



# Urgent Care + Wellness Quality Incentive Program

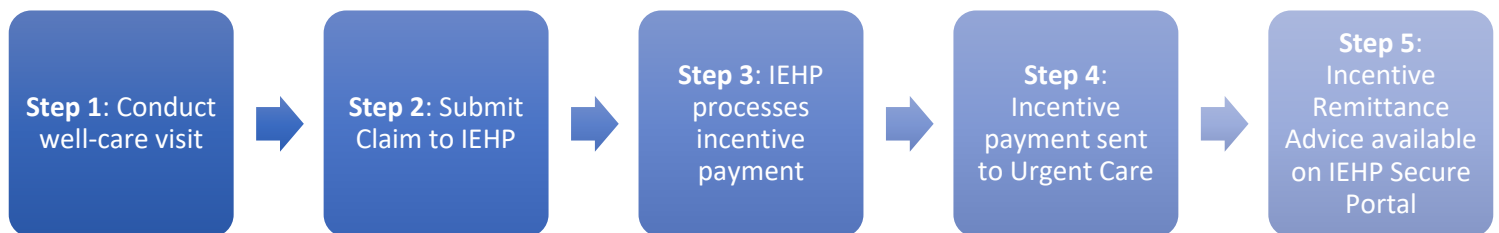
**To:** IEHP Medi-Cal Urgent Care Providers  
**From:** IEHP – Quality Programs  
**Date:** November 21, 2023  
**Subject:** Urgent Care + Wellness Quality Incentive Program – Billing Guidance

Inland Empire Health Plan launched the NEW **Urgent Care + Wellness Quality Incentive Program** September 1, 2023! This new program has been created to reward Urgent Care Providers for improving quality of care for IEHP members.

The Urgent Care + Wellness Quality Incentive Program incentivizes eligible Urgent Care Providers that render well-care visits while the IEHP member is seeking services at the Urgent Care. **For IEHP to properly disburse the quality incentive payment, the participating Urgent Care will be responsible for submitting accurate, complete, and timely claims to IEHP.**

Please review the information below to ensure proper billing and data submission for this program:

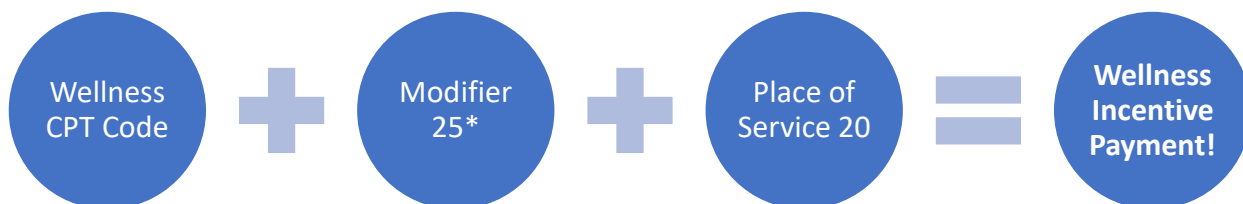
## How to report Well-Care Visit



## How to Submit Claim for Well-Care Visit

Urgent Care Providers must bill one (1) procedure code (list included below) in addition to Modifier 25 and Place of Service 20, per eligible Member, for wellness services that qualify for this program.

Important components to be included on the claim:



\* Urgent Care providers **must include Modifier 25** when billing for the wellness services related to this incentive program.

## **Quality Incentive Payment**

The table below reflects the incentive payment amount an Urgent Care Provider will receive per service delivered to a qualifying Member.

*NOTE: Providers conducting well-care visits in this program will automatically be eligible to receive additional Prop 56 reimbursement. See below for payment details.*

| <b>Table 1: Quality Incentive Payment Per Service</b> |   |  |                              |                  |
|---|---|--|------------------------------|------------------|
| <b>Incentive Service</b>                              | <b>Incentive Service Description</b>  | <b>Urgent Care + Wellness Financial Incentive Amount</b> | <b>Prop 56 Reimbursement</b> | <b>Modifier*</b> |
| 99382   | CPT code descriptions available in the Urgent Care + Wellness Quality Incentive Program Guide | \$ 47.13   | \$ 80.00                     | 25               |
| 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                     |                  |

*\*Urgent Care provider must include Modifier 25 when billing for the wellness services related to this incentive program.*

Claims data is foundational to performance measurement and essential in providing adequate reimbursement to participating Providers in the Urgent Care + Wellness Quality Incentive Program.

Please submit complete, timely and accurate claims to IEHP for the wellness services rendered to IEHP Members. Thank you for your continued partnership in providing quality healthcare to IEHPs Members.

**All Urgent Care + Wellness Quality Incentive service details can be found in the program guide available on IEHP’s website at: [providerservices.iehp.org](http://providerservices.iehp.org) > Provider Central > Provider Incentive Programs > Pay for Performance Program > Urgent Care + Wellness Quality Incentive Program.**

All IEHP communications can be found at: [providerservices.iehp.org](http://providerservices.iehp.org) > Provider Central > News and Updates > Notices.

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or IEHP’s Quality Department at [QualityPrograms@iehp.org](mailto:QualityPrograms@iehp.org).