

2024

GLOBAL QUALITY P4P (FOR PCPs)

Pay for Performance (P4P) Program Technical Guide



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TABLE OF CONTENTS

Program Overview	1
Program Terms and Conditions	4
Performance Measures	6
Scoring Methodology	8
Payment Methodology	9
Reporting Timeline	11
Quality Incentive Payout Timeline	12
2024 PCP Global Quality P4P Program Measures- Appendix 1	13
Core Measures Overview- Appendix 2	
• Asthma Medication Ratio (AMR)	16
• Colorectal Cancer Screening (COL)	18
• Controlling High Blood Pressure (CBP)	22
• Diabetes Care- Blood Pressure Control <140/90 (BPD)	32
• Glycemic Status Assessment for Patients with Diabetes (GSD)	34
• Diabetes Care- Kidney Health Evaluation (KED)	36
• Adult Influenza Vaccine	41
• Adult Zoster Vaccine	43
• Adult Pneumococcal Vaccine	44
• Adult Td/Tdap Vaccine	45
• Post Discharge Follow-Up	46
• Statin Therapy Received for Patients with Cardiovascular Disease (SPC)	55
• Statin Therapy Received for Patients with Diabetes (SPD)	56
• Substance Use Assessment in Primary Care	57
• Antidepressant Medication Management (AMM)	59
• Screening for Clinical Depression in Primary Care	61
• Social Determinants of Health Screening Rate	66
• Social Determinants of Health Identification Rate	68
• Social Need Screening and Intervention (SNS-E)	75
• Breast Cancer Screening (BCS)	79
• Cervical Cancer Screening (CCS)	80
• Chlamydia Screening in Women (CHL)	83
• Child and Adolescent Well-Care Visits (WCV)	85



TABLE OF CONTENTS (CONTINUED)

• Childhood Immunizations (CIS) – Combo 10	87
• Lead Screening in Children (LSC)	90
• Developmental Screening.....	91
• Immunizations for Adolescents (IMA) – Combo 2.....	92
• Substance Use Assessment in Primary Care for Adolescents	94
• Well-Child Visits in the First 15 Months of Life (W30)	95
• Well-Child Visits in the First 30 Months of Life (W30).....	96
• Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (WCC)	98
• Initial Health Appointment (IHA)	100
• After Hours Availability On-Call Physician Access.....	106
• After Hours Availability Emergency Calls	106
• Appointment Availability- Urgent Visits.....	107
• Appointment Availability- Routine Visits.....	107
• Access to Care Needed Right Away	108
• Coordination of Care	108
• Medical Assistance with Smoking and Tobacco Use Cessation (MSC)- Advising Smokers to Quit	109
• Rating of Personal Doctor	109
• Potentially Avoidable Emergency Department (ED) Visits.....	110
2024 PCP Global Quality P4P Process Measures – Appendix 3	112
Process Measure Overview – Appendix 4	
• Manifest MedEx (MX) Connectivity	113
• Provider Diversity Equity Inclusion Survey.....	115
2024 PCP Global Quality Bonus Bundles – Appendix 5.....	116
2024 PCP Global Quality P4P Quality Bonus Services – Appendix 6	119
Quality Bonus Services Overview – Appendix 7	119
2024 PCP Global Quality P4P Penalty Measures – Appendix 8	127
Penalty Measures Overview – Appendix 9	
• PCP Encounter Data Rate	128
• Customer Service Grievance	128
Historical Data Form – Appendix 10.....	130
Member Satisfaction Survey – Appendix 11.....	131



PROGRAM OVERVIEW

This program guide provides an overview of the 2024 Global Quality Pay for Performance (GQ P4P) Program for Primary Care Providers (PCPs). In this ninth year of the program, IEHP has made enhancements based on feedback from Providers in an effort to continually improve program effectiveness. The IEHP GQ P4P Program for PCPs is designed to reward PCPs for high performance and year-over-year improvement in key quality performance measures. This program guide is designed as an easy reference for Physicians and their staff to understand the GQ P4P Program.

This year's GQ P4P Program continues to provide financial rewards to PCPs for improving health care quality across multiple domains and measures. The 2024 Global Quality P4P Program includes core measures, process measures and penalty "risk" measures.

IEHP also encourages all PCPs to attend IEHP Provider P4P meetings that are held throughout the year to support your efforts to maximize earnings in this program.

If you would like more information about IEHP's GQ P4P Program or best practices to help improve quality scores and outcomes, visit our Secure Provider Portal at www.iehp.org, email the Quality Team at QualityPrograms@iehp.org or call the IEHP Provider Relations Team at (909) 890-2054.

What's New?

Seven measures were Added

Core Measures

- Adult Pneumococcal Vaccine
- Adult Td/Tdap Vaccine
- Adult Zoster Vaccine
- Lead Screening for Children
- Social Need Screening and Intervention

Process Measures

- Health Equity: Provider Diversity Equity Inclusion Survey

Penalty Measures

- Customer Service Grievance

Two measures were Revised

- Manifest MedEx (MX) Connectivity
- Screening for Clinical Depression in Primary Care

Two measures were Retired

- Timely Response to Provider Directory
- Provider Grievance Response Rate

Eligibility and Participation

To be eligible for incentive payments in the 2024 GQ P4P Program, PCPs must meet the following criteria:

- Have at least 200 Medi-Cal Members (including Covered California) assigned as of July 2024.
- Have at least 20 Members in the denominator as of December 2024 for each quality measure to qualify for scoring.
- Have at least three quality measures that meet minimum denominator requirements in order for a global quality score to be calculated.
- Provider must be connected to CAIR2 (must enter immunizations into the registry and use to look up prior immunizations given to assigned patients) by July 1, 2024.

PCP enrollment into the GQ P4P program is automatic once the four criteria above have been met.

Minimum Data Requirements

Encounter Data

Encounter data is foundational to performance measurement and is essential to succeed in the GQ P4P Program. Complete, timely and accurate encounter data should be submitted through normal reporting channels for all services rendered to IEHP Members. Please use the appropriate codes listed in Appendix 2 to meet measure requirements.

Lab Results

Data from lab results data is also foundational to Program performance measurement. Providers should ensure they submit complete lab results data for services rendered to IEHP Members. Work with your IPA to ensure you are using the appropriate lab vendors for IEHP Members, and submitting lab results data to IEHP.

Lab results that are performed in the office (e.g., point of care HbA1c testing, urine tests, etc.) should be coded and submitted through your encounter data.

Immunizations

To maximize performance in immunization-based measures, **IEHP requires all Providers to report all immunizations via the California Immunization Registry (CAIR2)**. For more information on how to register for CAIR2, please visit <http://cairweb.org/>. IEHP works closely with CAIR to ensure data sharing to support the GQ P4P program.

Provider P4P Research Inquiries

All Provider research inquiries, related to the data collected to measure P4P metrics, must be submitted in an excel worksheet. The following information must be included in the research inquiry to support the description of the dispute: Provider Name, Provider NPI, Member Name, Member ID, Measure Name, DOS, Procedure Code/ICD-10 code, and any other information that would be helpful to research the inquiry.



Program Terms and Conditions

- Good Standing: A Provider currently contracted with Plan for the delivery of services, not pursuing any litigation or arbitration or has a pending claim pursuant to the California Government Tort Claim Act (Cal. Gov. Code Sections 810, et seq.) filed against Plan at the time of program application or at the time additional funds may be payable, and has demonstrated the intent, in Plan's sole determination, to continue to work together with Plan on addressing community and Member issues. Additionally, at the direction of the CEO or their designee, Plan may determine that a Provider is not in good standing based on relevant quality, payment, or other business concerns.
- Participation in IEHP's GQ P4P Program, as well as acceptance of incentive payments, does not in any way modify or supersede any terms or conditions of any agreement between IEHP and Providers or IPAs, whether that agreement is entered into prior to or subsequent to the date of this communication.
- There is no guarantee of future funding for, or payment under, any IEHP Provider incentive program. The IEHP GQ P4P Program and/or its terms and conditions may be modified or terminated at any time, with or without notice, at IEHP's sole discretion.
- Criteria for calculating incentive payments are subject to change at any time, with or without notice, at IEHP's sole discretion.
- In consideration of IEHP's offering of the IEHP GQ P4P Program, participants agree to fully and forever release and discharge IEHP from any and all claims, demands, causes of action, and suits, of any nature, pertaining to or arising from the offering by IEHP of the IEHP GQ P4P Program.
- The determination of IEHP regarding performance scoring and payments under the IEHP GQ P4P Program is final.
- As a condition of receiving payment under the IEHP GQ P4P Program, Providers and IPAs must be active and contracted with IEHP and have active assigned Members at the time of payment.



Financial Overview

Providers are eligible to receive financial rewards for performance excellence and for performance improvement. Financial rewards are based on a tiered system, providing increasing financial rewards as Providers reach each level of higher performance. The 2024 GQ P4P Program incentive pool is \$148 million for PCPs. Incentive dollars for the 2024 performance period will be distributed via a monthly Per Member Per Month (PMPM) Quality Payment beginning in July 2025 and continuing through June 2026. Based on PCP performance, payment methodologies may be adjusted to ensure that the 2024 program year costs do not exceed this \$148 million pool for the PCP Program.



CORE MEASURES

Performance Measures

Appendix 1 provides a list of the 42 measures in the 2024 GQ P4P Core Program and includes thresholds and benchmarks associated with respective Tier Goals. These measures are categorized into four domains: *Access, Clinical Quality, Behavioral Health Integration, Patient Experience*.

Most measures included in the *Clinical Quality Domain* primarily use standard Healthcare Effectiveness Data and Information Set (HEDIS®) process and outcomes measures that are based on the specifications published by the National Committee for Quality Assurance (NCQA). Non-HEDIS® measures that are included in the program come from the California Department of Health Care Services (DHCS) Medi-Cal Managed Care Quality Program and the Pharmacy Quality Alliance (PQA).

Clinical Quality Domain Measures:

- Asthma Medication Ratio
- Breast Cancer Screening
- Cervical Cancer Screening
- Child and Adolescent Well-Care Visits
- Childhood Immunization – Combo 10
- Chlamydia Screening in Women
- Colorectal Cancer Screening
- Controlling High Blood Pressure
- Diabetes Care – Blood Pressure Control <140/90
- Glycemic Status Assessment for Patients with Diabetes (GSD)
- Diabetes Care – Kidney Health Evaluation
- Developmental Screening
- Lead Screening for Children
- Adult Influenza Vaccine
- Adult Pneumococcal Vaccine
- Adult Td/Tdap Vaccine
- Adult Zoster Vaccine
- Immunizations for Adolescents – Combo 2
- Initial Health Appointment
- Post Discharge Follow-Up
- Statin Therapy Received in Patients with Cardiovascular Disease and Diabetes
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents
 - o Counseling for Physical Activity
 - o Counseling for Nutrition
 - o BMI Percentile

- Well-Child Visits in the First 15 Months of Life
- Well-Child Visits in the First 30 Months of Life

IEHP's HEDIS® measurement year 2024 data set and Managed Care Accountability Set (MCAS) will be used to evaluate Providers' year-end performance. These measure sets undergo an independent audit review prior to rate finalization.

The Initial Health Appointment (IHA) measure follows IEHP's IHA internal compliance monitoring methodology and is not a HEDIS® measure.

The Post Discharge Follow-Up measure is an IEHP-defined measure developed to support transitions of care needs of IEHP Members.

Access Domain Measures:

- After Hours Availability - On-Call Physician Access
- After Hours Availability - Emergency Calls
- Appointment Availability - Urgent
- Appointment Availability - Routine
- Potentially Avoidable Emergency Department (ED) Visits

The *Access* measures are based on the Department of Managed Health Care (DMHC) and NCQA requirements for monitoring access to care across the network. See [Appendix 2](#) for measure details.

Behavioral Health Integration Domain Measures:

Measures in this domain come from various measure stewards including: the National Quality Forum (NQF), HEDIS®, and the Department of Health Care Services (DHCS).

- Antidepressant Medication Management
- Screening for Clinical Depression in Primary Care
- Substance Use Assessment in Primary Care for Adolescents
- Substance Use Assessment in Primary Care
- Social Determinants of Health Screening
- Social Determinants of Health Identification Rate
- Social Need Screening and Intervention

Patient Experience Domain Measures:

Patient Experience Domain measures include Member Satisfaction Survey questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey that is published by the Agency for Healthcare Research and Quality (AHRQ). IEHP conducts a Member Satisfaction Survey that is a modified CAHPS survey and is the sole data source used for this measure domain. The IEHP Member Satisfaction Survey is conducted between June and December of each year. Surveys received from the 2024 Member Satisfaction Survey will be used to calculate the Patient Experience Domain measures. Below are the four areas included in the Patient Experience Domain for the 2024 program.

- Access to Care Needed Right Away
- Coordination of Care
- Medical Assistance with Smoking Cessation – Advising Smokers to Quit
- Rating of Personal Doctor

Scoring Methodology

Payments within the core program will be awarded to PCPs based on individual performance in reaching established Quality Goals (e.g., Tier Goals for each measure).

In the *Clinical Quality Domain*, HEDIS® measure results are based on each measure's total eligible population assigned to the PCP. The eligible population is defined as the set of Members who meet the denominator criteria specified in each measure by NCQA. Members in the eligible population are attributed to the assigned PCP on each measure's anchor date, as defined within each measure. Members contribute to a PCP's measure denominator if continuous enrollment criteria are met at the health plan level. For each measure, the measure score reflects the proportion of the eligible population that complies with the numerator criteria. For measures that are based on the HEDIS methodology, IEHP will adhere to the most current HEDIS technical specifications (Volume 2) for determining both numerators and denominators.

In the Clinical Quality Domain, non-HEDIS measures include the Initial Health Appointment and the Post Discharge Follow-Up measure. Each measure was designed by IEHP using validated coding and technical specifications. The Initial Health Appointment Measure is based on DHCS requirements and includes new health plan Members who are assigned to the PCP during the measurement year and who remain enrolled with IEHP and the PCP through the end of the 120 day post-enrollment period. The Post Discharge Follow-Up measure is described in detail in Appendix 2.

In the *Access Domain*, PCP telephone handling for appointments and after hours access is assessed via Plan-conducted phone surveys. IEHP follows the DMHC Timely Access Standards Provider Appointment Availability Study methodology to assess PCP adherence to Appointment Availability Standards. IEHP follows the NCQA standards of assessing PCP adherence to After Hours access to care and call handling protocols.

In the *Patient Experience Domain*, monthly Member Satisfaction Survey measures are based on Members who meet eligibility criteria to receive a mailed survey between June and December of the measurement year. Members eligible to receive a Member Satisfaction Survey must have been continuously enrolled with IEHP for at least six months in the measurement year (2024) and must have had an office visit in the prior six months based on encounter data submitted to IEHP. Members who meet the survey eligibility criteria are randomly sampled to receive a survey. Survey measure results are attributed to the Member's assigned PCP based on the most recent encounter that qualified the Member to be eligible for the survey. A Member is eligible to receive only one survey per calendar year.

Payment Methodology

PCP performance for each quality measure will be given a point value (i.e., a Quality Score). Points are assigned based on the Tier Goal achieved (i.e., Tier 1 = one point, Tier 2 = two points, Tier 3 = three points) for each measure.

Providers who have at least three quality measures that meet the minimum denominator size (n = 20) will be considered for payment calculations. An overall weighted average of all eligible Quality Scores will determine the overall GQ Performance Score. Individual measure weights will be assigned as follows:

- Process measures (such as screenings) are given a weight of 1
- Patient experience measures are given a weight of 1.5
- Outcome and intermediate outcome measures (e.g., HbA1c, blood pressure control, and childhood immunizations) are given a weight of 3

Please reference Appendix 1 for a list of individual measure weights for the 2024 GQP4P measure set.

The following formula will be used to calculate the overall **GQ Performance Score**:

GQ Performance Score (i.e. overall weighted average) = $\text{Sum (measure tier}^* \text{ measure weight) / Sum of measure weights}$

GQ P4P Program payments will be awarded according to the following formula:

$$([Global\ Quality\ Performance\ Score] \times [\# \text{ Medi-Cal Average Member Months}] \times [GQ\ P4P\ Payment\ Multiplier] / [Total\ Medi-Cal\ Member\ Months]) + Bonus\ Bundles + Process\ Measures - Penalty\ Measures = GQ\ P4P\ PMPM\ Bonus$$

The GQ P4P payment multiplier will be determined based on Network performance and budget limits. The GQ P4P payment multiplier value displayed in the Interim Reports may not be the final value used in determining final Quality PMPM payment amounts.

PCP PMPM Quality Payment Methodology

From July 2025 – June 2026, PCPs will receive a monthly Quality PMPM payment based on their 2024 GQ P4P performance using the following formula:

$$\frac{\text{2024 Global Quality P4P Incentive Payout Total}}{\text{Total Medi-Cal Member Months}} = \text{Quality PMPM Payment Amount}$$

PCP payment example: *PCP with monthly average of 2,500 Members (30,000 Member Months) and 2.0 GQ Quality Score*

$$\frac{\text{(A) 2024 Global Quality P4P Incentive Payout Total: \$250,000}}{\text{Total Member Months: 30,000}} = \text{Quality PMPM Payment Amount: \$8.33}$$

~ \$20,825 monthly payment*
~ \$249,900 annual payment*

**Assuming stable membership volume and there is additional incentive for bonus bundles, or process measures, and no PCP penalty to be deducted from the Quality PMPM bonus.*

Note: Members with Other Health Coverage will be removed from the measure denominators prior to the final payment calculation.

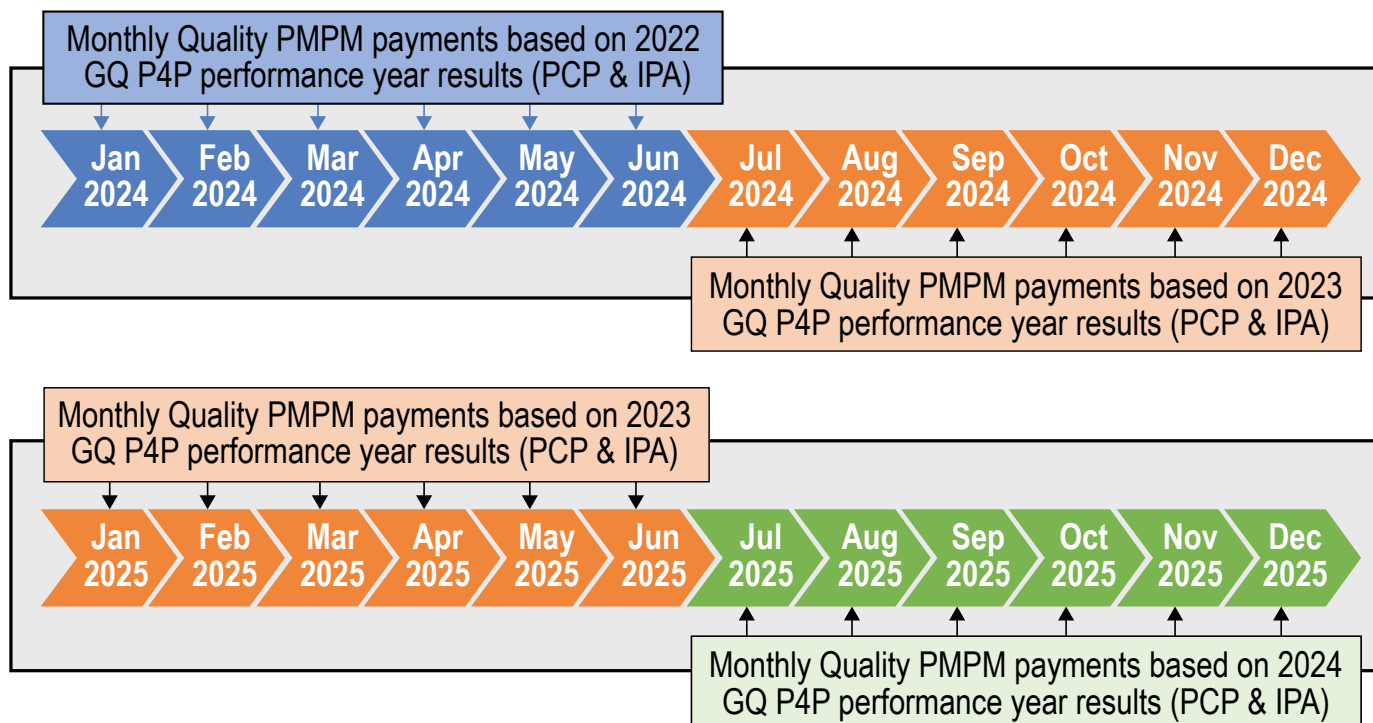
Reporting Timeline

Below is a table describing the flow of encounter data to IEHP in support of the GQ P4P Program reporting.

P4P ENCOUNTER DATA REPORTING TIMELINE:					
Month of Service	Provider Encounters Due to IPA	IPA Encounters Due to IEHP	P4P Data Freeze	Dates of Service Assessed	Rosters Updated
January 2024	2/1/2024	2/15/2024	2/15/2024	January 2024	3/10/2024
January 2024	2/1/2024	3/1/2024	3/1/2024	January 2024	3/25/2024
January 2024	2/1/2024	3/15/2024	3/15/2024	January 2024	4/10/2024
January 2024	2/1/2024	4/1/2024	4/1/2024	January 2024	4/25/2024
January 2024	2/1/2024	4/15/2024	4/15/2024	January 2024	5/10/2024
January 2024	2/1/2024	5/1/2024	5/1/2024	January 2024	5/25/2024
January 2024	2/15/2024	5/15/2024	5/15/2024	January 2024	6/10/2024
February 2024	3/1/2024	6/1/2024	6/1/2024	January - February 2024	6/25/2024
February 2024	3/15/2024	6/15/2024	6/15/2024	January - February 2024	7/10/2024
March 2024	4/1/2024	7/1/2025	7/1/2025	January - March 2024	7/25/2024
March 2024	4/15/2024	7/15/2024	7/15/2024	January - March 2024	8/10/2024
April 2024	5/1/2024	8/1/2024	8/1/2024	January - April 2024	8/25/2024
April 2024	5/15/2024	8/15/2024	8/15/2024	January - April 2024	9/10/2024
May 2024	6/1/2024	9/1/2024	9/1/2024	January - May 2024	9/25/2024
May 2024	6/15/2024	9/15/2024	9/15/2024	January - May 2024	10/10/2024
June 2024	7/1/2024	10/1/2024	10/1/2024	January - June 2024	10/25/2024
June 2024	7/15/2024	10/15/2024	10/15/2024	January - June 2024	11/10/2024
July 2024	8/1/2024	11/1/2024	11/1/2024	January - July 2024	11/25/2024
July 2024	8/15/2024	11/15/2024	11/15/2024	January - July 2024	12/10/2024
August 2024	9/1/2024	12/1/2024	12/1/2024	January - August 2024	12/25/2024
August 2024	9/15/2024	12/15/2024	12/15/2024	January - August 2024	1/10/2025
September 2024	10/1/2024	1/1/2025	1/1/2025	January - September 2024	1/25/2025
September 2024	10/15/2024	1/15/2025	1/15/2025	January - September 2024	2/10/2025
October 2024	11/1/2024	2/1/2025	2/1/2025	January - October 2024	2/25/2025
October 2024	11/15/2024	2/15/2025	2/15/2025	January - October 2024	3/10/2025
November 2024	12/1/2024	3/1/2025	3/1/2025	January - November 2024	3/25/2025
November 2024	12/15/2024	3/15/2025	3/15/2025	January - November 2024	4/10/2025
December 2024	1/1/2025	4/1/2025	4/1/2025	January - December 2024	4/25/2025
December 2024	1/15/2025	4/15/2025	4/15/2025	January - December 2024	5/10/2025
December 2024	2/1/2025	5/1/2025	5/1/2025	January - December 2024	5/25/2025

This timeline depicts the latest reporting dates based on IEHP's policies and procedures. However, Providers and IPAs are encouraged to report their encounter data as soon as possible to IEHP. All encounters received by IEHP are considered when calculating updated reports and rosters including those encounters that are reported earlier than the encounter data due date.

✓ Quality Incentive Payout Timeline: Provider Communication Timeline



Getting Help

Please direct questions and/or comments related to this program to the IEHP Provider Relations Team at (909) 890-2054 or IEHP's Quality Department at ***QualityPrograms@iehp.org***.



APPENDIX 1: 2024 PCP Global Quality P4P Program Measures

2024 GQ P4P PROGRAM MEASURE LIST:

Domain	Measure Name	Population	Tier 1	Tier 2	Tier 3 ¹	Tier 4 ²	Measure Weight
Clinical Quality	Asthma Medication Ratio	Adult	Improvement demonstrated by meeting the following 2 conditions: 10% reduction in non-compliance AND Improvement of at least 2% points	If baseline is below 50th percentile: 20% reduction in non-compliance AND must meet the 50th percentile If baseline is at or above 50th percentile: Improvement of at least 2% points	71%	76%	3.0
Clinical Quality	Colorectal Cancer Screening	Adult			77%	82%	1.0
Clinical Quality	Controlling Blood Pressure	Adult			67%	72%	3.0
Clinical Quality	Diabetes Care- Blood Pressure Control <140/90	Adult			70%	75%	3.0
Clinical Quality	Glycemic Status Assessment for Patients with Diabetes (GSD)	Adult			57%	60%	3.0
Clinical Quality	Diabetes Care- Kidney Health Evaluation	Adult			41%	48%	1.0
Clinical Quality	Adult Influenza Vaccine	Adult			18%	21%	1.0
Clinical Quality	Adult Pneumococcal Vaccine	Adult			39%	61%	1.0
Clinical Quality	Adult Td/Tdap Vaccine	Adult			47%	57%	1.0
Clinical Quality	Adult Zoster Vaccine	Adult			11%	15%	1.0
Clinical Quality	Post Discharge Follow-Up	Adult			70%	80%	1.0
Clinical Quality	Statin Therapy Received for Patients with Cardiovascular Disease and Diabetes ³	Adult			75%	79%	1.0
Behavioral Health Integration	Substance Use in Primary Care Adolescents	Child			15%	25%	1.0
Behavioral Health Integration	Antidepressant Medication Management	Adult and Adolescent	57%	66%	1.0		
Behavioral Health Integration	Social Determinants of Health Screening ⁴	Adult and Adolescent	Monitoring Only				NA
Behavioral Health Integration	Social Need Screening and Intervention ⁴	Adult and Adolescent	Monitoring Only				NA
Behavioral Health Integration	Social Determinants of Health Identification Rate	Adult and Adolescent	10%	15%	20%	25%	1.0
Behavioral Health Integration	Screening for Clinical Depression in Primary Care	Adult and Adolescent	Improvement demonstrated by meeting the following 2 conditions: 10% reduction in non-compliance AND Improvement of at least 2% points	If baseline is below 50th percentile: 20% reduction in non-compliance AND must meet the 50th percentile If baseline is at or above 50th percentile: Improvement of at least 2% points	56%	72%	1.0
Behavioral Health Integration	Substance Use Assessment in Primary Care	Adult			17%	32%	1.0
Clinical Quality	Breast Cancer Screening	Women			58%	63%	1.0
Clinical Quality	Cervical Cancer Screening	Women			62%	66%	1.0
Clinical Quality	Chlamydia Screening in Women	Women			63%	67%	1.0
Clinical Quality	Child and Adolescent Well- Care Visits	Child			55%	61%	1.0
Clinical Quality	Childhood Immunizations - Combo 10 [†]	Child			38%	45%	3.0
Clinical Quality	Developmental Screening	Child			39%	46%	1.0
Clinical Quality	Immunizations for Adolescents - Combo 2	Child			41%	49%	3.0

2024 GQ P4P PROGRAM MEASURE LIST:

Domain	Measure Name	Population	Tier 1	Tier 2	Tier 3 ¹	Tier 4 ²	Measure Weight
Clinical Quality	Lead Screening for Children	Child	Improvement demonstrated by meeting the following 2 conditions: 10% reduction in non-compliance AND Improvement of at least 2% points	If baseline is below 50th percentile: 20% reduction in non-compliance AND must meet the 50th percentile If baseline is at or above 50th percentile: Improvement of at least 2% points	70%	79%	1.0
Clinical Quality	Well-Child Visits First 15 Months of Life	Child			63%	68%	1.0
Clinical Quality	Well-Child Visits First 30 Months of Life	Child			71%	78%	1.0
Clinical Quality	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents - Counseling for Physical Activity	Child			75%	82%	1.0
Clinical Quality	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents - Counseling for Nutrition	Child			77%	83%	1.0
Clinical Quality	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents - BMI Percentile	Child			85%	90%	1.0
Clinical Quality	Initial Health Appointment	All			65%	75%	1.0
Access	After Hours Availability - On- Call Physician Access	All	NA	Pass 2 Access Measures	Pass 3 Access Measures	Pass 4 Access Measures	1.0
Access	After Hours Availability - Life-Threatening Emergency Calls	All					
Access	Appointment Availability- Urgent	All					
Access	Appointment Availability- Routine	All					
Access	Potentially Avoidable ED Visits	All	≤8.28%	NA	NA	NA	1.0
Patient Experience	Member Satisfaction Survey - Access to Care Needed Right Away	All	82%*	83%**	87%***	NA	1.5
Patient Experience	Member Satisfaction Survey - Coordination of Care	All	85%*	87%**	89%***	NA	1.5
Patient Experience	Member Satisfaction Survey – Medical Assistance with Smoking Cessation Advising Smokers to Quit	All	73%*	75%**	80%***	NA	1.0
Patient Experience	Member Satisfaction Survey - Rating of Personal Doctor	All	83%*	84%**	87%***	NA	1.5

* Tier 1 goals set at the 50th percentile as published in the 2023 (MY 2022) NCQA Quality Compass

** Tier 2 goals set at the 66th percentile as published in the 2023 (MY 2022) NCQA Quality Compass

*** Tier 3 goals set at the 90th percentile as published in the 2023 (MY 2022) NCQA Quality Compass

¹ Tier 3 goals set at the 75th percentile as published in the 2023 (MY 2022) NCQA Quality Compass, Colorectal Cancer Screening set as 75th percentile as published in the 2023 (MY 2022) NCQA Medicare Quality Compass

² Tier 4 goals set at the 90th percentile as published in the 2023 (MY 2022) NCQA Quality Compass, Colorectal Cancer Screening set as 90th percentile as published in the 2023 (MY 2022) NCQA Medicare Quality Compass

³ The Statin Therapy Received for Patients with Cardiovascular Disease and Diabetes measure is a combination of two measures (Statin Therapy Received for Patients with Cardiovascular Disease and Statin Therapy Received for Patients with Diabetes). The denominators and numerators for this combined measure will be calculated to produce one rate for this measure. The minimum denominator requirement for this measure is 10 eligible Members.

⁴ Reporting Only Measure. Not eligible for incentive dollars

[†] Tier 1: If baseline is at or above 50th percentile: Goal is the 50th percentile, Tier 2: If baseline is at or above 50th percentile: Goal is the 50th percentile plus 1%.

The goals in Appendix 1 may be adjusted once measurement year (2023) national benchmarks are available. The goals are based on a combination of national and network performance and may be adjusted higher or lower based on network trends.

2024 50TH PERCENTILE RATES		
Domain	Measure Name	50th Percentile Rate
Clinical Quality	Asthma Medication Ratio	66%
Clinical Quality	Colorectal Cancer Screening	70%
Clinical Quality	Controlling Blood Pressure	61%
Clinical Quality	Diabetes Care - Blood Pressure Control <140/90	64%
Clinical Quality	Glycemic Status Assessment for Patients with Diabetes (GSD)	41%
Clinical Quality	Diabetes Care - Kidney Health Evaluation	34%
Clinical Quality	Developmental Screening	31%
Clinical Quality	Flu Vaccine in Adults	14%
Clinical Quality	Adult Pneumococcal Vaccine	26%
Clinical Quality	Adult Td/Tdap Vaccine	34%
Clinical Quality	Adult Zoster Vaccine	7%
Clinical Quality	Post Discharge Follow Up	59%
Clinical Quality	Statin Therapy Received for Patients with Cardiovascular Disease and Diabetes	73%
Behavioral Health	Social Determinants of Health Identification Rate	15%
Behavioral Health	Screening for Clinical Depression in Primary Care	31%
Behavioral Health	Substance Use Assessment in Primary Care	10%
Behavioral Health	Substance Use in Primary Care Adolescents	10%
Behavioral Health	Antidepressant Medication Management	52%
Clinical Quality	Breast Cancer Screening	52%
Clinical Quality	Cervical Cancer Screening	57%
Clinical Quality	Chlamydia Screening in Women	56%
Clinical Quality	Child and Adolescent Well-Care Visits	48%
Clinical Quality	Childhood Immunizations - Combo 10	31%
Clinical Quality	Immunizations for Adolescents - Combo 2	34%
Clinical Quality	Lead Screening for Children	63%
Clinical Quality	Well-Child Visits First 15 Months of Life	58%
Clinical Quality	Well-Child Visits First 30 Months of Life	67%
Clinical Quality	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents - Counseling for Physical Activity	68%
Clinical Quality	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents -Counseling for Nutrition	71%
Clinical Quality	Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents -BMI Percentile	80%
Clinical Quality	Initial Health Appointment	52%

The 50th percentile rates may be adjusted once measurement year 2023 national benchmarks are available. The 50th percentile goals are based on a combination of national and network performance and may be adjusted higher or lower based on network trends.



APPENDIX 2: Core Measures Overview

☒ Population: Adult

Asthma Medication Ratio (AMR)

Methodology: HEDIS®

Measure Description: The percentage of Members who are 5-64 years of age and identified as having persistent asthma, who had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Members who are 5-64 years of age as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) and the year prior to the measurement year (2023) with no more than one month gap in continuous enrollment with IEHP during the measurement year (2024) and no more than one month gap in continuous enrollment in the year prior to the measurement year (2023).

Denominator: Members 5-64 years of age who meet all criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had a medication ratio of 0.50 or greater during the measurement year (2024).

ASTHMA CONTROLLER MEDICATIONS:	
Description	Prescription
Antibody inhibitors	Omalizumab
Anti-interleukin-4	Dupilumab
Anti-interleukin-5	Benralizumab
Anti-interleukin-5	Mepolizumab
Anti-interleukin-5	Reslizumab
Inhaled steroid combinations	Budesonide-formoterol
Inhaled steroid combinations	Fluticasone-salmeterol
Inhaled steroid combinations	Fluticasone-vilanterol
Inhaled steroid combinations	Formoterol-mometasone
Inhaled corticosteroids	Beclomethasone
Inhaled corticosteroids	Budesonide
Inhaled corticosteroids	Ciclesonide
Inhaled corticosteroids	Flunisolide
Inhaled corticosteroids	Fluticasone
Inhaled corticosteroids	Mometasone
Leukotriene modifiers	Montelukast
Leukotriene modifiers	Zafirlukast
Leukotriene modifiers	Zileuton
Methylxanthines	Theophylline

ASTHMA RELIEVER MEDICATIONS:	
Description	Prescription
Short-acting, inhaled beta-2 agonists	Albuterol
Short-acting, inhaled beta-2 agonists	Levalbuterol

Colorectal Cancer Screening (COL)

Methodology: HEDIS®

Measure Description: The percentage of Members who are 45-75 years of age who had an appropriate screening for colorectal cancer.

- Eligible population in this measure meets all of the following criteria:
 1. Members who are 46-75 years of age as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) and the year prior (2023) with no more than one gap in continuous enrollment with IEHP of up to 45 days during each year of the continuous enrollment period.

Denominator: Members who meet all the criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had one or more screenings for colorectal cancer. Any of the following meet criteria:

- Fecal occult blood test during the measurement year (2024).
- Flexible sigmoidoscopy during the measurement year (2024) or four years prior to the measurement year (2020).
- Colonoscopy during the measurement year (2024) or the nine years prior to the measurement year (2015).
- CT colonography during the measurement year (2024) or the four years prior to the measurement year (2020).
- Stool DNA with FIT test during the measurement year (2024) or two years prior to the measurement year (2022).

CODES TO IDENTIFY COLORECTAL CANCER SCREENING:

Service	Code Type	Code	Code Description
Colorectal Cancer Screening	CPT	44388	Colonoscopy through stoma; diagnostic, including collection of specimen(s) by brushing or washing, when performed (separate procedure)
Colorectal Cancer Screening	CPT	44389	Colonoscopy Through Stoma; With Biopsy, Single Or Multiple
Colorectal Cancer Screening	CPT	44390	Colonoscopy Through Stoma; With Removal Of Foreign Body(s)
Colorectal Cancer Screening	CPT	44391	Colonoscopy Through Stoma; With Control Of Bleeding, Any Method
Colorectal Cancer Screening	CPT	44392	Colonoscopy Through Stoma; With Removal Of Tumor(s), Polyp(s), Or Other Lesion(s) By Hot Biopsy Forcep
Colorectal Cancer Screening	CPT	44394	Colonoscopy Through Stoma; With Removal Of Tumor(s), Polyp(s), Or Other Lesion(s) By Snare Technique
Colorectal Cancer Screening	CPT	44401	Colonoscopy Through Stoma; With Transendoscopic Stent Placement (includes Predilation)
Colorectal Cancer Screening	CPT	44402	Colonoscopy through stoma; with endoscopic stent placement (including pre- and post-dilation and guide wire passage, when performed)
Colorectal Cancer Screening	CPT	44403	Colonoscopy Through Stoma; With Endoscopic Mucosal Resection
Colorectal Cancer Screening	CPT	44404	Colonoscopy Through Stoma; With Directed Submucosal Injection(s), Any Substance
Colorectal Cancer Screening	CPT	44405	Colonoscopy through stoma; with transendoscopic balloon dilation
Colorectal Cancer Screening	CPT	44406	Colonoscopy through stoma; with endoscopic ultrasound examination, limited to the sigmoid, descending, transverse, or ascending colon and cecum and adjacent structures
Colorectal Cancer Screening	CPT	44407	Colonoscopy through stoma; with transendoscopic ultrasound guided intramural or transmural fine needle aspiration/biopsy(s), includes endoscopic ultrasound examination limited to the sigmoid, descending, transverse, or ascending colon and cecum and adjacent structures
Colorectal Cancer Screening	CPT	44408	Colonoscopy through stoma; with decompression (for pathologic distention) (e.g., volvulus, megacolon), including placement of decompression tube, when performed
Colorectal Cancer Screening	CPT	45330	Sigmoidoscopy, flexible; diagnostic, including collection of specimen(s) by brushing or washing, when performed (separate procedure)
Colorectal Cancer Screening	CPT	45331	Sigmoidoscopy, Flexible; With Biopsy, Single Or Multiple
Colorectal Cancer Screening	CPT	45332	Sigmoidoscopy, Flexible; With Removal Of Foreign Body(s)
Colorectal Cancer Screening	CPT	45333	Sigmoidoscopy, Flexible; With Removal Of Tumor(s), Polyp(s), Or Other Lesion(s) By Hot Biopsy Forceps
Colorectal Cancer Screening	CPT	45334	Sigmoidoscopy, Flexible; With Control Of Bleeding, Any Method
Colorectal Cancer Screening	CPT	45335	Sigmoidoscopy, Flexible; With Directed Submucosal Injection(s), Any Substance

CODES TO IDENTIFY COLORECTAL CANCER SCREENING:

Service	Code Type	Code	Code Description
Colorectal Cancer Screening	CPT	45337	Sigmoidoscopy, flexible; with decompression (for pathologic distention) (e.g., volvulus, megacolon), including placement of decompression tube, when performed
Colorectal Cancer Screening	CPT	45338	Sigmoidoscopy, Flexible; With Removal Of Tumor(s), Polyp(s), Or Other Lesion(s) By Snare Technique
Colorectal Cancer Screening	CPT	45340	Sigmoidoscopy, Flexible; With Transendoscopic Balloon Dilation
Colorectal Cancer Screening	CPT	45341	Sigmoidoscopy, Flexible; With Endoscopic Ultrasound Examination
Colorectal Cancer Screening	CPT	45342	Sigmoidoscopy, flexible; with transendoscopic ultrasound guided intramural or transmural fine needle aspiration/biopsy(s)
Colorectal Cancer Screening	CPT	45346	Sigmoidoscopy, flexible; with ablation of tumor(s), polyp(s), or other lesion(s) (includes pre-and post-dilation and guide wire passage, when performed)
Colorectal Cancer Screening	CPT	45347	Sigmoidoscopy, flexible; with placement of endoscopic stent (includes pre- and post-dilation and guide wire passage, when performed)
Colorectal Cancer Screening	CPT	45349	Sigmoidoscopy, Flexible; With Endoscopic Mucosal Resection
Colorectal Cancer Screening	CPT	45350	Sigmoidoscopy, Flexible; With Band Ligation(s) (e.g., Hemorrhoids)
Colorectal Cancer Screening	CPT	45378	Colonoscopy, flexible; diagnostic, including collection of specimen(s) by brushing or washing, when performed (separate procedure)
Colorectal Cancer Screening	CPT	45379	Colonoscopy, Flexible; With Removal Of Foreign Body(s)
Colorectal Cancer Screening	CPT	45380	Colonoscopy, Flexible; With Biopsy, Single Or Multiple
Colorectal Cancer Screening	CPT	45381	Colonoscopy, Flexible; With Directed Submucosal Injection(s), Any Substance
Colorectal Cancer Screening	CPT	45382	Colonoscopy, Flexible; With Control Of Bleeding, Any Method
Colorectal Cancer Screening	CPT	45384	Colonoscopy, Flexible; With Removal Of Tumor(s), Polyp(s), Or Other Lesion(s) By Hot Biopsy Forceps
Colorectal Cancer Screening	CPT	45385	Colonoscopy, Flexible; With Removal Of Tumor(s), Polyp(s), Or Other Lesion(s) By Snare Technique
Colorectal Cancer Screening	CPT	45386	Colonoscopy, Flexible; With Transendoscopic Balloon Dilation
Colorectal Cancer Screening	CPT	45388	Colonoscopy, flexible; with ablation of tumor(s), polyp(s), or other lesion(s) (includes pre-and post-dilation and guide wire passage, when performed)
Colorectal Cancer Screening	CPT	45389	Colonoscopy, flexible; with endoscopic stent placement (includes pre- and post-dilation and guide wire passage, when performed)
Colorectal Cancer Screening	CPT	45390	Colonoscopy, Flexible; With Endoscopic Mucosal Resection
Colorectal Cancer Screening	CPT	45391	Colonoscopy, flexible; with endoscopic ultrasound examination limited to the rectum, sigmoid, descending, transverse, or ascending colon and cecum, and adjacent structures

CODES TO IDENTIFY COLORECTAL CANCER SCREENING:

Service	Code Type	Code	Code Description
Colorectal Cancer Screening	CPT	45392	Colonoscopy, flexible; with transendoscopic ultrasound guided intramural or transmural fine needle aspiration/biopsy(s), includes endoscopic ultrasound examination limited to the rectum, sigmoid, descending, transverse, or ascending colon and cecum, and adjacent structures
Colorectal Cancer Screening	CPT	45393	Colonoscopy, flexible; with decompression (for pathologic distention) (e.g., volvulus, megacolon), including placement of decompression tube, when performed
Colorectal Cancer Screening	CPT	45398	Colonoscopy, Flexible; With Band Ligation(s) (e.g., Hemorrhoids)
Colorectal Cancer Screening	CPT	74261	Computed tomographic (CT) colonography, diagnostic, including image postprocessing; without contrast material
Colorectal Cancer Screening	CPT	74262	Computed tomographic (CT) colonography, diagnostic, including image postprocessing; with contrast material(s) including non-contrast images, if performed
Colorectal Cancer Screening	CPT	74263	Computed Tomographic (ct) Colonography, Screening, Including Image Postprocessing
Colorectal Cancer Screening	CPT	81528	Oncology (colorectal) screening, quantitative real-time target and signal amplification of 10 DNA markers (KRAS mutations, promoter methylation of NDRG4 and BMP3) and fecal hemoglobin, utilizing stool, algorithm reported as a positive or negative result
Colorectal Cancer Screening	CPT	82270	Blood, occult, by peroxidase activity (e.g., guaiac), qualitative; feces, consecutive collected specimens with single determination, for colorectal neoplasm screening (i.e., patient was provided 3 cards or single triple card for consecutive collection)
Colorectal Cancer Screening	CPT	82274	Blood, occult, by fecal hemoglobin determination by immunoassay, qualitative, feces, 1-3 simultaneous determinations
Colorectal Cancer Screening	HCPCS	G0104	Colorectal Cancer Screening; Flexible Sigmoidoscopy
Colorectal Cancer Screening	HCPCS	G0105	Colorectal Cancer Screening; Colonoscopy On Individual At High Risk
Colorectal Cancer Screening	HCPCS	G0121	Colorectal Cancer Screening; Colonoscopy On Individual Not Meeting Criteria For High Risk
Colorectal Cancer Screening	HCPCS	G0328	Colorectal cancer screening; fecal occult blood test, immunoassay, one to three simultaneous determinations

**These are the codes that IEHP will use to determine the numerator compliance for the Colorectal Cancer Screening measure. These codes would be submitted by the testing Provider, not the PCP.*

Controlling High Blood Pressure (CBP)

Methodology: HEDIS®

Measure Description: The percentage of Members who are 18-85 years of age, with a diagnosis of hypertension (HTN), and whose blood pressure (BP) was controlled (<140/90 mm Hg) during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Age 18-85 years of age as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in continuous enrollment with IEHP of up to 45 days during the measurement year (2024).
 3. Members who had at least two different visits with a hypertension diagnosis on or between January 1 of the year prior to the measurement year (2023) and June 30 of the measurement year (2024). Visit can be in any outpatient setting.

Denominator: All Members 18-85 years of age who meet all criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had a BP reading taken during the measurement year (2024), in any of the following settings: office visits, e-visits, telephone visits or online assessments. The most recent BP of the measurement year (2024) will be used to determine compliance for this measure. **Provider must bill one diastolic code, one systolic code and one visit type code.**

NOTE: The BP reading must be taken on or after the date of the second hypertension diagnosis.

CODES TO IDENTIFY BLOOD PRESSURE SCREENING:			
Service	Code Type	Code	Code Description
Blood Pressure Screening	CPT- CAT-II	3079F	Most recent diastolic blood pressure 80-89 mm Hg (HTN, CKD, CAD) (DM)
Blood Pressure Screening	CPT- CAT-II	3080F	Most recent diastolic blood pressure greater than or equal to 90 mm Hg (HTN, CKD, CAD) (DM)
Blood Pressure Screening	CPT- CAT-II	3078F	Most recent diastolic blood pressure less than 80 mm Hg (HTN, CKD, CAD) (DM)
Blood Pressure Screening	CPT- CAT-II	3077F	Most recent systolic blood pressure greater than or equal to 140 mm Hg (HTN, CKD, CAD) (DM)
Blood Pressure Screening	CPT- CAT-II	3074F	Most recent systolic blood pressure less than 130 mm Hg (DM), (HTN, CKD, CAD)
Blood Pressure Screening	CPT- CAT-II	3075F	Most recent systolic blood pressure 130-139 mm Hg (DM) (HTN, CKD, CAD)

CODES TO IDENTIFY OFFICE VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99202	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 15-29 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99203	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 30-44 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99204	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 45-59 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99205	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 60-74 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99211	Office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional. Usually, the presenting problem(s) are minimal.
Office Visit	CPT	99212	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 10-19 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99213	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99214	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 30-39 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99215	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 40-54 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99241	Office consultation for a new or established patient, which requires these three key components: A problem-focused history; A problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are self limited or minor. Typically, 15 minutes are spent face-to-face with the patient and/or family.

CODES TO IDENTIFY OFFICE VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99242	Office consultation for a new or established patient, which requires these three key components: An expanded problem-focused history; An expanded problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low severity. Typically, 30 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99243	Office consultation for a new or established patient, which requires these three key components: A detailed history; A detailed examination; and Medical decision making of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate severity. Typically, 40 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99244	Office consultation for a new or established patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 60 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99245	Office consultation for a new or established patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 80 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99341	Home visit for the evaluation and management of a new patient, which requires these three key components: A problem-focused history; A problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low severity. Typically, 20 minutes are spent face-to-face with the patient and/or family.

CODES TO IDENTIFY OFFICE VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99342	Home visit for the evaluation and management of a new patient, which requires these three key components: An expanded problem-focused history; An expanded problem-focused examination; and Medical decision making of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate severity. Typically, 30 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99343	Home visit for the evaluation and management of a new patient, which requires these three key components: A detailed history; A detailed examination; and Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 45 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99344	Home visit for the evaluation and management of a new patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of high severity. Typically, 60 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99345	Home visit for the evaluation and management of a new patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the patient is unstable or has developed a significant new problem requiring immediate physician attention. Typically, 75 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99347	Home visit for the evaluation and management of an established patient, which requires at least two of these three key components: A problem-focused interval history; A problem-focused examination; Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are self limited or minor. Typically, 15 minutes are spent face-to-face with the patient and/or family.

CODES TO IDENTIFY OFFICE VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99348	Home visit for the evaluation and management of an established patient, which requires at least two of these three key components: An expanded problem-focused interval history; An expanded problem-focused examination; Medical decision making of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low to moderate severity. Typically, 25 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99349	Home visit for the evaluation and management of an established patient, which requires at least two of these three key components: A detailed interval history; A detailed examination; Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are moderate to high severity. Typically, 40 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99350	Home visit for the evaluation and management of an established patient, which requires at least two of these three key components: A comprehensive interval history; A comprehensive examination; Medical decision making of moderate to high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. The patient may be unstable or may have developed a significant new problem requiring immediate physician attention. Typically, 60 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99385	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 18-39 years.
Office Visit	CPT	99386	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 40-64 years.
Office Visit	CPT	99387	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 65 years and older.
Office Visit	CPT	99395	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 18-39 years.

CODES TO IDENTIFY OFFICE VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99396	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 40-64 years.
Office Visit	CPT	99397	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 65 years and older.
Office Visit	CPT	99401	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 15 minutes.
Office Visit	CPT	99402	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 30 minutes.
Office Visit	CPT	99403	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 45 minutes.
Office Visit	CPT	99404	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 60 minutes.
Office Visit	CPT	99411	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to individuals in a group setting (separate procedure); approximately 30 minutes.
Office Visit	CPT	99412	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to individuals in a group setting (separate procedure); approximately 60 minutes.
Office Visit	CPT	99429	Unlisted preventive medicine service.
Office Visit	CPT	99455	Work-related or medical disability examination by the treating physician that includes: Completion of a medical history commensurate with the patient's condition; Performance of an examination commensurate with the patient's condition; Formulation of a diagnosis, assessment of capabilities and stability, and calculation of impairment; Development of future medical treatment plan; and Completion of necessary documentation/certificates and report.
Office Visit	CPT	99456	Work-related or medical disability examination by other than the treating physician that includes: Completion of a medical history commensurate with the patient's condition; Performance of an examination commensurate with the patient's condition; Formulation of a diagnosis, assessment of capabilities and stability, and calculation of impairment; Development of future medical treatment plan; and Completion of necessary documentation/certificates and report.

CODES TO IDENTIFY OFFICE VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99483	Assessment of and care planning for a patient with cognitive impairment, requiring an independent historian, in the office or other outpatient, home or domiciliary or rest home, with all of the following required elements: Cognition-focused evaluation including a pertinent history and examination; Medical decision making of moderate or high complexity; Functional assessment (e.g., basic and instrumental activities of daily living), including decision-making capacity; Use of standardized instruments for staging of dementia (e.g., functional assessment staging test [FAST], clinical dementia rating [CDR]); Medication reconciliation and review for high-risk medications; Evaluation for neuropsychiatric and behavioral symptoms, including depression, including use of standardized screening instrument(s); Evaluation of safety (e.g., home), including motor vehicle operation; Identification of caregiver(s), caregiver knowledge, caregiver needs, social supports, and the willingness of caregiver to take on caregiving tasks; Development, updating or revision, or review of an Advance Care Plan; Creation of a written care plan, including initial plans to address any neuropsychiatric symptoms, neuro-cognitive symptoms, functional limitations, and referral to community resources as needed (e.g., rehabilitation services, adult day programs, support groups) shared with the patient and/or caregiver with initial education and support. Typically, 50 minutes are spent face-to-face with the patient and/or family or caregiver.
Office Visit	HCPCS	G0071	Payment for communication technology-based services for five minutes or more of a virtual (non-face-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or five minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only.
Office Visit	HCPCS	G0402	Initial preventive physical examination; face-to-face visit, services limited to new beneficiary during the first 12 months of Medicare enrollment.
Office Visit	HCPCS	G0438	Annual wellness visit; includes a personalized prevention plan of service (PPS), initial visit.
Office Visit	HCPCS	G0439	Annual wellness visit, includes a personalized prevention plan of service (PPS), subsequent visit.
Office Visit	HCPCS	G0463	Hospital outpatient clinic visit for assessment and management of a patient.
Office Visit	HCPCS	T1015	Clinic Visit/encounter, All-inclusive (t1015)

CODES TO IDENTIFY E-VISITS:

Service	Code Type	Code	Code Description
E-Visit	CPT	98970	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to seven days, cumulative time during the seven days; 5-10 minutes.
E-Visit	CPT	98971	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to seven days, cumulative time during the seven days; 11-20 minutes.
E-Visit	CPT	98972	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to seven days, cumulative time during the seven days; 21 or more minutes.
E-Visit	CPT	99421	Online digital evaluation and management service, for an established patient, for up to seven days, cumulative time during the seven days; 5-10 minutes.
E-Visit	CPT	99422	Online digital evaluation and management service, for an established patient, for up to seven days, cumulative time during the seven days; 11-20 minutes.
E-Visit	CPT	99423	Online digital evaluation and management service, for an established patient, for up to seven days, cumulative time during the seven days; 21 or more minutes.
E-Visit	HCPCS	G2010	Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.
E-Visit	HCPCS	G2012	Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.

CODES TO IDENTIFY TELEPHONE VISITS:

Service	Code Type	Code	Code Description
Telephone Visit	CPT	98966	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
Telephone Visit	CPT	98967	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.
Telephone Visit	CPT	98968	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion.
Telephone Visit	CPT	99441	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
Telephone Visit	CPT	99442	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.
Telephone Visit	CPT	99443	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion.

CODES TO IDENTIFY ONLINE ASSESSMENTS:

Service	Code Type	Code	Code Description
Online Assessment	CPT	98980	Remote therapeutic monitoring treatment management services, physician or other qualified health care professional time in a calendar month requiring at least one interactive communication with the patient or caregiver during the calendar month; first 20 minutes
Online Assessment	CPT	98981	Remote therapeutic monitoring treatment management services, physician or other qualified health care professional time in a calendar month requiring at least one interactive communication with the patient or caregiver during the calendar month; each additional 20 minutes (List separately in addition to code for primary procedure)
Online Assessment	CPT	99457	Remote physiologic monitoring treatment management services, clinical staff/physician/other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month; first 20 minutes
Online Assessment	CPT	99458	Remote physiologic monitoring treatment management services, clinical staff/physician/other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month; each additional 20 minutes (List separately in addition to code for primary procedure)
Online Assessment	HCPCS	G2250	Remote assessment of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment
Online Assessment	HCPCS	G2251	Brief communication technology-based service, e.g. virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of clinical discussion
Online Assessment	HCPCS	G2252	Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related EM service provided within the previous 7 days nor leading to an EM service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion

Diabetes Care- Blood Pressure Control <140/90 (BPD)

Summary of Changes to the Global Quality P4P Program Guide:

- Update to the exclusions

Methodology: HEDIS®

Measure Description: The percentage of Members who are 18-75 years of age and have a diagnosis of diabetes (type 1 and 2), whose blood pressure (BP) was adequately controlled (<140/90 mm Hg) during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Members who are 18-75 years as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in enrollment of up to 45 days.
 3. Members who meet any of the following criteria during the measurement year (2024) or the year prior to the measurement year (2023). Count services that occur over both years:
 - At least two outpatient visits, observation visits, telephone visits, e-visits or virtual check-ins, Emergency Department (ED) visits, nonacute inpatient encounters or nonacute inpatient discharges on different dates of service, with a diagnosis of diabetes. Visit type need not be the same for the two visits.
 - At least one acute inpatient encounter with a diagnosis of diabetes without telehealth.
 - Members who were dispensed insulin or hypoglycemics/antihyperglycemics during the measurement year (2024) or the year prior to the measurement year (2023).
 - At least one acute inpatient with a diagnosis of diabetes on the discharge claim. To identify an acute inpatient discharge:
 - ❖ Identify all acute and nonacute inpatient stays
 - ❖ Exclude nonacute inpatient stays
 - ❖ Identify the discharge date for the stay
- Members who meet any of the following criteria are excluded:
 1. Members in hospice.
 2. Members receiving palliative care.
 3. Members who expired at any time during the measurement year (2024).
 4. Members 66 years of age and older as of December 31 of measurement year (2024) with both frailty and advanced illness.

Denominator: Members who are 18-75 years of age who meet all criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had a Blood Pressure reading that was adequately controlled <140/90 mm Hg. The latest Blood Pressure reading will be used to determine compliance. If there are multiple BPs on the same date of service, the lowest systolic and lowest diastolic Blood Pressure reading on that date will be used as a representative Blood Pressure reading. **Provider must bill one diastolic code and one systolic code.**

CODES TO IDENTIFY DIABETES CARE-BLOOD PRESSURE CONTROL:			
Service	Code Type	Code	Code Description
Systolic Blood Pressure	CPT-CAT-II	3074F	Most recent systolic blood pressure less than 130 mm Hg (DM), (HTN, CKD, CAD)
Systolic Blood Pressure	CPT-CAT-II	3075F	Most recent systolic blood pressure 130-139 mm Hg (DM),(HTN, CKD, CAD)
Systolic Blood Pressure	CPT-CAT-II	3077F	Most recent systolic blood pressure greater than or equal to 140 mm Hg (HTN, CKD, CAD) (DM)
Diastolic Blood Pressure	CPT-CAT-II	3078F	Most recent diastolic blood pressure less than 80 mm Hg (HTN, CKD, CAD) (DM)
Diastolic Blood Pressure	CPT-CAT-II	3079F	Most recent diastolic blood pressure 80-89 mm Hg (HTN, CKD, CAD) (DM)
Diastolic Blood Pressure	CPT-CAT-II	3080F	Most recent diastolic blood pressure greater than or equal to 90 mm Hg (HTN, CKD, CAD) (DM)

Glycemic Status Assessment for Patients with Diabetes (GSD)

Summary of Changes to the Global Quality P4P Program Guide:

- Update to the Measure Title
- Update to the Measure Description
- Update to the eligible population
- Update to the exclusions

Methodology: HEDIS®

Measure Description: The percentage of Members 18-75 years of age and have a diagnosis of diabetes (type 1 and type 2) who had the following:

- Glycemic Status (<8.0%) – This includes diabetics whose most recent Glycemic Status (hemoglobin A1c or glucose management indicator [GMI]) during the measurement year (2024) has a value <8.0%.
 - The Member is not numerator compliant if the result for the most recent Glycemic Status Assessment is $\geq 8.0\%$ or is missing a result, or if an Glycemic Status Assessment was not done during the measurement year (2024).
- The eligible population in this measure meets all of the following criteria:
 1. Members who are 18-75 years old as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP in the measurement year (2024) with no more than one gap of up to 45 days during the measurement year (2024).
 3. Members who meet any of the following criteria during the measurement year (2024) or the year prior to the measurement year (2023). Count services that occur over both years:
 - Members who had at least two diagnoses of diabetes on different days of service during the measurement year (2024) or the year prior to the measurement year (2023).
 - Members who were dispensed insulin or hypoglycemics/antihyperglycemics during the measurement year (2024) or the year prior to the measurement year (2023) and have at least one diagnosis of diabetes during the measurement year (2024) or the year prior to the measurement year (2023).

CODES TO IDENTIFY GLYCEMIC STATUS TESTS:

Service	Code Type	Code	Code Description
Glycemic Status Result	CPT-CAT-II	3046F	Most Recent Hemoglobin A1c Level Greater Than 9.0% (DM)
Glycemic Status Result	CPT-CAT-II	3051F	Most Recent Hemoglobin A1c (HbA1c) Level Greater Than Or Equal To 7.0% And Less Than 8.0%
Glycemic Status Result	CPT-CAT-II	3052F	Most Recent Hemoglobin A1c (HbA1c) Level Greater Than Or Equal To 8.0% And Less Than Or Equal To 9.0%
Glycemic Status Result	CPT-CAT-II	3044F	Most Recent Hemoglobin A1c (HbA1c) Level Less Than 7.0% (DM)

- Members who met any of the following criteria are excluded:
 1. Members in hospice.
 2. Members receiving palliative care.
 3. Members who expired at any time during the measurement year (2024).
 4. Members 66 years of age and older as of December 31 of measurement year (2024) with both frailty and advanced illness.

Denominator: Members 18-75 years of age who meet all the criteria for eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had the most recent glycemic status test result of <8 during the measurement year (2024).

Diabetes Care - Kidney Health Evaluation (KED)

Summary of Changes to the Global Quality P4P Program Guide:

- Update to the eligible population
- Update to the exclusions

Methodology: HEDIS®

Measure Description: The percentage of Members who are 18-85 years of age and have a diagnosis of diabetes (type 1 and 2), who received a kidney health evaluation, defined by an estimated glomerular filtration rate (eGFR) and a urine albumin-creatinine ratio (uACR), during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Members who are 18-85 years of age as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in continuous enrollment with IEHP of up to 45 days during the measurement year (2024).
 3. Members who meet any of the following criteria during the measurement year (2024) or the year prior to the measurement year (2023). Count services that occur over both years:
 - Members who had at least two diagnoses of diabetes on different days of service during the measurement year (2024) or the year prior to the measurement year (2023).
 - Members who were dispensed insulin or hypoglycemics/antihyperglycemics during the measurement year (2024) or the year prior to the measurement year (2023).
- Members who meet any of the following criteria are excluded:
 1. Members in hospice.
 2. Members with evidence of End-Stage Renal Disease (ESRD) any time in the Members history on or before December 31 of the measurement year (2024).
 3. Members receiving palliative care.
 4. Members who expired at any time during the measurement year (2024).
 5. Members who had dialysis any time during the member's history on or prior to December 31 of the measurement year (2024).
 6. Members 66 years of age and older as of December 31 of measurement year (2024) with both frailty and advanced illness.

Denominator: Members who are 18-85 years of age who meet all criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who received both an estimated glomerular filtration rate (eGFR) and a urine albumin-creatinine ratio (uACR) during the measurement year (2024), on the same or different dates of service. **The following is required for compliance in this measure:**

- At least one estimated glomerular filtration rate (eGFR).
- At least one urine albumin-creatinine ratio (uACR):
 - o Quantitative urine albumin lab test **AND** urine creatinine lab test that are 4 days or less apart.
 - OR**
 - o Urine albumin-creatinine ratio lab test.

CODES TO IDENTIFY ESTIMATED GLOMERULAR FILTRATION RATE:			
Service	Code Type	Code	Code Description
Estimated Glomerular Filtration Rate	CPT	80047	Basic metabolic panel (Calcium, ionized) This panel must include the following: Calcium, ionized (82330) Carbon dioxide (bicarbonate) (82374) Chloride (82435) Creatinine (82565) Glucose (82947) Potassium (84132) Sodium (84295) Urea Nitrogen (BUN) (84520)
Estimated Glomerular Filtration Rate	CPT	80048	Basic metabolic panel (Calcium, total) This panel must include the following: Calcium, total (82310) Carbon dioxide (bicarbonate) (82374) Chloride (82435) Creatinine (82565) Glucose (82947) Potassium (84132) Sodium (84295) Urea nitrogen (BUN) (84520)
Estimated Glomerular Filtration Rate	CPT	80050	General health panel This panel must include the following: Comprehensive metabolic panel (80053) Blood count, complete (CBC), automated and automated differential WBC count (85025 or 85027 and 85004) OR Blood count, complete (CBC), automated (85027) and appropriate manual differential WBC count (85007 or 85009) Thyroid stimulating hormone (TSH) (84443)
Estimated Glomerular Filtration Rate	CPT	80053	Comprehensive metabolic panel This panel must include the following: Albumin (82040) Bilirubin, total (82247) Calcium, total (82310) Carbon dioxide (bicarbonate) (82374) Chloride (82435) Creatinine (82565) Glucose (82947) Phosphatase, alkaline (84075) Potassium (84132) Protein, total (84155) Sodium (84295) Transferase, alanine amino (ALT) (SGPT) (84460) Transferase, aspartate amino (AST) (SGOT) (84450) Urea nitrogen (BUN) (84520)
Estimated Glomerular Filtration Rate	CPT	80069	Renal function panel this panel must include the following: Albumin (82040) Calcium, total (82310) Carbon dioxide (bicarbonate) (82374) Chloride (82435) Creatinine (82565) Glucose (82947) Phosphorus inorganic (phosphate) (84100) Potassium (84132) Sodium (84295) Urea nitrogen (BUN) (84520)

CODES TO IDENTIFY ESTIMATED GLOMERULAR FILTRATION RATE:

Service	Code Type	Code	Code Description
Estimated Glomerular Filtration Rate	CPT	82565	Creatinine; Blood
Estimated Glomerular Filtration Rate	LOINC	50044-7	Glomerular Filtration Rate/1.73 Sq M.predicted Among Females [volume Rate/area] In Serum, Plasma Or Blood By Creatinine-based Formula (mdrd)
Estimated Glomerular Filtration Rate	LOINC	50210-4	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Cystatin C-based Formula
Estimated Glomerular Filtration Rate	LOINC	50384-7	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Creatinine-based Formula (schwartz)
Estimated Glomerular Filtration Rate	LOINC	62238-1	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Creatinine-based Formula (ckd-epi)
Estimated Glomerular Filtration Rate	LOINC	69405-9	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood
Estimated Glomerular Filtration Rate	LOINC	70969-1	Glomerular Filtration Rate/1.73 Sq M.predicted Among Males [volume Rate/area] In Serum, Plasma Or Blood By Creatinine-based Formula (mdrd)
Estimated Glomerular Filtration Rate	LOINC	77147-7	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Creatinine-based Formula (mdrd)
Estimated Glomerular Filtration Rate	LOINC	94677-2	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Creatinine And Cystatin C-based Formula (ckd-epi)
Estimated Glomerular Filtration Rate	LOINC	98979-8	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Creatinine-based Formula (ckd-epi 2022)
Estimated Glomerular Filtration Rate	LOINC	98980-6	Glomerular Filtration Rate/1.73 Sq M.predicted [volume Rate/area] In Serum, Plasma Or Blood By Creatinine And Cystatin C-based Formula (ckd-epi 2022)

CODES TO IDENTIFY QUANTITATIVE URINE ALBUMIN LAB TEST:

Service	Code Type	Code	Code Description
Quantitative Urine Albumin	CPT	82043	Albumin; Urine (e.g. Microalbumin), Quantitative
Quantitative Urine Albumin	LOINC	100158-5	Microalbumin [mass/volume] In Urine Collected For Unspecified Duration
Quantitative Urine Albumin	LOINC	14957-5	Microalbumin [mass/volume] In Urine
Quantitative Urine Albumin	LOINC	1754-1	Albumin [mass/volume] In Urine
Quantitative Urine Albumin	LOINC	21059-1	Albumin [mass/volume] In 24 Hour Urine
Quantitative Urine Albumin	LOINC	30003-8	Microalbumin [mass/volume] In 24 Hour Urine
Quantitative Urine Albumin	LOINC	43605-5	Microalbumin [mass/volume] In 4 Hour Urine
Quantitative Urine Albumin	LOINC	53530-2	Microalbumin [mass/volume] In 24 Hour Urine By Detection Limit <= 1.0 Mg/l
Quantitative Urine Albumin	LOINC	53531-0	Microalbumin [mass/volume] In Urine By Detection Limit <= 1.0 Mg/l
Quantitative Urine Albumin	LOINC	57369-1	Microalbumin [mass/volume] In 12 Hour Urine
Quantitative Urine Albumin	LOINC	89999-7	Microalbumin [mass/volume] In Urine By Detection Limit <= 3.0 Mg/l

CODES TO IDENTIFY URINE CREATININE LAB TEST:

Service	Code Type	Code	Code Description
Urine Creatinine	CPT	82570	Creatinine; Other Source
Urine Creatinine	LOINC	20624-3	Creatinine [mass/volume] In 24 Hour Urine
Urine Creatinine	LOINC	2161-8	Creatinine [mass/volume] In Urine
Urine Creatinine	LOINC	35674-1	Creatinine [mass/volume] In Urine Collected For Unspecified Duration
Urine Creatinine	LOINC	39982-4	Creatinine [mass/volume] In Urine - baseline
Urine Creatinine	LOINC	57344-4	Creatinine [mass/volume] In 2 Hour Urine
Urine Creatinine	LOINC	57346-9	Creatinine [mass/volume] In 12 Hour Urine
Urine Creatinine	LOINC	58951-5	Creatinine [mass/volume] In Urine --2nd Specimen
Urine Creatinine	LOINC	58951-5	Creatinine [mass/volume] In Urine --2nd Specimen

CODES TO IDENTIFY URINE ALBUMIN-CREATININE RATIO LAB TEST:

Service	Code Type	Code	Code Description
Urine Albumin-Creatinine Ratio	LOINC	13705-9	Albumin/creatinine [mass Ratio] In 24 Hour Urine
Urine Albumin-Creatinine Ratio	LOINC	14958-3	Microalbumin/creatinine [mass Ratio] In 24 Hour Urine
Urine Albumin-Creatinine Ratio	LOINC	14959-1	Microalbumin/creatinine [mass Ratio] In Urine
Urine Albumin-Creatinine Ratio	LOINC	30000-4	Microalbumin/creatinine [ratio] In Urine
Urine Albumin-Creatinine Ratio	LOINC	44292-1	Microalbumin/creatinine [mass Ratio] In 12 Hour Urine
Urine Albumin-Creatinine Ratio	LOINC	59159-4	Microalbumin/creatinine [ratio] In 24 Hour Urine
Urine Albumin-Creatinine Ratio	LOINC	76401-9	Albumin/creatinine [ratio] In 24 Hour Urine
Urine Albumin-Creatinine Ratio	LOINC	77253-3	Microalbumin/creatinine [ratio] In Urine By Detection Limit <= 1.0 Mg/l
Urine Albumin-Creatinine Ratio	LOINC	77254-1	Microalbumin/creatinine [ratio] In 24 Hour Urine By Detection Limit <= 1.0 Mg/l
Urine Albumin-Creatinine Ratio	LOINC	89998-9	Microalbumin/creatinine [ratio] In Urine By Detection Limit <= 3.0 Mg/l
Urine Albumin-Creatinine Ratio	LOINC	9318-7	Albumin/creatinine [mass Ratio] In Urine



Adult Influenza Vaccine

Methodology: IEHP – HEDIS Modified Measure

Measure Description: The percentage of Members 19 years of age and older, who received an influenza vaccine between July 1 of the year prior to the measurement year (2023) and June 30 of the measurement year (2024).

- The eligible population in this measure meets all of the following criteria:
 - Continuous enrollment with IEHP in the measurement year (2024) with no more than one gap of up to 45 days during the measurement year.

Denominator: Members 19 years of age or older who meet all criteria for the eligible population.

- Anchor Date: June 30, 2024

Numerator: Members in the denominator who received an influenza vaccine between July 1, 2023–June 30, 2024.

ADULT INFLUENZA VACCINE CODE SET:			
Service	Code Type	Code	Code Description
Flu Vaccine	CPT	90630	Influenza Virus Vaccine, Quadrivalent (Iiv4), Split Virus, Preservative Free, For Intradermal Use
Flu Vaccine	CPT	90653	Influenza Vaccine, Inactivated (Iiv), Subunit, Adjuvanted, For Intramuscular Use
Flu Vaccine	CPT	90654	Influenza Virus Vaccine, Trivalent (Iiv3), Split Virus, Preservative Free, For Intradermal Use
Flu Vaccine	CPT	90656	Influenza Virus Vaccine, Trivalent (Iiv3), Split Virus, Preservative Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90658	Influenza Virus Vaccine, Trivalent (Iiv3), Split Virus, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90660	Influenza Virus Vaccine, Trivalent, Live (Laiv3), For Intranasal Use
Flu Vaccine	CPT	90661	Influenza Virus Vaccine, Trivalent (Cciiv3), Derived From Cell Cultures, Subunit, Preservative And Antibiotic Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90662	Influenza Virus Vaccine (Iiv), Split Virus, Preservative Free, Enhanced Immunogenicity Via Increased Antigen Content, For Intramuscular Use
Flu Vaccine	CPT	90672	Influenza Virus Vaccine, Quadrivalent, Live (Laiv4), For Intranasal Use
Flu Vaccine	CPT	90673	Influenza Virus Vaccine, Trivalent (Riv3), Derived From Recombinant Dna, Hemagglutinin (Ha) Protein Only, Preservative And Antibiotic Free, For Intramuscular Use

ADULT INFLUENZA VACCINE CODE SET:

Service	Code Type	Code	Code Description
Flu Vaccine	CPT	90674	Influenza Virus Vaccine, Quadrivalent (Cciiv4), Derived From Cell Cultures, Subunit, Preservative And Antibiotic Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90682	Influenza Virus Vaccine, Quadrivalent (RIV4), Derived From Recombinant DNA, Hemagglutinin (HA) Protein Only, Preservative And Antibiotic Free, For Intramuscular Use
Flu Vaccine	CPT	90686	Influenza Virus Vaccine, Quadrivalent (Iiv4), Split Virus, Preservative Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90688	Influenza Virus Vaccine, Quadrivalent (Iiv4), Split Virus, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90689	Influenza Virus Vaccine Quadrivalent (Iiv4), Inactivated, Adjuvanted, Preservative Free, 0.25 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90694	Influenza Virus Vaccine, Quadrivalent (aIIV4), Inactivated, Adjuvanted, Preservative Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90756	Influenza Virus Vaccine, Quadrivalent (Cciiv4), Derived From Cell Cultures, Subunit, Antibiotic Free, 0.5Ml Dosage, For Intramuscular Use

Adult Zoster Vaccine

Methodology: IEHP – HEDIS Modified Measure

Measure Description: The percentage of Members 50 years of age and older, who received the appropriate herpes zoster vaccine in the measurement year (2024).

- The eligible population in this measure meets all of the following criteria:
 - o Continuous enrollment with IEHP in the measurement year (2024) with no more than one gap of up to 45 days during the measurement year (2024).

Denominator: Members 50 years of age and older in the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who were administered the herpes zoster vaccine by meeting one of the criteria below:

- 1) Members who received at least one dose of the herpes live vaccine or two doses of the herpes zoster recombinant vaccine (at least 28 days apart), any time on or after the Member’s 50th birthday and before or during the measurement year (2024).

OR

- 2) Members who had anaphylaxis from the herpes zoster vaccine any time before or during the measurement year (2024).

CODES TO IDENTIFY ZOSTER VACCINE:			
Service	Code Type	Code	Code Description
Zoster Vaccine	CPT	90736	Zoster (shingles) vaccine (HZV), live, for subcutaneous injection;Includes Zostavax
Zoster Vaccine	CPT	90750	Zoster (shingles) vaccine (HZV), recombinant, subunit, adjuvanted, for intramuscular use

Adult Pneumococcal Vaccine

Methodology: IEHP – HEDIS Modified Measure

Measure Description: The percentage of Members 66 years of age and older, who received the pneumococcal vaccine by the end of the measurement year (2024).

- The eligible population in this measure meets all of the following criteria:
 - Continuous enrollment with IEHP in the measurement year (2024) with no more than one gap of up to 45 days during the measurement year (2024).

Denominator: Members 66 years of age, or older, in the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who were administered the pneumococcal vaccine by meeting one of the criteria below:

- 1) Members in the denominator who received at least one dose of an adult pneumococcal vaccine on or after the Member's 19th birthday and before or during the measurement year (2024).

OR

- 2) Members who had anaphylaxis from the pneumococcal vaccine any time before or during the measurement year (2024).

CODES TO IDENTIFY ADULT PNEUMOCOCCAL VACCINE:			
Service	Code Type	Code	Code Description
Adult Pneumococcal Vaccine Procedure	CPT	90670	Pneumococcal conjugate vaccine, 13 valent (PCV13), for intramuscular use; Includes Prevnar 13
Adult Pneumococcal Vaccine Procedure	CPT	90671	Pneumococcal conjugate vaccine, 15 valent (PCV15), for intramuscular use; Includes Vaxneuvance
Adult Pneumococcal Vaccine Procedure	CPT	90677	Pneumococcal conjugate vaccine, 20 valent (PCV20), for intramuscular use
Adult Pneumococcal Vaccine Procedure	CPT	90732	Pneumococcal polysaccharide vaccine, 23-valent (PPSV23), adult or immunosuppressed patient dosage, when administered to individuals 2 years or older, for subcutaneous or intramuscular use; Includes Pneumovax 23
Adult Pneumococcal Vaccine Procedure	HCPCS	G0009	Administration of pneumococcal vaccine

Adult Td/Tdap Vaccine

Methodology: IEHP – HEDIS Modified Measure

Measure Description: The percentage of Members 19 years of age and older, who received the tetanus and diphtheria (Td) or tetanus, diphtheria and acellular pertussis (Tdap) vaccine by the end of the measurement year (2024).

- The eligible population in this measure meets all of the following criteria:
 - Continuous enrollment with IEHP in the measurement year (2024) with no more than one gap of up to 45 days during the measurement year (2024).

Denominator: Members 19 years of age and older in the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who were administered the Td/Tdap vaccine by meeting one of the criteria below:

- 1) Members in the denominator who received at least one Td vaccine or one Tdap vaccine between 9 years prior to the measurement year (2015) and the end of the measurement year (2024).
- OR**
- 2) Members with a history of at least one of the of the following any time before or during the measurement year (2024):
 - Members who had anaphylaxis from the diphtheria, tetanus, or pertussis vaccine.
 - Members who had encephalitis due to the diphtheria, tetanus, or pertussis vaccine.

CODES TO IDENTIFY TD/TDAP VACCINE:			
Service	Code Type	Code	Code Description
Td Vaccine	CPT	90714	Tetanus and diphtheria toxoids adsorbed (Td), preservative free, when administered to individuals 7 years or older, for intramuscular use;Includes TDVAX; Includes Tenivac
Tdap Vaccine	CPT	90715	Tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap), when administered to individuals 7 years or older, for intramuscular use;Includes Adacel; Includes Boostrix

Post Discharge Follow-Up

Methodology: IEHP-Defined Measure

Measure Description: The percentage of Members, 18 years and older who have follow-up visits with a Provider within required timeframes. For this measure, two rates are calculated and the average of both rates are used as the final score.

Rate 1: Follow-Up Visit High-Risk Members – this measure assesses the percentage of Members identified as “high-risk” who were discharged from an acute or nonacute inpatient stay during the measurement year (2024) who also had a follow-up visit with a Provider within seven days of discharge.

- Anchor Date: Assigned Provider at the end of the 7 day follow-up window.

Rate 2: Follow-Up Visit with non-High-Risk Members - this measure assesses the percentage of Members identified as “low or rising risk” who were discharged from an acute or nonacute inpatient stay during the measurement year (2024) who also had a follow-up visit with a Provider within 30 days of discharge.

- Anchor Date: Assigned Provider at the end of the 30 day follow-up window.

As part of IEHP’s population health strategy, all IEHP Members are designated a risk level based on all available utilization and diagnostic data available to the plan. Members fall into one of three risk categories: High, Rising and Low Risk. IEHP employs the Chronic Illness and Disability Payment System (CDPS) and Medicaid Rx (MRx) model (CDPS+MRx), a combined diagnostic and pharmacy model, to identify high-, rising- and low-risk members. The system was developed by the University of California, San Diego, and has been adopted by the Department of Health Care Services (DHCS) of the State of California for use in its rate setting methodology with Medi-Cal Managed Care Plans (MCPs).

CDPS+MRx uses clinical and pharmaceutical data from the prior 12 months to generate predictive risk scores for the next 12 months.

The CDPS+MRx system measures the morbidity burden of patient populations based on age, gender, and diagnostic markers.

For member stratification, IEHP uses the CDPS+MRx risk scores, along with other inputs including Social Determinants of Health (SDOH) indices, and other clinical indicators to further stratify members into high, rising, and low risk tiers.

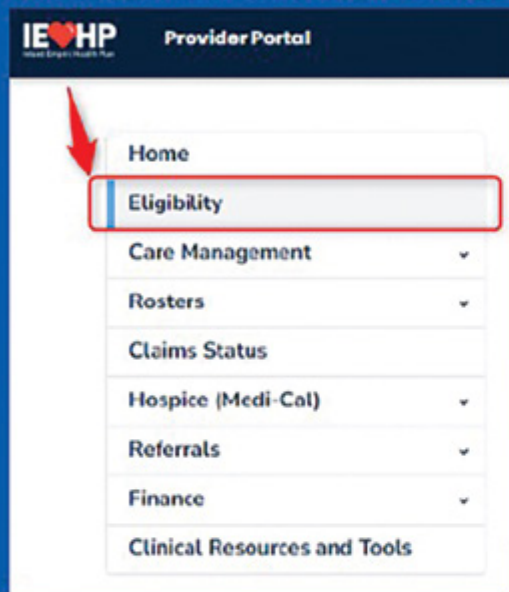
- The eligible population in this measure meets all of the following criteria:
 1. Members who are 18 years of age or older by December 31, 2024.
 2. To be eligible for this measure, IEHP Members must be enrolled with IEHP on the date of the discharge through 30 days after the discharge (31 total days).
 3. Discharged to home from an acute or nonacute inpatient hospital stay during the measurement year (2024).

This risk score is available for every IEHP Member on the IEHP Provider Portal and can be accessed by following these steps:

To view an IEHP Member's risk score, Providers can log into the secure IEHP Provider Portal and follow these steps:

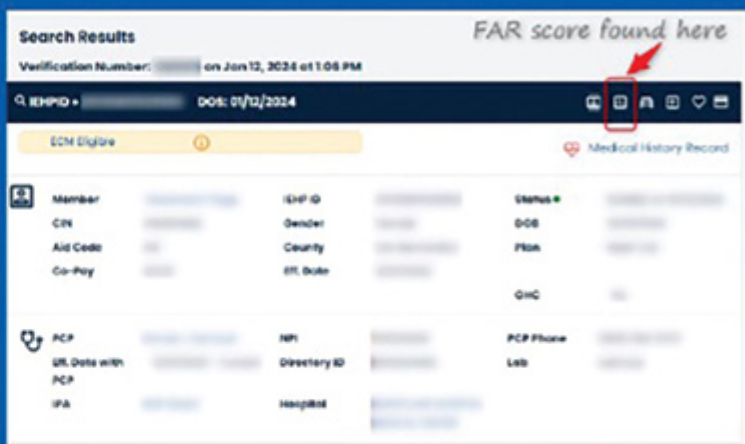
Step 1:

Locate IEHP member in eligibility on IEHP Secure Provider Portal



Step 2:

Click icon for "FAR score"



Step 3:

View "FAR score"



CODES TO IDENTIFY FOLLOW-UP VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99202	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 15-29 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99203	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 30-44 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99204	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 45-59 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99205	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 60-74 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99211	Office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional. Usually, the presenting problem(s) are minimal.
Office Visit	CPT	99212	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 10-19 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99213	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99214	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 30-39 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99215	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 40-54 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99241	Office consultation for a new or established patient, which requires these three key components: A problem-focused history; A problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are self limited or minor. Typically, 15 minutes are spent face-to-face with the patient and/or family.

CODES TO IDENTIFY FOLLOW-UP VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99242	Office consultation for a new or established patient, which requires these three key components: An expanded problem-focused history; An expanded problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low severity. Typically, 30 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99243	Office consultation for a new or established patient, which requires these three key components: A detailed history; A detailed examination; and Medical decision making of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate severity. Typically, 40 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99244	Office consultation for a new or established patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 60 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99245	Office consultation for a new or established patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 80 minutes are spent face-to-face with the patient and/or family.
Office Visit	CPT	99385	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 18-39 years.
Office Visit	CPT	99386	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 40-64 years.
Office Visit	CPT	99387	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 65 years and older.

CODES TO IDENTIFY FOLLOW-UP VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99395	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 18-39 years.
Office Visit	CPT	99396	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 40-64 years.
Office Visit	CPT	99397	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 65 years and older.
Office Visit	CPT	99401	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 15 minutes.
Office Visit	CPT	99402	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 30 minutes.
Office Visit	CPT	99403	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 45 minutes.
Office Visit	CPT	99404	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 60 minutes.
Office Visit	CPT	99411	Preventive Medicine Counseling And/or Risk Factor Reduction Intervention(s) Provided To Individuals In A Group Setting (separate Procedure); Approximately 30 Minutes
Office Visit	CPT	99412	Preventive Medicine Counseling And/or Risk Factor Reduction Intervention(s) Provided To Individuals In A Group Setting (separate Procedure); Approximately 60 Minutes
Office Visit	CPT	99429	Unlisted Preventive Medicine Service
Office Visit	CPT	99455	Work related or medical disability examination by the treating physician that includes: Completion of a medical history commensurate with the patient's condition; Performance of an examination commensurate with the patient's condition; Formulation of a diagnosis, assessment of capabilities and stability, and calculation of impairment; Development of future medical treatment plan; and Completion of necessary documentation/certificates and report.
Office Visit	CPT	99456	Work related or medical disability examination by other than the treating physician that includes: Completion of a medical history commensurate with the patient's condition; Performance of an examination commensurate with the patient's condition; Formulation of a diagnosis, assessment of capabilities and stability, and calculation of impairment; Development of future medical treatment plan; and Completion of necessary documentation/certificates and report.

CODES TO IDENTIFY FOLLOW-UP VISITS:

Service	Code Type	Code	Code Description
Office Visit	CPT	99483	Assessment of and care planning for a patient with cognitive impairment, requiring an independent historian, in the office or other outpatient, home or domiciliary or rest home, with all of the following required elements: Cognition-focused evaluation including a pertinent history and examination, Medical decision making of moderate or high complexity, Functional assessment (eg, basic and instrumental activities of daily living), including decision-making capacity, Use of standardized instruments for staging of dementia (eg, functional assessment staging test [FAST], clinical dementia rating [CDR]), Medication reconciliation and review for high-risk medications, Evaluation for neuropsychiatric and behavioral symptoms, including depression, including use of standardized screening instrument(s), Evaluation of safety (eg, home), including motor vehicle operation, Identification of caregiver(s), caregiver knowledge, caregiver needs, social supports, and the willingness of caregiver to take on caregiving tasks, Development, updating or revision, or review of an Advance Care Plan, Creation of a written care plan, including initial plans to address any neuropsychiatric symptoms, neuro-cognitive symptoms, functional limitations, and referral to community resources as needed (eg, rehabilitation services, adult day programs, support groups) shared with the patient and/or caregiver with initial education and support. Typically, 60 minutes of total time is spent on the date of the encounter.
Office Visit	CPT	99495*	Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within two business days of discharge Medical decision making of at least moderate complexity during the service period face-to-face visit, within 14 calendar days of discharge.
Office Visit	CPT	99496	Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within two business days of discharge medical decision making of high complexity during the service period face-to-face visit, within seven calendar days of discharge.
Office Visit	HCPCS	G0402	Initial Preventive Physical Examination; Face-to-face Visit, Services Limited To New Beneficiary During The First 12 Months Of Medicare Enrollment (g0402)
Office Visit	HCPCS	G0438	Annual Wellness Visit; Includes A Personalized Prevention Plan Of Service (pps), Initial Visit (g0438)
Office Visit	HCPCS	G0439	Annual Wellness Visit, Includes A Personalized Prevention Plan Of Service (pps), Subsequent Visit (g0439)
Office Visit	HCPCS	G0463	Hospital outpatient clinic visit for assessment and management of a patient.
Office Visit	HCPCS	T1015	Clinic visit/encounter, all-inclusive.

CODES TO IDENTIFY TELEPHONE VISITS:

Service	Code Type	Code	Code Description
Telephone Visit	CPT	98966	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
Telephone Visit	CPT	98967	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.
Telephone Visit	CPT	98968	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion.
Telephone Visit	CPT	99441	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
Telephone Visit	CPT	99442	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.
Telephone Visit	CPT	99443	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion.

CODES TO IDENTIFY ONLINE ASSESSMENTS:

Service	Code Type	Code	Code Description
Online Assessment	CPT	98970	Qualified Nonphysician Health Care Professional Online Digital Assessment And Management, For An Established Patient, For Up To 7 Days, Cumulative Time During The 7 Days; 5-10 Minutes
Online Assessment	CPT	98971	Qualified Nonphysician Health Care Professional Online Digital Assessment And Management, For An Established Patient, For Up To 7 Days, Cumulative Time During The 7 Days; 11-20 Minutes
Online Assessment	CPT	98972	Qualified Nonphysician Health Care Professional Online Digital Assessment And Management, For An Established Patient, For Up To 7 Days, Cumulative Time During The 7 Days; 21 Or More Minutes
Online Assessment	CPT	98980	Remote Therapeutic Monitoring Treatment Management Services, Physician Or Other Qualified Health Care Professional Time In A Calendar Month Requiring At Least One Interactive Communication With The Patient Or Caregiver During The Calendar Month; First 20 minutes
Online Assessment	CPT	98981	Remote therapeutic monitoring treatment management services, physician or other qualified health care professional time in a calendar month requiring at least one interactive communication with the patient or caregiver during the calendar month; each additional 20 minutes
Online Assessment	CPT	99421	Online Digital Evaluation And Management Service, For An Established Patient, For Up To 7 Days, Cumulative Time During The 7 Days; 5-10 Minutes
Online Assessment	CPT	99422	Online Digital Evaluation And Management Service, For An Established Patient, For Up To 7 Days, Cumulative Time During The 7 Days; 11-20 Minutes
Online Assessment	CPT	99423	Online Digital Evaluation And Management Service, For An Established Patient, For Up To 7 Days, Cumulative Time During The 7 Days; 21 Or More Minutes
Online Assessment	CPT	99457	Remote Physiologic Monitoring Treatment Management Services, Clinical Staff/physician/other Qualified Health Care Professional Time In A Calendar Month Requiring Interactive Communication With The Patient/ caregiver During The Month; First 20 Minutes
Online Assessment	CPT	99458	Remote Physiologic Monitoring Treatment Management Services, Clinical Staff/physician/other Qualified Health Care Professional Time In A Calendar Month Requiring Interactive Communication With The Patient/ caregiver During The Month; Each Additional 20 Minutes
Online Assessment	HCPCS	G0071	Payment for communication technology-based services for 5 minutes or more of a virtual (nonface-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only
Online Assessment	HCPCS	G2010	Remote Evaluation Of Recorded Video And/or Images Submitted By An Established Patient (e.g., Store And Forward), Including Interpretation With Follow-up With The Patient Within 24 Business Hours, Not Originating From A Related E/m Service Provided Within the next 24 hours or soonest available appointment

CODES TO IDENTIFY ONLINE ASSESSMENTS:			
Service	Code Type	Code	Code Description
Online Assessment	HCPCS	G2012	Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion
Online Assessment	HCPCS	G2250	Remote assessment of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment
Online Assessment	HCPCS	G2251	Brief communication technology-based service, e.g. virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of clinical discussion
Online Assessment	HCPCS	G2252	Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related EM service provided within the previous 7 days nor leading to an EM service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion

**Code can only be applied to follow-up visits for non-high risk Members.*

Note: Visits with an Urgent Care will not be accepted for the Post Discharge Follow-Up measure.

The following are excluded from the measure:

1. Hospice
2. Skilled Nursing Facility
3. Deliveries

Statin Therapy Received for Patients with Cardiovascular Disease (SPC)

Methodology: HEDIS®

Measure Description: The percentage of men who are 21-75 years of age and women who are 40-75 years of age during the measurement year (2024), who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD) and were dispensed at least one high-intensity or moderate-intensity statin medication during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Men who are 21-75 years of age as of December 31 of the measurement year (2024).
 2. Women who are 40-75 years of age as of December 31 of the measurement year (2024).
 3. Continuous enrollment with IEHP during the measurement year (2024) and the year prior (2023) with no more than one gap in continuous enrollment with IEHP of up to 45 days during each year of the continuous enrollment with IEHP period.

Denominator: Men who are 21-75 years of age and women who are 40-75 years of age who meet all criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had at least one dispensing event for high-intensity or moderate-intensity statin medication during the measurement year (2024).

HIGH-AND MODERATE-INTENSITY STATIN MEDICATIONS:	
Description	Prescription
High-intensity statin therapy	Atorvastatin 40-80 mg
High-intensity statin therapy	Amlodipine-atorvastatin 40-80 mg
High-intensity statin therapy	Rosuvastatin 20-40 mg
High-intensity statin therapy	Simvastatin 80 mg
High-intensity statin therapy	Ezetimibe-simvastatin 80 mg
Moderate-intensity statin therapy	Atorvastatin 10-20 mg
Moderate-intensity statin therapy	Amlodipine-atorvastatin 10-20 mg
Moderate-intensity statin therapy	Rosuvastatin 5-10 mg
Moderate-intensity statin therapy	Simvastatin 20-40 mg
Moderate-intensity statin therapy	Ezetimibe-simvastatin 20-40 mg
Moderate-intensity statin therapy	Pravastatin 40-80 mg
Moderate-intensity statin therapy	Lovastatin 40 mg
Moderate-intensity statin therapy	Fluvastatin 40-80 mg
Moderate-intensity statin therapy	Pitavastatin 1-4 mg

Statin Therapy Received for Patients with Diabetes (SPD)

Methodology: HEDIS®

Measure Description: The percentage of Members who are 40-75 years of age during the measurement year (2024) with diabetes who did not have clinical atherosclerotic cardiovascular disease (ASCVD) who were dispensed at least one statin medication of any intensity during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Members who 40-75 years as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) and the year prior (2023) with no more than one gap in continuous enrollment with IEHP of up to 45 days during each year of the continuous enrollment with IEHP period.

Denominator: Members who are 40-75 years of age who meet all criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had at least one dispensing event for any intensity statin medication during the measurement year (2024).

HIGH, MODERATE AND LOW-INTENSITY STATIN MEDICATIONS:	
Description	Prescription
High-intensity statin therapy	Atorvastatin 40-80 mg
High-intensity statin therapy	Amlodipine-atorvastatin 40-80 mg
High-intensity statin therapy	Rosuvastatin 20-40 mg
High-intensity statin therapy	Simvastatin 80 mg
High-intensity statin therapy	Ezetimibe-simvastatin 80 mg
Moderate-intensity statin therapy	Atorvastatin 10-20 mg
Moderate-intensity statin therapy	Amlodipine-atorvastatin 10-20 mg
Moderate-intensity statin therapy	Rosuvastatin 5-10 mg
Moderate-intensity statin therapy	Simvastatin 20-40 mg
Moderate-intensity statin therapy	Ezetimibe-simvastatin 20-40 mg
Moderate-intensity statin therapy	Pravastatin 40-80 mg
Moderate-intensity statin therapy	Lovastatin 40 mg
Moderate-intensity statin therapy	Fluvastatin 40-80 mg
Moderate-intensity statin therapy	Pitavastatin 1-4 mg
Low-intensity statin therapy	Ezetimibe-simvastatin 10 mg
Low-intensity statin therapy	Fluvastatin 20 mg
Low-intensity statin therapy	Lovastatin 10-20 mg
Low-intensity statin therapy	Pravastatin 10-20 mg
Low-intensity statin therapy	Simvastatin 5-10 mg

Substance Use Assessment in Primary Care

Methodology: IEHP-Defined Quality Measure

Measure Description: The percentage of Members 18 years and older who were screened for substance use during the measurement year (2024).

CODES TO IDENTIFY SUBSTANCE USE ASSESSMENT IN PRIMARY CARE:			
Service	Code Type	Code	Code Description
Substance Use Assessment in Primary Care	CPT	99408	Alcohol and/or Substance (other than tobacco) Abuse Structured Screening (e.g. Audit DAST) and Brief Intervention (SBI) Services 15 to 30 Minutes
Substance Use Assessment in Primary Care	CPT	99409	Alcohol and/or Substance (other than tobacco) Abuse Structured Screening (e.g. Audit DAST) and Brief Intervention (SBI) Services Greater than 30 Minutes
Substance Use Assessment in Primary Care	HCPCS	G0442	Annual Alcohol Misuse Screening 15 Minutes
Substance Use Assessment in Primary Care	HCPCS	G0443	Brief Face-to-face Behavioral Counseling for Alcohol Misuse, 15 Minutes
Substance Use Assessment in Primary Care	HCPCS	H0001	Alcohol and/or Drug Assessment
Substance Use Assessment in Primary Care	HCPCS	H0049	Alcohol and/or Drug Screening
Substance Use Assessment in Primary Care	HCPCS	H0050	Alcohol and/or Drug Service Brief Intervention Per 15 Minutes

Denominator: All Members aged 18 years and older during the measurement year (2024). Member counted only once in the denominator.

- Anchor Date: December 31, 2024

Numerator: Members who were screened for substance use at least once during the measurement year (2024).

Examples of Substances Use Assessment in Primary Care screening tools include but are not limited to:

- Cut Down-Annoyed-Guilty-Eye-Opener Adapted to Include Drugs (CAGE-AID)
- Tobacco Alcohol, Prescription medication and other Substances (TAPS)
- National Institute on Drug Abuse (NIDA) Quick Screen for adults
 - The single NIDA Quick Screen alcohol-related question can be used for alcohol use screening

- Drug Abuse Screening Test (DAST-10)
- Alcohol Use Disorders Identification Test (AUDIT-C)
- Parents, Partner, Past and Present (4Ps) for pregnant women and adolescents
- Car, Relax, Alone, Forget, Friends, Trouble (CRAFFT) for non-pregnant adolescents
- Michigan Alcoholism Screening Test Geriatric (MAST-G) alcohol screening for geriatric population

Population: Adult and Adolescent

Antidepressant Medication Management (AMM)

Methodology: HEDIS®

Measure Description: The percentage of Members who are 18 years of age or older who had a diagnosis of major depression, remained on antidepressant medication treatment and who were treated with antidepressant medication.

- Two rates are reported:
 1. Effective Acute Phase Treatments: The percentage of Members who remained on an antidepressant medication for at least 84 days (12 weeks).
 2. Effective Continuation Phase Treatment: The percentage of Members who remained on antidepressant medication for at least 180 days (six months).
- Eligible population in this measure meets all of the following criteria:
 1. Members who are 18 years and older as of the Index Prescription Start Date (IPSD).
 2. Continuous enrollment with IEHP 105 days prior to the index prescription start date through 231 days after the index prescription start date.
 3. Filled a prescription for an antidepressant medication during the intake period (starting May 1, 2023, through April 30, 2024).
 4. Has at least one of the following 60 days prior and 60 days after the prescription date:
 - Diagnosis of major depression in an inpatient setting.
 - Diagnosis of major depression in an outpatient setting.
 5. Must have no prior prescriptions for antidepressant medications in the prior 105 days.

Rate 1

Denominator: Members who are 18 years of age or older who meet all criteria for the eligible population.

- Anchor Date: Index prescription start date

Numerator: Members in the denominator that had at least 84 days (12 weeks) of treatment with antidepressant medication beginning on the Index Prescription Start Date (IPSD) through 114 days after the IPSD (115 total days).

Rate 2

Denominator: Members who are 18 years of age or older who meet all criteria for the eligible population.

- Anchor Date: Index prescription start date

Numerator: Members in the denominator that had at least 180 days (6 months) of treatment with antidepressant medication beginning on the Index Prescription Start Date (IPSD) through 231 days after the IPSD (232 total days).

ANTIDEPRESSANT MEDICATION:		
Description	Prescription	
Miscellaneous Antidepressants	• Bupropion • Vortioxetine	• Vilazodone
Monoamine Oxidase Inhibitors	• Isocarboxazid • Phenelzine	• Selegiline • Tranylcypromine
Phenylpiperazine Antidepressants	• Nefazdone • Trazodone	
Psychotherapeutic Combinations	• Amitriptyline-chlordiazepoxide • Amitriptyline-perphenazine	• Fluoxetine-olanzapine
SNRI Antidepressants	• Desvenlafaxine • Duloxetine	• Levomilnacipran • Venlafaxine
SSRI Antidepressants	• Citalopram • Escitalopram • Fluoxetine	• Fluvoxamine • Paroxetine • Setraline
Tetracyclic Antidepressants	• Maprotiline	• Mirtazapine
Tricyclic Antidepressants	• Amitriptyline • Amoxapine • Clomipramine • Desipramine • Doxepin (>6mg)	• Imipramine • Nortriptyline • Protriptyline • Trimipramine

Screening for Clinical Depression in Primary Care

Summary of Changes to the Global Quality P4P Program Guide:

- Measure tools updated

Methodology: IEHP-Defined Quality Measure

Measure Description: The percentage of Members ages 12 and older screened for clinical depression during the measurement year (2024) with the result of the screening documented by the Provider. For this measure, two rates are calculated, and the average of both rates is used as the final score.

Rate 1: Screening for Clinical Depression - This measure assesses the percentage of Members aged 12 and older who were screened for clinical depression during a PCP visit using an age appropriate standardized tool during the measurement year (2024).

Denominator: All Members aged 12 years and older with a PCP visit in the measurement year (2024). Member counted only once in the denominator.

PRIMARY CARE PROVIDER VISIT CODES:			
Service	Code Type	Code	Code Description
Screening for Clinical Depression in Primary Care	CPT	99202	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 15-29 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99203	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 30-44 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99204	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 45-59 minutes of total time is spent on the date of the encounter.

PRIMARY CARE PROVIDER VISIT CODES:

Service	Code Type	Code	Code Description
Screening for Clinical Depression in Primary Care	CPT	99205	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 60-74 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99212	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 10-19 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99213	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99214	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 30-39 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99215	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 40-54 minutes of total time is spent on the date of the encounter.
Screening for Clinical Depression in Primary Care	CPT	99384	Initial comprehensive preventive medicine; evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; adolescent (age 12-17 years).
Screening for Clinical Depression in Primary Care	CPT	99385	Initial comprehensive preventive medicine; evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; age 18-39 years.
Screening for Clinical Depression in Primary Care	CPT	99386	Initial comprehensive preventive medicine; evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; age 40-64 years.
Screening for Clinical Depression in Primary Care	CPT	99387	Initial comprehensive preventive medicine; evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; age 65 years and older.

PRIMARY CARE PROVIDER VISIT CODES:

Service	Code Type	Code	Code Description
Screening for Clinical Depression in Primary Care	CPT	99394	Periodic comprehensive preventive medicine; re-evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; adolescent (age 12-17 years).
Screening for Clinical Depression in Primary Care	CPT	99395	Periodic comprehensive preventive medicine; re-evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; age 18-39 years.
Screening for Clinical Depression in Primary Care	CPT	99396	Periodic comprehensive preventive medicine; re-evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; age 40-64 years.
Screening for Clinical Depression in Primary Care	CPT	99397	Periodic comprehensive preventive medicine; re-evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; age 65 years and older.
Screening for Clinical Depression in Primary Care	CPT	99446	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 5-10 minutes of medical consultative discussion and review.
Screening for Clinical Depression in Primary Care	CPT	99447	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 11-20 minutes of medical consultative discussion and review.
Screening for Clinical Depression in Primary Care	CPT	99448	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 21-30 minutes of medical consultative discussion and review.
Screening for Clinical Depression in Primary Care	CPT	99449	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 31 minutes or more of medical consultative discussion and review.

PRIMARY CARE PROVIDER VISIT CODES:

Service	Code Type	Code	Code Description
Screening for Clinical Depression in Primary Care	HCPCS	G0402	Initial preventive physical examination face-to-face visits services limited to new beneficiary during the first 12 months.
Screening for Clinical Depression in Primary Care	HCPCS	G0438	Annual wellness visit includes a personalized prevention plan of service (PPS) initial visit.
Screening for Clinical Depression in Primary Care	HCPCS	G0439	Annual wellness visit includes a personalized prevention plan of service (PPS) subsequent visit.

CODES TO IDENTIFY TELEPHONE VISITS:

Service	Code Type	Code	Code Description
Telephone Visit	CPT	98966	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
Telephone Visit	CPT	98967	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.
Telephone Visit	CPT	98968	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous seven days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion.
Telephone Visit	CPT	99441	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
Telephone Visit	CPT	99442	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion.

CODES TO IDENTIFY TELEPHONE VISITS:			
Service	Code Type	Code	Code Description
Telephone Visit	CPT	99443	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion.

Numerator: Members screened for clinical depression using an age appropriate standardized tool during the measurement year (2024).

CODES TO IDENTIFY SCREENING FOR CLINICAL DEPRESSION:			
Service	Code Type	Code	Code Description
Screening for Clinical Depression in Primary Care	HCPCS	G0444	Annual depression screening, 15 minutes.
Screening for Clinical Depression in Primary Care	HCPCS	G8431	Screening for depression is documented as being positive and a follow-up plan is documented.
Screening for Clinical Depression in Primary Care	HCPCS	G8510	Negative screen for clinical depression using a standardized tool patient not eligible/appropriate for follow-up plan.
Screening for Clinical Depression in Primary Care	HCPCS	G8511	Screening for depression documented as positive, follow-up plan not documented, reason not given.

Rate 2: Appropriate Documentation of Depression Screening Result - This measure assesses the percent of Members in the measurement year (2024) screened for clinical depression who also had the result recorded and a follow-up plan documented, indicated on the date of the encounter. The clinical depression screening tool must be an age-appropriate standardized tool.

Denominator: Same as Rate 1.

Numerator: Members screened for clinical depression with a recorded result and follow-up plan if indicated, on the date of the encounter using an age appropriate standardized tool during the measurement year (2024).

CODES TO IDENTIFY DOCUMENTATION OF DEPRESSION SCREENING RESULT:			
Service	Code Type	Code	Code Description
Screening for Clinical Depression in Primary Care	HCPCS	G8431	Positive screen for clinical depression using a standardized tool and a follow-up plan is documented.
Screening for Clinical Depression in Primary Care	HCPCS	G8510	Negative screen for clinical depression using a standardized tool patient not eligible/appropriate for follow-up plan.

Definitions:

Screening – Completion of a clinical or diagnostic tool used to identify people at risk of developing or having a certain disease or condition, even in the absence of symptoms.

Standardized Depression Screening Tool – A normalized and validated depression screening tool developed for the Member population in which it is being utilized. The name of the age-appropriate standardized depression screening tool utilized must be documented in the medical record.

Examples of depression screening tools include:

Instruments for Adolescents

<17 years of age

- Patient Health Questionnaire (PHQ-9)[®]
- Patient Health Questionnaire Modified for Teens (PHQ-9M)[®]
- Patient Health Questionnaire-2 (PHQ-2)^{®1}
- Beck Depression Inventory-Fast Screen (BDI-FS)^{®1,2}
- Center for Epidemiologic Studies Depression Scale—Revised (CESD-R)
- Edinburgh Postnatal Depression Scale (EPDS)
- PROMIS Depression

Instruments for Adults

18 years and older

- Patient Health Questionnaire (PHQ-9)[®]
- Patient Health Questionnaire-2 (PHQ-2)^{®1}
- Beck Depression Inventory-Fast Screen (BDI-FS)^{®1,2}
- Beck Depression Inventory (BDI-II)
- Center for Epidemiologic Studies Depression Scale—Revised (CESD-R)
- Duke Anxiety—Depression Scale (DUKE-AD)^{®2}
- Geriatric Depression Scale Short Form (GDS)¹
- Geriatric Depression Scale Long Form (GDS)
- Edinburgh Postnatal Depression Scale (EPDS)
- My Mood Monitor (M-3)[®]
- PROMIS Depression
- Clinically Useful Depression Outcome Scale (CUDOS)

Social Determinants of Health Screening Rate

Methodology: IEHP-Defined Equity Measure

Measure Description: The percentage of Members who were screened for social determinants of health during the measurement year (2024).

Eligible population in this measure meets the following criteria:

1. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in continuous enrollment with IEHP of up to 45 days during the measurement year (2024).

Denominator: All Members during the measurement year (2024).

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who were screened for social determinants of health in the measurement year (2024).

CODES TO IDENTIFY SOCIAL DETERMINANTS OF HEALTH SCREENING:			
Service	Code Type	Code	Code Description
Social Determinants of Health	CPT	96160	Administration of patient-focused health risk assessment instrument (e.g. health hazard appraisal) with scoring and documentation, per standardized instrument.
Social Determinants of Health	CPT	96161	Administration of caregiver-focused health risk assessment instrument (e.g. depression inventory) for the benefit of the patient, with scoring and documentation, per standardized instrument.
Social Determinants of Health	HCPCS	G9919	Screening performed and positive and provision of recommendations.
Social Determinants of Health	HCPCS	G9920	Screening performed and negative.

Examples of Social Determinants of Health screening instruments include but are not limited to:

FOOD INSECURITY INSTRUMENTS:
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool
American Academy of Family Physicians (AAFP) Social Needs Screening Tool
Health Leads Screening Panel®1
Hunger Vital Sign™1 (HVS)
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences [PRAPARE]®1
Safe Environment for Every Kid (SEEK)®1
U.S. Household Food Security Survey [U.S. FSS]
U.S. Adult Food Security Survey [U.S. FSS]
U.S. Child Food Security Survey [U.S. FSS]
U.S. Household Food Security Survey–Six-Item Short Form [U.S. FSS]
We Care Survey
WellRx Questionnaire

HOUSING INSTABILITY AND HOMELESSNESS INSTRUMENTS:
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool
American Academy of Family Physicians (AAFP) Social Needs Screening Tool
Children's Health Watch Housing Stability Vital Signs™1
Health Leads Screening Panel®1
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences [PRAPARE]®1
We Care Survey
WellRx Questionnaire
Accountable Health communities (AHC) Health - Related Social Needs (HRSN Screening Tool)
American Academy and Family Physicians (AAFP) Social Needs Screening Tool

TRANSPORTATION INSECURITY INSTRUMENTS:
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool
American Academy of Family Physicians (AAFP) Social Needs Screening Tool
Comprehensive Universal Behavior Screen (CUBS)
Health Leads Screening Panel®1
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences [PRAPARE]®1
PROMIS®1
WellRx Questionnaire

Social Determinants of Health Identification Rate

Methodology: IEHP-Defined Equity Measure

Measure Description: The percentage of Members who were screened for social determinants of health during the measurement year (2024) and who had at least one social determinant of health identified.

Eligible population in this measure meet the following criteria:

1. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in continuous enrollment with IEHP of up to 45 days during the measurement year (2024).

Denominator: All Members during the measurement year (2024).

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who were screened for social determinant in the measurement year (2024) and had a social determinant identified.

CODES TO IDENTIFY PRIORITY SOCIAL DETERMINANTS OF HEALTH SCREENING IDENTIFICATION FACTORS:

Service	Code Type	Code	Code Description
Social Determinants of Health	ICD10CM	Z55.0	Illiteracy and low-level literacy
Social Determinants of Health	ICD10CM	Z58.6	Inadequate drinking-water supply
Social Determinants of Health	ICD10CM	Z59.00	Homelessness unspecified
Social Determinants of Health	ICD10CM	Z59.01	Sheltered homelessness
Social Determinants of Health	ICD10CM	Z59.02	Unsheltered homelessness
Social Determinants of Health	ICD10CM	Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Social Determinants of Health	ICD10CM	Z59.3	Problems related to living in residential institution
Social Determinants of Health	ICD10CM	Z59.41	Food insecurity
Social Determinants of Health	ICD10CM	Z59.48	Other specified lack of adequate food
Social Determinants of Health	ICD10CM	Z59.7	Insufficient social insurance and welfare support
Social Determinants of Health	ICD10CM	Z59.811	Housing instability, housed, with risk of homelessness
Social Determinants of Health	ICD10CM	Z59.812	Housing instability, housed, homelessness in past 12 months
Social Determinants of Health	ICD10CM	Z59.819	Housing instability, housed unspecified
Social Determinants of Health	ICD10CM	Z59.89	Other problems related to housing and economic circumstances
Social Determinants of Health	ICD10CM	Z60.2	Problems related to living alone
Social Determinants of Health	ICD10CM	Z60.4	Social exclusion and rejection (physical appearance, illness, or behavior)
Social Determinants of Health	ICD10CM	Z62.819	Personal history of unspecified abuse in childhood
Social Determinants of Health	ICD10CM	Z63.0	Problems in relationship with spouse or partner
Social Determinants of Health	ICD10CM	Z63.4	Disappearance and death of family member (assumed death, bereavement)
Social Determinants of Health	ICD10CM	Z63.5	Disruption of family by separation and divorce (marital estrangement)
Social Determinants of Health	ICD10CM	Z63.6	Dependent relative needing care at home
Social Determinants of Health	ICD10CM	Z63.72	Alcoholism and drug addiction in family
Social Determinants of Health	ICD10CM	Z65.1	Imprisonment and other incarceration
Social Determinants of Health	ICD10CM	Z65.2	Problems related to release from prison
Social Determinants of Health	ICD10CM	Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)

CODES TO IDENTIFY ADDITIONAL SOCIAL DETERMINANTS OF HEALTH SCREENING IDENTIFICATION FACTORS:

Service	Category	Code Type	Code	Code Description
Social Determinants of Health	Problems related to education & literacy	ICD10CM	Z55.0	Illiteracy and low-level literacy
Social Determinants of Health		ICD10CM	Z55.1	Schooling unavailable and unattainable
Social Determinants of Health		ICD10CM	Z55.2	Failed school examinations
Social Determinants of Health		ICD10CM	Z55.3	Underachievement in school
Social Determinants of Health		ICD10CM	Z55.4	Educational maladjustment and discord with teachers and classmates
Social Determinants of Health		ICD10CM	Z55.9	Problems related to education and literacy, unspecified
Social Determinants of Health	Problems related to employment and unemployment	ICD10CM	Z56.0	Unemployment, unspecified
Social Determinants of Health		ICD10CM	Z56.1	Change of job
Social Determinants of Health		ICD10CM	Z56.2	Threat of job loss
Social Determinants of Health		ICD10CM	Z56.4	Discord with boss and workmates
Social Determinants of Health		ICD10CM	Z56.5	Uncongenial work environment
Social Determinants of Health		ICD10CM	Z56.6	Other physical and mental strain related to work
Social Determinants of Health		ICD10CM	Z56.81	Sexual harassment on the job
Social Determinants of Health		ICD10CM	Z56.82	Military deployment status
Social Determinants of Health		ICD10CM	Z56.9	Unspecified problems related to employment
Social Determinants of Health		ICD10CM	Z57.0	Occupational exposure to noise
Social Determinants of Health	Occupational exposure to risk factors	ICD10CM	Z57.1	Occupational exposure to radiation
Social Determinants of Health		ICD10CM	Z57.2	Occupational exposure to dust
Social Determinants of Health		ICD10CM	Z57.31	Occupational exposure to environmental tobacco smoke
Social Determinants of Health		ICD10CM	Z57.39	Occupational exposure to other air contaminants
Social Determinants of Health		ICD10CM	Z57.4	Occupational exposure to toxic agents in agriculture

CODES TO IDENTIFY ADDITIONAL SOCIAL DETERMINANTS OF HEALTH SCREENING IDENTIFICATION FACTORS:

Service	Category	Code Type	Code	Code Description
Social Determinants of Health	Occupational exposure to risk factors	ICD10CM	Z57.5	Occupational exposure to toxic agents in other industries
Social Determinants of Health		ICD10CM	Z57.6	Occupational exposure to extreme temperature
Social Determinants of Health		ICD10CM	Z57.7	Occupational exposure to vibration
Social Determinants of Health		ICD10CM	Z57.8	Occupational exposure to other risk factors
Social Determinants of Health		ICD10CM	Z57.9	Occupational exposure to unspecified risk factor
Social Determinants of Health	Problems related to housing and economic circumstances	ICD10CM	Z58.6	Inadequate drinking-water supply
Social Determinants of Health		ICD10CM	Z59.00	Homelessness unspecified
Social Determinants of Health		ICD10CM	Z59.01	Sheltered homelessness
Social Determinants of Health		ICD10CM	Z59.02	Unsheltered homelessness
Social Determinants of Health		ICD10CM	Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Social Determinants of Health		ICD10CM	Z59.2	Discord with neighbors, lodgers and landlord
Social Determinants of Health		ICD10CM	Z59.3	Problems related to living in residential institution
Social Determinants of Health		ICD10CM	Z59.41	Food insecurity
Social Determinants of Health		ICD10CM	Z59.48	Other specified lack of adequate food
Social Determinants of Health		ICD10CM	Z59.5	Extreme poverty
Social Determinants of Health		ICD10CM	Z59.6	Low income
Social Determinants of Health		ICD10CM	Z59.7	Insufficient social insurance and welfare support
Social Determinants of Health		ICD10CM	Z59.811	Housing instability, housed, with risk of homelessness
Social Determinants of Health		ICD10CM	Z59.812	Housing instability, housed, homelessness in past 12 months
Social Determinants of Health		ICD10CM	Z59.819	Housing instability, housed unspecified
Social Determinants of Health		ICD10CM	Z59.89	Other problems related to housing and economic circumstances
Social Determinants of Health		ICD10CM	Z59.9	Problem related to housing and economic circumstances, unspecified

CODES TO IDENTIFY ADDITIONAL SOCIAL DETERMINANTS OF HEALTH SCREENING IDENTIFICATION FACTORS:

Service	Category	Code Type	Code	Code Description
Social Determinants of Health	Problems related to social environment	ICD10CM	Z60.0	Problems of adjustment to life transitions (life phase, retirement)
Social Determinants of Health		ICD10CM	Z60.2	Problems related to living alone
Social Determinants of Health		ICD10CM	Z60.3	Acculturation difficulty (migration, social transplantation)
Social Determinants of Health		ICD10CM	Z60.4	Social exclusion and rejection (physical appearance, illness, behavior)
Social Determinants of Health		ICD10CM	Z60.5	Target of (perceived) adverse discrimination and persecution
Social Determinants of Health		ICD10CM	Z60.8	Other problems related to social environment
Social Determinants of Health		ICD10CM	Z60.9	Problem related to social environment, unspecified
Social Determinants of Health	Problems related to upbringing	ICD10CM	Z62.0	Inadequate parental supervision and control
Social Determinants of Health		ICD10CM	Z62.1	Parental overprotection
Social Determinants of Health		ICD10CM	Z62.21	Child in welfare custody (non-parental family member, foster care)
Social Determinants of Health		ICD10CM	Z62.22	Institutional upbringing (orphanage or group home)
Social Determinants of Health		ICD10CM	Z62.29	Other upbringing away from parents
Social Determinants of Health		ICD10CM	Z62.3	Hostility towards and scapegoating of child
Social Determinants of Health		ICD10CM	Z62.6	Inappropriate (excessive) parental pressure
Social Determinants of Health		ICD10CM	Z62.810	Personal history of physical and sexual abuse in childhood
Social Determinants of Health		ICD10CM	Z62.811	Personal history of psychological abuse in childhood
Social Determinants of Health		ICD10CM	Z62.812	Personal history of neglect in childhood
Social Determinants of Health		ICD10CM	Z62.813	Personal history of forced labor or sexual exploitation in childhood
Social Determinants of Health		ICD10CM	Z62.819	Personal history of unspecified abuse in childhood
Social Determinants of Health		ICD10CM	Z62.820	Parent-biological child conflict
Social Determinants of Health		ICD10CM	Z62.821	Parent-adopted child conflict

CODES TO IDENTIFY ADDITIONAL SOCIAL DETERMINANTS OF HEALTH SCREENING IDENTIFICATION FACTORS:

Service	Category	Code Type	Code	Code Description
Social Determinants of Health	Problems related to upbringing	ICD10CM	Z62.822	Parent-foster child conflict
Social Determinants of Health		ICD10CM	Z62.890	Parent-child estrangement NEC
Social Determinants of Health		ICD10CM	Z62.891	Sibling rivalry
Social Determinants of Health		ICD10CM	Z62.898	Other specified problems related to upbringing
Social Determinants of Health		ICD10CM	Z62.9	Problem related to upbringing, unspecified
Social Determinants of Health		ICD10CM	Z72.3	Lack of physical exercise
Social Determinants of Health	Other problems related to primary support group, including family circumstances	ICD10CM	Z63.0	Problems in relationship with spouse or partner
Social Determinants of Health		ICD10CM	Z63.1	Problems in relationship with in-laws
Social Determinants of Health		ICD10CM	Z63.31	Absence of family member due to military deployment
Social Determinants of Health		ICD10CM	Z63.32	Other absence of family member
Social Determinants of Health		ICD10CM	Z63.4	Disappearance/death of family member (assumed death, bereavement)
Social Determinants of Health		ICD10CM	Z63.5	Disruption of family by separation and divorce (marital estrangement)
Social Determinants of Health		ICD10CM	Z63.6	Dependent relative needing care at home
Social Determinants of Health		ICD10CM	Z63.71	Stress on family due to return of family from military deployment
Social Determinants of Health		ICD10CM	Z63.72	Alcoholism and drug addiction in family
Social Determinants of Health		ICD10CM	Z63.79	Other stressful events affecting family/ household (ill/disturbed member)
Social Determinants of Health		ICD10CM	Z63.8	Other specified problems related to primary support group (discord or estrangement, inadequate support)
Social Determinants of Health		ICD10CM	Z63.9	Problem related to primary support group, unspecified
Social Determinants of Health		ICD10CM	Z81.8	Family history of other mental and behavioral disorders
Social Determinants of Health		ICD10CM	Z91.89	Other specified personal risk factors, not elsewhere classified

CODES TO IDENTIFY ADDITIONAL SOCIAL DETERMINANTS OF HEALTH SCREENING IDENTIFICATION FACTORS:

Service	Category	Code Type	Code	Code Description
Social Determinants of Health	Problems related to other psychosocial circumstances	ICD10CM	Z64.0	Problems related to unwanted pregnancy
Social Determinants of Health		ICD10CM	Z64.1	Problems related to multiparity
Social Determinants of Health		ICD10CM	Z64.4	Discord with counselors
Social Determinants of Health		ICD10CM	Z65.0	Conviction in civil and criminal proceedings without imprisonment
Social Determinants of Health		ICD10CM	Z65.1	Imprisonment and other incarceration
Social Determinants of Health		ICD10CM	Z65.2	Problems related to release from prison
Social Determinants of Health		ICD10CM	Z65.3	Problems related to other legal circumstances (arrest, custody, litigation)
Social Determinants of Health		ICD10CM	Z65.4	Victim of crime and terrorism
Social Determinants of Health		ICD10CM	Z65.5	Exposure to disaster, war and other hostilities
Social Determinants of Health		ICD10CM	Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)
Social Determinants of Health		ICD10CM	Z65.9	Problem related to unspecified psychosocial circumstances
Social Determinants of Health	Transportation Insecurity	ICD10CM	Z59.82	Excessive transportation time, inaccessible transportation, inadequate transportation, lack of transportation, unaffordable transportation, unreliable transportation, unsafe transportation

Social Need Screening and Intervention (SNS-E)

Methodology: HEDIS®

Measure Description: The percentage of Members who were screened for social needs, at least once during the measurement year (2024), and received a corresponding follow-up visit if the Member screened positive. Each of the following three social need indicators will be monitored below:

- Food Insecurity
- Housing Insecurity
- Transportation Insecurity

Eligible population in this measure meets the following criteria:

1. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in continuous enrollment with IEHP of up to 45 days during the measurement year (2024).

Members who meet any of the following criteria are excluded:

1. Members in hospice.
2. Members who expire at any time during the measurement year (2024).

Screening Rate:

Denominator: All Members during the measurement year (2024).

- Anchor Date: December 31, 2024.

Numerator: Members with documented results who were screened for food insecurity, housing insecurity, or transportation insecurity between January 1st and December 1st of the measurement year (2024).

Follow-up Rate:

Denominator: All Members who are positive for food insecurity, housing insecurity, or transportation insecurity between January 1st and December 1st of the measurement year (2024).

- Anchor Date: December 31, 2024.

Numerator: Members who are positive for food insecurity, housing insecurity, or transportation insecurity screening who received a corresponding intervention within 30-days of the positive screening.

Refer to the Social Need Intervention List on the IEHP website <https://www.providerservices.iehp.org/en/provider-central/provider-incentive-programs/pay-for-performance-program>. This list includes codes that identify the Social Need Intervention.

Screening Tools:

FOOD INSECURITY:		
Food Insecurity Instruments	Screening Item LOINC Codes	Positive Finding LOINC Codes
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Too	88122-7	LA28397-0 LA6729-3
	88123-5	LA28397-0 LA6729-3
American Academy of Family Physicians (AAFP) Social Needs Screening Tool	88122-7	LA28397-0 LA6729-3
	88123-5	LA28397-0 LA6729-3
American Academy of Family Physicians (AAFP) Social Needs Screening Tool—short form	88122-7	LA28397-0 LA6729-3
	88123-5	LA28397-0 LA6729-3
Health Leads Screening Panel*1	95251-5	LA33-6
Hunger Vital Sign™1 (HVS)	88124-3	LA19952-3
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences [PRAPARE]*1	93031-3	LA30125-1
Safe Environment for Every Kid (SEEK)*1	95400-8	LA33-6
	95399-2	LA33-6
U.S. Household Food Security Survey [U.S. FSS]	95264-8	LA30985-8 LA30986-6
U.S. Adult Food Security Survey [U.S. FSS]	95264-8	LA30985-8 LA30986-6
U.S. Child Food Security Survey [U.S. FSS]	95264-8	LA30985-8 LA30986-6
U.S. Household Food Security Survey—Six-Item Short Form [U.S. FSS]	95264-8	LA30985-8 LA30986-6
We Care Survey	96434-6	LA32-8
WellRx Questionnaire	93668-2	LA33-6

HOUSING INSECURITY:		
Housing Instability and Homelessness Instruments	Screening Item LOINC Codes	Positive Finding LOINC Codes
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Too	71802-3	LA31994-9 LA31995-6
American Academy of Family Physicians (AAFP) Social Needs Screening Tool	99550-6	LA33-6
American Academy of Family Physicians (AAFP) Social Needs Screening Tool—short form	71802-3	LA31994-9 LA31995-6

HOUSING INSECURITY:		
Housing Instability and Homelessness Instruments	Screening Item LOINC Codes	Positive Finding LOINC Codes
Children's Health Watch Housing Stability Vital Signs™ 1	98976-4	LA33-6
	98977-2	≥3
	98978-0	LA33-6
Health Leads Screening Panel®1	99550-6	LA33-6
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences [PRAPARE]®1	93033-9	LA33-6
	71802-3	LA30190-5
We Care Survey	96441-1	LA33-6
WellRx Questionnaire	93669-0	LA33-6

HOUSING INSECURITY:		
Housing Inadequacy Instruments	Screening Item LOINC Codes	Positive Finding LOINC Codes
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool	96778-6	LA31996-4 LA28580-1 LA31997-2 LA31998-0 LA31999-8 LA32000-4 LA32001-2
American Academy of Family Physicians (AAFP) Social Needs Screening Tool	96778-6	LA32691-0 LA28580-1 LA32693-6 LA32694-4 LA32695-1 LA32696-9 LA32001-2
American Academy of Family Physicians (AAFP) Social Needs Screening Tool—short form	96778-6	LA31996-4 LA28580-1 LA31997-2 LA31998-0 LA31999-8 LA32000-4 LA32001-2
Norwalk Community Health Center Screening Tool [NCHC]	99134-9	LA33-6
	99135-6	LA31996-4 LA28580-1 LA31997-2 LA31998-0 LA31999-8 LA32000-4 LA32001-2

TRANSPORTATION INSECURITY		
Transportation Insecurity Instruments	Screening Item LOINC Codes	Positive Finding LOINC Codes
Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool	93030-5	LA33-6
American Academy of Family Physicians (AAFP) Social Needs Screening Tool	99594-4	LA33-6
American Academy of Family Physicians (AAFP) Social Needs Screening Tool—short form	99594-4	LA33093-8 LA30134-3
Comprehensive Universal Behavior Screen (CUBS)	89569-8	LA29232-8 LA29233-6 LA29234-4
Health Leads Screening Panel*1	99553-0	LA33-6
Inpatient Rehabilitation Facility - Patient Assessment Instrument (IRF-PAI)—version 4.0 [CMS Assessment]	93030-5	LA30133-5 LA30134-3
Outcome and assessment information set (OASIS) form—version E—Discharge from Agency [CMS Assessment]	93030-5	LA30133-5 LA30134-3
Outcome and assessment information set (OASIS) form—version E—Resumption of Care [CMS Assessment]	93030-5	LA30133-5 LA30134-3
Outcome and assessment information set (OASIS) form—version E—Start of Care [CMS Assessment]	93030-5	LA30133-5 LA30134-3
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences [PRAPARE]*1	93030-5	LA30133-5 LA30134-3
PROMIS*1	92358-1	LA30024-6 LA30026-1 LA30027-9
WellRx Questionnaire	93671-6	LA33-6

Note: The Social Need Screening and Intervention measure numerator counts only screenings that utilize instruments in the measure specification as identified by the associated LOINC code(s). Allowed screening instruments and LOINC codes for each social need are listed above.

Population: Women

Breast Cancer Screening (BCS)

Methodology: HEDIS®

Measure Description: The percentage of members 50-74 years of age who had a mammogram to screen for breast cancer any time on or between October 1, two years prior to the measurement year (2022) and December 31 of the measurement year (2024).

- The eligible population in the measure meets all of the following criteria:
 1. Members 52-74 years as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP from October 1, two years prior to the measurement year (2022), through December 31 of the measurement year (2024) with no more than one gap in enrollment of up to 45 days for each calendar year of continuous enrollment with IEHP. No gaps in enrollment are allowed from October 1, two years prior to the measurement year (2022), through December 31 two years prior to the measurement year (2022).

CODES USED TO IDENTIFY MAMMOGRAPHY:			
Service	Code Type	Code	Code Description
Breast Cancer Screening	CPT	77061	Digital Breast Tomosynthesis Unilateral
Breast Cancer Screening	CPT	77062	Digital Breast Tomosynthesis Bilateral
Breast Cancer Screening	CPT	77063	Screening Digital Breast Tomosynthesis Bilateral (list Separately In Addition To Code For Primary Procedure)
Breast Cancer Screening	CPT	77065	Diagnostic mammography, including computer-aided detection (CAD) when performed; unilateral
Breast Cancer Screening	CPT	77066	Diagnostic mammography, including computer-aided detection (CAD) when performed; bilateral
Breast Cancer Screening	CPT	77067	Screening Mammography Bilateral (Two-view Film Study Of Each Breast Including Computer-aided Detection (CAD))

- Members who meet any of the following criteria are excluded:
 1. Members in hospice.
 2. Members receiving palliative care.
 3. Members who expired at any time during the measurement year (2024).
 4. Members who had gender-affirming chest surgery with a diagnosis of gender dysphoria any time during the member's history through the end of the measurement period (2024).
 5. Members 66 years of age and older as of December 31 of measurement year (2024) with both frailty and advanced illness.

Denominator: Members 52-74 years of age who meet the criteria for the eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had one or more mammograms any time on or between October 1, two years prior to the measurement year (2022), and December 31 of the measurement year (2024).

Cervical Cancer Screening (CCS)

Methodology: HEDIS®

Measure Description: The percentage of members 21–64 years of age who were screened for cervical cancer using either of the following criteria:

- Members ages 21-64 who had cervical cytology performed every three years.
- Members ages 30-64 who had cervical high-risk human papillomavirus (hrHPV) testing performed every five years.
- Members ages 30-64 who had cervical cytology/high-risk human papillomavirus (hrHPV) co-testing performed every five years.
- The eligible population in the measure meets all of the following criteria:
 1. Members 24-64 years of age as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in enrollment of up to 45 days.

CODES TO IDENTIFY CERVICAL CYTOLOGY:			
Service	Code Type	Code	Code Description
Cervical Cancer Screening	CPT	88141	Cytopathology Cervical Or Vaginal (any Reporting System) Requiring Interpretation By Physician (List separately in addition to code for technical service)
Cervical Cancer Screening	CPT	88142	Cytopathology Cervical Or Vaginal (any Reporting System) Collected In Preservative Fluid Automated Thin Layer Preparation Manual screening under Physician supervision
Cervical Cancer Screening	CPT	88143	Cytopathology Cervical Or Vaginal (any Reporting System) Collected In Preservative Fluid Automated Thin Layer Preparation; manual screening Under Physician Supervision: With manual screening and rescreening Under Physician Supervision
Cervical Cancer Screening	CPT	88147	Cytopathology Smears Cervical Or Vaginal Screening By Automated System Under Physician Supervision

CODES TO IDENTIFY CERVICAL CYTOLOGY:

Service	Code Type	Code	Code Description
Cervical Cancer Screening	CPT	88148	Cytopathology Smears Cervical Or Vaginal Screening By Automated System With Manual Rescreening Under Physician Supervision
Cervical Cancer Screening	CPT	88150	Cytopathology Slides Cervical Or Vaginal Manual Screening Under Physician Supervision
Cervical Cancer Screening	CPT	88152	Cytopathology Slides Cervical Or Vaginal With Manual Screening And Computer-assisted Rescreening Under Physician Supervision
Cervical Cancer Screening	CPT	88153	Cytopathology Slides Cervical Or Vaginal With Manual Screening And Rescreening Under Physician Supervision
Cervical Cancer Screening	CPT	88164	Cytopathology Slides Cervical Or Vaginal (the Bethesda System) Manual Screening Under Physician Supervision
Cervical Cancer Screening	CPT	88165	Cytopathology Slides Cervical Or Vaginal (the Bethesda System) With Manual Screening And Rescreening Under Physician Supervision
Cervical Cancer Screening	CPT	88166	Cytopathology Slides Cervical Or Vaginal (the Bethesda System) With Manual Screening And Computer-assisted Rescreening Under Physician Supervision
Cervical Cancer Screening	CPT	88167	Cytopathology Slides Cervical Or Vaginal (the Bethesda System) With Manual Screening And Computer-assisted Rescreening Using cell selection and review Under Physician Supervision
Cervical Cancer Screening	CPT	88174	Cytopathology Cervical Or Vaginal (any Reporting System) Collected In Preservative Fluid Automated Thin Layer Preparation
Cervical Cancer Screening	CPT	88175	Cytopathology Cervical Or Vaginal (any Reporting System) Collected In Preservative Fluid Screening Automated By System
Cervical Cancer Screening	HCPCS	G0123	Screening Cytopathology, Cervical Or Vaginal (any Reporting System), Collected In Preservative Fluid, Automated Thin Layer Preparation, Screening By Cytotechnologist Under Physician Supervision
Cervical Cancer Screening	HCPCS	G0124	Screening Cytopathology, Cervical Or Vaginal (any Reporting System), Collected In Preservative Fluid, Automated Thin Layer Preparation, Requiring Interpretation By Physician
Cervical Cancer Screening	HCPCS	G0141	Screening Cytopathology Smears, Cervical Or Vaginal, Performed By Automated System, With Manual Rescreening, Requiring Interpretation By Physician
Cervical Cancer Screening	HCPCS	G0143	Screening Cytopathology, Cervical Or Vaginal (any Reporting System), Collected In Preservative Fluid, Automated Thin Layer Preparation, With Manual Screening And Rescreening By Cytotechnologist Under Physician Supervision
Cervical Cancer Screening	HCPCS	G0144	Screening Cytopathology, Cervical Or Vaginal (any Reporting System), Collected In Preservative Fluid, Automated Thin Layer Preparation, With Screening By Automated System, Under Physician Supervision
Cervical Cancer Screening	HCPCS	G0145	Screening Cytopathology, Cervical Or Vaginal (any Reporting System), Collected In Preservative Fluid, Automated Thin Layer Preparation, With Screening By Automated System And Manual Rescreening Under Physician Supervision

CODES TO IDENTIFY CERVICAL CYTOLOGY:			
Service	Code Type	Code	Code Description
Cervical Cancer Screening	HCPCS	G0147	Screening Cytopathology Smears, Cervical Or Vaginal, Performed By Automated System Under Physician Supervision
Cervical Cancer Screening	HCPCS	G0148	Screening Cytopathology Smears, Cervical Or Vaginal, Performed By Automated System With Manual Rescreening
Cervical Cancer Screening	HCPCS	P3000	Screening Papanicolaou Smear, Cervical Or Vaginal, Up To Three Smears, By Technician Under Physician Supervision
Cervical Cancer Screening	HCPCS	P3001	Screening Papanicolaou Smear, Cervical Or Vaginal, Up To Three Smears, Requiring Interpretation By Physician
Cervical Cancer Screening	HCPCS	Q0091	Screening Papanicolaou Smear; Obtaining, Preparing And Conveyance Of Cervical Or Vaginal Smear To Laboratory

CODES TO IDENTIFY HPV TESTS:			
Service	Code Type	Code	Code Description
Cervical Cancer Screening	CPT	87624	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Human Papilloma Virus (HPV) High-risk Types (e.g. 16 18 31 33 35 39 45 51 52 56 58 59 68)
Cervical Cancer Screening	CPT	87625	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Human Papilloma Virus (HPV) Types 16 And 18 Only Includes Type 45, If Performed
Cervical Cancer Screening	HCPCS	G0476	Infectious Agent Detection By Nucleic Acid (DNA or RNA); Human Papilloma Virus (HPV), High-risk Types (e.g., 16, 18, 31, 33, 35, 39, 45, 51, 52, 56, 58, 59, 68) For Cervical Cancer Screening, Must Be Performed In Addition To Pap Test (g0476)

- Members who meet any of the following criteria are excluded:
 - Members in hospice.
 - Members receiving palliative care.
 - Members who expired at any time during the measurement year (2024).
 - Members who had a hysterectomy with no residual cervix, cervical agenesis or acquired absence of cervix.

Denominator: Members 24-64 years of age who meet the criteria for eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who received a timely screening for cervical cancer.

Chlamydia Screening in Women (CHL)

Methodology: HEDIS®

Measure Description: The percentage of women 16-24 years of age who identified as sexually active and had at least one test for chlamydia during the measurement year (2024).

- The eligible population in the measure meets all of the following criteria:
 1. Women 16-24 years as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP during the measurement year (2024) with no more than one gap in enrollment of up to 45 days.
 3. There are two methods to identify sexually active women: claim/encounter data or pharmacy data.

CODES TO IDENTIFY SEXUALLY ACTIVE WOMEN:			
Service	Code Type	Code	Code Description
Sexually Active	CPT	86631	Antibody Chlamydia
Sexually Active	CPT	86632	Antibody Chlamydia Igm
Sexually Active	CPT	87810	Infectious Agent Detection By Immunoassay With Direct Optical Observation Chlamydia Trachomatis
Sexually Active	CPT	87270	Infectious Agent Antigen Detection By Immunofluorescent Technique Chlamydia Trachomatis
Sexually Active	CPT	87320	Infectious Agent Antigen Detection By Enzyme Immunoassay Technique Qualitative Or Semiquantitative Multiple Step Method Chlamydia
Sexually Active	CPT	87492	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Quantification
Sexually Active	CPT	87110	Culture Chlamydia Any Source
Sexually Active	CPT	87490	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Direct Probe Technique
Sexually Active	CPT	87491	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Amplified Probe Technique
Sexually Active	CPT	87492	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Quantification

CONTRACEPTIVE MEDICATIONS	
Description	Prescription
Contraceptives	Desogestrel-ethinyl estradiol Dienogest-estradiol (multiphasic) Drospirenone-ethinyl estradiol Drospirenone-ethinyl estradiol-levomefolate (biphasic) Ethinyl estradiol-ethynodiol Ethinyl estradiol-etonogestrel Ethinyl estradiol-levonorgestrel Ethinyl estradiol-norelgestromin Ethinyl estradiol-norethindrone Ethinyl estradiol-norgestimate Ethinyl estradiol-norgestrel Etonogestrel Levonorgestrel Medroxyprogesterone Norethindrone
Diaphragm	Diaphragm
Spermicide	Nonxynol 9

CODES TO IDENTIFY CHLAMYDIA SCREENING:			
Service	Code Type	Code	Code Description
Chlamydia Screening	CPT	87110	Culture Chlamydia Any Source
Chlamydia Screening	CPT	87270	Infectious Agent Antigen Detection By Immunofluorescent Technique Chlamydia Trachomatis
Chlamydia Screening	CPT	87320	Infectious Agent Antigen Detection By Enzyme Immunoassay Technique Qualitative Or Semiquantitative Multiple Step Method Chlamydia
Chlamydia Screening	CPT	87490	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Direct Probe Technique
Chlamydia Screening	CPT	87491	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Amplified Probe Technique
Chlamydia Screening	CPT	87492	Infectious Agent Detection By Nucleic Acid (DNA or RNA) Chlamydia Trachomatis Quantification
Chlamydia Screening	CPT	87810	Infectious Agent Detection By Immunoassay With Direct Optical Observation Chlamydia Trachomatis
Chlamydia Screening	CPT	0353U	Infectious Agent Detection By Nucleic Acid (dna), Chlamydia Trachomatis And Neisseria Gonorrhoeae, Multiplex Amplified Probe Technique, Urine, Vaginal, Pharyngeal, Or Rectal, Each Pathogen Reported As Detected Or Not Detected

Denominator: Women 16-24 years of age who meet the criteria for eligible population.

- Anchor Date: December 31, 2024

Numerator: Women in the denominator who were tested at least once for chlamydia during the measurement year (2024).

Population: Child

Child and Adolescent Well-Care Visits (WCV)

Methodology: HEDIS®

Measure Description: The percentage of Members ages 3-21 who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Ages 3-21 as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP throughout the measurement year (2024). No more than one gap in enrollment of up to 45 days during the measurement year (2024).

CODES TO IDENTIFY WELL-CARE VISITS:			
Service	Code Type	Code	Code Description
Well-Care Visit	CPT	99382	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; early childhood (age 1 through 4 years)
Well-Care Visit	CPT	99383	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; late childhood (age 5 through 11 years)
Well-Care Visit	CPT	99384	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; adolescent (age 12 through 17 years)
Well-Care Visit	CPT	99385	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 18-39 years
Well-Care Visit	CPT	99392	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; early childhood (age 1 through 4 years)

CODES TO IDENTIFY WELL-CARE VISITS:

Service	Code Type	Code	Code Description
Well-Care Visit	CPT	99393	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; late childhood (age 5 through 11 years)
Well-Care Visit	CPT	99394	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; adolescent (age 12 through 17 years)
Well-Care Visit	CPT	99395	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 18-39 years
Well-Care Visit	HCPCS	G0438	Annual wellness visit; includes a personalized prevention plan of service (PPS), initial visit
Well-Care Visit	HCPCS	G0439	Annual wellness visit, includes a personalized prevention plan of service (PPS), subsequent visit
Well-Care Visit	HCPCS	S0302	Completed early periodic screening diagnosis and treatment (EPSDT) service (list in addition to code for appropriate evaluation and management service)
Well-Care Visit	HCPCS	S0610	Annual gynecological examination, new patient
Well-Care Visit	HCPCS	S0612	Annual gynecological examination, established patient
Well-Care Visit	HCPCS	S0613	Annual gynecological examination; clinical breast examination without pelvic evaluation
Well-Care Visit	ICD-10	Z00.00	Encounter for general adult medical examination without abnormal findings
Well-Care Visit	ICD-10	Z00.01	Encounter for general adult medical examination with abnormal findings
Well-Care Visit	ICD-10	Z00.121	Encounter for routine child health examination with abnormal findings
Well-Care Visit	ICD-10	Z00.129	Encounter for routine child health examination without abnormal findings
Well-Care Visit	ICD-10	Z01.411	Encounter for gynecological examination (general) (routine) with abnormal findings
Well-Care Visit	ICD-10	Z01.419	Encounter for gynecological examination (general) (routine) without abnormal findings
Well-Care Visit	ICD-10	Z00.2	Encounter for examination for period of rapid growth in childhood
Well-Care Visit	ICD-10	Z00.3	Encounter for examination for adolescent development state
Well-Care Visit	ICD-10	Z02.5	Encounter for examination for participation in sport
Well-Care Visit	ICD-10	Z76.1	Encounter for health supervision and care of foundling
Well-Care Visit	ICD-10	Z76.2	Encounter for health supervision and care of other healthy infant and child

Denominator: The eligible population.

- Anchor Date December 31, 2024

Numerator: Members in the denominator who had one or more well-care visits with a PCP or an OB/GYN during the measurement year (2024).



Childhood Immunizations (CIS) – Combo 10

Summary of Changes to the Global Quality P4P Program Guide:

- Update to the exclusions

Methodology: HEDIS®

Measure Description: The percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); three haemophilus influenza type B (HiB); three hepatitis B (HepB); four pneumococcal conjugate (PCV); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday. The percentage of children 2 years of age who had one measles, mumps and rubella (MMR); one chicken pox (VZV); and one hepatitis A (HepA) vaccines on or between the child’s first and second birthdays. The measure calculates a rate for each vaccine and one combination rate.

- Combo 10 includes the timely completion of the following antigens:
 - DTaP; IPV; MMR; HiB; HepB; VZV; PCV; HepA; Rotavirus; Flu
- The eligible population in this measure meets all of the following criteria:
 1. Children who turn 2 during the measurement year (2024).
 2. Continuous enrollment with IEHP 12 months prior to the child’s second birthday with no more than one gap in enrollment of up to 45 days during the 12 months prior to the child’s second birthday.

CHILDHOOD IMMUNIZATION CODE SET:			
Antigen	Code Type	Code	Code Description
DTaP	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
DTaP	CPT	90698	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine And Hemophilus Influenza B Vaccine And Activated Poliovirus Vaccine, (DTaP-IPV/Hib), For Intramuscular Use
DTaP	CPT	90700	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine (DTaP) For Intramuscular Use

CHILDHOOD IMMUNIZATION CODE SET:

Antigen	Code Type	Code	Code Description
DTaP	CPT	90723	Diphtheria Tetanus Toxoids Acellular Pertussis Vaccine Hepatitis B, and Inactivated poliovirus vaccine (DTaP-HepB-IPV), For Intramuscular Use
IPV	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
IPV	CPT	90698	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine And Hemophilus Influenza B Vaccine and activated poliovirus vaccine, (DTaP-IPV/HiB), For Intramuscular Use
IPV	CPT	90713	Poliovirus Vaccine Inactivated (IPV) For Subcutaneous Use
IPV	CPT	90723	Diphtheria Tetanus Toxoids Acellular Pertussis Vaccine Hepatitis B, and Inactivated poliovirus vaccine (DTaP-HepB-IPV), For Intramuscular Use
MMR	CPT	90707	Measles Mumps And Rubella Virus Vaccine (MMR) Live For Subcutaneous Use
MMR	CPT	90710	Measles Mumps Rubella And Varicella Vaccine (MMRV) Live For Subcutaneous Use
HiB	CPT	90644	Meningococcal Conjugate Vaccine, Serogroups C & Y And Hemophilus Influenzae Type B Vaccine (HiB-mency), four dose schedule, when administered to children six weeks-18 months of age, for intramuscular use
HiB	CPT	90647	Hemophilus Influenza B Vaccine (HiB) Prp-omp Conjugate (Three Dose Schedule) For Intramuscular Use
HiB	CPT	90648	Hemophilus Influenza B Vaccine (HiB) prp-t Conjugate (Four Dose Schedule) For Intramuscular Use
HiB	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
HiB	CPT	90698	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine And Hemophilus Influenza B Vaccine and activated poliovirus vaccine, (DTaP-IPV/HiB), for intramuscular use
HiB	CPT	90748	Hepatitis B And Hemophilus Influenza B Vaccine (HepB-HiB) For Intramuscular Use
HepB	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
HepB	CPT	90723	Diphtheria Tetanus Toxoids Acellular Pertussis Vaccine Hepatitis B, and Inactivated poliovirus vaccine (DTaP-HepB-IPV), For Intramuscular use
HepB	CPT	90740	Hepatitis B Vaccine Dialysis Or Immunosuppressed Patient Dosage (Three Dose Schedule) For Intramuscular Use
HepB	CPT	90744	Hepatitis B Vaccine Pediatric/adolescent Dosage (Three Dose Schedule) For Intramuscular Use
HepB	CPT	90747	Hepatitis B Vaccine Dialysis Or Immunosuppressed Patient Dosage (Four Dose Schedule) For Intramuscular Use

CHILDHOOD IMMUNIZATION CODE SET:

Antigen	Code Type	Code	Code Description
HepB	CPT	90748	Hepatitis B And Hemophilus Influenza B Vaccine (HepB-HiB) For Intramuscular Use
HepB	HCPCS	G0010	Administration Of Hepatitis B Vaccine
VZV	CPT	90710	Measles Mumps Rubella And Varicella Vaccine (MMRV) Live For Subcutaneous Use
VZV	CPT	90716	Varicella Virus Vaccine Live For Subcutaneous Use
PCV	CPT	90670	Pneumococcal Conjugate Vaccine 13 Valent For Intramuscular Use
PCV	CPT	90671	Pneumococcal Conjugate Vaccine, 15 Valent (pcv15), For Intramuscular Use
PCV	CPT	90677	Pneumococcal conjugate vaccine, 20 valent (PCV20), for intramuscular use
PCV	HCPCS	G0009	Administration Of Pneumococcal Vaccine
HepA	CPT	90633	Hepatitis A Vaccine Pediatric/adolescent Dosage-2 Dose Schedule For Intramuscular Use
Rotavirus - Two Dose*	CPT	90681	Rotavirus Vaccine Human Attenuated Two Dose Schedule Live For Oral Use.
Rotavirus - Three Dose**	CPT	90680	Rotavirus Vaccine Tetravalent Live For Oral Use
Flu	CPT	90655	Influenza Virus Vaccine, Trivalent (IIV3), Split Virus, Preservative Free, 0.25ml Dosage, For Intramuscular Use
Flu	CPT	90657	Influenza virus vaccine, trivalent (IIV3), split virus, 0.25 mL dosage, for intramuscular use
Flu	CPT	90660	Influenza virus vaccine, trivalent, live (LAIV3) for intranasal use
Flu	CPT	90661	Influenza Virus Vaccine Derived From Cell Cultures Subunit Preservative And Antibiotic Free For Intramuscular Use
Flu	CPT	90672	Influenza virus vaccine, quadrivalent, live (LAIV4), for intranasal use
Flu	CPT	90673	Influenza Virus Vaccine Trivalent Derived From Recombinant DNA (RIV3) Hemagglutinin (HA) Protein Only Preservative And Antibiotic
Flu	CPT	90674	Influenza virus vaccine, quadrivalent (ccIIV4), derived from cell cultures, subunit, preservative and antibiotic free, 0.5 mL dosage, for intramuscular use
Flu	CPT	90685	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus Preservative Free, 0.25 mL dosage, for Intramuscular Use
Flu	CPT	90686	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus Preservative Free, 0.5 mL dosage, for Intramuscular Use
Flu	CPT	90687	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus, 0.25 mL dosage, for Intramuscular Use
Flu	CPT	90688	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus, 0.5 mL dosage, for Intramuscular Use
Flu	CPT	90689	Influenza virus vaccine quadrivalent (IIV4), inactivated, adjuvanted, preservative free, 0.25 mL dosage, for intramuscular use
Flu	CPT	90756	Influenza virus vaccine, quadrivalent (ccIIV4), derived from cell cultures, subunit, antibiotic free, 0.5mL dosage, for intramuscular use
Flu	HCPCS	G0008	Administration Of Influenza Virus Vaccine

*Rotavirus - Two Dose: At least two doses of the two-dose rotavirus vaccine on different dates of services.

**Rotavirus - Three Dose: At least three doses of the three-dose rotavirus vaccine on different dates of service.

- Members who meet any of the following criteria are excluded:
 1. Members in hospice.
 2. Members who expired at any time during the measurement year (2024).
 3. Members who had a contraindication to a childhood vaccine on or before their second birthday.

Denominator: Children 2 years of age in the eligible population.

- Anchor Date: Child's 2nd birthday

Numerator: Members in denominator who show timely completion of all antigens in Combo10.

- All immunization series must be at least 14 days apart.



Lead Screening in Children (LSC)

Methodology: HEDIS®

Measure Description: The percentage of children who are 2 years of age and had one or more capillary or venous lead blood tests for lead poisoning, by their second birthday.

- The eligible population in this measure meets all the following criteria:
 1. No more than one gap in enrollment of up to 45 days during the 365 days before the child's second birthday.
 2. Continuous enrollment with IEHP 365 days before the child's second birthday.
- Members in hospice are excluded.
- Members who expire at any time during the measurement year (2024).

Denominator: Children who turn 2 years old during the measurement year (2024).

- Anchor Date: Child's second birthday.

Numerator: At least one lead capillary or venous blood test on or before the child's second birthday.

CODES TO IDENTIFY LEAD SCREENING:

Service	Code Type	Code	Code Description
Lead Screening	CPT	83655	Lead

Developmental Screening

Methodology: CMS Child Core Set

Measure Description: The percentage of children who are screened for the risk of developmental, behavioral and social delays using a standardized screening tool, in the 12 months before or on their first, second or third birthday in the measurement year (2024).

- Eligible population in this measure meets all of the following criteria:
 1. Children turning ages 1-3 as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP for 12 months prior to the child's first, second or third birthday with no more than one gap in enrollment of up to 45 days during the 12 months prior to the child's first, second or third birthday.

Denominator: Children who turn ages 1, 2 or 3 by December 31 of the measurement year (2024).

- Anchor Date: Child's birthday in the measurement year

Numerator: Children who were screened for risk of developmental, behavioral and social delays on or before the child's first, second or third birthday.

Examples of developmental screening tools include but are not limited to:

- Ages and Stages Questionnaire - 3rd Edition (ASQ-3)
- Parents' Evaluation of Developmental Status (PEDS)
- Parents' Evaluation of Developmental Status - Developmental Milestones (PEDS-DM)
- Survey of Well-Being in Young Children (SWYC)

CODES TO IDENTIFY DEVELOPMENTAL SCREENING:

Service	Code Type	Code	Code Description
Developmental Screening	CPT	96110	Developmental screening (e.g. developmental milestone survey, speech and language delay screen) with scoring and documentation, per standardized instrument



Immunizations for Adolescents (IMA) – Combo 2

Methodology: HEDIS®

Measure Description: The percentage of adolescents 13 years of age who had one dose of meningococcal conjugate; one tetanus, diphtheria toxoids and acellular pertussis (Tdap); and two or three doses of the human papillomavirus (HPV) vaccine on or before their 13th birthday. The measure calculates a rate for each vaccine and a combination rate.

- At least one dose of meningococcal conjugate vaccine on or between the Member's 11th and 13th birthdays.
- At least one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine on or between the Member's 10th and 13th birthdays.
- At least two HPV vaccines, with different dates of service on or between the Member's 9th and 13th birthdays.
 - There must be at least 146 days between the first and second dose of the HPV vaccine. For example, if the service date for the first vaccine was March 1, then the service date for the second vaccine must be on or after July 25.

OR

At least three HPV vaccines, with different dates of service on or between the Member's 9th and 13th birthdays.

- The eligible population in this measure meets all of the following criteria:
 1. Adolescents who turn 13 years of age during the measurement year (2024).
 2. Continuous enrollment with IEHP 12 months prior to the Member's 13th birthday with no more than one gap in enrollment of up to 45 days during the 12 months prior to the 13th birthdays.

CODES TO IDENTIFY MENINGOCOCCAL:			
Antigen	Code Type	Code	Code Description
Meningococcal Conjugate	CPT	90619	Meningococcal Conjugate Vaccine, Serogroups A, C, W, Y, quadrivalent tetanus toxoid carrier (MenACWY-TT), For Intramuscular Use
Meningococcal Conjugate	CPT	90733	Meningococcal Polysaccharide Vaccine, Serogroups A, C, Y, W-135, quadrivalent (MPSV4), For Subcutaneous Use
Meningococcal Conjugate	CPT	90734	Meningococcal Conjugate Vaccine Serogroups A, C, Y and W-135, quadrivalent (MCV4 or MenACWY), For Intramuscular Use

CODE TO IDENTIFY TDAP:			
Antigen	Code Type	Code	Code Description
Tdap	CPT	90715	Tetanus Diphtheria Toxoids And Acellular Pertussis Vaccine (Tdap) When Administered To Individuals Seven Years Or Older For Intramuscular Use

CODES TO IDENTIFY HPV:			
Antigen	Code Type	Code	Code Description
HPV	CPT	90649	Human Papilloma Virus (HPV) Vaccine Types 6 11 16 18 Quadrivalent (4vHPV), two or three Dose Schedule, For Intramuscular Use
HPV	CPT	90650	Human Papilloma Virus (HPV) Vaccine Types 16, 18 bivalent (2vHPV) two or three Dose Schedule, For Intramuscular Use
HPV	CPT	90651	Human Papilloma Virus Vaccine 6 11 16 18 31 33 45 52 58, nonavalent (9vHPV) two or three Dose Schedule, For Intramuscular Use

- Members who meet the following criteria are excluded:
 - Members in hospice.
 - Members who expired at any time during the measurement year (2024).

Denominator: Adolescents 13 years of age who meet all the criteria for eligible population.

- Anchor Date: Child's 13th birthday

Numerator: Members in the denominator who had one dose of meningococcal conjugate vaccine, one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine, and have completed the human papillomavirus (HPV) vaccine series by their 13th birthday during the measurement year (2024).

- All immunization series must be at least 14 days apart.

Substance Use Assessment in Primary Care for Adolescents

Methodology: IEHP-Defined Quality Measure

Measure Description: The percentage of Members 11-17.99 years of age who were screened for substance use during the measurement year (2024).

Denominator: All Members 11-17.99 years of age during the measurement year (2024). Member counted only once in the denominator.

- Anchor Date: December 31, 2024

Numerator: Members who were screened for substance use at least once during the measurement year (2024).

CODES TO IDENTIFY SUBSTANCE USE ASSESSMENT IN PRIMARY CARE:			
Service	Code Type	Code	Code Description
Substance Use Assessment in Primary Care	CPT	99408	Alcohol and/or Substance (other than tobacco) Abuse Structured Screening (e.g. Audit DAST) and Brief Intervention (SBI) Services 15 to 30 Minutes
Substance Use Assessment in Primary Care	CPT	99409	Alcohol and/or Substance (other than tobacco) Abuse Structured Screening (e.g. Audit DAST) and Brief Intervention (SBI) Services Greater than 30 Minutes
Substance Use Assessment in Primary Care	HCPCS	G0442	Annual Alcohol Misuse Screening 15 Minutes
Substance Use Assessment in Primary Care	HCPCS	G0443	Brief face-to-face behavioral counseling for alcohol misuse, 15 minutes
Substance Use Assessment in Primary Care	HCPCS	H0001	Alcohol and/or Drug Assessment
Substance Use Assessment in Primary Care	HCPCS	H0049	Alcohol and/or Drug Screening
Substance Use Assessment in Primary Care	HCPCS	H0050	Alcohol and/or Drug Service Brief Intervention Per 15 Minutes

Examples of Substances Use Assessment in Primary Care for Adolescents screening tools include but are not limited to:

- Cut Down-Annoyed-Guilty-Eye-Opener Adapted to Include Drugs (CAGE-AID)
- Tobacco, Alcohol, Prescription medication and other Substances (TAPS)
- National Institute on Drug Abuse (NIDA) Quick Screen for adults
 - The single NIDA Quick Screen alcohol-related question can be used for alcohol use screening
- Drug Abuse Screening Test (DAST-10)

- Alcohol Use Disorders Identification Test (AUDIT-C)
- Parents, Partner, Past and Present (4Ps) for pregnant women and adolescents
- Car, Relax, Alone, Forget, Friends, Trouble (CRAFFT) for non-pregnant adolescents
- Michigan Alcoholism Screening Test Geriatric (MAST-G) alcohol screening for geriatric population

Well-Child Visits in the First 15 Months of Life (W30)

Methodology: HEDIS®

Measure Description: The percentage of Members who turned 15 months old during the measurement year (2024) and had six or more well-child visits.

- The eligible population in this measure meets all of the following criteria:
 1. Children who turn 15 months old during the measurement year (2024).
 2. Member must be enrolled with IEHP by 31 days after birth and maintain continuous enrollment between 31 days and 15 months of age with no more than one gap in enrollment of up to 45 days.

Denominator: Members who turned 15 months old during the measurement year (2024) who meet all criteria for eligible population.

- Anchor Date: Child's 15th month birthday

Numerator: Members who received six or more well-child visits on or before the child's 15th month birthday. The well-child visit must occur with a PCP, but the PCP does not have to be the Practitioner assigned to the child.

- All visits must be at least 14 days apart.

CODES TO IDENTIFY WELL-CARE VISITS:			
Service	Code Type	Code	Code Description
Well-Care Visit	CPT	99381	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age younger than 1 year)
Well-Care Visit	CPT	99382	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; early childhood (age 1 through 4 years)

CODES TO IDENTIFY WELL-CARE VISITS:			
Service	Code Type	Code	Code Description
Well-Care Visit	CPT	99391	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age younger than 1 year)
Well-Care Visit	CPT	99392	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; early childhood (age 1 through 4 years)
Well-Care Visit	CPT	99461	Initial care, per day, for evaluation and management of normal newborn infant seen in other than hospital or birthing center
Well-Care Visit	ICD10CM	Z00.110	Health Examination For Newborn Under 8 Days Old
Well-Care Visit	ICD10CM	Z00.111	Health Examination For Newborn 8 To 28 Days Old
Well-Care Visit	ICD10CM	Z00.121	Encounter For Routine Child Health Examination With Abnormal Findings (Health check (routine) for child over 28 days old)
Well-Care Visit	ICD10CM	Z00.129	Encounter For Routine Child Health Examination Without Abnormal Findings (Health check (routine) for child over 28 days old)
Well-Care Visit	ICD10CM	Z76.1	Encounter For Health Supervision And Care Of Foundling
Well-Care Visit	ICD10CM	Z76.2	Encounter For Health Supervision And Care Of Other Healthy Infant And Child

Well-Child Visits in the First 30 Months of Life (W30)

Methodology: HEDIS®

Measure Description: The percentage of children who turned 30 months old during the measurement year (2024) and had two or more well-child visits with a PCP within the 15-30 months of life.

- Eligible population in this measure meets all of the following criteria:
 - Children who turn 30 months old during the measurement year (2024).
 - Member must be enrolled with IEHP by 15 months after birth and maintain continuous enrollment between 15 months and 30 months of age with no more than one gap in enrollment of up to 45 days.

Denominator: Members who turn 30 months old during the measurement year (2024) who meet all criteria for eligible population.

- Anchor Date: Child's 30th month birthday (Calculate the 30th-month birthday as the second birthday plus 180 days).

Numerator: Members in the denominator who received two or more well-child visits between the child's 15 month plus 1 day and 30 months of life. The well-child visit must occur with a PCP, but the PCP does not have to be the Practitioner assigned to the child.

- All visits must be at least 14 days apart.

CODES TO IDENTIFY WELL-CARE VISITS:			
Service	Code Type	Code	Code Description
Well-Child Visits in the First 30 Months of Life	CPT	99381	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age younger than 1 year)
Well-Child Visits in the First 30 Months of Life	CPT	99382	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; early childhood (age 1 through 4 years)
Well-Child Visits in the First 30 Months of Life	CPT	99391	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age younger than 1 year)
Well-Child Visits in the First 30 Months of Life	CPT	99392	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; early childhood (age 1 through 4 years)
Well-Child Visits in the First 30 Months of Life	ICD10CM	Z00.121	Encounter For Routine Child Health Examination With Abnormal Findings
Well-Child Visits in the First 30 Months of Life	ICD10CM	Z00.129	Encounter For Routine Child Health Examination Without Abnormal Findings
Well-Child Visits in the First 30 Months of Life	ICD10CM	Z00.2	Encounter For Examination For Period Of Rapid Growth In Childhood
Well-Child Visits in the First 30 Months of Life	ICD10CM	Z76.1	Encounter For Health Supervision And Care Of Foundling
Well-Child Visits in the First 30 Months of Life	ICD10CM	Z76.2	Encounter For Health Supervision And Care Of Other Healthy Infant And Child

Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (WCC)

Methodology: HEDIS®

Measure Description: The percentage of Members 3-17 years of age who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following during the measurement year (2024). Report each of the three indicators below:

- BMI percentile documentation*
- Counseling for nutrition
- Counseling for physical activity
- The eligible population in this measure meets all of the following criteria:
 1. Members who are 3-17 years of age as of December 31 of the measurement year (2024).
 2. Continuous enrollment with IEHP in the measurement year (2024) with no more than one gap up to 45 days.
 3. An outpatient visit with a PCP or an OB/GYN during the measurement year (2024).

* Because BMI norms for youth vary with age and gender, this measure evaluates whether BMI percentile is assessed rather than an absolute BMI value.

CODES TO IDENTIFY BMI PERCENTILE:

Code	Code Type	Description
Z68.51	ICD10	Body Mass Index (BMI) Pediatric, Less Than 5th Percentile For Age
Z68.52	ICD10	Body Mass Index (BMI) Pediatric, 5th Percentile To Less Than 85th Percentile For Age
Z68.53	ICD10	Body Mass Index (BMI) Pediatric, 85th Percentile To Less Than 95th Percentile For Age
Z68.54	ICD10	Body Mass Index (BMI) Pediatric, Greater Than Or Equal To 95th Percentile For Age

CODES TO IDENTIFY COUNSELING FOR PHYSICAL ACTIVITY:

Code	Code Type	Description
G0447	HCPCS	Face-to-face Behavioral Counseling For Obesity, 15 Minutes
S9451	HCPCS	Exercise Classes, Non-Physician Provider, Per Session
Z02.5	ICD10	Encounter For Examination For Participation In Sport
Z71.82	ICD10	Exercise Counseling

CODES TO IDENTIFY COUNSELING FOR NUTRITION:		
Code	Code Type	Description
97802	CPT	Medical Nutrition Therapy Initial Assessment And Intervention Individual Face-to-face With The Patient Each 15 Minutes
97803	CPT	Medical Nutrition Therapy Reassessment And Intervention Individual Face-to-face With The Patient Each 15 Minutes
97804	CPT	Medical Nutrition Therapy Group (Two Or More Individual(s) Each 30 Minutes
G0270	HCPCS	Medical Nutrition Therapy; Reassessment And Subsequent Intervention(s) Following Second Referral In Same Year For Change In Diagnosis, Medical Condition Or Treatment Regimen (including Additional Hours Needed For Renal Disease), Individual, Face-to-face
G0271	HCPCS	Medical Nutrition Therapy, Reassessment And Subsequent Intervention(s) Following Second Referral In Same Year For Change In Diagnosis, Medical Condition, Or Treatment Regimen (including Additional Hours Needed For Renal Disease), Group (Two Or More Individuals)
G0447	HCPCS	Face-to-face Behavioral Counseling For Obesity, 15 Minutes (G0447)
S9449	HCPCS	Weight Management Classes, Non-Physician Provider, Per Session (S9449)
S9452	HCPCS	Nutrition Classes, Non-Physician Provider, Per Session (S9452)
S9470	HCPCS	Nutritional Counseling, Dietitian Visit (S9470)
Z71.3	ICD10	Dietary Counseling And Surveillance

Members who meet any of the following criteria are excluded:

1. Members in hospice.
2. Members who have a diagnosis of pregnancy any time during the measurement year (2024).
3. Members who expired at any time during the measurement year (2024).

Denominator: Members 3-17 years of age who meet all the criteria for eligible population.

- Anchor Date: December 31, 2024

Numerator: Members in the denominator who had evidence of BMI percentile, counseling of nutrition or physical activity during the measurement year (2024).

Population: All

Initial Health Appointment (IHA)

Methodology: IEHP-Defined Quality Measure

Measure Description: The IHA is a comprehensive assessment that is completed during the Member's initial encounter with a PCP, appropriate medical specialist, or Non-Physician Medical Provider, and it must be documented in the Member's medical record. The IHA enables the Member's PCP to assess and manage the acute, chronic and preventive health needs of the Member.

IEHP provides PCPs with a monthly detailed Member roster on the secure IEHP Provider Portal for all newly enrolled IEHP Members who are due for an IHA at 120 days of enrollment.

- The eligible population is newly assigned Members with an IEHP effective enrollment date of January 1, 2024 through December 31, 2024. The IHA must be provided within 120 days of enrollment (e.g., Member enrolled in December 2024 must be seen by April 2025 and PCP must submit encounter by May 2025).
- IHA visits completed during the 11 months prior to enrollment with IEHP count towards numerator compliance.

An IHA must include all of the following:

- A history of the Member's physical and mental health
- An identification of risks
- An assessment of need for preventive screens or services
- Health education
- The diagnosis and plan for treatment of any diseases

CODES TO IDENTIFY IHA VISITS:

Code	Code Type	Description
96160	CPT	Administration of patient-focused health risk assessment instrument (e.g., health hazard appraisal) with scoring and documentation, per standardized instrument.
96161	CPT	Administration of caregiver-focused health risk assessment instrument (e.g., depression inventory) for the benefit of the patient, with scoring and documentation, per standardized instrument.
99202	CPT	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 15-29 minutes of total time is spent on the date of the encounter.

CODES TO IDENTIFY IHA VISITS:

Code	Code Type	Description
99203	CPT	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 30-44 minutes of total time is spent on the date of the encounter.
99204	CPT	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 45-59 minutes of total time is spent on the date of the encounter.
99205	CPT	Office or other outpatient visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 60-74 minutes of total time is spent on the date of the encounter.
99211	CPT	Office or other outpatient visit for the evaluation and management of an established patient, that may not require the presence of a physician or other qualified health care professional. Usually, the presenting problem(s) are minimal.
99212	CPT	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using time for code selection, 10-19 minutes of total time is spent on the date of the encounter.
99213	CPT	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using time for code selection, 20-29 minutes of total time is spent on the date of the encounter.
99214	CPT	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using time for code selection, 30-39 minutes of total time is spent on the date of the encounter.
99215	CPT	Office or other outpatient visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using time for code selection, 40-54 minutes of total time is spent on the date of the encounter.
99241	CPT	Office consultation for a new or established patient, which requires these three key components: A problem-focused history; A problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are self limited or minor. Typically, 15 minutes are spent face-to-face with the patient and/or family.
99242	CPT	Office consultation for a new or established patient, which requires these three key components: An expanded problem-focused history; An expanded problem-focused examination; and Straightforward medical decision making. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low severity. Typically, 30 minutes are spent face-to-face with the patient and/or family.

CODES TO IDENTIFY IHA VISITS:

Code	Code Type	Description
99243	CPT	Office consultation for a new or established patient, which requires these three key components: A detailed history; A detailed examination; and Medical decision making of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate severity. Typically, 40 minutes are spent face-to-face with the patient and/or family.
99244	CPT	Office consultation for a new or established patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 60 minutes are spent face-to-face with the patient and/or family.
99245	CPT	Office consultation for a new or established patient, which requires these three key components: A comprehensive history; A comprehensive examination; and Medical decision making of high complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 80 minutes are spent face-to-face with the patient and/or family.
99354	CPT	Prolonged service(s) in the outpatient setting requiring direct patient contact beyond the time of the usual service; first hour (List separately in addition to code for outpatient Evaluation and Management or psychotherapy service, except with office or other outpatient services [99202, 99203, 99204, 99205, 99212, 99213, 99214, 99215]).
99355	CPT	Prolonged service(s) in the outpatient setting requiring direct patient contact beyond the time of the usual service; each additional 30 minutes (List separately in addition to code for prolonged service).
99381	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; infant (age younger than 1 year).
99382	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; early childhood (age 1 through 4 years).
99383	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; late childhood (age 5 through 11 years).

CODES TO IDENTIFY IHA VISITS:

Code	Code Type	Description
99384	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; adolescent (age 12 through 17 years).
99385	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 18-39 years.
99386	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 40-64 years.
99387	CPT	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient; 65 years and older.
99391	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; infant (age younger than 1 year).
99392	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; early childhood (age 1 through 4 years).
99393	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; late childhood (age 5 through 11 years).
99394	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; adolescent (age 12 through 17 years).
99395	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 18-39 years.
99396	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 40-64 years.

CODES TO IDENTIFY IHA VISITS:

Code	Code Type	Description
99397	CPT	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/ anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient; 65 years and older.
99401	CPT	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 15 minutes.
99402	CPT	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 30 minutes.
99403	CPT	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 45 minutes.
99404	CPT	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 60 minutes.
99411	CPT	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to individuals in a group setting (separate procedure); approximately 30 minutes.
99412	CPT	Preventive medicine counseling and/or risk factor reduction intervention(s) provided to individuals in a group setting (separate procedure); approximately 60 minutes.
99429	CPT	Unlisted Preven Meds Serv.
99444	CPT	Online evaluation and management service provided by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient or guardian, not originating from a related E/M service provided within the previous seven days, using the Internet or similar electronic communications network.
99446	CPT	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 5-10 minutes of medical consultative discussion and review.
99447	CPT	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 11-20 minutes of medical consultative discussion and review.
99448	CPT	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 21-30 minutes of medical consultative discussion and review.
99449	CPT	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 31 minutes or more of medical consultative discussion and review.
99450	CPT	Basic life and/or disability examination that includes: Measurement of height, weight, and blood pressure; Completion of a medical history following a life insurance pro forma; Collection of blood sample and/or urinalysis complying with "chain of custody" protocols; and Completion of necessary documentation/certificates.

CODES TO IDENTIFY IHA VISITS:

Code	Code Type	Description
99455	CPT	Work-related or medical disability examination by the treating physician that includes: Completion of a medical history commensurate with the patient's condition; Performance of an examination commensurate with the patient's condition; Formulation of a diagnosis, assessment of capabilities and stability, and calculation of impairment; Development of future medical treatment plan; and Completion of necessary documentation/certificates and report.
99456	CPT	Work-related or medical disability examination by other than the treating physician that includes: Completion of a medical history commensurate with the patient's condition; Performance of an examination commensurate with the patient's condition; Formulation of a diagnosis, assessment of capabilities and stability, and calculation of impairment; Development of future medical treatment plan; and Completion of necessary documentation/certificates and report.
G0402	HCPCS	Initial preventive physical examination; face-to-face visit, services limited to new beneficiary during the first 12 months of Medicare enrollment.
G0438	HCPCS	Annual wellness visit; includes a personalized prevention plan of service (PPS), initial visit.
G0439	HCPCS	Annual wellness visit, includes a personalized prevention plan of service (PPS), subsequent visit.
G0463	HCPCS	Hospital outpatient clinic visit for assessment and management of a patient.
T1015	HCPCS	Clinic visit/encounter, all-inclusive.
Z00.00	ICD10CM	Encounter for general adult medical examination without abnormal findings.
Z00.01	ICD10CM	Encounter for general adult medical examination with abnormal findings.
Z00.121	ICD10CM	Encounter for routine child health examination with abnormal findings.
Z00.129	ICD10CM	Encounter for routine child health examination without abnormal findings.
Z02.5	ICD10CM	Encounter for examination for participation in sport.

After Hours Availability On-Call Physician Access

Methodology: IEHP-Defined Provider Access After Hours Survey

Measure Description: The Provider After Hours measure assesses Provider office call handling protocols for after hours access. IEHP conducts a one-time annual call campaign to assess Provider network compliance. Provider offices are compliant if during the call, they followed the protocol below:

- The caller was provided with instructions on how to connect to a Doctor, on-call physician or covering nurse after hours OR was connected directly to a Doctor, on-call physician or covering nurse.

Measure Support: The Provider Access After Hours call campaign is conducted annually to assess the after hours accessibility of Providers within the IEHP network. Specifically, the calls assess the after hours call handling protocol of contracted Primary Care Providers.

This measure is used to monitor Provider compliance with IEHP's Access Standards in Policy 9A, ensuring that IEHP Members have appropriate guidance and access if care is needed from their Providers after office hours.

After Hours Availability Emergency Calls

Methodology: IEHP-Defined Provider Access After Hours Survey

Measure Description: The Provider After Hours measure assesses Provider office call handling protocols for life-threatening emergency calls. IEHP conducts a one-time annual call campaign to assess Provider network compliance. Provider offices are compliant if during the call, they followed the protocol below:

- The caller was instructed to dial 9-1-1 OR instructed to go to the nearest Emergency Room.

Measure Support: The Provider Access After Hours call campaign is conducted annually to assess the after hours accessibility of Providers within the IEHP network. Specifically, the calls assess the after hours call handling protocol of contracted Primary Care Providers.

This measure is used to monitor Provider compliance with IEHP's Access Standards in Policy 9A, ensuring that IEHP Members have appropriate guidance and access if care is needed from their Providers after office hours.

Appointment Availability – Urgent Visits

Methodology: Department of Managed Health Care (DMHC) Model Provider Appointment Availability Survey (PAAS)

Measure Description: The type of appointment and the acceptable time frames to access care are listed below. A Provider is compliant if they meet the following Appointment Access timeframe:

PCP Appointment

- Urgent: ≤ 48 Hours

Measure Support: The purpose of the Appointment Availability measure is to assess the appointment access for Primary Care Providers.

Appointment Availability – Routine Visits

Methodology: Department of Managed Health Care (DMHC) Model Provider Appointment Availability Survey (PAAS)

Measure Description: The type of appointment and the acceptable time frames to access care are listed below. A Provider is compliant if they meet the following Appointment Access timeframe:

PCP Appointment

- Routine: ≤ 10 days

Measure Support: The purpose of the Appointment Availability measure is to assess the appointment access for Primary Care Providers.

Access to Care Needed Right Away

Methodology: IEHP's Monthly Member Satisfaction Survey

Measure Description: In the last six months, when you needed care right away, how often did you get care as soon as you needed?

- Valid response: never, sometimes, usually, always
- Target response: usually, always

Measure Support: To help identify opportunities to improve customer service, IEHP conducts a monthly Member Satisfaction Survey between June-December annually. Member survey responses are analyzed and shared at the PCP and IPA level.

Coordination of Care

Methodology: IEHP's Monthly Member Satisfaction Survey

Measure Description: In the last six months, how often did your Personal Doctor seem informed and up-to-date about the care you received from these Doctors or other health Providers?

- Valid response: never, sometimes, usually, always
- Target response: usually, always

Measure Support: To help identify opportunities to improve customer service, IEHP conducts a monthly Member Satisfaction Survey between June-December annually. Member Survey responses are analyzed and shared at the PCP and IPA level.

Medical Assistance with Smoking and Tobacco Use Cessation (MSC) - Advising Smokers to Quit

Methodology: IEHP's Monthly Member Satisfaction Survey

Measure Description: The percentage of Members 18 years of age and older who are current smokers or tobacco users and who received advice to quit during the measurement year.

Do you currently use tobacco? This includes smoking, vaping or using chewing tobacco.

- Valid response: Yes, No
- Target Response: Yes

In the last six months, how often were you advised to quit smoking or using tobacco by a Doctor or other health Provider in your plan?

- Valid response: Never, Sometimes, Usually, Always
- Target Response: Usually, Always

Measure Support: To help identify opportunities to advise smokers and tobacco users to quit, IEHP conducts a monthly Member Satisfaction Survey between June-December annually. Member survey responses are analyzed and shared at the PCP level.

Rating of Personal Doctor

Methodology: IEHP's Monthly Member Satisfaction Survey

Measure Description: Using any number from 0 to 10, where 0 is the worst Personal Doctor possible and 10 is the best Personal Doctor possible, what number would you use to rate your Personal Doctor?

- Valid response: 0-10
- Target response: 9 or 10

Measure Support: Each year, to help identify opportunities to improve customer service, IEHP conducts a monthly Member Satisfaction Survey between June-December annually. Member Survey responses are analyzed and shared at the PCP level.

Potentially Avoidable Emergency Department (ED) Visits

Methodology: IEHP has developed this measure in accordance with the New York University (NYU) research conducted on classifying emergency department utilization (<https://wagner.nyu.edu/community/faculty>) and the California Department of Healthcare Services (DHCS) methodology for determining Low-acuity non-emergent (LANE) visits.

Measure Description: Low-acuity non-emergent (LANE) visits are visits to an emergency department (ED) in which the condition could be treated by a physician or other health care provider in a non-emergency setting or conditions that are potentially preventable or ambulatory care sensitive.

The following steps are used to determine potentially preventable emergency room visits:

Step 1: Identify all Emergency Department (ED) visits that contain potentially preventable diagnosis codes on both the facility and professional claims in the measurement year (2024).

Step 2: The following criteria is assessed to exclude ED visits:

- ED visits that resulted in an inpatient admission or observation stay
- Members under the age of 4 or over the age of 65 on the date of service
- ED visits with evaluation & management codes 99284 and 99285

Step 3: Using the primary diagnosis code on the facility component of the ED visit, preventable percentages are assigned to each ED event to account for external factors that can influence and impact variation in ED use. These “preventable percentages” for each ED visit are summed to create a final “count” of preventable ED visits based on the primary diagnosis code on the facility component of the ED visit. The attached worksheet contains the diagnosis codes and preventable percentages assigned to each code (<https://www.providerservices.iehp.org/en/provider-central/provider-incentive-programs/pay-for-performance-program#potentially-avoidable-emergency-department>).

Denominator: All assigned Medi-Cal and Covered California Members each month of the measurement year (2024). All monthly assigned Members are summed to create a denominator. This is also called Member Months.

Numerator: The sum of the output from Step 3 noted above for Members assigned to the PCP on the date of service. This is the final count of preventable ED visits.

Rate: (Numerator / Denominator) x 12,000



PROCESS MEASURES



Process Measures

Process measures allow Providers to earn additional dollars based on performance in process metrics. IEHP is committed to reward Providers who have high performance in quality metrics that assist in providing quality care to IEHP Members.

For the 2024 program year, Providers can earn an additional PMPM* up to \$1.50 PMPM for the process measures listed below, for meeting the process measure goals. Please see Appendix 3 below for details.



APPENDIX 3: 2024 PCP Global Quality Process Measures

2024 GLOBAL QUALITY PCP PROCESS MEASURE LIST:		
Measure Name	Goal	Incentive Amount (PMPM*)
Manifest MedEx (MX) Connectivity	Five (5) Milestones are included in the Manifest MedEx (MX) Connectivity measure: <ul style="list-style-type: none">- Milestone (1) Get Connected- Milestone (2) Stay Connected- Milestone (3) Improve Data Quality - Minimum Data Requirements- Milestone (4) Improve Data Quality - Clinical Data Elements- Milestone (5) Improve Data Quality - Behavioral Health Data Elements (Monitor Only)	Milestone (1) \$0.25 Milestone (2) \$0.25 Milestone (3) \$0.25 Milestone (4) \$0.50 Milestone (5) Monitoring Only
Provider Diversity Equity Inclusion Survey	Provider timely response to Diversity Equity Inclusion Survey Spring 2024.	\$0.25

*PMPM: Per Member Per Month



APPENDIX 4: Process Measures Overview

Manifest MedEx (MX) Connectivity

Methodology: IEHP-Defined Process Measure

Measure Description: Providers are encouraged to participate in the Manifest MedEx (MX) Connectivity efforts that will help IEHP increase PCP connections with an aim to improve patient care and coordination.

Five (5) milestones are included in the Manifest MedEx (MX) Connectivity measure:

2024 PCP INCENTIVES FOR MX- MEASURE MILESTONES:			
Milestone*	Milestone Category	Description	Payment
1	Get Connected	An opportunity for PCPs to connect with Manifest MedEx (MX) if PCP did not establish a connection with MX in the 2022 or 2023 performance years.	\$0.25
2	Stay Connected	For PCPs who successfully connected to MX in the 2023 performance year: <ul style="list-style-type: none"> • Must continue to report data throughout the year. • Must participate in data validation activities, as directed. 	\$0.25
3	Improve Data Quality — Minimum Data Requirements	Ensure reporting of core data elements: <ul style="list-style-type: none"> • Patient ID, Provider NPI, Location NPI, Date of Service, Service/Procedure Codes 	\$0.25
4	Improve Data Quality - Clinical Data Elements	Ensure reporting of clinical data elements: <ul style="list-style-type: none"> • Blood Pressure Results — systolic / diastolic, member, date of service 	\$0.50
5	Improve Data Quality - Behavioral Health (BH) Data Elements	Monitor ability to report BH data elements: <ul style="list-style-type: none"> • Depression Screening, results and follow up - PHQ-9 assessments and results — July 1 reporting to begin - monitoring only for 2024 	Monitoring Only

**Providers eligible for milestone 1 cannot participate in milestones 2-5 for the 2024 performance year. Providers who established their MX connection in the 2022 or 2023 performance years are eligible for milestones 2-5.*

For Providers that have not set up a connection with Manifest MedEx, the following two items will need to be completed:

1. Sign a participation agreement with MX by June 1, 2024.
2. Establish data connections with MX with routine reporting of Consolidated Clinical Document Architecture (CCDA) by the established deadline.
 - Providers must pass primary source verification (PSV) with MX.
 - Once PSV is completed, active data sharing must be confirmed by MX.
 - Deadline will be set based on the volume of PCPs who sign up.

- Goal is by December 2024, may extend out further, based on MX connectivity capability.

As part of the PSV process, Providers will be required to pass the following elements in order to meet the data quality requirement of this measure.

All EHR printouts must meet the “Golden Rule” and be considered a “Robust” case. Any documentation missing this information is considered incomplete and will fail PSV for this measure.

Golden Rule:

- Patient Name
- Date of Birth
- Facility Name
- Provider Name
- Target Date of Service (DOS)
- Time of Service (TOS) – If applicable

Robust Case:

- Patient Race / Ethnicity
- Problem List containing all PX codes and/or Descriptions
- Procedures Codes and/or Description
- Vitals
- Immunizations
- Labs (when applicable)

MANIFEST MEDEX CONNECTED ELECTRONIC HEALTH RECORDS (EHRs)*:			
AdvancedMD	DeVero	Harris Flex	Netsmart myInsight
Allscripts	DrChrono	iKnowMed Gen2	NextGen Healthcare
Amazing Charts	eClinicalWorks	InSync	Office Ally
Aprima	eMDs	Kareo	Office Practicum
AthenaHealth	Epic	McKesson	Practice Fusion
Avatar	GE Centricity	MatrixCare	Practice Partner
Cerner	Greenway Health-Intergy	MEDITECH	Prime Clinical
CPSI-Evident-Thrive	Greenway Health - Primesuite	Modernizing Medicine	PrognosisCIS

**other EHR connections may be added*

Provider Diversity Equity Inclusion Survey

Methodology: IEHP – Defined Process Measure

Measure Description: IEHP encourages Primary Care Physicians (PCPs) to complete the Diversity Equity Inclusion (DEI) Survey timely, Spring 2024. The purpose of this survey is to assess the IEHP PCP networks comfort in diversity, equity, and inclusion topics.

Goal: Provider offices will be required to respond, timely, to the DEI survey. Provider responses to the DEI survey must be submitted by survey deadline May 30, 2024, to be eligible for this incentive.

Bonus Bundles

The bonus bundle measures allow Providers the opportunity to obtain additional P4P incentive earnings towards their monthly Quality PMPM. Providers can earn up to two (2) bonus bundles! All goals within the bundle must be met in order to earn incentive. Providers can earn up to an additional \$1.00 PMPM per bonus bundle for meeting all the bonus bundle goals.



APPENDIX 5: 2024 PCP Global Quality Bonus Bundles

2024 GLOBAL QUALITY PCP BONUS BUNDLES :			
Bundle Name	Includes	Goal	Value
Adolescent*	1) Well-Care Visits – Ages 12-17	51%	\$1.00 PMPM
	2) Immunizations for Adolescents Combo 2	41%	
	3) Depression Screening and Follow-Up Plan – Ages 12-17	56%	
	4) Chlamydia Screening – Ages 16-20	62%	
Cancer Screening	1) Breast Cancer Screening	59%	\$1.00 PMPM
	2) Cervical Cancer Screening	64%	
	3) Colorectal Cancer Screening	46%	
Cardiovascular	1) Controlling High Blood Pressure	61%	\$1.00 PMPM
	2) Statin Therapy for Patients with Cardiovascular Disease – Received	83%	
	3) Statin Therapy for Patients with Cardiovascular Disease – Adherence	86%	
Diabetes	1) Glycemic Status Assessment for Patients with Diabetes	52%	\$1.00 PMPM
	2) Diabetes Care – Blood Pressure Control <140/90	64%	
	3) Diabetes Care – Kidney Health Evaluation	47%	
	4) Statin Therapy for Patients with Diabetes – Received	72%	
Early Childhood	1) Childhood Immunizations Combo 10	31%	\$1.00 PMPM
	2) Well-Child Visits First 15 Months of Life	58%	
	3) Well-Child Visits First 15-30 Months of Life	67%	
	4) Developmental Screening in the First 3 years of Life	44%	
Patient Experience	1) Rating of Personal Doctor	85%	\$1.00 PMPM
	2) After Hours Availability – On-Call Physician Access	Pass	
	3) Appointment Availability – Urgent	Pass	
	4) Customer Service Grievance	≤ 3.0 PTMPY	

*Three (3) of the four (4) Adolescent Bundle measures must be met to qualify for the Adolescent Bundle incentive earning.



QUALITY BONUS SERVICES

Global Quality P4P Quality Bonus Services (for PCPs)

The 2024 Global Quality P4P (GQ P4P) Program includes the Quality Bonus Services. The services included in this domain are linked to key quality measures that are low performing and were previously covered under the DHCS Value-Based Payments Program. Appendix 6 references the payment amounts per Quality Bonus Service, and Appendix 7 provides service details, including service requirements for payment.

Eligibility and Participation

To be eligible for the Quality Bonus Services, Providers must be contracted with IEHP as a Medi-Cal Primary Care Physician (PCP) participating in the 2024 Global Quality P4P Program. NOTE: Federally Qualified Health Centers (FQHCs), Indian Health Facilities (IHF) and Rural Health Clinics (RHCs) are not eligible to receive the Quality Bonus Service payments.

Financial Overview

All quality bonus services must be captured through normal reporting channels with the Providers assigned IPA. The quality bonus services will be paid following the Quality Bonus Payment Schedule.

2024 GLOBAL QUALITY P4P – QUALITY BONUS SERVICES PAYMENT SCHEDULE		
Date of Service:	Encounter Received:	Payment Date:
1/1/2024 – 1/31/2024	2/15/2024	3/20/2024
1/1/2024 – 2/28/2024	3/15/2024	4/20/2024
1/1/2024 – 3/31/2024	4/15/2024	5/20/2024
1/1/2024 – 4/30/2024	5/15/2024	6/20/2024
1/1/2024 – 5/31/2024	6/15/2024	7/20/2024
1/1/2024 – 6/30/2024	7/15/2024	8/20/2024
1/1/2024 – 7/31/2024	8/15/2024	9/20/2024
1/1/2024 – 8/31/2024	9/15/2024	10/20/2024
1/1/2024 – 9/30/2024	10/15/2024	11/20/2024
1/1/2024 – 10/31/2024	11/15/2024	12/20/2024
1/1/2024 – 11/30/2024	12/15/2024	1/20/2025
1/1/2024 – 12/31/2024	1/15/2025	2/20/2025
1/1/2024 – 12/31/2024	2/15/2025	3/20/2025
1/1/2024 – 12/31/2024	3/15/2025	4/20/2025



APPENDIX 6: 2024 PCP Global Quality P4P Quality Bonus Services

QUALITY BONUS SERVICE – PAYMENT PER SERVICE	
Service	Amount
Pediatric Immunizations Administration	\$18.00
Adult Influenza Vaccine Administration	\$25.00
Lead Screening	\$25.00
Dental Fluoride Varnish	\$25.00
Tobacco Use Screening	\$25.00



APPENDIX 7: Quality Bonus Services Overview

Pediatric Immunizations Administration (\$18)

Service Description: Quality bonus payment to a Provider for each pediatric immunization administered for Members 0-18 years of age for antigens included in the Childhood Immunization Combo 10 (CIS) or Immunizations for Adolescents (IMA) measure.

- Payment based on antigen administered
- Payment to each rendering Provider who administered the pediatric immunization
- Effective for dates of service 1/1/2024-12/31/2024
- Payment eligible for all antigens included in the CIS or IMA measures
- One payment per Member per antigen per date of service allowed
- Members must be between ages 0-18 at the time of the shot administration
- Provider must bill the antigen code for the antigen being administered

PEDIATRIC IMMUNIZATION CODE SET:			
Service	Code Type	Code	Code Description
DTaP	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
DTaP	CPT	90698	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine And Hemophilus Influenza B Vaccine And Activated Poliovirus Vaccine, (DTaP-IPV/Hib), For Intramuscular Use DTaP CPT 90700 Diphtheria Tetanus Toxoids And Acellular

PEDIATRIC IMMUNIZATION CODE SET:

Service	Code Type	Code	Code Description
DTaP	CPT	90700	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine (DTaP) For Intramuscular Use
DTaP	CPT	90723	Diphtheria Tetanus Toxoids Acellular Pertussis Vaccine Hepatitis B, and Inactivated poliovirus vaccine (DTaP-HepB-IPV), For Intramuscular Use
IPV	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
IPV	CPT	90698	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine And Hemophilus Influenza B Vaccine and activated poliovirus vaccine, (DTaP-IPV/HiB), For Intramuscular Use
IPV	CPT	90713	Poliovirus Vaccine Inactivated (IPV) For Subcutaneous Use
IPV	CPT	90723	Diphtheria Tetanus Toxoids Acellular Pertussis Vaccine Hepatitis B, and Inactivated poliovirus vaccine (DTaP-HepB-IPV), For Intramuscular Use
MMR	CPT	90707	Measles Mumps And Rubella Virus Vaccine (MMR) Live For Subcutaneous Use
MMR	CPT	90710	Measles Mumps Rubella And Varicella Vaccine (MMRV) Live For Subcutaneous Use
HiB	CPT	90644	Meningococcal Conjugate Vaccine, Serogroups C & Y And Hemophilus Influenzae Type B Vaccine (HiB-mency), four dose schedule, when administered to children six weeks-18 months of age, for intramuscular use
HiB	CPT	90647	Hemophilus Influenza B Vaccine (HiB) Prp-omp Conjugate (Three Dose Schedule) For Intramuscular Use
HiB	CPT	90648	Hemophilus Influenza B Vaccine (HiB) prp-t Conjugate (Four Dose Schedule) For Intramuscular Use
HiB	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
HiB	CPT	90698	Diphtheria Tetanus Toxoids And Acellular Pertussis Vaccine And Hemophilus Influenza B Vaccine and activated poliovirus vaccine, (DTaP-IPV/HiB), for intramuscular use
HiB	CPT	90748	Hepatitis B And Hemophilus Influenza B Vaccine (HepB-HiB) For Intramuscular Use
HepB	CPT	90697	Diphtheria, tetanus toxoids, acellular pertussis vaccine, inactivated poliovirus vaccine, Haemophilus influenzae type b PRP-OMP conjugate vaccine, and hepatitis B vaccine (DTaP-IPV-Hib-HepB), for intramuscular use
HepB	CPT	90723	Diphtheria Tetanus Toxoids Acellular Pertussis Vaccine Hepatitis B, and Inactivated poliovirus vaccine (DTaP-HepB-IPV), For Intramuscular use

PEDIATRIC IMMUNIZATION CODE SET:

Service	Code Type	Code	Code Description
HepB	CPT	90740	Hepatitis B Vaccine Dialysis Or Immunosuppressed Patient Dosage (Three Dose Schedule) For Intramuscular Use
HepB	CPT	90744	Hepatitis B Vaccine Pediatric/adolescent Dosage (Three Dose Schedule) For Intramuscular Use
HepB	CPT	90747	Hepatitis B Vaccine Dialysis Or Immunosuppressed Patient Dosage (Four Dose Schedule) For Intramuscular Use
HepB	CPT	90748	Hepatitis B And Hemophilus Influenza B Vaccine (HepB-HiB) For Intramuscular Use
HepB	HCPCS	G0010	Administration Of Hepatitis B Vaccine
VZV	CPT	90710	Measles Mumps Rubella And Varicella Vaccine (MMRV) Live For Subcutaneous Use
VZV	CPT	90716	Varicella Virus Vaccine Live For Subcutaneous Use
PCV	CPT	90670	Pneumococcal Conjugate Vaccine 13 Valent For Intramuscular Use
PCV	CPT	90671	Pneumococcal Conjugate Vaccine, 15 Valent (pcv15), For Intramuscular Use
PCV	CPT	90677	Pneumococcal conjugate vaccine, 20 valent (PCV20), for intramuscular use
PCV	HCPCS	G0009	Administration Of Pneumococcal Vaccine
HepA	CPT	90633	Hepatitis A Vaccine Pediatric/adolescent Dosage-2 Dose Schedule For Intramuscular Use
Rotavirus - Two Dose	CPT	90681	Rotavirus Vaccine Human Attenuated Two Dose Schedule Live For Oral Use.
Rotavirus - Three Dose	CPT	90680	Rotavirus Vaccine Tetravalent Live For Oral Use
Flu	CPT	90655	Influenza Virus Vaccine, Trivalent (IIV3), Split Virus, Preservative Free, 0.25ml Dosage, For Intramuscular Use
Flu	CPT	90657	Influenza virus vaccine, trivalent (IIV3), split virus, 0.25 mL dosage, for intramuscular use
Flu	CPT	90660	Influenza virus vaccine, trivalent, live (LAIV3), for intranasal use
Flu	CPT	90661	Influenza Virus Vaccine Derived From Cell Cultures Subunit Preservative And Antibiotic Free For Intramuscular Use
Flu	CPT	90672	Influenza virus vaccine, quadrivalent, live (LAIV4), for intranasal use
Flu	CPT	90673	Influenza Virus Vaccine Trivalent Derived From Recombinant DNA (RIV3) Hemagglutinin (HA) Protein Only Preservative And Antibiotic
Flu	CPT	90674	Influenza virus vaccine, quadrivalent (ccIIV4), derived from cell cultures, subunit, preservative and antibiotic free, 0.5 mL dosage, for intramuscular use
Flu	CPT	90685	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus Preservative Free, 0.25 mL dosage, for Intramuscular Use
Flu	CPT	90686	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus Preservative Free, 0.5 mL dosage, for Intramuscular Use
Flu	CPT	90687	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus, 0.25 mL dosage, for Intramuscular Use

PEDIATRIC IMMUNIZATION CODE SET:			
Service	Code Type	Code	Code Description
Flu	CPT	90688	Influenza Virus Vaccine Quadrivalent (II4V) Split Virus, 0.5 mL dosage, for Intramuscular Use
Flu	CPT	90689	Influenza virus vaccine quadrivalent (IIV4), inactivated, adjuvanted, preservative free, 0.25 mL dosage, for intramuscular use
Flu	CPT	90756	Influenza virus vaccine, quadrivalent (ccIIV4), derived from cell cultures, subunit, antibiotic free, 0.5mL dosage, for intramuscular use
Flu	HCPCS	G0008	Administration Of Influenza Virus Vaccine
Meningococcal Conjugate	CPT	90619	Meningococcal conjugate vaccine, serogroups A, C, W, Y, quadrivalent tetanus toxoid carrier (MenACWY-TT), for intramuscular use
Meningococcal Conjugate	CPT	90733	Meningococcal polysaccharide vaccine, serogroups A, C, Y, W-135, quadrivalent (MPSV4), for subcutaneous use
Meningococcal Conjugate	CPT	90734	Meningococcal Conjugate Vaccine Serogroups A, C, Y and W-135, quadrivalent (MCV4 or MenACWY), For Intramuscular Use
Tdap	CPT	90715	Tetanus Diphtheria Toxoids And Acellular Pertussis Vaccine (Tdap) When Administered To Individuals 7 Years Or Older For Intramuscular Use
HPV	CPT	90649	Human Papilloma Virus (HPV) Vaccine Types 6 11 16 18 Quadrivalent (4vHPV), two or three Dose Schedule, For Intramuscular Use
HPV	CPT	90650	Human Papilloma Virus (HPV) Vaccine Types 16, 18 bivalent (2vHPV) two or three Dose Schedule, For Intramuscular Use
HPV	CPT	90651	Human Papilloma Virus Vaccine 6 11 16 18 31 33 45 52 58, nonavalent (9vHPV) two or three Dose Schedule, For Intramuscular Use

Adult Influenza Vaccine Administration (\$25)

Service Description: Quality bonus payment to a Provider for each adult influenza vaccine administered for Members 19 years of age and older.

- Payment based on antigen administered
- Payment to each rendering Provider who administered the adult influenza vaccine
- Effective dates of service 1/1/2024-12/31/2024
- One payment per Member per flu season (January through June and July through December)
- One payment per Member per date of service allowed
- Provider must bill the antigen code for the antigen being administered

ADULT INFLUENZA VACCINE CODE SET:

Service	Code Type	Code	Code Description
Flu Vaccine	CPT	90630	Influenza Virus Vaccine, Quadrivalent (Iiv4), Split Virus, Preservative Free, For Intradermal Use
Flu Vaccine	CPT	90653	Influenza Vaccine, Inactivated (Iiv), Subunit, Adjuvanted, For Intramuscular Use
Flu Vaccine	CPT	90654	Influenza Virus Vaccine, Trivalent (Iiv3), Split Virus, Preservative-Free, For Intradermal Use
Flu Vaccine	CPT	90656	Influenza Virus Vaccine, Trivalent (Iiv3), Split Virus, Preservative Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90658	Influenza Virus Vaccine, Trivalent (Iiv3), Split Virus, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90660	Influenza Virus Vaccine, Trivalent, Live (Laiv3), For Intranasal Use
Flu Vaccine	CPT	90661	Influenza Virus Vaccine, Trivalent (Cciiv3), Derived From Cell Cultures, Subunit, Preservative And Antibiotic Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90662	Influenza Virus Vaccine (Iiv), Split Virus, Preservative Free, Enhanced Immunogenicity Via Increased Antigen Content, For Intramuscular Use
Flu Vaccine	CPT	90672	Influenza Virus Vaccine, Quadrivalent, Live (Laiv4), For Intranasal Use
Flu Vaccine	CPT	90673	Influenza Virus Vaccine, Trivalent (Riv3), Derived From Recombinant Dna, Hemagglutinin (Ha) Protein Only, Preservative And Antibiotic Free, For Intramuscular Use
Flu Vaccine	CPT	90674	Influenza Virus Vaccine, Quadrivalent (Cciiv4), Derived From Cell Cultures, Subunit, Preservative And Antibiotic Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90682	Influenza virus vaccine, quadrivalent (RIV4), derived from recombinant DNA, hemagglutinin (HA) protein only, preservative and antibiotic free, for intramuscular use
Flu Vaccine	CPT	90686	Influenza Virus Vaccine, Quadrivalent (Iiv4), Split Virus, Preservative Free, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90688	Influenza Virus Vaccine, Quadrivalent (Iiv4), Split Virus, 0.5 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90689	Influenza Virus Vaccine Quadrivalent (Iiv4), Inactivated, Adjuvanted, Preservative Free, 0.25 Ml Dosage, For Intramuscular Use
Flu Vaccine	CPT	90694	Influenza virus vaccine, quadrivalent (aIIV4), inactivated, adjuvanted, preservative free, 0.5 mL dosage, for intramuscular use
Flu Vaccine	CPT	90756	Influenza Virus Vaccine, Quadrivalent (Cciiv4), Derived From Cell Cultures, Subunit, Antibiotic Free, 0.5ml Dosage, For Intramuscular Use

Blood Lead Screening (\$25)

Service Description: Quality bonus payment to a Provider for completing a blood lead service screening in their office for children up to 2 years of age.

- Payment to each rendering Provider for each blood lead screening on or before the Member's second birthday
- Effective dates of service 1/1/2024-12/31/2024
- One payment per Member per date of service allowed
- Blood lead tests will not be excluded if a child is diagnosed with lead toxicity
- Provider must bill blood lead screening code

BLOOD LEAD SCREENING CODE:			
Service	Code Type	Code	Code Description
Blood Lead Screening	CPT	83655	Lead

Dental Fluoride Varnish (\$25)

Service Description: Quality bonus payment to a Provider when oral fluoride varnish application is rendered to children 6 months through 5 years of age (6 months-5.99 years of age).

- Payment to each rendering Provider for each occurrence of dental fluoride application
- Effective dates of service 1/1/2024-12/31/2024
- Up to four payments per Member per Provider per year
- One payment per Member per date of service allowed
- Provider must bill one fluoride varnish code

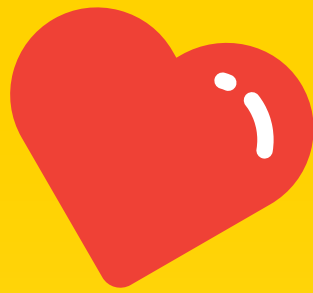
DENTAL FLUORIDE VARNISH CODES:			
Service	Code Type	Code	Code Description
Fluoride Varnish	CPT	99188	Application of topical fluoride varnish by a physician or other qualified health care professional
Fluoride Varnish	CDT	D1206	Topical fluoride varnish; therapeutic application for moderate to high caries risk patients
Fluoride Varnish	CDT	D1208	Topical Application of fluoride – excluding varnish

Tobacco Use Screening (\$25)

Service Description: Quality bonus payment to a Provider for tobacco use screening and counseling provided to Members 12 years of age and older.

- Payment to Provider who renders tobacco use screening to Members
- Effective dates of service 1/1/2024-12/31/2024
- One payment per Member per Provider per year allowed
- Provider must bill one tobacco use screening code

TOBACCO USE SCREENING CODES:			
Service	Code Type	Code	Code Description
Tobacco Use Screening	CPT	99406	Smoking and tobacco use cessation counseling visit; intermediate, greater than 3 minutes up to 10 minutes
Tobacco Use Screening	CPT	99407	Smoking and tobacco use cessation counseling visit; intensive, greater than 10 minutes
Tobacco Use Screening	CPT-CAT-II	4004F	Patient screened for tobacco use and received tobacco cessation intervention (counseling, pharmacotherapy, or both), if identified as a tobacco user (PV, CAD)
Tobacco Use Screening	CPT-CAT-II	1036F	Current tobacco non-user (CAD, CAP, COPD, PV) (DM) (IBD)



PENALTY MEASURES

Penalty Measures

Provider payment models have been evolving away from traditional fee-for-service and moving toward payments for quality and value. Frameworks supporting alternative payment models have been developed by the Centers for Medicare and Medicaid Services (CMS) and the Department of Healthcare Services (DHCS). IEHP is committed to investing in alternative payment models that pay for quality and provide value. In the spirit of evolving our alternative payment models, IEHP includes “risk” as a component in the Global Quality P4P Program. This movement will focus on measures that:

- Are within a Provider’s scope of care and influence
- Are within a Provider’s control and influence
- Bring value to the organization

IEHP will be including two penalty measures in the Global Quality P4P Program for 2024:

- PCP Encounter Data Rate
- Customer Service Grievance

Both measures represent processes within the PCP practice that are within the control of the Provider. These measures will be structured in a way that a Provider’s performance will be compared to a pre-determined target for the measurement period. Provider performance that meets or exceeds the target will result in no penalty or “risk”. Alternatively, Provider performance that falls below the established target will result in a financial penalty. The financial penalty will be taken from the Provider’s incentive earnings for the same measurement period. Financial penalties will not exceed the value of the incentive earnings within the measurement period.

Financial penalties for the 2024 program year will be capped at no more than \$0.50 PMPM. Please see Appendix 8 for penalty details.



APPENDIX 8: *2024 PCP Global Quality P4P Quality Penalty Measures*

2024 GQ P4P PCP PENALTY MEASURE LIST		
Measure Name	Population	Goal
PCP Encounter Data Rate - SPD*	All	3
PCP Encounter Data Rate - Non-SPD*	All	2.5
Customer Service Grievance	All	≤ 3.0

*SPD: Seniors and Persons with Disabilities; Non-SPD: Non-Seniors and Persons with Disabilities



APPENDIX 9: *Penalty Measures Overview*

PCP Encounter Data Rate

Methodology: IEHP-Defined Risk Measure

Measure Description: Percentage of complete, timely and accurate encounter data submitted through standard reporting channels for all PCP services rendered to IEHP Members in the measurement year (2024).

Denominator: All assigned Medi-Cal Members each month of the measurement year (2024). All monthly assigned Members are summed to create the denominator.

Numerator: The sum of all unique PCP encounters (e.g., unique Member, Provider, date of service) in the measurement year (2024) for all assigned Members in the denominator.

Rate: A Per Member Per Year (PMPY) rate is calculated following this formula:

(Total Unique PCP Encounters/Total Member Months) x 12 = PMPY

Measure Support: The purpose of the IEHP PCP Encounter Data Rate measure is to ensure IEHP receives adequate PCP encounter data from IEHP-contracted Medi-Cal Providers. Encounter data is important to performance scoring and is essential to the success of the GQ P4P Program.

Customer Service Grievance

Methodology: IEHP – Defined Risk Measure

Measure Description: IEHP strives to improve and maintain customer satisfaction for IEHP Members as defined in the IEHP Member Handbook under Member's Rights and Responsibilities: "Be treated with respect, fairness, and courtesy. IEHP recognizes your dignity and right to privacy" (Ma_22A). This measure will assess the rate of IEHPs Member dissatisfaction with their assigned Primary Care Provider (PCP) office in the measurement year (2024). The following criteria will define the Member's dissatisfaction:

Member Dissatisfaction: Member is not happy with the service received from their assigned PCP, and/or the office staff, that is not related to dissatisfaction regarding the quality of care/medical treatment received. This includes, but is not limited to:

- Tone and manner that information is presented to the Member by the assigned PCP office staff.
- Negative verbal interactions between a Member and the assigned IEHP PCP and/or office staff.

Denominator: Total Membership in the measurement year (2024).

Numerator: Count of customer service grievances in the measurement year (2024) against the PCP and/or PCP office staff.

Exclusion Criteria: Reference to dirty carpet, color of the walls, office décor and/or anything not related to Provider/office staff and Member interaction.

Goal: Customer service grievance rate of ≤ 3.0 PTMPY



APPENDIX 10: *Historical Data Form*

The IEHP Historical (Hx) Data Form is located in the secure Provider Portal. Providers seeking to submit medical records to close quality gaps in care can enter Member information and upload documentation via an online process. As a reminder, this process should be utilized for the submission of visits, procedures, or services that cannot be submitted via claims or encounters (e.g., services received prior to IEHP Membership, historical surgical procedures, etc.). Please see below for more details.

Log into the IEHP Secure Provider Portal

IEHP Provider Portal Welcome [User] My Account Actions Sign Out

Historical Data Submission

* denotes a required field

Member/Provider Identification

* IEHP ID: [Field] (IEHP)

* Submitting Provider: [Field]

Historical Data Form

This Historical Data submission form is for visits, procedures or services to close quality gaps in care as reflected on the Preventative Care Rosters that cannot be submitted via claims or encounters (e.g. services received prior to ID IP Membership, historical surgical procedures, etc.). Any form submitted without appropriate proof of service documentation will NOT be accepted.

Laboratory results for Members active with ID IP on the date of the test from the following sources do not require submission as ID IP receives this information directly:

- LabCorp, Radnet, Quest, Loma Linda, ARMC, RHHS

Historical Data Attestation

I attest that the Member was not enrolled with IEHP or was assigned to a different Provider at the time of service and this information is not able to be submitted via the routine claim/encounter process.

The above statements accurately describe the justification for the historical data submission.

☐ Yes

☐ No

Historical Data Information

Test Type *

[Field]

Date of Service *

MM/dd/yyyy

Hx Data Entry Form found here

Select Member for Hx Data Form entry

Continue to fill out the Hx Data Form

NOTE: All Historical Data submissions for the 2024 performance year must be submitted to IEHP no later than December 31, 2024.



APPENDIX 11: Member Satisfaction Survey



IEHP 2024 MEDI-CAL ADULT MEMBER SATISFACTION SURVEY

SURVEY INSTRUCTIONS

- ♦ Answer each question by marking the box to the left of your answer.
- ♦ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☒ Yes → **If Yes, Go to Question 1**
☐ No

YOUR PERSONAL DOCTOR

1. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

☐ Yes
☐ No → **If No, Go to Question 14**

2. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

3. In the last 6 months, how often did your personal doctor listen carefully to you?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

4. In the last 6 months, how often did your personal doctor show respect for what you had to say?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, how often did your personal doctor spend enough time with you?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

6. In the last 6 months, how often did you and your personal doctor talk about all the prescribed medicines you take?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

7. In the last 6 months, when you had a scheduled visit with your doctor, did he or she have your health records or other facts about your care?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

8. In the last 6 months, did your doctor order a blood test, x-ray or other test for you?

☐ Yes
☐ No → **If No, Go to Question 10**

9. In the last 6 months, when your doctor ordered a blood test, x-ray or other test for you, how often did someone from your doctor's office give you those results?

☐ Never
☐ Sometimes
☐ Usually
☐ Always



APPENDIX 11: Member Satisfaction Survey (continued)

10. Would you send a friend to see your doctor?

- ☐ Yes
☐ No

11. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your "personal doctor"?

Worst personal doctor possible						Best personal doctor possible				
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLERKS AND RECEPTIONISTS AT YOUR PERSONAL DOCTOR'S OFFICE

12. In the last 6 months, how often were clerks and receptionists at your personal doctor's office as helpful as you thought they should be?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

13. In the last 6 months, how often did clerks and receptionists at your personal doctor's office treat you with courtesy and respect?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

14. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- ☐ Yes
☐ No → If No, Go to Question 18

15. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

16. How many specialists have you talked to in the last 6 months?

- ☐ None → If None, Go to Question 18
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

17. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Worst specialist possible						Best specialist possible				
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR ACCESS TO CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

18. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

☐ Yes
☐ No ➔ *If No, Go to Question 20*

19. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

20. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

☐ Yes
☐ No ➔ *If No, Go to Question 22*

21. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

22. In the last 6 months, did you need care after normal office hours?

☐ Yes
☐ No ➔ *If No, Go to Question 25*

23. In the last 6 months, how often was it easy to get the after-hours care you thought you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

24. In the last 6 months, when you needed after-hours care, what did you do?

☐ Called IEHP Nurse Advice Line
☐ Called my personal doctor's office
☐ Went to the Urgent Care
☐ Went to the Emergency Room
☐ Did not get care
☐ Other

25. In the last 6 months, did you take any prescribed medicine?

☐ Yes
☐ No ➔ *If No, Go to Question 28*

26. In the last 6 months, how often was it easy to get your prescribed medicine?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

27. In the last 6 months, how often were your prescriptions not ready for you at the pharmacy due to an issue with IEHP's Prior Authorization process?

☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ Don't know

28. In the last 6 months, did you try to get information or help about prescriptions from IEHP's customer service?

☐ Yes
☐ No ➔ *If No, Go to Question 31*



APPENDIX 11: *Member Satisfaction Survey (continued)*

29. In the last 6 months, how often did IEHP's customer service give you the information or help you needed about prescription drugs?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

30. In the last 6 months, how often did IEHP's customer service staff treat you with courtesy and respect when you tried to get information or help about prescription drugs?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

31. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
- ☐ No → *If No, Go to Question 33*

32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

33. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

34. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Worst health										Best health				
care possible										care possible				
0	1	2	3	4	5	6	7	8	9	10				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

YOUR HEALTH PLAN: INLAND EMPIRE HEALTH PLAN (IEHP)

The next questions ask about your experience with your health plan.

35. In the last 6 months, did you get information or help from IEHP's customer service?

- ☐ Yes
- ☐ No → *If No, Go to Question 38*

36. In the last 6 months, how often did IEHP's customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

37. In the last 6 months, how often did IEHP's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

38. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Worst health										Best health				
plan possible										plan possible				
0	1	2	3	4	5	6	7	8	9	10				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

ABOUT YOU

39. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

40. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

41. Have you had either a flu shot or flu spray in the nose in the past 12 months?

- ☐ Yes
- ☐ No
- ☐ Don't Know

42. Do you currently use tobacco? This includes smoking, vaping, or using chewing tobacco.

- ☐ Yes
- ☐ No → *If No, Go to Question 45*

43. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

44. Are you planning to quit using tobacco?

- ☐ Yes
- ☐ No

45. What is your current gender identity?

- ☐ Female
- ☐ Transgender Female/Transgender Girl/Transgender Woman/Male-to-Female (MTF)
- ☐ Male
- ☐ Transgender Male/Transgender Boy/Transgender Man/Female-to-Male (FTM)
- ☐ Non-binary
- ☐ Other: Prefer to self-describe:

☐ Prefer not to say

46. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

47. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

48. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

49. How would you like to get health information from your health plan about how to stay healthy? Select all that apply.

- ☐ Email
- ☐ Text
- ☐ Mobile application
- ☐ Website
- ☐ Social media (e.g., Facebook,



APPENDIX 11: *Member Satisfaction Survey (continued)*

50. Some health plans help with nonmedical concerns, like housing, food, financial, and social isolation issues. In the last 6 months, did you talk with your personal doctor or someone from your health plan about getting help for any of these issues?

☐ Yes

☐ No

51. Did someone help you complete this survey?

☐ Yes

☐ No → ***Thank you. Please return the completed survey in the postage-paid envelope.***

52. How did that person help you?
(Mark one or more)

☐ Read the questions to me

☐ Wrote down the answers I gave

☐ Answered the questions for me

☐ Translated the questions into my language

☐ Helped in some other way

Thank you for participating in our survey!

Please mail the survey back in the enclosed postage-paid, self-addressed reply envelope or send to:

**Press Ganey • P.O. Box 7315
South Bend, IN 46699-0488**

**If you have any questions,
please call 1-888-797-3605.**



NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



PROVIDER RELATIONS TEAM
[909] 890-2054
Monday-Friday, 8am-5pm

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