

2022 PATIENT- CENTERED MEDICAL HOME (PCMH) REDESIGN

November 2021



**2022 SOONERCARE
CHOICE
PCMH REDESIGN
INTRODUCTION**

AGENDA

- SoonerCare Choice Overview and Redesign Goals
- What's Changing
 - 2022 SoonerExcel Pay-for-Performance Incentive Measures & Reimbursement Structure
- Provider Resources
 - Provider Scorecards
 - SoonerExcel Performance Measure and Criteria Manual

SOONERCARE CHOICE

- **SoonerCare Choice** is Oklahoma's statewide managed care model in which each member is linked to a primary care provider who serves as their medical home.
- **Patient-Centered Medical Home (PCMH)** providers are at the heart of the SoonerCare delivery system.
- PCMH providers manage the basic health care needs, including after hours care and specialty referral of the members on their panel.
- PCMH providers are eligible to receive a monthly fixed care coordination payment for members assigned to their panel, visit-based fee-for-service payments, and quarterly SoonerExcel pay for performance incentive payments.

SOONERCARE CHOICE REDESIGN GOALS

- OHCA's goal is to redesign and introduce an enhanced PCMH program in partnership with providers, beginning in January 2022, with a redesign of the SoonerExcel pay-for-performance incentive program.
- Guarantee the availability of a medical home with a primary care provider for all SoonerCare Choice members.
- Take a significant step toward meaningful, outcome-linked, standardized measures while adjusting the incentive payment to reward significant improvement and high achievement relative to all PCMH providers.

WHAT'S CHANGING?

- SoonerExcel Pay-for-Performance Incentives
 - The redesign will target measures that will ensure healthier outcomes for SoonerCare members.
 - 2022 year of learning
- Reimbursement Structure
- Introduction of Provider Scorecards

2022 SOONEREXCEL INCENTIVES

SOONEREXCEL INCENTIVES

- SoonerExcel is the performance-based reimbursement component of the SoonerCare Choice program that recognizes achievement of excellence in improving quality of care and providing effective care.
- SoonerExcel payments are made to qualifying providers who meet or exceed various quality of care targets within an area of clinical focus selected by OHCA.

FQHCs and RHCs are not eligible to receive SoonerExcel payments.

2022 SOONEREXCEL INCENTIVES

- Emergency Department Utilization
- Diabetic Control
- Behavioral Health Screening
- Obesity

SOONEREXCEL INCENTIVES RETIRING

The following SoonerExcel incentives are retiring December 31, 2021:

- 4th DTaP
- Breast Cancer
- Cervical Cancer
- EPSDT
- Physician Inpatient Admit Visits

**The final SoonerExcel payment for 2021 will be made in April 2022*

EMERGENCY DEPARTMENT (ED) UTILIZATION

- The ED incentive is a current measure that will continue moving forward.
- This incentive supports OHCA's efforts to ensure members receive the right care at the right time in the right place.
- The incentive encourages PCMHs to make changes in care processes that result in more appropriate ED utilization by SoonerCare members, including education of members about proper ED usage and improving coordination of care.
- This measure is largely based upon the [CMS Core Set measure AMB-CH](#) with modification to include all ages and risk adjustment to take into account the underlying complexity of each provider's panel.

BEHAVIORAL HEALTH SCREENING

- The behavioral health screening incentive promotes the integration of behavioral health within the physical health delivery system and allows for early identification and intervention of behavioral health needs.
- PCMH providers utilize the OHCA [Pediatric/Adult](#) behavioral health screening tool(s), or another age and developmentally appropriate tool from the [list of available/approved tools](#) to annually screen members ages 5 years and above.

BEHAVIORAL HEALTH SCREENING CONTINUED

- For members that screen positive, the PCMH is expected to provide an appropriate intervention and ensure the member is aware of how to contact contracted behavioral health providers in their area.

Behavioral Health Helpline 800-652-2010

- PCMH providers bill **CPT 96160** for the annual behavioral health screening.

DIABETIC CONTROL

- Diabetes is a major health concern due to negative health outcomes when poorly controlled, and the large number of intersecting comorbidities.
- Diabetes can be appropriately monitored and managed, reducing short term complications that may need to be addressed in an inpatient setting.
- This measure will assess monitoring and control of diabetes. In year one, this measure is largely based upon [CMS Core Set measure PQ101-AD \(NFQ # 0272\)](#) adjusted for age range, 10-64 years of age.



OBESITY

- Obesity is a chronic disease with complex causes and detrimental consequences. It is one of the areas the state has chosen to focus on to work toward a healthier Oklahoma.
- The measure is largely based upon the [CMS Core Set measure WCC-CH \(NQF #0024\)](#) adjusted for age range, 3-64 years.
- Providers score on this measure will be based on three components submitted on claims:
 - BMI
 - Counseling for Nutrition
 - Counseling for Physical Activity

OBESITY

BMI

- Providers will submit ICD 10 diagnostic codes applying to BMI on the claim Z68-Z68.54.
 - *Please be aware most BMI diagnoses are not acceptable as a primary diagnosis.*



OBESITY

Counseling For Nutrition

- G0447 Behavioral Counseling for Obesity

15 minutes on the claim along with any other services rendered that day

- Z71.3 Dietary Counseling and Surveillance

Must be coded with BMI

Acceptable as a primary diagnosis

OBESITY

Counseling for Physical Activity

- G0447 Behavioral Counseling for Obesity
 - 15 minutes on the claim along with any other services rendered that day*
- Z71.82 Exercise Counseling
 - Must be coded with BMI Acceptable as primary diagnosis*



2022 SOONEREXCEL REIMBURSEMENT

SOONEREXCEL REIMBURSEMENT

Allocation of funds among incentive measures:

| Incentive Measure | Annual Cap | Quarterly Cap |
|----------------------------------|-------------|---------------|
| Emergency Department Utilization | \$1,000,000 | \$250,000 |
| Behavioral Health Screening | \$750,000 | \$187,500 |
| Diabetic Control | \$750,000 | \$187,500 |
| Obesity | \$500,000 | \$125,000 |

No changes are being made to care coordination rates or fee-for-service payments.

SOONEREXCEL REIMBURSEMENT

The amount dispensed to each practice will be calculated by combining:

- Specific quality indicator performance on the whole set of metrics.
- The composite performance relative to the state.
- Whether the practice moved to the next level of performance.

Every dollar will be dispensed to qualifying providers. The funds that were not dispensed for the incentive measures are placed in the improver bonus pool.

SOONEREXCEL REIMBURSEMENT

- For the [Emergency Department Utilization](#) incentive, there are two ways a provider can qualify for reimbursement.
 1. Relative to Median
 2. Improver Bonus- recognizes movement to the next level of performance

SOONEREXCEL REIMBURSEMENT

Emergency Department Utilization

- **Relative to Median-** This standard is used for the ED utilization measure.
 - A lower rate, relative to all providers, is better.
 - When performance is **below** the median compared to all other PCMH providers, the provider receives 100% of available measure incentive.
 - When performance is **at or above** the median compared to all PCMH providers, the the provider receives none of the available incentive.

SOONEREXCEL REIMBURSEMENT

Emergency Department Utilization

- Improver Bonus - recognizes movement to the next level of performance
 - This pool is divided evenly among all practices that moved from at or above the median to below the median.

Emergency Department Measure Example

*Lower Observed/Expected Ratios Indicate Better Performance

| Observed Rate of ED visits to Office Visits | Expected Rate of ED visits to Office Visits | Observed/Expected Ratio | |
|---|---|-------------------------|----------------|
| .20747 | .22614 | .9174 | |
| Ranking This Quarter | | Ranking Last Quarter | Improver Bonus |
| Below Median | | Above Median | Yes |

SOONEREXCEL REIMBURSEMENT

- For the Behavioral Health Screening, Obesity and Diabetic Control SoonerExcel incentives, there are two ways a provider can qualify for reimbursement.
 1. Rule of Thirds
 2. Improver Bonus- recognizes movement to the next level of performance

SOONEREXCEL REIMBURSEMENT

Behavioral Health Screening, Obesity and Diabetic Control

- Rule of Thirds
 - Top Third of Oklahoma Practices: receive 100% of available measure incentive.
 - Mid Third of Oklahoma Practices: receive 66% of available measure incentive.
 - Bottom Third of Oklahoma Practices: receive 0% of available measure incentive.

SOONEREXCEL REIMBURSEMENT

Behavioral Health Screening, Obesity and Diabetic Control

Improver Bonus - recognizes movement to the next level of performance

- A pool is created utilizing the dollars left over after compensating the top third and mid third best performers.
- This pool is divided evenly among all practices that moved to the next level of performance.

Behavioral Health Measure Example

| Members in Panel | Members with Screening | Percent of Members with Screening | |
|-----------------------------|-------------------------------|--|-----------------------|
| 2,016 | 727 | 36.06% | |
| Ranking This Quarter | | Ranking Last Quarter | Improver Bonus |
| Middle Third | | Bottom Third | Yes |

*Obesity Measure Example

| Members in Panel | Members with BMI | Counseling for Nutrition | Counseling for Exercise |
|---|----------------------|--------------------------|-------------------------|
| 256 | 250 | 50 | 26 |
| Raw Score (BMI + Nutrition + Exercise)/Members in Panel | Ranking This Quarter | Ranking Last Quarter | Improver Bonus |
| 127% | Middle Third | Middle Third | No |

*Diabetic Control Measure Example

Component 1 (20%): Diabetic Complications, Inpatient

*Lower Rates Indicate Better Performance

| Member Months, Diabetic Panel Members | Inpatient Claims with Primary Diagnosis, Short-Term Complications of Diabetes | Rate per 1,000 Diabetic Member Months | Ranking This Quarter | Component 1 Score Top Third, 20% = .2 Middle Third, 10% = .1 Bottom Third = 0 |
|---------------------------------------|---|---------------------------------------|----------------------|--|
| 256 | 5 | $(5 * 1,000) / 256 = 19.53$ | Middle Third | .1 |

Component 2 (80%): A1c Compliance

| Diabetic Members in Panel | Members with A1c Compliance | Component 2 Score |
|---------------------------|-----------------------------|-------------------------|
| 21 | 16 | $.80 * (16/21) = .6095$ |

Composite

| Component 1 + Component 2 | Composite Ranking This Quarter | Improver Bonus |
|---------------------------|--------------------------------|----------------|
| $.1 + .6095 = .7095$ | Middle Third | No |

PCMH PROVIDER RESOURCES

PROVIDER SCORECARDS



PCMH providers will receive new Provider Scorecards beginning in November 2021 and quarterly throughout 2022.



November scorecards will highlight baseline data for the two existing SoonerExcel measures that will continue into 2022: Emergency Department Utilization and Behavioral Health Screening

PROVIDER SCORECARDS

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C-section Semi-annual Rate Hospital
C-section Semi-annual Rate Provider
DRG Rate Letter
EHR Denial Letter
ER Utilization Letter
New Hospital Level of Care Rate Letter
PCP Notification of Inpatient Admission
PCP Notification of Inpatient Discharge
Provider Contract Expiration Notification
Provider EFT Error Letter
Provider Patient Dismissal Letter
Provider PIN Letter
Provider Renewal Letter
Provider Welcome Letter
Sooner Excel Letter
Sooner Excel Scorecard
SoonerCare Coordination of Care Letter

How to find the new SoonerExcel Scorecards

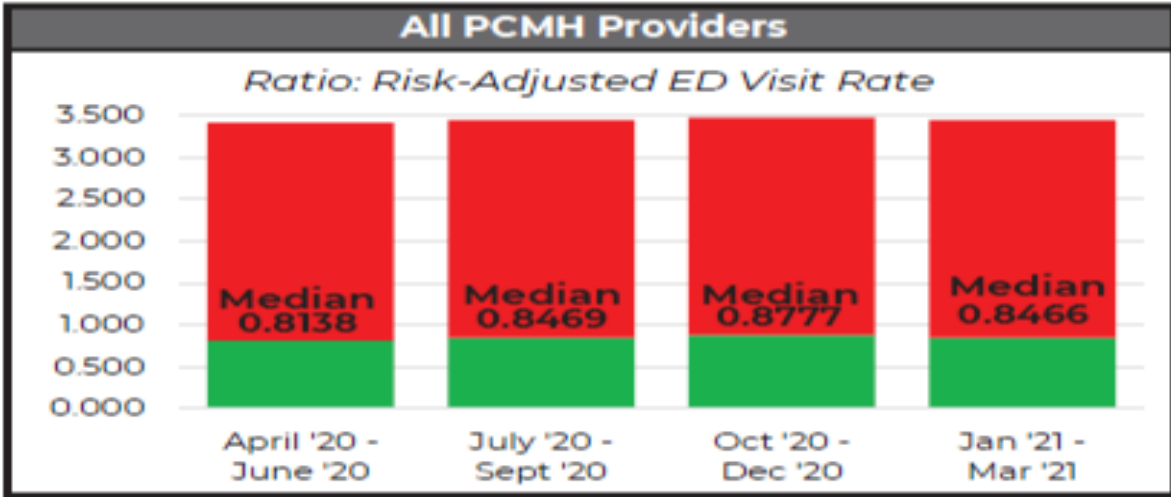
1. Log into the SoonerCare Provider Portal for the PCMH clinic/provider.
2. Select the Letters tab.
3. Use the dropdown box to find SoonerExcel Scorecard.

Patient-Centered Medical Home (PCMH) Performance Summary

Provider Name Example Medical Clinic

100123456 A

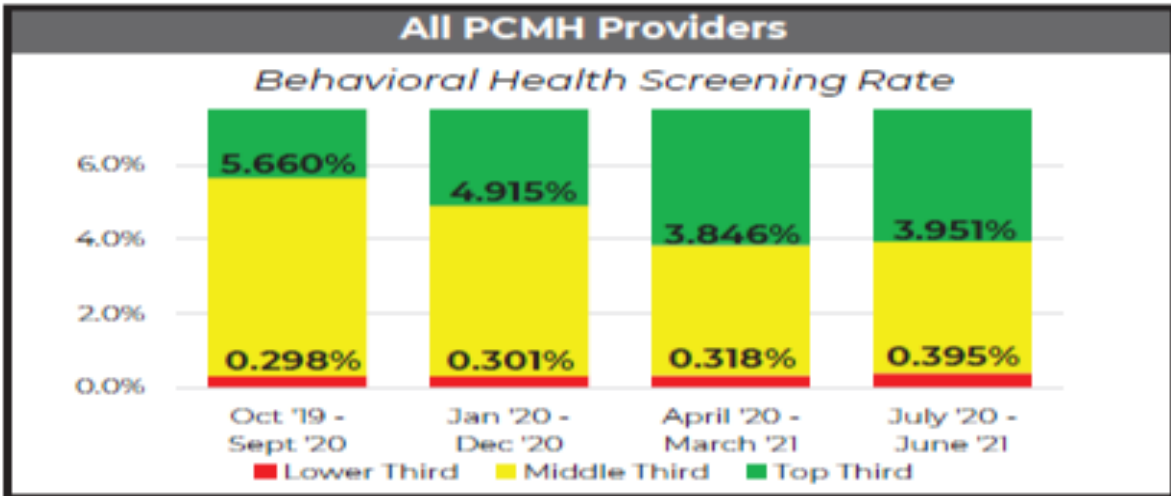
Emergency Department (ED) Utilization (Lower Score is Better)



Your Practice

| Reporting Period (Quarterly) | April '20 - June '20 | July '20 - Sept '20 | Oct '20 - Dec '20 | Jan '21 - Mar '21 |
|------------------------------|----------------------|---------------------|-------------------|-------------------|
| Results | 0.7304 | 0.6231 | 0.5432 | 0.6743 |
| Performance | Meets | Meets | Meets | Meets |
| Improvement to Next Cohort? | No | No | No | No |

Behavioral Health Screening



Your Practice

| Reporting Period (Rolling Average) | Oct '19 - Sept '20 | Jan '20 - Dec '20 | April '20 - March '21 | July '20 - June '21 |
|------------------------------------|--------------------|-------------------|-----------------------|---------------------|
| Results | 0.113% | 0.193% | 1.678% | 2.625% |
| Performance | Low Performer | Low Performer | Middle Performer | Middle Performer |
| Improvement to Next Cohort? | No Data Available | No | Yes | No |

Patient-Centered Medical Home (PCMH) Performance Summary

Provider Name

Example Medical Clinic

Diabetic Control

All PCMH Providers

Coming in 2022

Your Practice

| Reporting Period | Quarter 1 July-Sept 2020 | Quarter 2 Oct-Dec 2020 | Quarter 3 Jan-Mar 2021 | Quarter 4 Apr-June 2021 |
|--------------------------------|--------------------------------|------------------------------|------------------------------|-------------------------------|
| Results | | | | |
| Performance | Coming in 2022 | | | |
| Improvement to Next Cohort? | | | | |

Obesity

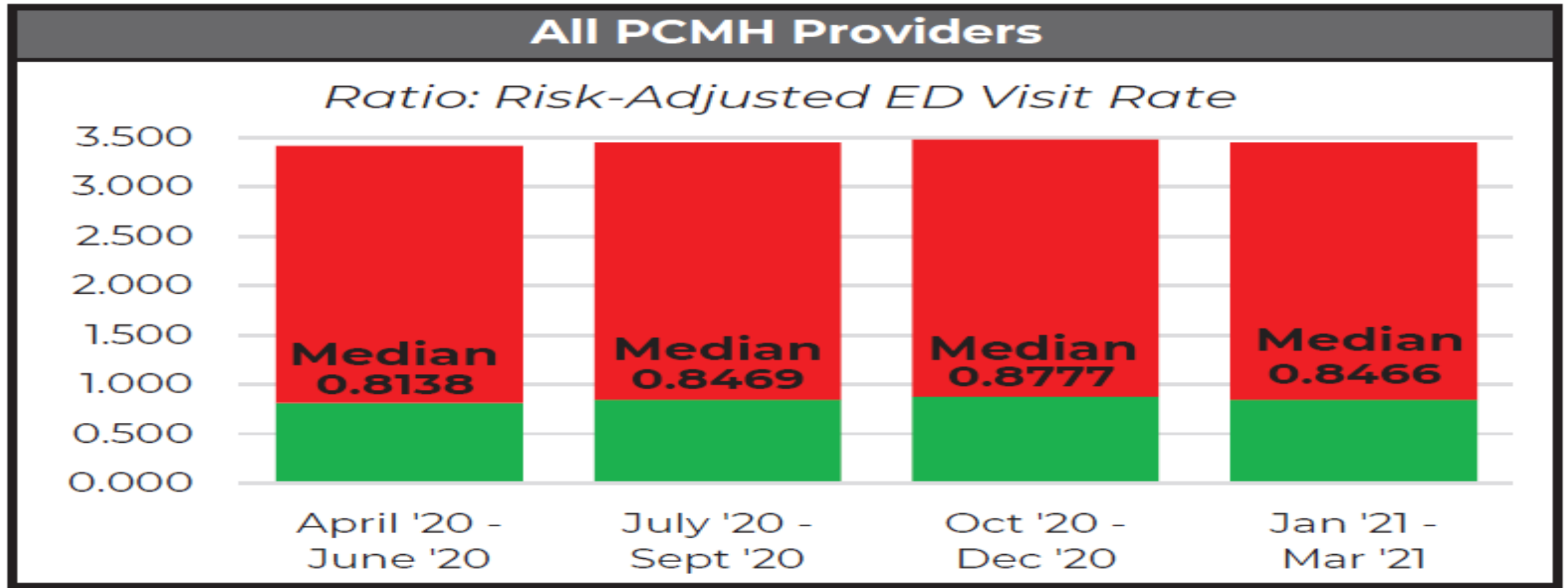
All PCMH Providers

Coming in 2022

Your Practice

| Reporting Period | Quarter 1 July-Sept 2020 | Quarter 2 Oct-Dec 2020 | Quarter 3 Jan-Mar 2021 | Quarter 4 Apr-June 2021 |
|--------------------------------|--------------------------------|------------------------------|------------------------------|-------------------------------|
| Results | | | | |
| Performance | Coming in 2022 | | | |
| Improvement to Next Cohort? | | | | |

Emergency Department (ED) Utilization (Lower Score is Better)



- Providers can see how they compared to all other PCMH providers across the state.
- Want to be in green.
- Lower score is better.

Emergency Department (ED) Utilization (Lower Score is Better)

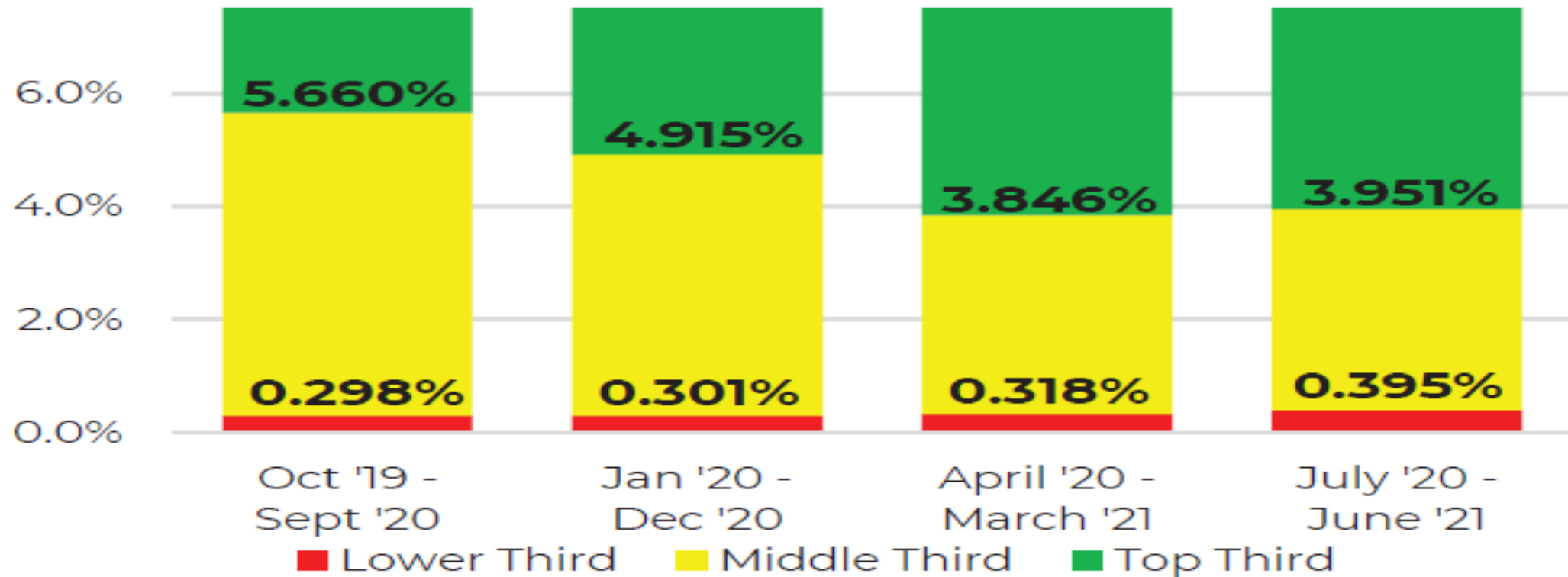
| Your Practice | | | | |
|---|---------------------------------|--------------------------------|------------------------------|------------------------------|
| Reporting Period (Quarterly) | April '20 - June '20 | July '20 - Sept '20 | Oct '20 - Dec '20 | Jan '21 - Mar '21 |
| Results | 0.7304 | 0.6231 | 0.5432 | 0.6743 |
| Performance | Meets | Meets | Meets | Meets |
| Improvement to Next Cohort? | No | No | No | No |

- Your practice performance results and improvement performance indicator.

Behavioral Health Screening

All PCMH Providers

Behavioral Health Screening Rate



- Providers can see how they compared to all other PCMH providers across the state.

Behavioral Health Screening

| Your Practice | | | | |
|---------------------------------------|-----------------------|----------------------|--------------------------|------------------------|
| Reporting Period (Rolling Average) | Oct '19 - Sept '20 | Jan '20 - Dec '20 | April '20 - March '21 | July '20 - June '21 |
| Results | 0.113% | 0.193% | 1.678% | 2.625% |
| Performance | Low Performer | Low Performer | Middle Performer | Middle Performer |
| Improvement to Next Cohort? | No Data Available | No | Yes | No |

- Your practice performance results and improvement performance indicator.

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C-section Quarter Rate Letter-Provider
C-section Semi-annual Rate Hospital
C-section Semi-annual Rate Provider
DRG Rate Letter
EHR Denial Letter
ER Utilization Letter
New Hospital Level of Care Rate Letter
PCP Notification of Inpatient Admission
PCP Notification of Inpatient Discharge
Provider Contract Expiration Notification
Provider EFT Error Letter
Provider Patient Dismissal Letter
Provider PIN Letter
Provider Renewal Letter
Provider Welcome Letter
Sooner Excel Letter
Sooner Excel Scorecard
SoonerCare Coordination of Care Letter

12/2021



How to find historic SoonerExcel letters

1. Log into the SoonerCare Provider Portal for the PCMH clinic/provider.
2. Select the Letters tab.
3. Use the dropdown box to find SoonerExcel Letters.

SOONEREXCEL LETTERS

August 25, 2021

As a valued Medical Home you are eligible to take part in the OHCA SoonerExcel program. SoonerExcel is a performance-based reimbursement program designed to recognize achievements in improving quality and providing effective care. The below incentive payment(s) indicate you have met or exceeded quality-of-care goals within the various incentive categories.

Please look for the incentive payments on your September 1st remit. This payment is not patient specific and will be found on the financial transaction page under non-claim specific payouts.

| | |
|--|-------------------|
| Emergency Department Utilization Incentive -based on emergency dept utilization of panel members | \$102.47 |
| Breast and Cervical Cancer Screenings Incentive -based on breast & cervical cancer screenings of panel members | \$45.50 |
| Behavioral Health Incentive -based on Behavioral Health screenings of panel members | \$45.00 |
| Inpatient Admits / Visits Incentive -based on inpatient admits / visits to SoonerCare Choice members | \$37.25 |
| EPSDT / DTaP - Well Child Checks & Immunization -based on meeting the EPSDT screening compliance rate and 4th DTaP | \$1,015.25 |
| <hr/> Total | \$1,245.47 |

SOONEREXCEL PERFORMANCE MEASURE AND CRITERIA MANUAL

- The SoonerExcel Performance Measure and Criteria Manual contains all the technical specifications and details on the SoonerExcel incentives.

The manual is available on the [SoonerExcel webpage](#).

SoonerExcel

SoonerExcel is the performance-based reimbursement component that recognizes achievement of excellence in improving quality and providing effective care. The SoonerExcel “bonus” payments are made to qualifying providers that meet or exceed various quality-of-care targets within an area of clinical focus selected by OHCA.

- [SoonerExcel Performance Measures and Payment Criteria Manual](#)
- [Behavioral Health](#)
- [Diabetic Control](#)
- [Emergency Dept Utilization](#)
- [Obesity](#)
- [SoonerExcel Payment Letter](#)



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