

2023

URGENT CARE + WELLNESS

Quality Incentive Program



IE  **HP**
Inland Empire Health Plan

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Introducing the 2023 Urgent Care + Wellness Quality Incentive Program

Inland Empire Health Plan (IEHP) is excited to announce the 2023 Urgent Care + Wellness Quality Incentive Program. This incentive program offers an opportunity for Urgent Care Providers to earn financial rewards for improving wellness service for IEHP Medi-Cal Members.

This NEW quality incentive program encourages Urgent Care Providers to render a well-care visit while the IEHP Member is at an urgent care for their health care matter.

The 2023 Urgent Care + Wellness Quality Incentive Program includes performance-based incentives for the rendered well-care service. Incentive payments will be made to eligible providers who meet the program criteria.

This technical guide is designed to help Urgent Care Providers understand how they can earn financial incentives for providing quality wellness service to IEHP Members.

Thank you for your continued partnership in providing quality health care to IEHP Members. If you have questions related to this program, please contact IEHP's Provider Relations at (909) 890-2054 or IEHP's Quality Department at QualityPrograms@iehp.org.

Incentive Program Service

There is one wellness service included in the 2023 Urgent Care + Wellness Quality Incentive Program, that the Urgent Care Providers are eligible to receive a financial incentive: **Child and Adolescent Well-Care Visits.**

IEHP identified this as a plan-wide area of opportunity to improve the wellness of IEHP Members. Technical specifications and details for the Quality Incentive wellness service are included in Appendix 1.

✓ Eligibility and Participation

Provider Eligibility

Any IEHP Medi-Cal contracted Urgent Care Provider, with at least one Primary Care Physician (PCP) type practitioner.

NOTE: Federally Qualified Health Centers (FQHCs), Indian Health Facilities (IHF), and Rural Health Clinics (RHCs) are not eligible to receive payments for the 2024 Urgent Care + Wellness Quality Incentive Program.

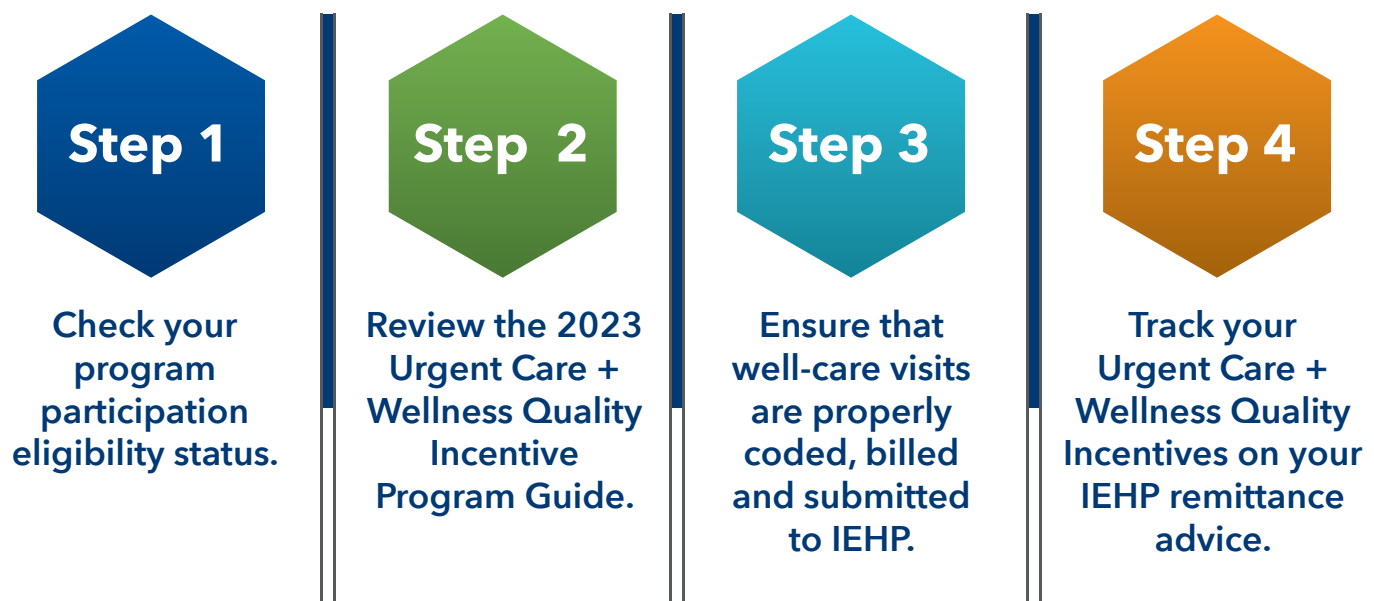
Member Eligibility

The population for this Quality Incentive Program includes IEHP's Medi-Cal Members.

NOTE: The Member must be active with IEHP on the date the services are performed.

How to Participate

The urgent care facility will be automatically enrolled into the program, if eligible. If it's a Medi-Cal Urgent Care, with at least one Primary Care Physician (PCP) type practitioner, then the facility can participate.



✓ Minimum Data Requirements

Claims Data

Claims data is foundational to performance measurement and is essential to success in the 2023 Urgent Care + Wellness Quality Incentive Program. Complete, timely and accurate claims data should be submitted through normal reporting channels for wellness services rendered to IEHP Members. Please use the appropriate codes listed in Appendix 1 to meet Quality Incentive service requirements.

Quality Incentive Payment

Table 1, below, indicates the amount an Urgent Care Provider will receive per service delivered to a qualifying Member.

NOTE: Provider must bill one procedure code from Table 1, per eligible Member, for services that qualify for this program. Provider must bill one of the qualifying codes, in addition to Modifier 25, as appropriate, to ensure correct P4P payment distribution. Providers conducting well-care visits in this program will automatically be eligible to receive additional Prop 56 reimbursement. Please see Table 1 below for potential incentives related to the services in this program.

TABLE 1: QUALITY INCENTIVE PAYMENT PER SERVICE:			
Incentive Service*	Incentive Service Code Description	Urgent Care + Wellness Financial Incentive Amount	Prop 56 Reimbursement
99382	See Appendix 1 for CPT code descriptions	\$47.13	\$80.00
99383		\$54.83	\$77.00
99384		\$65.78	\$83.00
99385		\$114.10	\$30.00
99392		\$37.39	\$79.00
99393		\$43.85	\$72.00
99394		\$54.83	\$72.00
99395		\$102.90	\$27.00

* Prop 56 reimbursement is also available to Urgent Care Providers providing additional payment opportunities for these well child visit services.

Payment Timeline

IEHP will issue incentive payments to qualified Urgent Care Provider following the schedule below:

2023 IEHP URGENT CARE + WELLNESS QUALITY INCENTIVE PROGRAM – PAYMENT SCHEDULE:		
Date of Service:	Claim Received:	Payment Date:
9/1/2023 – 9/30/2023	10/15/2023	11/20/2023
9/1/2023 – 10/31/2023	11/15/2023	12/20/2023
9/1/2023 – 11/30/2023	12/15/2023	1/20/2024
9/1/2023 – 12/31/2023	1/15/2024	2/20/2024
9/1/2023 – 12/31/2023	2/15/2024	3/20/2024
9/1/2023 – 12/31/2023	3/15/2024	4/20/2024

Program Terms and Conditions

- **Good Standing:** An Urgent Care currently contracted with IEHP (“Plan”) for the delivery of services, not pursuing any litigation or arbitration or has a pending claim pursuant to the California Government Tort Claim (Cal. Gov. Code Sections 810, et seq.) filed against Plan at the time of program application or at the time additional funds may be payable, and has demonstrated the intent, in Plan’s sole determination, to continue to work together with Plan on addressing community and Member issues. Additionally, at the direction of the CEO or their designee, Plan may determine that a provider is not in good standing based on relevant quality, payment, or other business concerns.
- Participation in IEHP’s Urgent Care + Wellness Quality Incentive Program, as well as acceptance of incentive payments, does not in any way modify or supersede any terms or conditions of any agreement between IEHP and providers, whether that agreement is entered into prior to or subsequent to the date of this communication.
- There is no guarantee of future funding for, or payment under, any IEHP provider incentive program. The IEHP Urgent Care + Wellness Quality Incentive Program and/or its terms and conditions may be modified or terminated at any time, with or without notice, at IEHP’s sole discretion.
- In consideration of IEHP’s offering of the IEHP Urgent Care + Wellness Quality Incentive Program, participants agree to fully and forever release and discharge IEHP from any and all claims, demands, causes of action, and suits, of any nature, pertaining to or arising from the offering by IEHP of the IEHP Urgent Care + Wellness Quality Incentive Program.
- The determination of IEHP regarding performance scoring and payments under the IEHP Urgent Care + Wellness Quality Incentive Program is final.
- As a condition of receiving payment under the IEHP Urgent Care + Wellness Quality Incentive Program, Urgent Care Providers must be active and contracted with IEHP at the time of payment.

✓ Appendix 1: 2023 Urgent Care + Wellness Quality Incentive Service Overview

Child and Adolescent Well-Care Visits

Service Description: Quality Incentive payment to the Urgent Care Provider for each comprehensive well-care visit completed for Members ages 3-21 years of age.

- Maximum incentive is one per Urgent Care Provider, per Member, per year.
- Effective for dates of services 9/1/2023 – 12/31/2023.
- Members must be between the ages 3-21 at the time of the well-care visit.
- Urgent Care Provider must bill one code for the well-care visit from the table below along with Modifier 25, as appropriate.

CODES TO IDENTIFY WELL-CARE VISITS:

Service	Code Type	Code	Code Description
Well-Care Visit	CPT	99382	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; early childhood (age 1 through 4 years)
Well-Care Visit	CPT	99383	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; late childhood (age 5 through 11 years)
Well-Care Visit	CPT	99384	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/ diagnostic procedures, new patient; adolescent (age 12 through 17 years)
Well-Care Visit	CPT	99385	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient (age 18-39 years)
Well-Care Visit	CPT	99392	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; early childhood (age 1 through 4 years)

CODES TO IDENTIFY WELL-CARE VISITS:

Service	Code Type	Code	Code Description
Well-Care Visit	CPT	99393	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; late childhood (age 5 through 11 years)
Well-Care Visit	CPT	99394	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; adolescent (age 12 through 17 years)
Well-Care Visit	CPT	99395	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; (age 18-39 years)

✓ Appendix 2: Well-Care Visits Resource

Visit Component	3-11 years	12-21 years	Resources*
Interval History	Annually	Annually	
Height, Weight, and BMI including BMI percentile	Annually	Annually	
Blood pressure	Annually	Annually	
Vision Screening	Annually	Annually	Visual Acuity Testing (Snellen Chart)
Hearing Screening	4-6 years: Annually 6-10 years: Every 2 years	Every 3 years	Clinical Practice Guidelines: Childhood Hearing Screening - American Academy of Audiology
Immunizations	Per Schedule	Per Schedule	CDC Schedule
Developmental Surveillance	3-5 years: Annually	--	CDC's Developmental Milestones CDC
Behavioral/Social/Emotional Screening	Annually	Annually	Behavioral and Emotional Screening Tools for Primary Care
Assess for risk of Tuberculosis	Annually	Annually	California Pediatric Tuberculosis Risk Assessment and User Guide
Assess for risk of dyslipidemia	9-11 years: Once	17-21 years: Once	Integrated Cardiovascular Health Schedule (Tab 3-1 page 8)
Assess for risk of STIs	--	Annually	The Five P's approach
Tobacco, Alcohol, or Drug Use Assessment	--	Annually	Brief Screener for Tobacco, Alcohol, and other Drugs
Depression and Suicide Risk Screen	--	Annually	PHQ-9
Physical exam appropriate for age	Annually	Annually	
Fluoride Varnish	3-5 years: every 6 months 6+ years: Refer to a Denti-Cal Provider	Refer to a Denti-Cal Provider	Topical fluoride for caries prevention - The Journal of the American Dental Association (ada.org)
Anticipatory Guidance	Information for Parents of Children	Information for Parents of Teens	

Adopted from [American Academy of Pediatrics Periodicity Schedule](#)

*The referenced materials provided in this resource are informational only. They are not intended or designed as a substitute for the reasonable exercise of independent clinical judgment by Practitioners, considering each Member's needs on an individual basis. Best practice guideline recommendations and assessment tools apply to populations of patients. Clinical judgment is necessary to appropriately assess and treat each individual Member.



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