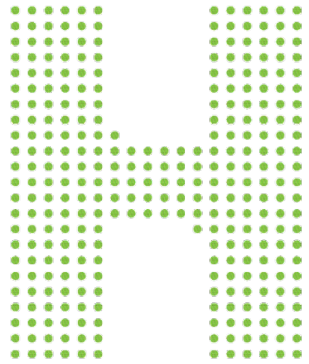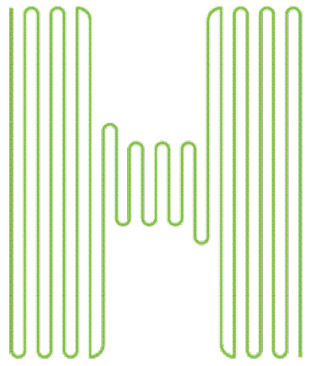# PCP Quality Recognition Program (PCP QRP) 101
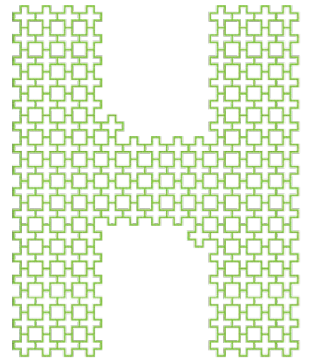
Agenda

01 | Welcome

02 | Team Structure

03 | What is Value-Based Care?

04 | PCP QRP Overview

05 | Resources

06 | Q&A and Survey

PCP QRP 101 Course Objectives

Associates can expect the following:

- To understand the PCP Quality Recognition Program team structure and departmental responsibilities

- To obtain high-level knowledge of value-based care

- To be introduced to the PCP Quality Recognition Program portfolio, which includes all lines of business

- To know where to locate internal and external resources
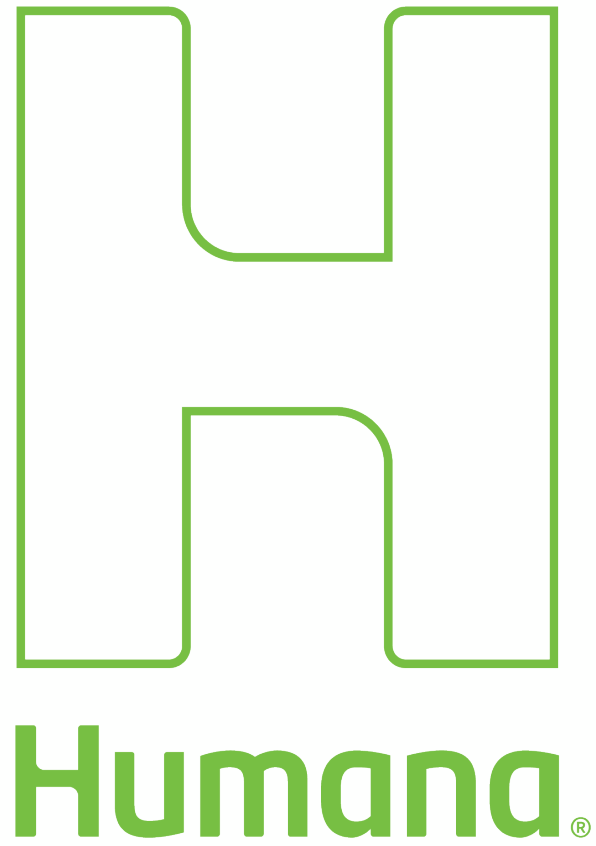
Team Structure

2022 PCP QRP Team Structure

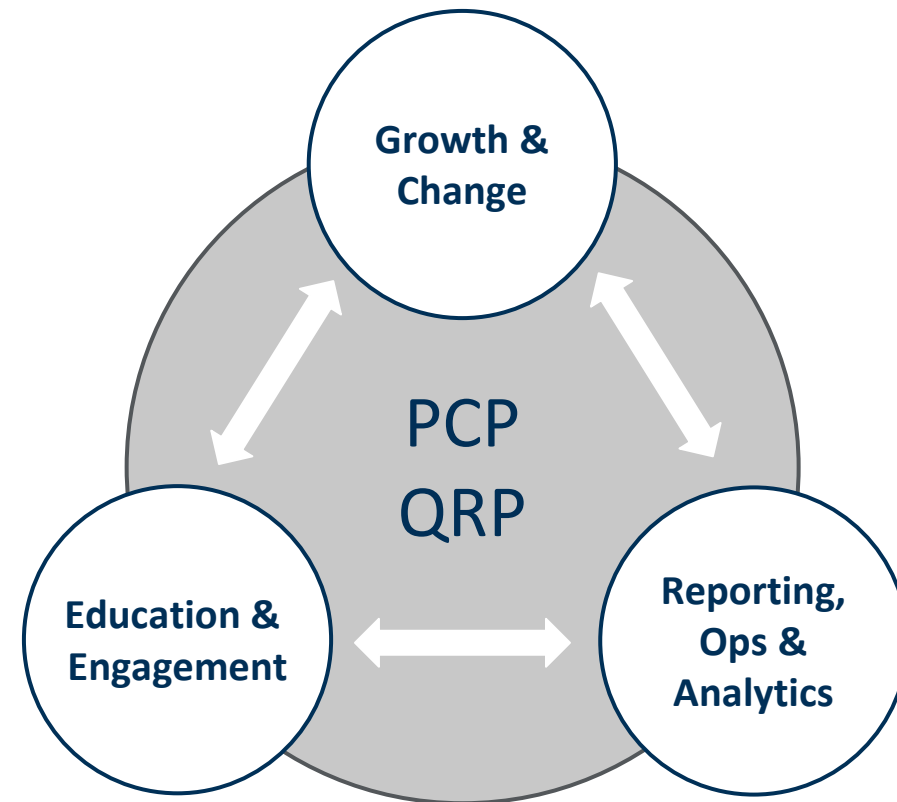**Matt Flagg**
PCP QRP Director

Open Position
Value-Based Programs Lead
Growth & Change

Stephanie Davis
Value-Based Programs Lead
Education & Engagement

Jason Dillingham
Value-Based Programs Manager
Reporting, Operations & Analytics

Growth & Change

PCP QRP

Education & Engagement

Reporting, Ops & Analytics

2022 PCP QRP Team Structure

Open Position
Growth & Change Lead

Team Responsibilities

- Manage PCP QRP contract language changes and updates

- Align program strategy across all lines of business and integrate new programs into existing program portfolio

- Manage the annual program change process and collaborate with Value-Based Contracting to ensure contract changes are loaded in Merlin/Icertis

- Lead the Pilot Program process to ensure any new suggested programs align with the PCP QRP Strategy

- Manage the launch of new programs

For internal reference only

2022 PCP QRP Team Structure
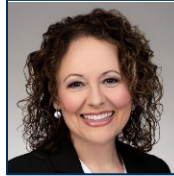
Stephanie Davis
Education & Engagement Lead

Greg Lariviere
Value-Based Professional II
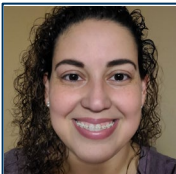**Engagement**

Amber Boisen
Senior Value-Based Professional
Education

Vanessa Suarez
Senior Value-Based Professional
Engagement

Team Responsibilities

- Provide education to associates related to the PCP Quality Recognition Programs

- Create and make available provider-approved PCP QRP resources, such as program summaries, flyers, and FAQ's

- Manage market relationship through engagement meetings and open-forum sessions

- Serve as the primary resource for program questions and requests

- Communicate program-related information, such as updates or changes (e.g. email, newsletter, podcast)

- Collect and share feedback from associates and/or providers

- Manage SharePoint site content

2022 PCP QRP Team Structure

Jason Dillingham
Reporting, Ops & Analytics Manager

Open Position
Senior Value-Based Professional
Data Management

Michelle Roberts
Value-Based Professional II
Payments & Settlements
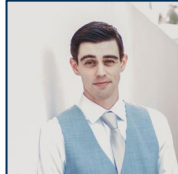
Randy Bryar
Senior Value-Based Professional
Reporting & Contract Data
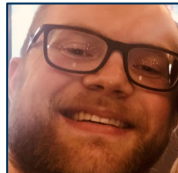
Caleb Jenkins
Senior Value-Based Professional
Data Management

Team Responsibilities

- Manage PCP QRP program operations for all lines of business

- Create provider-facing and internal ad-hoc reporting and analytics

- Provide data management and coordination with various internal stakeholders

- Manage PCP QRP contract data

- Oversee payment/settlement processes

- Administer pilot/non-standard programs
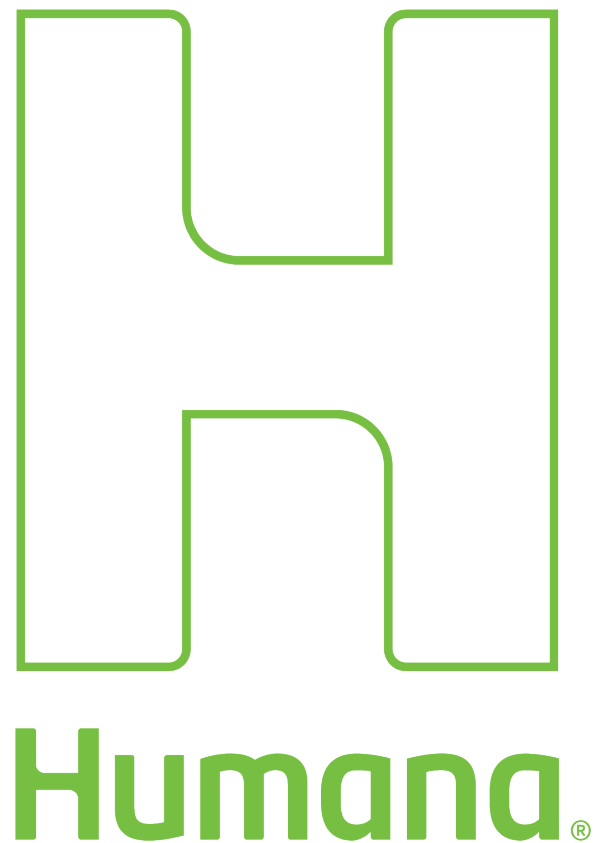
Value-Based Care vs. Fee-for-Service

In the traditional fee-for-service reimbursement model, healthcare providers are paid for each service they perform. This may incentivize many providers to perform more tests and procedures and manage more patients, as a means to increase overall reimbursement.

In contrast, providers in a value-based care reimbursement model are paid based on how well they manage their patients' health outcomes and control cost.

Cost

Quality

Fee-for-Service

Value-Based Care

For internal reference only
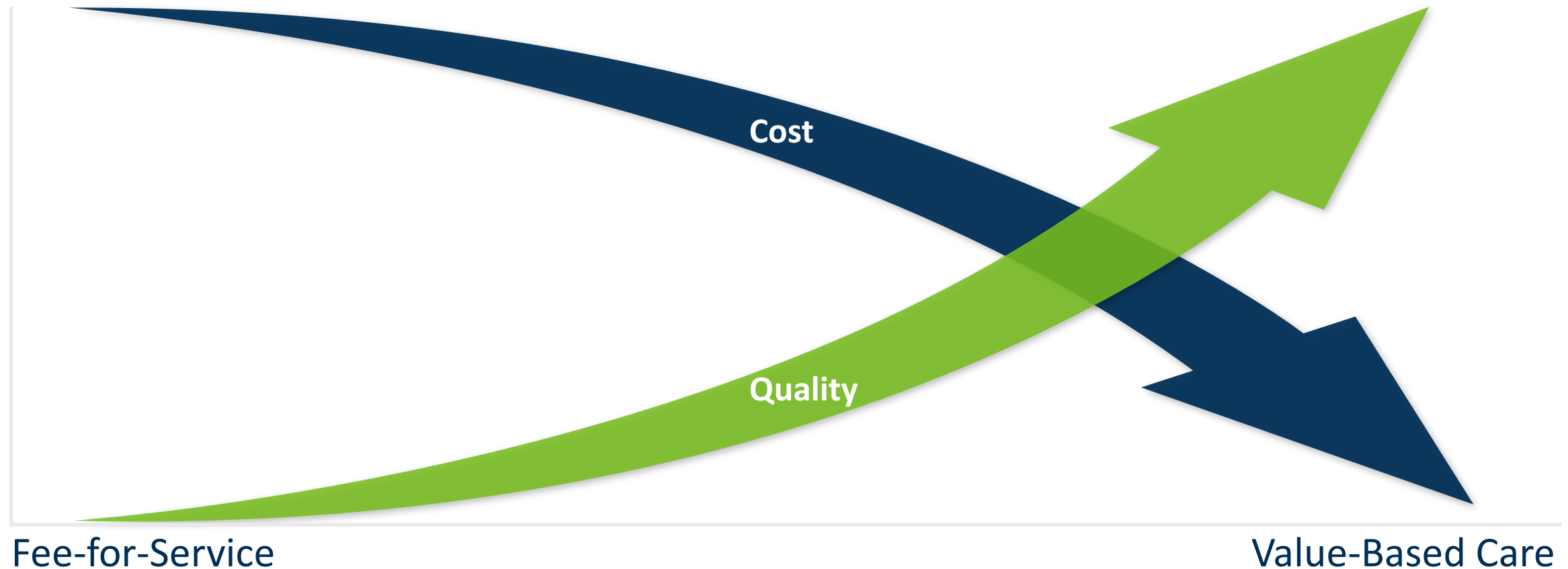
How Value-based Care Is Different

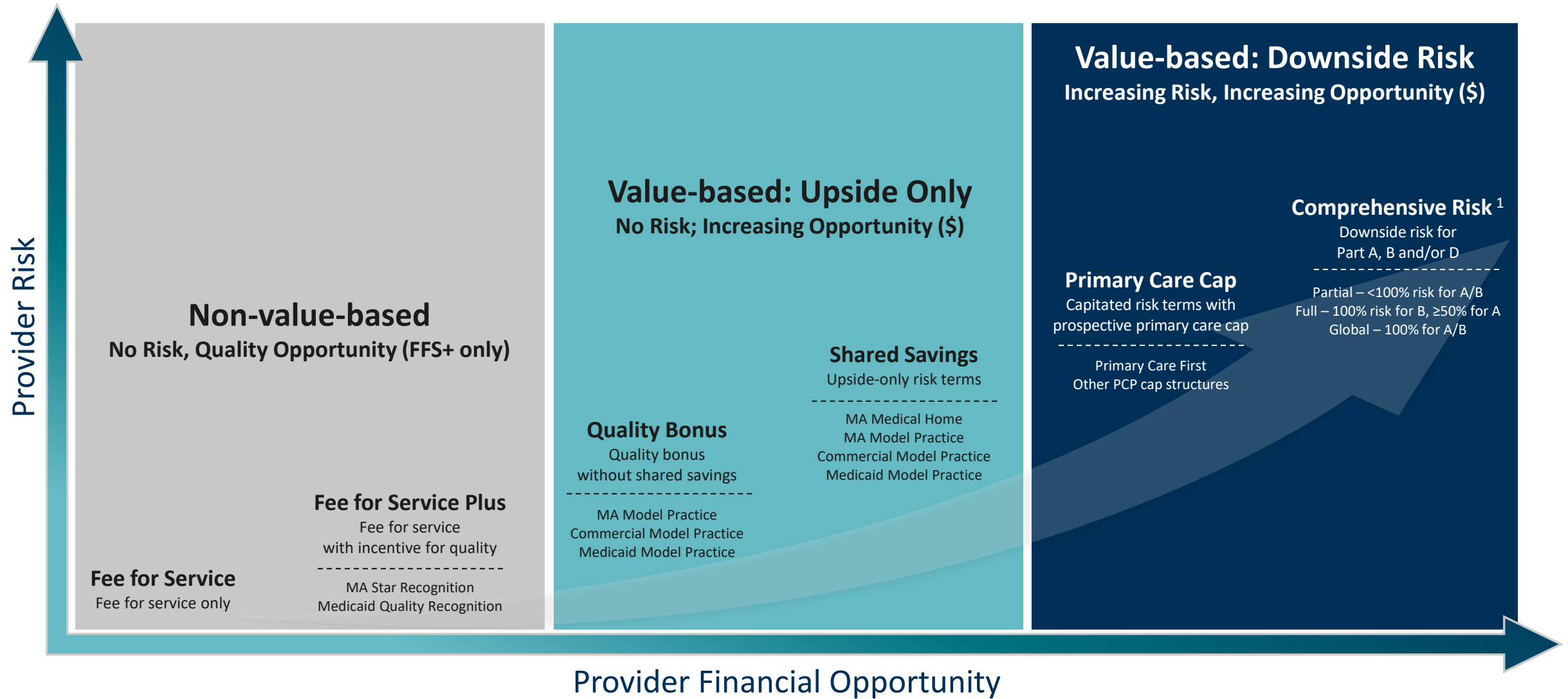|	Fee-for-service	Value-based
Patient Experience	A complicated healthcare system may confuse, isolate and frustrate patients.	An integrated approach puts the patient at the center of care. The primary care provider (PCP) acts as the quarterback, coordinating all aspects of the patient's care.
Delivery of Care	Care is often reactive and delivered in response to illness or injury.	Care is proactive and emphasizes a preventive approach to get and stay healthy.
Data and Analytics	Overwhelming amounts of data may lead to practices lacking sophisticated analytics to generate and leverage insights.	Advanced data analytics are leveraged to identify health risks and coordinate care at a patient-centric level.
Coordination of Care	The provider may not have access to the technology and support needed to proactively coordinate care.	Providers have access to new technology, data and support to more effectively coordinate care, inclusive of clinical and social aspects of care.
Cost	With a payment system incentivized by volume, healthcare costs may not correspond to health improvement.	A compensation model focused on quality leads to improved patient health, while lowering the cost of healthcare.

For internal reference only

Primary Care Value-based Continuum

Provider Risk (vertical axis)

Provider Financial Opportunity (horizontal axis)

Non-value-based
No Risk, Quality Opportunity (FFS+ only)

Fee for Service Plus
Fee for service
with incentive for quality
- - - - - - - - - - - - - - - - - - - -
MA Star Recognition
Medicaid Quality Recognition

Fee for Service
Fee for service only

Value-based: Upside Only
No Risk; Increasing Opportunity ($)

Shared Savings
Upside-only risk terms
- - - - - - - - - - - - - - - - - - - -
MA Medical Home
MA Model Practice
Commercial Model Practice
Medicaid Model Practice

Quality Bonus
Quality bonus
without shared savings
- - - - - - - - - - - - - - - - - - - -
MA Model Practice
Commercial Model Practice
Medicaid Model Practice

Value-based: Downside Risk
Increasing Risk, Increasing Opportunity ($)

Comprehensive Risk [1]
Downside risk for
Part A, B and/or D
- - - - - - - - - - - - - - - - - - - -
Partial – <100% risk for A/B
Full – 100% risk for B, ≥50% for A
Global – 100% for A/B

Primary Care Cap
Capitated risk terms with
prospective primary care cap
- - - - - - - - - - - - - - - - - - - -
Primary Care First
Other PCP cap structures

[1] Downside risk contracts may or may not include the quality programs within the Upside Only portion of the continuum (Medical Home, Model Practice)

For internal reference only
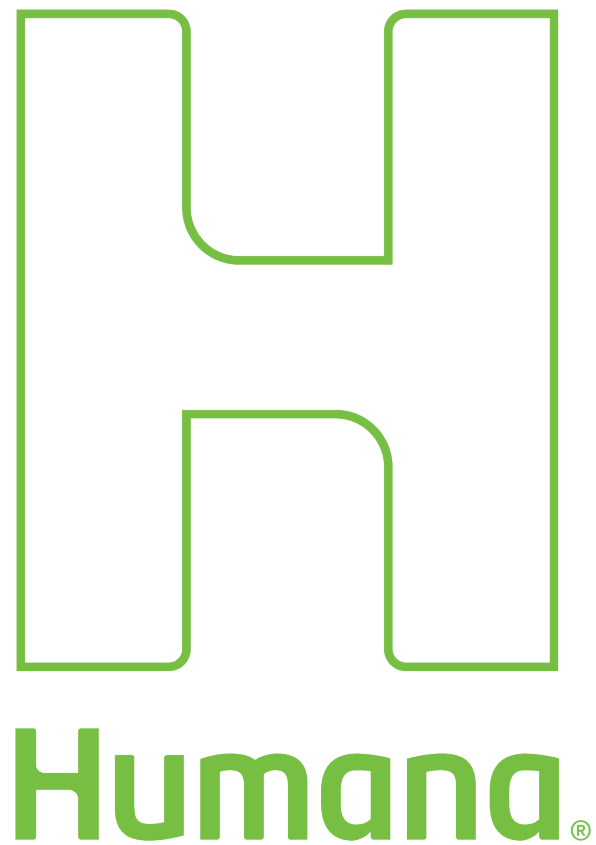
PCP QRP Overview

2022 PCP Quality Recognition Programs

Quality Recognition Star Recognition

Annual incentives paid to provider practices for achieving quality measures

Medicare Advantage | **Medicaid[1]**

Program Highlights
- Practices are eligible for an incentive based on achieving targets for a subset of measures.
- Program measures are updated annually.

Requirements
- Contracted for applicable line of business
- Meet and maintain a membership threshold of 30 paneled patients at the beginning and end of the measurement year

Model Practice

Quarterly incentives paid to provider practices for achieving quality[2], clinical and strategic measures

Medicare Advantage | **Commercial[1]** | **Medicaid[1]**

Program Highlights
- Practices can earn a per-member-per-month **(PMPM)** incentive per target achieved.
- Opportunity for shared savings
- Program measures are updated annually.

Requirements
- Sign a value-based contract to participate
- Meet a membership threshold of 250 paneled patients

Medical Home

Quarterly incentives paid to provider practices for achieving quality[2], clinical and strategic measures

Medicare Advantage | **Medicaid[1]**

Program Highlights
- Practices can earn a **PMPM** incentive per target achieved and are eligible to receive a monthly care coordination payment.
- Opportunity for shared savings
- Program measures are updated annually.

Requirements
- Sign a value-based contract to participate and have a location(s) recognized as a patient-centered medical home
- Meet a membership threshold of 250 paneled patients

Primary Care First

Monthly capitated rate established using performance on a set of industry-recognized quality and outcomes measures

Medicare Advantage

Program Highlights
- Transitions primary care fee-for-service reimbursement to a PMPM capitation payment rate

Requirements
- Provider must provide primary care services to 85% of paneled patients at least once annually
- 75% of primary care providers (PCPs) within the practice must use certified electronic health records technology.
- Meet a membership threshold of 125 HMO/PPO paneled patients

[1] **Adult** and **pediatric** membership categories are measured separately.
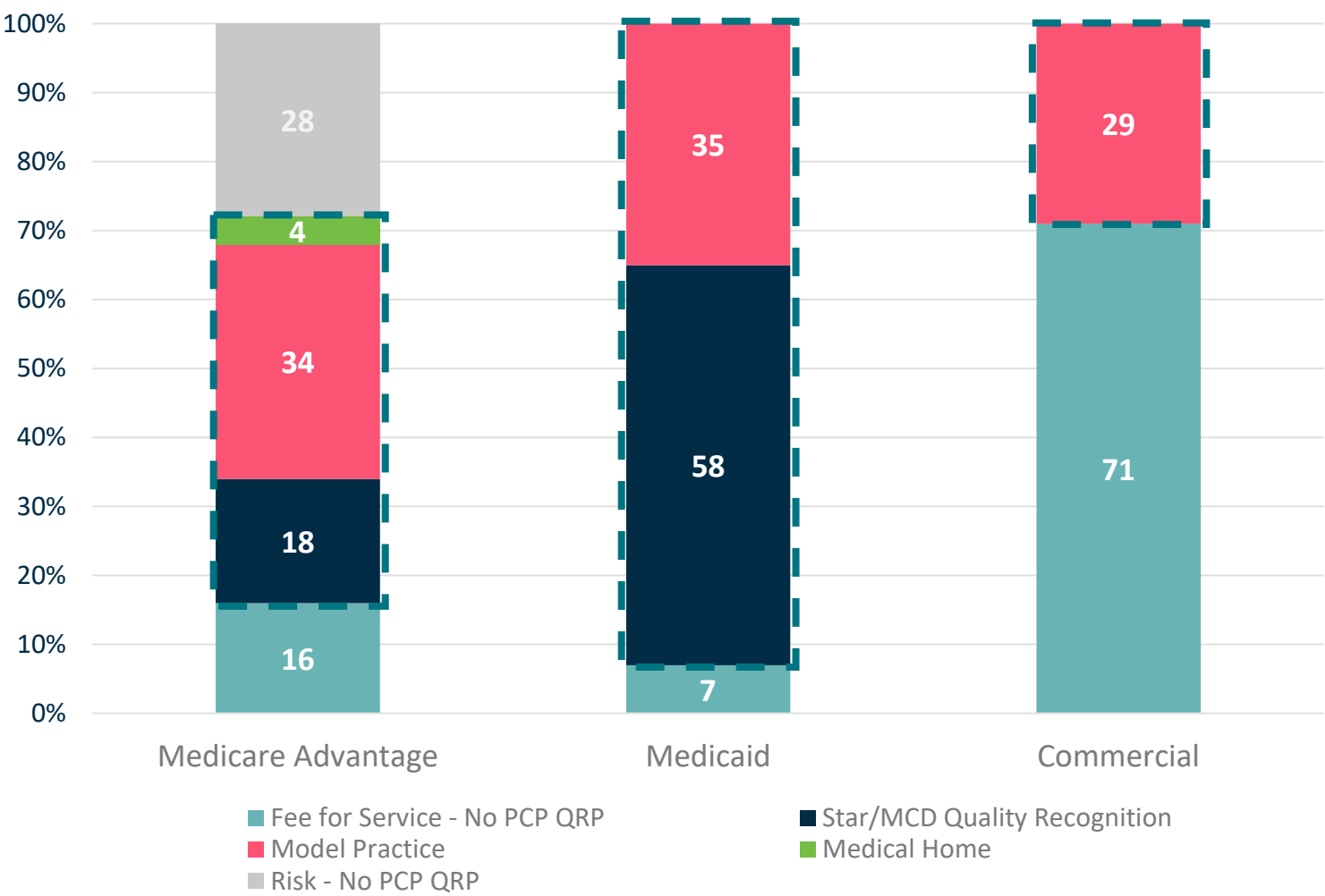[2] Quality measures are paid annually, with Q4 settlements.

For internal reference only

PCP QRP Membership

50% Of all membership* participate in PCP QRPs

+7000 PCP QRP participating practices

Program Participation by LOB
% of Membership*

	Medicare Advantage	Medicaid	Commercial
Risk - No PCP QRP	28		
Medical Home	4		
Model Practice	34	35	29
Star/MCD Quality Recognition	18	58	
Fee for Service - No PCP QRP	16	7	71

Legend:
- Fee for Service - No PCP QRP
- Star/MCD Quality Recognition
- Model Practice
- Medical Home
- Risk - No PCP QRP

*MA-Individual & Group; Medicaid-KY; Commercial- CGFI/LFP membership updated as of 12/31/2021

For internal reference only

PCP QRP Partners

Provider Engagement

To partner with PCPs to improve population health management by owning the strategy to help providers achieve success in the PCP QRPs
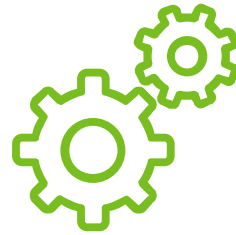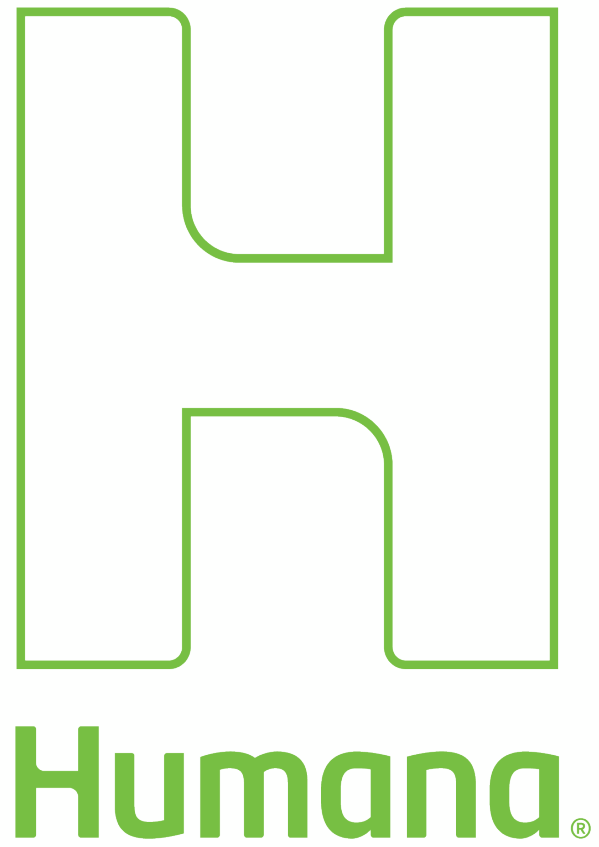
Provider Development

To partner with Provider Engagement to identify opportunities for advancing PCPs along the value-based continuum

Stars/MRA

To partner with Provider Engagement to identify education opportunities for quality compliance and accurate coding

Resources

PCP QRP Resources

- go/pcpqrp (PCP QRP SharePoint Site)

  - Submit Questions, Contracts, Requests & More – PCP QRP support system

  - Performance Dashboards – reports that show PCP QRP performance by each line of business

  - Provider Reports, Notifications & Participation– value-based and non-value-based settlement reports, annual notifications for each program/line of business and verification of PCP QRP participating providers

  - Education Materials & Resources – various resources for both internal associates as well as providers to assist in discussions about PCP QRPs.

  - Education Course Catalog – list of educational courses provided by the PCP QRP team, ability to enroll in live sessions and access to session recordings

  - SharePoint User Guide

- [go/nno](go/nno) & go/vbcontracting – for more information related to value-based contracts

- Additional PCP QRP Education Series Courses coming soon!