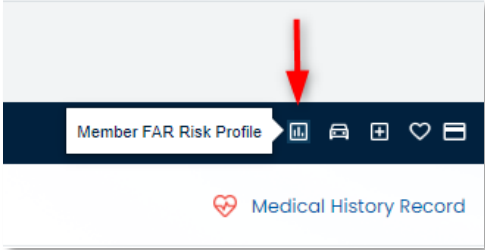


To: IEHP – Global Quality P4P PCP Participants (Medi-Cal & CCA)
From: IEHP – Quality Programs
Date: March 20, 2024
Subject: **2024 Global Quality P4P PCP Program Guide – Updates**

We have made the following updates to the 2024 Global Quality (GQ) P4P PCP Program Guide:

Measure	Impact on Measure
Appendix 1: Patient Experience - Member Satisfaction Survey - Coordination of Care	<ul style="list-style-type: none"> The former Tier 3 Goal set at the “75th percentile” changed to the “90th percentile”
Bonus Bundle - Customer Service Grievance	<ul style="list-style-type: none"> Measure name and goal adjusted
Childhood Immunization – Combo 10	<ul style="list-style-type: none"> Added Code: CPT 90677 Added clarification language to the numerator
Immunizations for Adolescents – Combo 2	<ul style="list-style-type: none"> Added clarification language to the numerator
Penalty Measure: Customer Service Grievance	<ul style="list-style-type: none"> The former measure name “Rude Staff Grievance Event” was changed to “Customer Service Grievance”. Updated Measure Description, Denominator, and Numerator Added language for Exclusion Criteria Measure goal ≤ 3.0
Post Discharge Follow-Up	<ul style="list-style-type: none"> Included new steps to view IEHP Member’s high risk score (FAR score) via the Eligibility Results page 
Potentially Avoidable Emergency Department (ED) Visits	<ul style="list-style-type: none"> Form Tier 1 Goal “8.28 changed to: $\leq 8.28\%$



Global Quality P4P

Measure	Impact on Measure
Quality Bonus Services	<ul style="list-style-type: none"> • Payment Dates: Updated program payment schedule • Pediatric Immunization Administration: Added CPT code 90677
Rating of Personal Doctor	<ul style="list-style-type: none"> • Target response updated to “9 or 10”
Social Need Screening and Intervention	<ul style="list-style-type: none"> • Added the following language: “Refer to the Social Need Intervention List on the IEHP website (https://www.providerservices.iehp.org/en/provider-central/provider-incentive-programs/pay-for-performance-program) This list includes codes that identify the Social Need Intervention.”
Well-Child Visits in the First 15 Months of Life	<ul style="list-style-type: none"> • Added clarification language to the numerator
Well-Child Visits in the First 30 Months of Life	<ul style="list-style-type: none"> • Added clarification language to the numerator

Please review the above updates and leverage the 2024 Global Quality P4P PCP Program Guide to maximize your efforts in the 2024 performance year: www.providerservices.iehp.org > Provider Central > Provider Incentive Programs > Pay-for-Performance Program

Thank you for your continued partnership in providing quality healthcare to IEHP Members and our community.

Questions related to this program can be sent to IEHP’s Provider Call Center at (909) 890-2054, (866) 223- 4347, providerservices@iehp.org or email IEHP’s Quality Department at QualityPrograms@iehp.org

As a reminder, all communications sent by IEHP can also be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices.