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To: All Medi-Cal PCPs and IPAs
From: IEHP Quality Improvement
Date: October 3, 2024
Subject: **2024 Member Incentives for Medi-Cal Child Programs**

What is the Member Incentive Program?

- Members are incentivized to complete needed wellness visits and/or immunizations to close gaps in care.
- Once the Member has received the service, and the encounter is received through standard billing channels, the Member will be sent the incentive. Services must be completed within the appropriate timeframe to qualify for the 2024 incentive program.

Who is eligible for the Member Incentive Program and how are Members notified?

Members identified in the target population receive mailed notification of incentive program.

- Member notification includes education on the health benefits of completing the specific wellness visit or immunizations, instructions to make an appointment to visit their PCP for the needed service(s), and how to receive the incentive and are sent either at the beginning of flu season or when Member’s age makes them eligible.

Member eligibility and notification timeframes for the 2024 Member Incentive Program:

Incentive Amount & Lab, Screening, or Immunization	Member Eligibility	Notification Date	Age Range Deadlines
\$100 - Immunizations- Flu (13-24 months)	All Members turning 2 years of age between 11/01/2024 and 10/31/2025	Beginning of 2024-2025 Flu Season	Member is eligible for a gift card if Flu vaccine is completed by the child’s 2 nd birthday.
\$200 - Immunizations- Flu & Rotavirus (0-12 months)	Each month, IEHP reviews enrollment data to identify newly enrolled Members 0-2 months of age.	New Member 0-2 Months of Age	Member is eligible for a gift card if the Flu vaccine AND Rotavirus series is completed by the child’s 1 st birthday.
\$200 - Immunizations- HPV (9-12years)	Each month, IEHP reviews enrollment data to identify Members turning 9 and 12 years of age.	Month Member turns 9 or 12 Years of Age	Member is eligible for a \$50 gift card after the first does of HPV vaccine is administered and a \$150 gift card when the HPV series (2 or 3 doses) is completed by the child’s 13 th birthday.
\$25 - Child & Adolescent Wellness Visit (16-21 years)	Member 16 -21 years of age who have not completed a wellness visit in the current measurement year.	Eligible Members 16 -21 years of age at the launch of the program	Member is eligible for a gift card if wellness visit is completed in the measurement year.

Incentive Amount & Lab, Screening, or Immunization	Member Eligibility	Notification Date	Age Range
\$25 - Well Child Visit (First 15 months of life)	Members 6 months of age who have not completed one well – child visit.	Month Member turns 6 months	Member is eligible for a gift card if wellness visit is conducted by the child’s 1 st birthday. <u>Program criteria: Members turning 7 months of age who have not completed a well child visit.</u>
\$25 - Well Child Visit (15-30 months of life)	Members 17 months of age who have not completed one well – child visit.	Month member turns 17 months	Member is eligible for a gift card if wellness visit is conducted by the child’s 2 nd birthday. <u>Program criteria: Members turning 18 months of age who have not completed a 15-30 month well child visit.</u>
\$50 - Lead Screening in Children	Members who have not completed one capillary or venous lead blood test before turning 2 years of age.	Month member turns 16 months	Member is eligible for a gift card if they complete one or more capillary or venous lead blood test before child’s 2 nd birthday.

What do eligible Members have to do to receive a gift card?

Eligible Members must complete the wellness visit or immunization(s) identified via phone/mail communications by the stated deadline. Refer Members to the incentive letter mailed from IEHP or the IEHP Member Services team at 1-800-440-4347 for questions regarding program details.

After the Member completes their service, IEHP receives the visit encounter from the Provider. IEHP will review all data sources for encounters at least monthly and identify Members that have completed the service within the specified timeframe, making them eligible to receive the gift card.

What kind of gift card will the Member receive?

After IEHP receives proof of identified service, the Member will be mailed a **reward certificate**, which has a **unique claim code**. Using the claim code, Members may choose from a selection of gift cards from a variety of companies via telephone, on-line, or mail.

When will the Member receive the gift card?

Once IEHP receives proof of service, the reward certificate will be mailed to the Member from the authorized vendor within two weeks. Members can expect to receive their gift card 2-3 weeks after making the gift card selection.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org or IEHP’s Quality Department at QualityPrograms@iehp.org.

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