CTC-RI PCMH-Kids Quality and Customer Experience and Utilization

Recommended Contractual Performance Standards 2020-2021

Contents

[2020-21 Pediatric Clinical Quality Measure Recommendations 2](#_Toc491263092)

Clinical Quality [Measures and Thresholds 2](#_Toc491263093)

[Timing for Adjudication 2](#_Toc491263095)

[Methods for successful achievement of measures 2](#_Toc491263096)

[2020-21 CAHPS PCMH Survey Recommendations 4](#_Toc491263097)

[Timing for surveys and adjudication 4](#_Toc491263098)

[Details of data review 4](#_Toc491263099)

[Methods for successful achievement of measures 4](#_Toc491263100)

[2020-21 Utilization Measure: Emergency Department Utilization 5](#_Toc491263101)

[Other Policies 6](#_Toc491263102)

[CAHPS PCMH Patient Satisfaction Survey Policy for use of alternate vendors 6](#_Toc491263103)

# 2020-21 Pediatric Clinical Quality Measure Recommendations

## Historically, PCMH Kids practices have been eligible to achieve performance incentive payments based on meeting 3 out of 4 performance measures thresholds: 2 of which can be clinical quality measures, one can be customer experience measure (2 out of 3 measures for access, communication and office as defined below) and 1 utilization measure (ED usage compared with comparison group), with some measures have different targets for practices where 50% or more patients are covered by Medicaid than those whose practices with a higher percentage of patients are covered by commercial plans.

## CTC/PCMH Kids, through the Data and Evaluation and Contracting Committee update the Performance Standards on an annual basis and align the measurement strategy with the OHIC Transformation Plan. The PCMH Pediatric Performance Standards document provides guidance that defines the quality measures and methods for achieving success. In June 2020, the Contract Committee, with representatives from Data and Evaluation Committee, approved a one-time only change to the Performance Standards and practice eligibility for incentive payment based on impact of COVID-19

## Clinical Quality Measures and Thresholds

## Practices are expected to use the [Measurement Specification Definitions document](https://www.google.com/url?client=internal-element-cse&cx=006208723649837811316:soqh1evqyb0&q=https://www.ctc-ri.org/sites/default/files/uploads/Revised%2520Measure%2520Specifications%2520Adult%2520and%2520Pedi%2520CTC-OHIC%2520April%25202020%2520%25281%2529.pdf&sa=U&ved=2ahUKEwjOkvHM9vDrAhXll3IEHWKlDh8QFjADegQICBAB&usg=AOvVaw2awPT0eOlPEq30Z73JD2yn) when reporting on clinical performance results, together with 2 MMR for Kindergarten children as outlined below. The following measures will be used with “report only” requirements of performance evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Clinical Quality Measure** | **Not defined 2020-21**  **2019-2020 Threshold 50% More Medicaid** | **Not defined 2020-21**  **2019-2020**  **Threshold 50% less Medicaid** | **2018-2019 Threshold 50% more Medicaid** | **2018-2019**  **Threshold 50% less Medicaid** | **Not defined 2020-21**  **OHIC 2019 Thresholds are for reference; Comments** |
| Child and Adolescent BMI and plan of care | 88% | 90% | 88% | 90% | OHIC threshold: 87.36% |
| Developmental Screening | 78% | 78% | 70% | 77% | OHIC threshold: 78.36% |
| Well child visits and adolescents | 75% | 78% | Baseline year | Baseline year | New PCMH Kids incentive measure: 7/1/19  OHIC threshold: 50% more Medicaid 59.72%; 50% Less Medicaid = 75.01% |
| Lead Screening age 2 who had one or more capillary or venous lead tests (DOB 1/1/18-12/31/18) |  |  |  |  | Report only with OHIC to obtain data through KIDS NET. Measure will apply to all children regardless of insurance type |
| Clinical Quality Measure | 2020-21 Threshold |  |  |  |  |
| MMR : % of children eligible to enter K on 8/31/20 having two doses of MMR immunization (DOB 9/1/14-8/31/15) | Achieve 90% of baseline (12/31/19 performance) |  |  |  |  |

## 

## Timing for adjudication

## For 2020-21, practices are eligible for “upfront “incentive payment $0.375 pmpm (75% of incentive payment) with health plans providing payment to practices by 8/31/20. Practices will be eligible for second incentive payment of $0.125 pmpm based on reaching MMR threshold as indicated in 12/31/20 KIDS Net report. CTC will provide health plans with practice performance information by 1/31/21 with health plan payment made to eligible practices within 60 days of receiving notice of practice performance.

## For Historical Reference

1. Q1 2020 data will be used for contract adjudication. Practices will be eligible for incentive payment based on performance year and payment schedule identified in the common contract. CTC will notify health plans about the incentive payment practice rates for FY 2020 by 6/7/2020

## Methods for successful achievement of measures

1. Success in a measure is defined as achieving results in Q1 2019 that meet or exceed the 2018-2019 thresholds. In addition, if the difference between **2019 baseline** to **2019-2020 threshold** for a practice is 5% points or greater, then it can succeed if the improvement achieved is at least half the distance between the baseline result and the 2019 threshold, i.e., at least a 2.5%-point improvement. If there was no 2019 measurement, then the threshold must be attained.
2. Practices must successfully meet thresholds in the developmental contract as follows:
   1. Performance Year I and Performance Year 2: Practices must meet 3 quality measures two of which can be the clinical quality measures.

# 2020-21 Customer Experience Expectations

CAHPS survey is deferred for 2020-21.

For 2020-21, practices are expected to obtain sample qualitative customer experience information from parents who might experience difficulty bringing children in for immunizations (see [Sample customer experience questionnaire](https://www.ctc-ri.org/sites/default/files/uploads/Sample%20Questionnaire%206%2030%2020.docx)).

The expectation is that practices will use this information to improve access to care.

## 

## For Historical Reference

## Timing for CAHPS surveys and adjudication

1. Surveys will be administered in Fall of 2019.

## Details of data review

1. We will continue to use top box scores for each domain as this allows for comparison to national standards, averages, and benchmarks.
2. One threshold will be set for all performance levels on each contract measure. A practice having patients with 50% more Medicaid has a different threshold than practices with 50% more patients with commercial coverage.

**Customer experience Thresholds for 07/01/2019-2020 Adjudication**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Measure** | **2019-2020**  **Threshold 50% more Medicaid** | **2019-2020 Threshold 50% less** | **2018-2019 Threshold 50% more Medicaid** | **2018-2019 Threshold 50% less Medicaid** | **Comments** |
| Access | 78% | 86% | 78% | 86% |  |
| Communication | 86% | 90% | 86% | 90% |  |
| Office Staff | 70% | 79% | 70% | 79% |  |

## Methods for successful achievement of customer experience measures

1. Practices need to meet 2 out of the 3 measures in order to be considered as meeting the customer experience measure.
2. Access measure can be met by meeting threshold or demonstrating 2% improvement;
3. For measures other than Access, i.e., Communication and Office Staff, if the difference between 2019 baseline to 2019-2020 threshold for a practice is 5% points or greater, then a practice can succeed if the improvement achieved is at least half the distance between the baseline result and the 2019 threshold, i.e., at least a 2.5%-point improvement. If there was no 2019 measurement, then the threshold must be attained.
4. CAHP survey results will be considered as “valid” provided there is a minimum number of usable CAHPS responses per practice site equal to or greater than 20; practice will be considered as obtaining “auto-credit” if CAHPS survey process does not yield at least 20 usable survey responses.

# 2020-21 Utilization Measure: Emergency Department Utilization

Not Application for 20-21

## For Historical Reference

* 1. Measures will be reported by the All-Payer Claims Data Base (APCD) representing a rolling 12 months of data three times a year. Utilization performance data ending June 2017 is used for contract adjudication.
  2. Target for Performance Year(s) will be set by the CTC Data and Evaluation Committee based on available data reported from APCD. Practices that entered July 1, 2017 will be aggregated at the PCMH Kids Cohort 2 level. Practices that entered July 1, 2019 will be aggregated at the PCMH Kids Cohort 3 level.

Practices can successfully meet Utilization targets for 2019-2020 via the following method:

* 1. “Difference of Differences” method: Practices in performance year cohorts can successfully meet utilization targets, via the current method of using rolling years to compare the change in trends of CTC practices to a comparison non PCMH group.
* The target for ED utilization will be remain at a **5%** favorable difference using the trend change in the cohort vs comparison for year to year trend

PCMH Kids Cohort 2 Performance Year 1 (ends 6/30/19):

Practices that meet 3 out of 4 quality measures in 2019 (clinical quality and customer experience) would receive incentive payment

* Practices that meet 2 out of 4 quality measures in 2019 and did not receive incentive payment could be re-reviewed in June 2020 and be considered eligible for June 2019 incentive payment if PCMH Cohort 2 practices attain 5% improvement using the “difference of the difference” methodology.

PCMH Kids Cohort 2 Performance Year 2 (ends 6/30/2020):

* Practices that meet 3 out of 4 measures (2 clinical quality measures and 1 customer experience) could receive incentive payment in June 2020.
* Practices that met 2 out of 4 quality measures in 2020 and did not receive incentive payment could be re-reviewed in June 2020 and be considered eligible for June 2021 incentive payment if PCMH Cohort 2 practices attain 5% improvement using the “difference of the difference” methodology.

PCMH Kids Cohort 3: Baseline year will be the 12 months prior to staring the PCMH Kids program and contract adjudication will occur using the “Difference of the difference method as described above.

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# Other Policies

## CAHPS PCMH Patient Satisfaction Survey Policy for use of alternate vendors

Should a CTC-RI Practice Site choose to contract with a vendor other than that selected/contracted via the CTC Committee structure, it must do so according to the following policies and guidelines:

1. The alternate vendor must be recognized by NCQA.
2. The cost of administering the survey will be the responsibility of the practice.
3. A CAHPS PCMH standard survey, as defined by NCQA, must be used.
   1. Mixed mode methods are required along with NCQA’s minimum sampling requirements
   2. The alternate vendor must conduct the survey using the same version as CTC.
4. The survey must be administered along the same timeline as CTC. If a different timeline is used, the practice is responsible for securing results according to the CTC timeline.
5. If a practice fails to report follow-up results before or on the same day the CTC results are reported, it is not eligible for the PMPM incentive payment.
6. If a practice fails to provide a baseline measurement, it will not be eligible to meet the approved thresholds by the baseline to threshold improvement method.
7. If results are successfully reported on time, they will be included in the appropriate median calculation and be eligible for PMPM payments

Should a practice not follow this policy for using an outside vendor for CAHPS survey administration, it will not be eligible for the associated PMPM incentive payment.