



We heal and inspire the human spirit.

To: All Medi-Cal PCPs and IPAs
From: IEHP Quality Improvement
Date: February 09, 2024
Subject: **2024 Member Incentive FAQ Medi-Cal Child Programs**

What is the Member Incentive Program?

- Members are incentivized to complete needed wellness visits or immunizations and 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 notification of incentive program.

- The communications include education on the health benefits of completing the specific wellness visit or immunizations, instructions to visit PCP to obtain the needed service, and how to receive incentive.

Here is a summary of Member eligibility and notification timeframes for the 2024 Member Incentive Program:

	Lab, Screening, or Immunization	Member Eligibility	Notification Date
Member Notified at beginning of Flu Season	<ul style="list-style-type: none"> • Immunizations- Flu (13-24 months) 	All Members turning 2 years of age between 10/01/2023 and 09/30/2024	Beginning of 2023-2024 Flu Season
Member Notified on Specified Age	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Immunizations- HPV (12-13 years) 	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
	<ul style="list-style-type: none"> • 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 <u>Launch Date Pending</u>
	<ul style="list-style-type: none"> • Well - Child Visit (First 15 months of life) 	Members 7-12 months who have not completed one well – child visit.	Month Member turns 6 months.
	<ul style="list-style-type: none"> • Well - Child Visit (15-30 months of life) 	Members 19-24 months who have not completed one well – child visit.	Month member turns 17 months

How much is each incentive per service?

2024 Medi-Cal Child Member Incentive Programs						
	Child & Adolescent Wellness Visit (16-21 years)	Well - Child Visit (First 15 months of life)	Well - Child Visit (15-30 months of life)	HPV (9-12 years)	Flu Only (13-24 months)	Flu & Rotavirus (0-12 months)
Incentive Amount	\$25	\$25	\$25	\$200	\$100	\$200

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 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 at least monthly and identify Members that have completed the service within the specified timeframe, making them eligible to receive the gift card.

Below are the deadlines to complete each service:

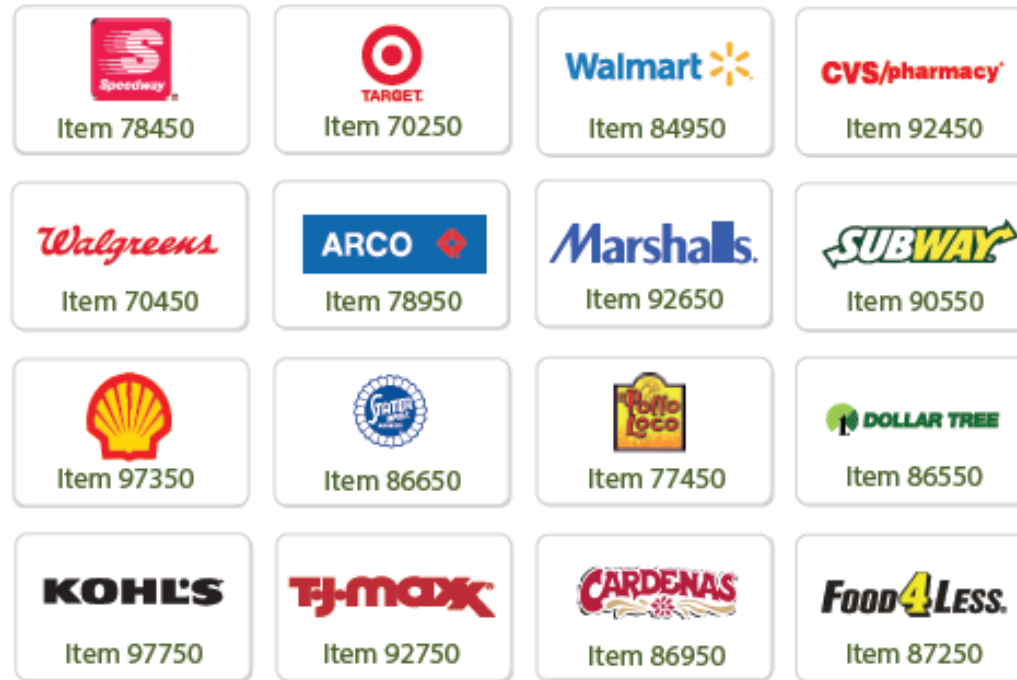
Wellness Visits and Immunizations	Deadline for Member to complete service:
Immunizations - Flu & Rotavirus (0-12 months)	Member is eligible for a gift card if the Flu vaccine AND Rotavirus series is completed by the child's 1 st birthday.
Immunizations - Flu (13-24 months)	Member is eligible for a gift card if Flu vaccine is completed by the child's 2 nd birthday.
Immunizations - HPV (9-13 years)	Member is eligible for a \$50 gift card after the first dose 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.
Child & Adolescent Well Child Visit (16-21 years)	Member is eligible for a gift card if wellness visit is completed in the measurement year.
Well Child Visits in the (First 15 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>
Well Child Visits in the (First 15-30 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>



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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 the following gift cards 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 from the authorized vendor within two weeks.
- Members can expect to receive their gift card 2-3 weeks after making the gift card selection.

As a reminder, all IEHP communications can be found at: www.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 email ProviderServices@iehp.org