



## Staywell 2018 Quality Challenge

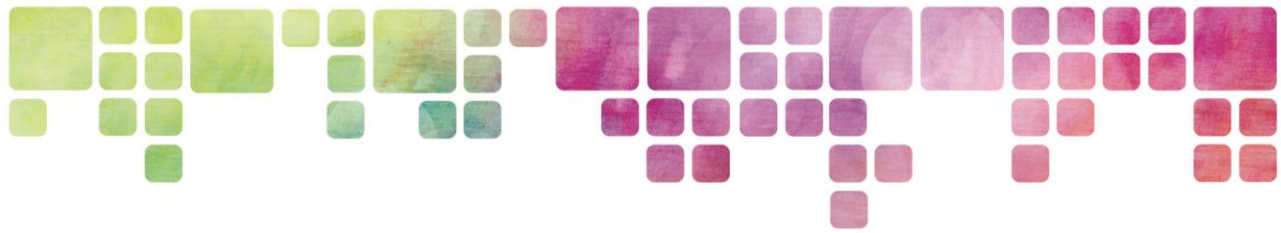
Staywell is committed to superior quality performance. The Agency for Health Care Administration (AHCA) also recognizes high levels of quality performance and is empowered to award incentives and quality designations to high-performing health plans.

Our contract with AHCA specifies that if Staywell and its contracted providers efficiently manage medical expenses while providing high quality care, we can retain up to an additional one percent (1%) of revenue based on the achievement of specific performance levels on Agency-defined quality measures as specified in **Exhibit A (AHCA Incentive Criteria)** (the “Bonus”). Based on our current membership, retaining this revenue could be worth approximately \$25 million.

**Staywell Quality Challenge (the “Program”):** Staywell strives to earn this Bonus – and when we do, we want to share all of it with our provider partners who made it possible.

### **Bonus Criteria & Mechanics**

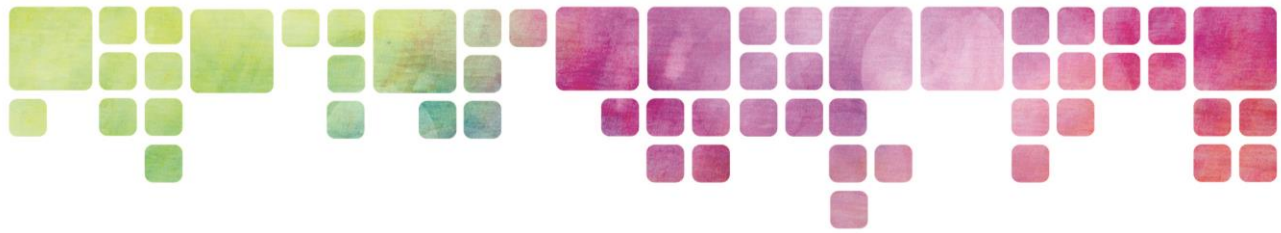
- The Staywell Quality Challenge is open to all of our participating providers, so long as they meet the standards outlined in **Exhibit B (Eligibility Criteria)**.
- The Bonus is contingent on Staywell earning and retaining the incremental 1% of revenue under its contract with AHCA. If Staywell does not earn and retain the incremental 1%, there is no Bonus to payout. Details regarding AHCA requirements for the Bonus are contained in Attachment II, Section IX of Staywell’s agreement with AHCA (Amendment 11, effective June 1, 2017).
- Any Bonus amounts to be distributed will be first divided into “pools”, based on major provider types, and then provider-specific amounts within the pools will be paid out based on the provider’s pro rata percentage of 2018 claims payments made (including claims run out following the end of the year) on a dollar-weighted basis. The provider Bonus pools for this Program – and their relative size – are as follows:
  - **Incentive Pool #1:** Primary Care Physicians (30% of Bonus)
  - **Incentive Pool #2:** Specialty Care Providers (30% of Bonus)
  - **Incentive Pool #3:** Hospitals and Facilities (20% of Bonus)
  - **Incentive Pool #4:** OB/GYNS (5% of Bonus)
  - **Incentive Pool #5:** All Other Providers (15% of Bonus)
- Any Bonus amounts to be distributed will be paid to providers after Staywell has confirmed receipt of the funds with AHCA – and Staywell reserves the right to transmit the funds via a payment mechanism of its choosing.
- To the extent AHCA makes any changes in the criteria for earning the Bonus, Staywell reserves the right to modify this Program accordingly, at its sole discretion.



**This Program Description, including Exhibits A & B, is the governing document regarding the Bonuses providers are eligible to earn under this Program.**

If you have questions about our Staywell 2018 Quality Challenge, please contact your Provider Relations representative, or call Provider Services at **1-866-334-7927** (TTY **1-877-247-6272**). You can reach us Monday–Friday from 8 a.m. to 7 p.m.

Thank you for working with us to deliver quality health care to our members!



## **Exhibit A (AHCA Incentive Criteria)**

The Agency shall assign the HEDIS® performance measures listed below a point value that correlates to the National Committee for Quality Assurance HEDIS National Means and Percentiles. The scores will be assigned according to the table below. Individual performance measures will be grouped and the scores averaged within each group.

<b>PM Ranking Score</b>	<b>Score</b>
>= 90 <sup>th</sup> percentile	6
75 <sup>th</sup> –89 <sup>th</sup> percentile	5
60 <sup>th</sup> –74 <sup>th</sup> percentile	4
50 <sup>th</sup> –59 <sup>th</sup> percentile	3
25 <sup>th</sup> –49 <sup>th</sup> percentile	2
10 <sup>th</sup> –24 <sup>th</sup> percentile	1
< 10 <sup>th</sup> percentile	0

To be eligible to retain up to an additional one percent (1%) of revenue, the Managed Care Plan shall achieve a **group score of five (5) or higher for each of the six (6) performance measure groups.**

Performance measure groups are as follows:

1. Mental Health and Substance Abuse
  - Antidepressant Medication Management (acute)
  - Follow-up Care for Children Prescribed ADHD Medication (initiation)
  - Follow-up after Hospitalization for Mental Illness (7 day)
  - Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (initiation – total)
  
2. Well-Child
  - Adolescent Well Care Visits
  - Childhood Immunization Status – Combo 3
  - Immunizations for Adolescents – Combo 1
  - Well-Child Visits in the First 15 Months of Life (6 or more)
  - Well-Child Visits in the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> Years of Life
  - Lead Screening in Children
  
3. Other Preventive Care
  - Adults' Access to Preventive/Ambulatory Health Services (total)
  - Annual Dental Visits (total)
  - Adult BMI Assessment
  - Breast Cancer Screening
  - Cervical Cancer Screening
  - Children and Adolescents' Access to Primary Care (12–19 years)
  - Chlamydia Screening for Women (total)





4. Prenatal/Perinatal
  - Prenatal and Postpartum Care (includes two (2) measures)
  - Frequency of Prenatal Care (> 81% of expected visits)
  
5. Diabetes – Comprehensive Diabetes Care Measure Components
  - HbA1c Testing
  - HbA1c Control (< 8%)
  - Eye Exam
  - Medical Attention for Nephropathy
  
6. Other Chronic and Acute Care
  - Controlling High Blood Pressure
  - Medication Management for People with Asthma (50% – total)
  - Annual Monitoring for Patients on Persistent Medications (total)



## **Exhibit B (Eligibility Criteria)**

To be eligible to receive a Bonus under this Program, providers must meet the following requirements and/or conditions:

1. Providers must be in a participation agreement with Staywell, either directly or indirectly through a vendor, as of the date the Bonus payments are made, and be in compliance with their participation agreement.
2. Any Bonus payments earned under this Program will be in addition to the compensation arrangement set forth in your participation agreement, as well as any other Staywell incentive program in which you may participate.
3. Participation in and compliance with the requirements of Staywell's Quality Improvement Program is a condition of receipt of the bonus. This Program supplements our Quality Improvement Program which each provider is expected to participate in pursuant to their participation agreement with Staywell. The terms and conditions of the participation agreement, except for appeal and dispute rights and processes, are incorporated into this Program, including, without limitation, all audit rights of Staywell, and the provider agrees that Staywell or any state or federal agency may audit his/her/its records and information.
4. AHCA will determine whether the Bonus has been earned and can be retained. Staywell will determine if all other requirements of the Program are satisfied and Bonuses under the Program will be paid solely at our discretion, and there is no right to appeal any decision made in connection with the Program.
5. The Program may be revised from time to time at Staywell's sole discretion. Notices may be sent via email, regular mail, facsimile, or through Staywell's web portal.
6. The Program is for the calendar year **2018**. For additional clarity, this means it relates to HEDIS measures evaluating the care and services our members receive in 2018, which are then officially reported in 2019.

## **Disclaimers**

1. Staywell shall make no specific payment, directly or indirectly to a provider as an inducement to reduce or limit medically necessary services to an enrollee, and the Program does not contain provisions that provide incentives, monetary or otherwise, for withholding medically necessary care. All services should be rendered in accordance with professional medical standards.
2. The Program is in no way intended to induce physicians to provide care in a manner inconsistent with the provisions of the **Newborns' and Mothers' Health Protection Act (NMHPA) of 1996** regarding postpartum coverage for mothers and their newborns.

