

Quality Measures

*Improvements or maintenance of quality is critical to Panel success.
The higher the quality score of a panel, the greater the reward.*

| PCP Engagement | 35 points |
|--------------------------------------|------------------|
| PCP Engagement with the PCMH Program | 7.5 points |
| PCP Engagement with Care Plans | 7.5 points |
| Member Satisfaction Survey | 7.5 points |
| Program Consultant Assessment | 10 points |
| Program Representative Assessment | 2.5 points |

| Patient Access | 15 points |
|---|------------------|
| Online Appointment Scheduling | 3 points |
| Unified Communication Visits / Telemedicine | 3 points |
| Office Hours Before 9:00am and After 5:00pm on Weeknights | 3 points |
| Office Hours on Weekends | 3 points |
| Overall Patient Experience | 3 points |

| Appropriate Use of Services | 20 points |
|---|------------------|
| Preventable Admissions | 8 points |
| Potentially Preventable Emergency Room Use | 4 points |
| Ambulatory Services, Diagnostic Imaging and Antibiotics | 8 points |

| Structural Capabilities | 10 points |
|---|------------------|
| Use of E-Prescribing | 2 points |
| Use of Electronic Medical Record (EMR) | 2 points |
| Meaningful Use Attestation | 2 points |
| Medical Home Certification | 2 points |
| Effective Use of Electronic Communication | 2 points |

| Effectiveness of Care | 20 points |
|-------------------------------|------------------|
| Chronic Care Maintenance | 10 points |
| Population Health Maintenance | 10 points |

PCP Engagement Points

For the performance year 2015, a minimum of 22 of 35 PCP Engagement Points are required for Outcome Incentive Award (OIA) eligibility.

| | |
|---|-------------------|
| PCP Engagement with PCMH Program Monthly Assessment by LCC and RCD | 7.5 points |
| Supportive PCMH Office Environment | |
| LCC Collaboration | |
| Care Plan Explanation | |
| Intra Panel Communication – Related to PCMH Goals | |
| Overall Facilitation of PCMH Goals | |

| | |
|--|-------------------|
| PCP Engagement with Care Plan Monthly Assessment by LCC and RCD | 7.5 points |
| Review Care Plan Documentation | |
| LCC Care Plan Consultation | |
| Medication Review | |
| LCC Care Plan Collaboration | |
| Overall Facilitation of Care Plan | |

| | |
|---|-------------------|
| Member Satisfaction Survey Quarterly (must have 80% response rate) | 7.5 points |
| Understands the Care Plan | |
| Care Coordination is Helpful | |
| Sufficient time with PCP or NP | |
| Access to Information Needed to Manage Member’s Health | |
| Member’s Health has Improved | |

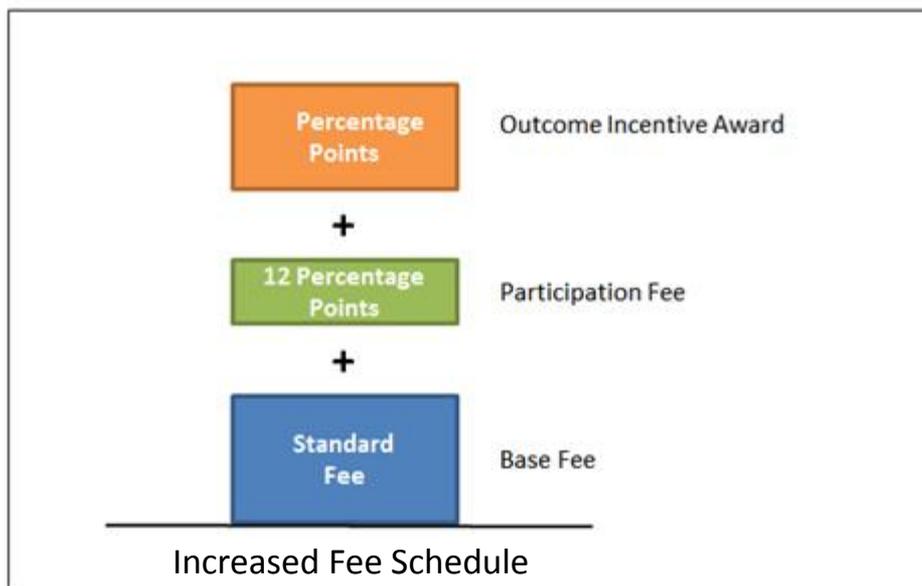
| | |
|--|-------------------|
| Program Representative Assessment Quarterly | 2.5 points |
| Participate in webinars, monthly seminars, training | |
| Participate in scheduled meetings | |
| Active Portal Access | |
| Maintain Current Provider Information | |
| Files Claims & Appeals in Accordance with Guidelines | |

| | |
|---|------------------|
| Program Consultant Assessment Quarterly | 10 points |
| Presence at Panel Meetings | |
| Evidence of SearchLight Log-in | |
| Active Participation in Panel Meetings | |
| Follow-up with Program Consultant | |
| Evidence of Use of SearchLight Reports / Plans for Change | |
| Overall Comprehension of the PCMH Program | |

Calculate Award as Intersection of Savings and Quality

OIA Awards: Degree of Savings

| EXAMPLE: PCP PERCENTAGE POINT FEE INCREASE: YEAR 1 | | | | | |
|--|----------------|----|----|----|----|
| QUALITY SCORE | SAVINGS LEVELS | | | | |
| | 10% | 8% | 6% | 4% | 2% |
| 80 | 67 | 53 | 40 | 27 | 13 |
| 60 | 56 | 45 | 34 | 23 | 11 |
| 40 | 46 | 37 | 28 | 18 | 9 |



Persistency Award

Upper Limit:

- 100 percentage Points

Persistency of Panel Performance:

- 2nd Consecutive Year
- 3rd or More Consecutive Year

In order to be eligible for the persistency award members of the Panel during the previous Performance Year must still be in the Panel for the current Performance Year.