
- Skilled nursing visits and private duty/shift care nursing services
- Specific medical injectable J codes and CPT codes listed on the UnitedHealthcare Community Plan Prior Authorization Pennsylvania Medicaid list located at UHCprovider.com/PACommunityplan > Prior Authorization and Notification



Questions?



For chat options and contact information, visit UHCprovider.com/contactus.



For more information, go to UHCprovider.com/PAcommunityplan >
Quality Rewards Program





Thank you

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