



arkansas  
health & wellness™

# First Quarter Provider Webinar

# Housekeeping

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- ▶ Please mute your phone.
- ▶ Please do not place this call on hold as all attendees will hear your hold music.
- ▶ Please hold all questions until the end of the presentation.
- ▶ This presentation will be posted to the Arkansas Health & Wellness website soon.

# Disclaimer

- Arkansas Health & Wellness has produced this material as an informational reference for providers furnishing services in our contract network. Arkansas Health & Wellness employees, agents, and staff make no representation, warranty, or guarantee that this compilation of information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material.
- The presentation is a general summary that explains certain aspects of the program but is not a legal document.
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# Agenda

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- ▶ Provider Relations Territories
- ▶ Provider News Blog
- ▶ How to Join Our Email List
- ▶ Clinical and Payment Policy Updates
- ▶ Eligibility and Redeterminations
- ▶ Prior Authorizations
  - National Imaging Associates (NIA)
  - TurningPoint
- ▶ Wellcare by Allwell
  - Prior Authorization Changes
- ▶ Secure Provider Portal
- ▶ Risk Adjustment
- ▶ Quality Improvement
- ▶ Contact Information

# New Blog!

Arkansas Health & Wellness has a new blog on the public website for providers! Check out the Provider News section on the [ARHealthWellness.com](https://ARHealthWellness.com) website. This is a faster way for us to get information posted for you to see. We will continue sending newsletters in addition to updating the Provider News Blog.

FOR PROVIDERS	
Login	
Become a Provider	+
Pre-Auth Check	+
Provider Financial Support & Resources	
Pharmacy	
Provider Resources	+
QI Program	+
Provider Relations	
Coronavirus Information for Providers	+
Provider News	+

## Provider News

### March

VISIT OUR PROVIDER RESOURCES PAGE FOR HELPFUL TOOLS AND RESOURCES  
03/07/23

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### February

ARHOME REDETERMINATION  
02/28/23

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WE ARE CHANGING THE WAY WE DO PROVIDER WEBINARS!  
02/22/23

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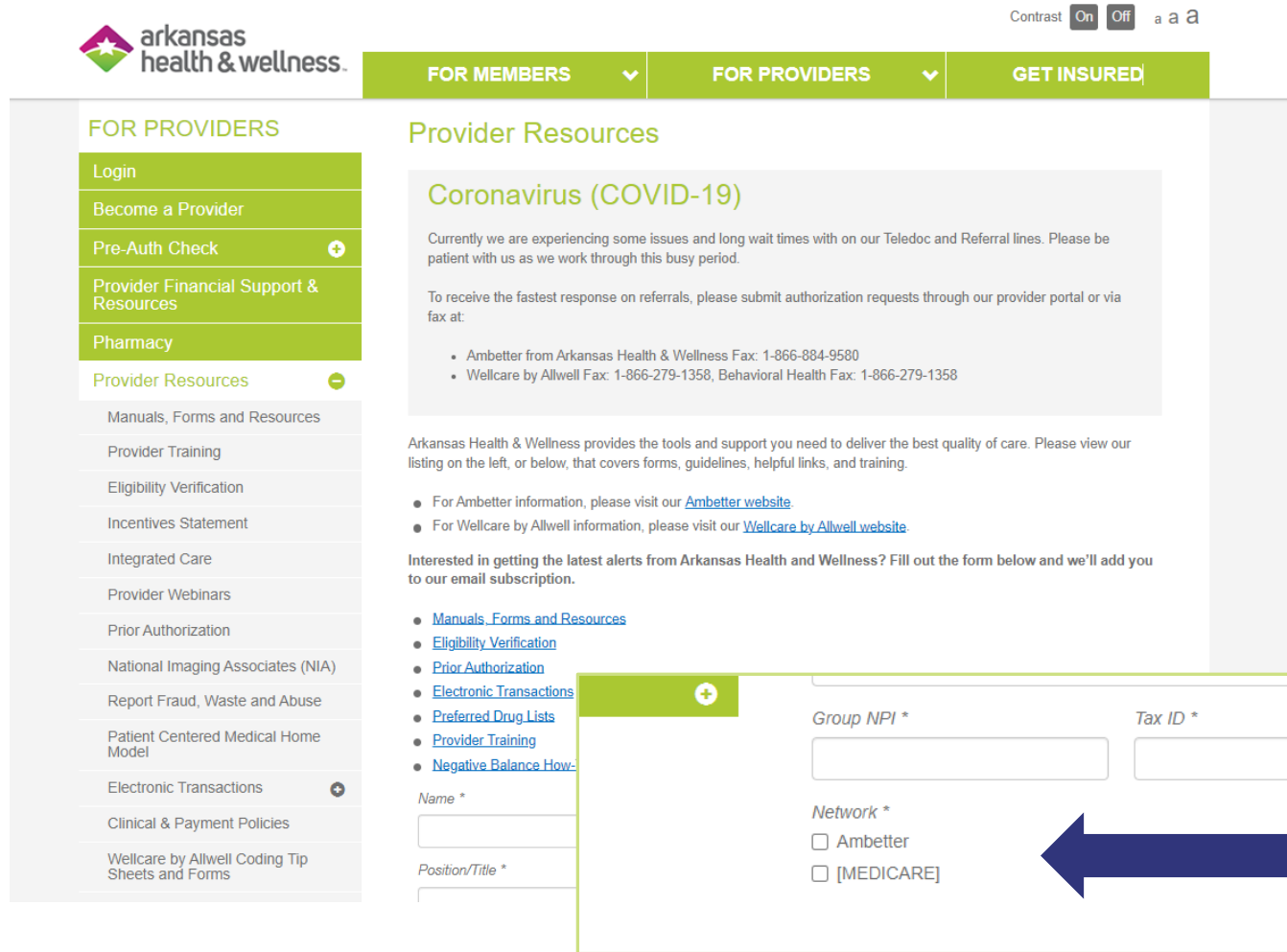
### December

2020-2021 COMMUNITY IMPACT REPORT  
12/15/22

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HANDWASHING AWARENESS WEEK  
12/05/22

# Join Our Email List Today



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Contrast On Off a a a

FOR MEMBERS FOR PROVIDERS GET INSURED

### FOR PROVIDERS

- Login
- Become a Provider
- Pre-Auth Check +
- Provider Financial Support & Resources
- Pharmacy
- Provider Resources -

Manuals, Forms and Resources

Provider Training

Eligibility Verification

Incentives Statement

Integrated Care

Provider Webinars

Prior Authorization

National Imaging Associates (NIA)

Report Fraud, Waste and Abuse

Patient Centered Medical Home Model

Electronic Transactions +

Clinical & Payment Policies

Wellcare by Allwell Coding Tip Sheets and Forms

## Provider Resources

### Coronavirus (COVID-19)

Currently we are experiencing some issues and long wait times with our Teledoc and Referral lines. Please be patient with us as we work through this busy period.

To receive the fastest response on referrals, please submit authorization requests through our provider portal or via fax at:

- Ambetter from Arkansas Health & Wellness Fax: 1-866-884-9580
- Wellcare by Allwell Fax: 1-866-279-1358, Behavioral Health Fax: 1-866-279-1358

Arkansas Health & Wellness provides the tools and support you need to deliver the best quality of care. Please view our listing on the left, or below, that covers forms, guidelines, helpful links, and training.

- For Ambetter information, please visit our [Ambetter website](#)
- For Wellcare by Allwell information, please visit our [Wellcare by Allwell website](#)

Interested in getting the latest alerts from Arkansas Health and Wellness? Fill out the form below and we'll add you to our email subscription.

- [Manuals, Forms and Resources](#)
- [Eligibility Verification](#)
- [Prior Authorization](#)
- [Electronic Transactions](#)
- [Preferred Drug Lists](#)
- [Provider Training](#)
- [Negative Balance How](#)

Name \*

Position/Title \*

Group NPI \*

Tax ID \*

Network \*

Ambetter

[MEDICARE]

Receive current updates at

<https://www.ARHealthWellness.com/providers/resources.html>

► Choose the network you wish to receive information on: Ambetter or Wellcare by Allwell

# Clinical & Payment Policy Updates



# Clinical & Payment Policy Updates

**Arkansas Health & Wellness is amending or implementing new policies that can be found on the public website.**

- ▶ Clinical, payment, and pharmacy policies are available at [ARHealthWellness.com](https://ARHealthWellness.com).
  - Select the For Providers tab at the top of the screen.
  - Under Provider Resources, select Clinical & Payment Policies.
  - Choose between Ambetter and Wellcare by Allwell clinical, payment, or pharmacy policies.
- ▶ Use the Ctrl+F (Command+F on Mac) function on your keyboard to search by keyword, policy number, or effective date.

If you have questions, please call 1-877-617-0390 (TTY: 1-877-617-0392) or email [Providers@ARHealthWellness.com](mailto:Providers@ARHealthWellness.com)



# Clinical & Payment Policy

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FOR MEMBERS FOR PROVIDERS GET INSURED

### FOR PROVIDERS

- Login
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- [Prior Authorization](#)
- [Electronic Transactions](#)
- [Preferred Drug Lists](#)
- [Provider Training](#)
- [Negative Balance How-To Guide \(PDE\)](#)

Name \*

Position/Title \*

# Important Policy Updates

Effective June 1, 2023

# Inappropriate Primary Diagnosis

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**Effective June 1, 2023**, the below changes have been made to align with current guidance from the Centers for Medicare & Medicaid Services (CMS). These are not health plan policy updates.

## Inappropriate Primary Diagnosis

- ▶ Description: Denies or limits diagnosis codes based on coding guidelines supported by CMS and ICD-10. Claims will be denied when billed with unacceptable primary/principal diagnosis, manifestation diagnosis, and sequela diagnosis in outpatient or inpatient facilities.
- ▶ This impacts: Ambetter from Arkansas Health & Wellness (Marketplace); Wellcare by Allwell (Medicare)

# Coding Tip Sheets and Forms

	FOR MEMBERS	FOR PROVIDERS	GET INSURED
<b>FOR PROVIDERS</b>			
Login			
Become a Provider			
Pre-Auth Check +			
Pharmacy			
Provider Resources -			
Manuals, Forms and Resources			
Provider Training			
Eligibility Verification			
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Clinical & Payment Policies			
Wellcare by Allwell Coding Tip Sheets and Forms			
Ambetter Coding Tip Sheets and Forms			
		<b>Risk Adjustment</b>	
		<i>ABOUT RISK ADJUSTMENT</i> +	
		<i>CARDIAC ARRHYTHMIAS</i> +	
		<i>CHRONIC KIDNEY DISEASE</i> +	
		<i>COAGULATION DEFECTS AND OTHER SPECIFIED HEMATOLOGICAL DISORDERS</i> +	
		<i>CHRONIC OBSTRUCTIVE PULMONARY DISEASE AND ASTHMA</i> +	
		<i>CONDITION STATUS CODES AND LIFELONG CHRONIC CONDITIONS</i> +	
		<i>CONGESTIVE HEART FAILURE</i> +	
		<i>DIABETES MELLITUS</i> +	
		<i>DIAGNOSIS POINTERS</i> +	
		<i>GUIDELINES AND BEST PRACTICES</i> +	
		<i>HYPERTENSION</i> +	
		<i>ISCHEMIC HEART DISEASE</i> +	
		<i>MAJOR DEPRESSIVE, BIPOLAR, AND PARANOID DISORDERS</i> +	
		<i>NEOPLASMS AND CANCER</i> +	



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**allwell.**<sup>TM</sup>

# Wellcare by Allwell Payment Policy Updates

# Interim Claims

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**Effective June 1, 2023**, Wellcare by Allwell will be update the payment and utilization policy on Interim Claims to ensure compliance with industry standards while delivering the best patient experience to our members.

- ▶ Bill types ending in XX2 or XX3 will be denied when discharge status **30** is not present on the claim.
- ▶ This change impacts Wellcare by Allwell only.

# Eligibility and Redeterminations

The Centers for Medicare & Medicaid Services (CMS) require beneficiary eligibility when a Public Health Emergency (PHE) ends.

# Medicaid Eligibility and Redeterminations



## Overview

- ▶ A Public Health Emergency (PHE) in response to the COVID-19 pandemic was declared in March 2020.
- ▶ The Families First Coronavirus Response Act (FFCRA) prohibited states from disenrolling Medicaid recipients in order to provide continuous coverage during the emergency.
- ▶ When the PHE ends, the continuous coverage policy will be discontinued.
  - Unwinding PHE policies and resuming regular operations will require providers to help educate patients so they do not lose coverage, as patients' eligibility will no longer be tied to the PHE.
  - States will have up to 12 months to return to normal eligibility and enrollment operations.



# What Redetermination Means for Your Patients



## Impacts

- ▶ Nearly all of the 80 million people currently enrolled in Medicaid will have their eligibility redetermined, triggering a high risk of coverage losses.
  - This risk can be mitigated through careful planning by CMS, states, health plans, providers, consumers, and advocates.
  - Patients can lose eligibility due to changes in age, household income, and other state-specific criteria.
  - Loss of coverage could make it harder for patients to get medical care and result in expensive medical bills.
- ▶ Patients who have moved, have limited English proficiency (LEP), and/or have disabilities may be at greater risk for losing Medicaid coverage.

# Talk to Your Patients about Annual Medicaid Eligibility Renewal.

If they no longer are eligible for Medicaid, let them know they have options.



## Help your patients avoid gaps in coverage and let them know:

- ▶ They are required to verify eligibility every year, or risk losing their Medicaid coverage, by visiting [HumanServices.Arkansas.gov](https://www.human-services.gov).
  - They should receive a letter a few months before their Medicaid anniversary date with instructions for verifying eligibility.
- ▶ They must follow through on eligibility renewal instructions or risk having their coverage canceled.
- ▶ If they are no longer eligible for Medicaid coverage, they can explore other options, such as Marketplace or Medicare health plans.

# Resources

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## **CMS: Unwinding Guidance & Resources**

<https://www.cms.gov/aian-unwinding>



## **Medicaid.gov (Unwinding FAQs)**

<https://www.medicaid.gov/federal-policy-guidance/downloads/covid-19-unwinding-faqs-oct-2022.pdf>

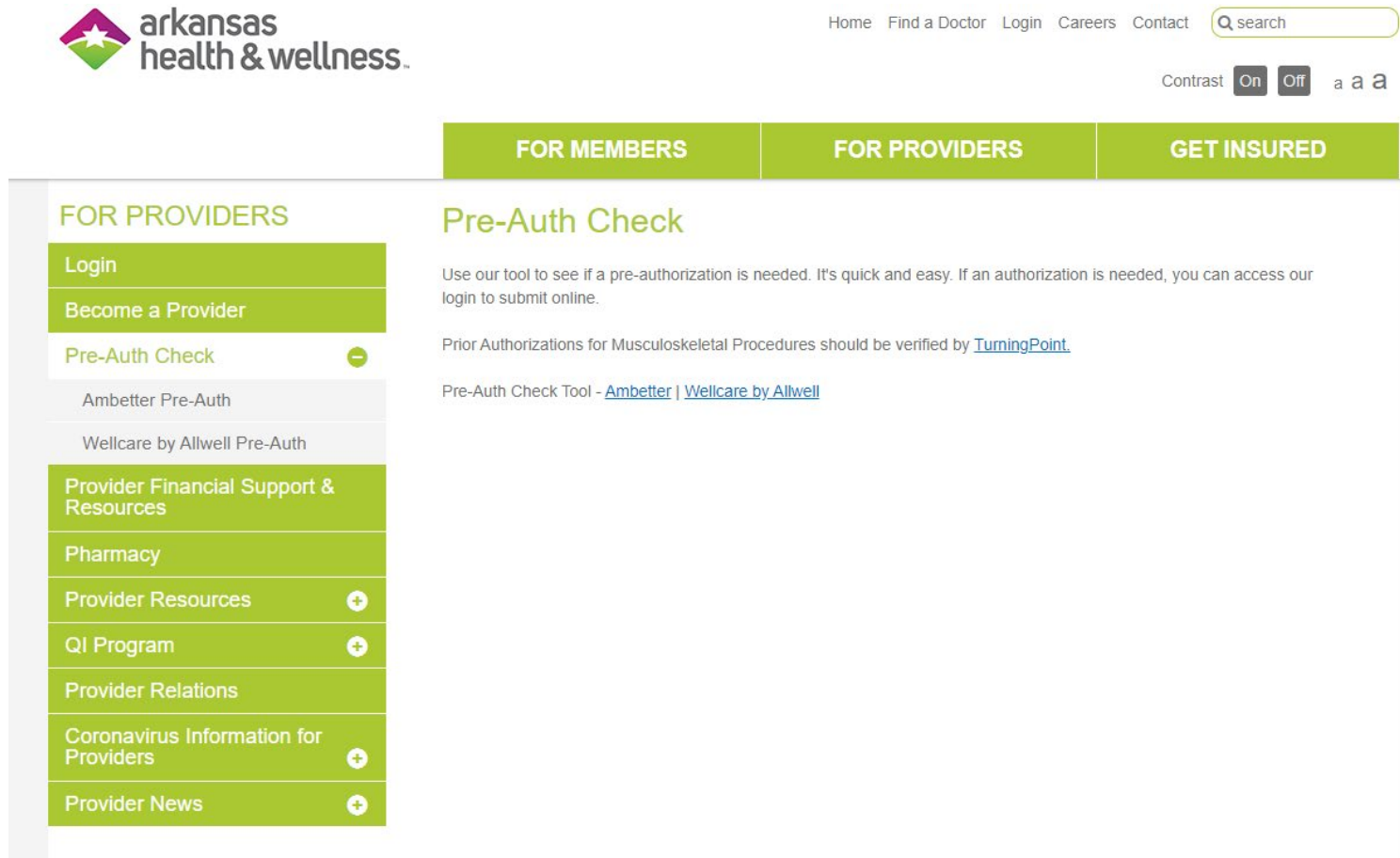


## **CMS: Unwinding and Returning to Regular Operations after COVID-19**

<https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-and-returning-regular-operations-after-covid-19/index.html>

# Prior Authorization

# Pre-Auth Check Tool



The screenshot shows the website's navigation and main content area. At the top left is the Arkansas Health & Wellness logo. To the right are navigation links: Home, Find a Doctor, Login, Careers, Contact, and a search bar. Further right are contrast controls (On/Off) and font size options (a a a). Below the navigation is a green bar with three tabs: FOR MEMBERS, FOR PROVIDERS (selected), and GET INSURED. On the left side of the main content area is a vertical menu for PROVIDERS with items: Login, Become a Provider, Pre-Auth Check (highlighted with a minus sign), Ambetter Pre-Auth, Wellcare by Allwell Pre-Auth, Provider Financial Support & Resources, Pharmacy, Provider Resources (+), QI Program (+), Provider Relations, Coronavirus Information for Providers (+), and Provider News (+). The main content area features the heading 'Pre-Auth Check' followed by a paragraph: 'Use our tool to see if a pre-authorization is needed. It's quick and easy. If an authorization is needed, you can access our login to submit online.' Below this is a link to 'TurningPoint' for musculoskeletal procedures and another link for the 'Pre-Auth Check Tool' pointing to 'Ambetter' and 'Wellcare by Allwell'.

# Pre-Auth Check Tool

## FOR PROVIDERS

- Login
- Become a Provider
- Pre-Auth Check -
  - Ambetter Pre-Auth
  - Allwell Pre-Auth
- Pharmacy
- Provider Resources +
- QI Program +
- Provider News +
- Provider Relations
- Coronavirus Information for Providers
- Provider Financial Support & Resources
- Risk Adjustment +

## Ambetter Pre-Auth

**DISCLAIMER:** All attempts are made to provide the most current information on the Pre-Auth Needed Tool. However, this does NOT guarantee payment. Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding and billing practices. For specific details, please refer to the provider manual. If you are uncertain that prior authorization is needed, please submit a request for an accurate response.

Vision services need to be verified by [Opticare](#)

Dental services need to be verified by [DentaQuest](#)

Behavioral Health/Substance Abuse need to be verified by [Cenpatico](#)

Complex imaging, MRA, MRI, PET, and CT Scans need to be verified by [NIA](#)

Prior Authorizations for Musculoskeletal Procedures should be verified by [TurningPoint](#).

**Note:** It is the responsibility of the facility, in coordination with the rendering practitioner to ensure that an authorization has been obtained for all inpatient and selected outpatient admissions require prior authorization. To determine if a Pre-Auth Needed tool below by answering a series of questions.

Any anesthesiology, pathology, radiology or hospital admission authorization will be considered downstream and will require an authorization denial for an outpatient procedure. For anesthesiology, pathology, radiology, or hospital admission, an authorization denial for an outpatient procedure will be considered downstream and will require an authorization denial for an outpatient procedure.

Are Services being performed?

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	<input type="radio"/>	<input type="radio"/>
Are anesthesia services being rendered for pain management or dental surgeries?	<input type="radio"/>	<input type="radio"/>
Is the member receiving hospice services?	<input type="radio"/>	<input type="radio"/>

Enter the code of the service you would like to check:

99214

Check

**N**  
No

**99214** - OFFICE/OUTPATIENT VISIT EST  
No authorization required.

# How to Secure Prior Authorization

**Prior Authorizations can be requested in the following ways:**

## **Secure Web Portal**

This is the preferred and fastest method.

- ▶ Both portals for Ambetter and Wellcare by Allwell can be found at [Provider.ARHealthWellness.com](http://Provider.ARHealthWellness.com)

## **Phone**

- ▶ Ambetter: 1-877-617-0390
- ▶ Wellcare by Allwell: 1-855-565-9518

## **Fax**

IP and OP paper forms are available on the website, under Provider Resources.

- ▶ Ambetter: 1-866-884-9580
- ▶ Wellcare by Allwell: 1-833-562-7172

**After normal business hours and on holidays, calls are directed to the plan's 24/7 Nurse Advice Line. Notification of authorization will be returned via phone, fax, or web.**



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# Wellcare by Allwell Prior Authorization Changes



# Medicare Prior Authorization Change Summary

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Effective January 1, 2023:

Wellcare by Allwell is committed to delivering cost-effective, quality care to our members. This means ensuring that our members receive only treatment that is deemed medically necessary for them. We rely on prior authorization (PA) requests from our providers to verify the medical necessity of a treatment in advance, using independent and objective medical criteria as well as in-network utilization where applicable.

Wellcare by Allwell requires PA as a condition of payment for many services. It is the ordering/prescribing provider's responsibility to determine which specific codes require prior authorization.

# Medicare Prior Auth List



Effective January 1, 2023 Note: This is not an all-inclusive list.

Service Category	PA Rule	Services	Procedure Codes
Audiology	PA Required	Hearing Aid	V5256, V5258, V5261
	No PA Required	Speech Audiometry threshold	0210T
Behavioral Health	PA Required	Behavior assessments	97151,97152
		Adaptive behavior treatment	97153,97154, 97155, 97156
	No PA Required	Psychotherapy, training and education	90832, 90834, 90837, 90846, 90847, 90853, G0177
		Hypnotherapy	90880
		Brief behavior assessment	96127
Neurostimulators	PA Required	Insertion/replacement neurostimulator	0425T, 0426T
	No PA Required	Electronic analysis of neurostimulator	95970, 95971, 95972, 95980, 95981, 95982
		Removal of neurostimulators system	0428T
Pain Management	PA Required	Injection, anesthetic agent or steroid	64400, 64408, 64415, 64416, 64417, 64418, 64420, 64421, 64430, 64445, 64446, 64447, 64448, 64449, 64454, 64480, 64484, 64491, 64492, 64494, 64495
		Implant of hypoglossal neurostimulator	64582
		Destruction by neurolytic agent	64634, 64636, 64640
	No PA Required	Injection, anesthetic agent	64505, 64517, 64530
		Destruction by neurolytic agent	64620, 64630, 64632, 64680, 64681

# Secure Provider Portal

# Secure Provider Portal — Create an Account

Registration is free and easy at [Provider.ARHealthWellness.com](https://Provider.ARHealthWellness.com)



## Log In

Username (Email)

LOG IN

[Create New Account](#)



# Secure Portal Features

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- ▶ A member eligibility overview page that reflects all critical data in a single view
- ▶ Ability to submit and track the status of claim reconsiderations online
- ▶ Expanded free text fields for reconsideration comments and explanations
- ▶ Ability to attach required documentation when filing a reconsideration
- ▶ Ability to upload records for care gap information
- ▶ Push notifications regarding reconsideration status changes
- ▶ Void/recoup option on claims already adjudicated by the health plan
  - The manual inside the Secure Provider Portal has instructions for this new feature on page 92.

# Patient Overview Document Resource Center

[Back to Eligibility Check](#) **MEMBER'S DOCUMENTS**

- Overview
- Cost Sharing
- Assessments
- Health Record
- Care Plan
- Authorizations
- Referrals
- Coordination of Benefits
- Claims
- Document Resource Center**
- Notes

**Document Upload** **Document Review**

1. Document Category: 
  - Medical Necessity
  - Quality Management
  - Long Term Services And Support
2. Document Type:
3. Upload File:  No file chosen
4.

Documents for the member can be uploaded here based on Document Category options.

# Risk Adjustment

Coding & Documentation 101



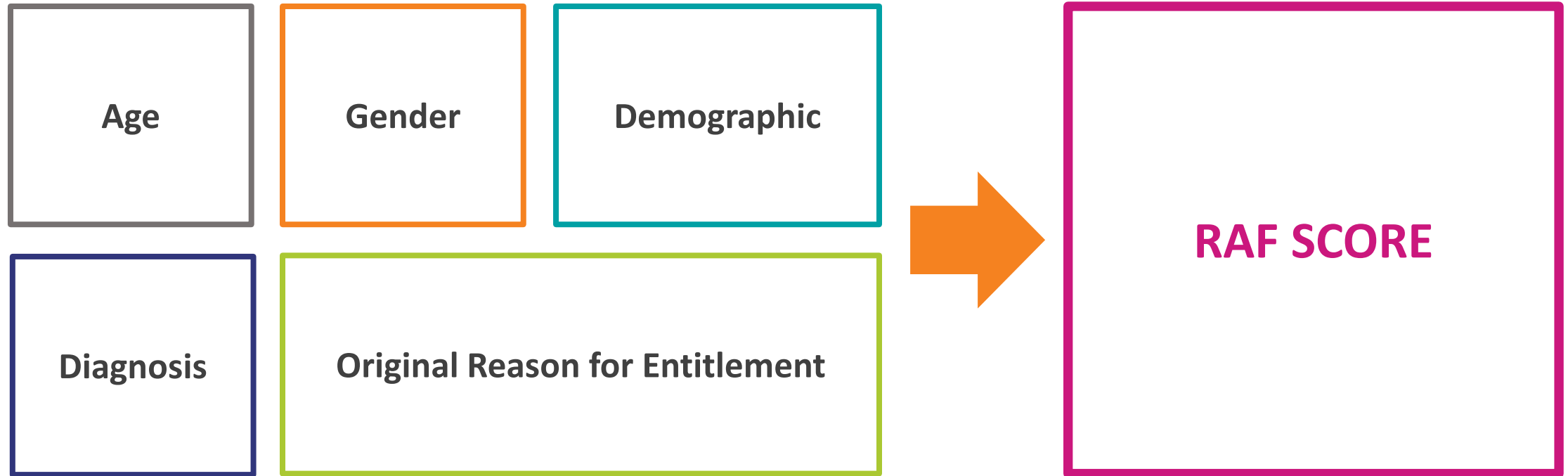
# Agenda

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- ▶ Risk Adjustment Overview
- ▶ Coding & Documentation Best Practices
- ▶ The Role of the Providers
- ▶ Program Initiatives



# What is Risk Adjustment?



Risk Adjustment uses a predictive algorithm that incorporates information on individuals' demographics and health conditions to predict variation in future medical expenditures.

# Hierarchical Condition Categories (HCCs)

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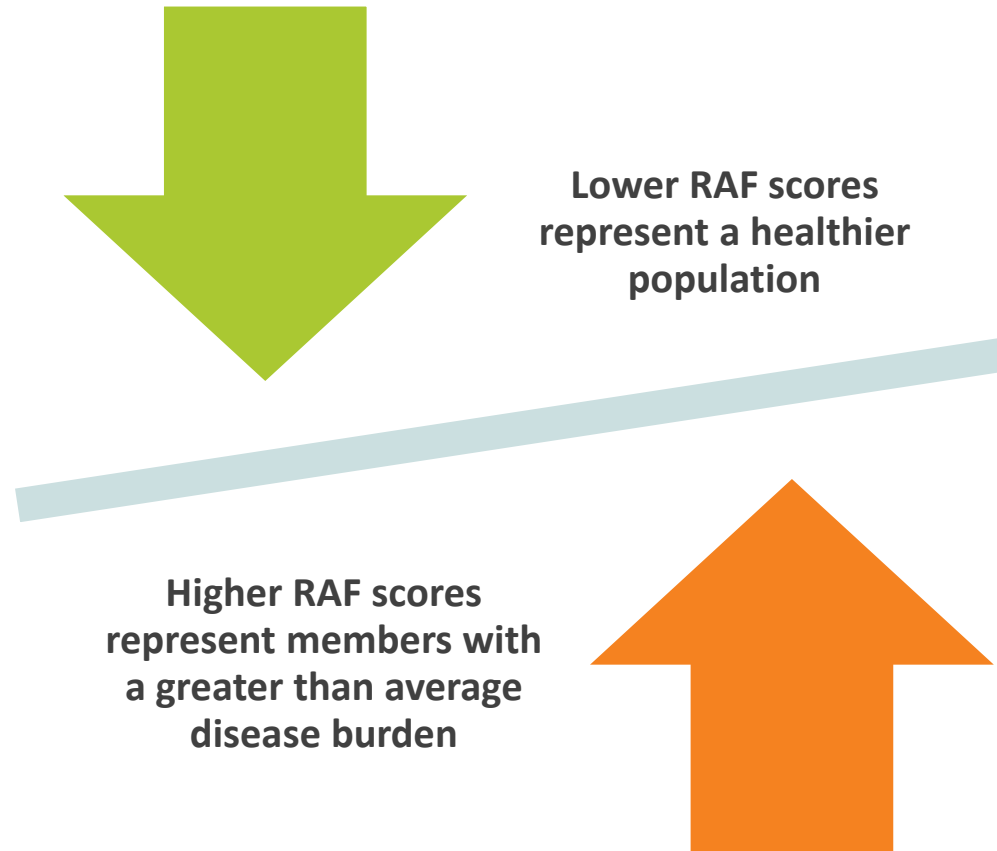
**HCCs reflect hierarchies among related disease categories.**

- ▶ Only the most severe HCC within the hierarchy is calculated in RAF.
- ▶ HCCs captured from unrelated diagnosis are cumulative.

**CMS determines the qualifying ICD-10 diagnosis codes for each category and assigns the risk factor value.**

- ▶ Not all diagnoses map to an HCC.
- ▶ Some diagnosis map to multiple HCCs.

# Hierarchical Condition Categories



## Causes of inaccurate RAF scores:

- ▶ Inadequate documentation
- ▶ Lack of specificity in ICD-10 code assignment
- ▶ Patient not seen

# What Can You Do?

- ▶ Coding is the official language between payers and providers.
- ▶ Diagnosis codes will tell the story of each patient encounter, which enables CMS to determine the burden of disease.
- ▶ Accurate coding reflects the disease burden of a member; if not accurate, the coding will affect the member's health status, making them look healthier or sicker than they really are.
- ▶ If it's not coded and reported, the patient doesn't have it.
- ▶ CMS MIRACLE — On January 1 of each year, the patient's diagnosis information is reset in preparation for a new year of diagnosis encounter data. All conditions must be documented and reported every calendar year.

**“I just want to take care of my patients.”**

**“Coding is busy work.”**

**“I’m a doctor, not a coder.”**

**“I only care about CPT codes.”**

**“I only need one diagnosis to submit a claim.”**



# What Can You Do?

## See the patient at least once a year to assess health status

- ▶ Evaluate and document ALL active conditions
- ▶ Simply listing every diagnosis in the medical record is not acceptable and does not support reporting an HCC

## Be as specific as possible in the documentation

- ▶ This will allow for the most accurate ICD-10 code to be reported
- ▶ Documentation should include additional manifestations and complications related to a chronic disease

## Maximize reporting opportunities

- ▶ Verify the condition is properly documented in the medical record
- ▶ Assign the appropriate ICD-10 diagnosis code to the highest specificity
- ▶ Submit the ICD-10 diagnosis code on the claim correctly

# Diagnosis Pointers

**Diagnosis pointers** connect the diagnosis made by the provider to each CPT code billed on the claim. Only four diagnosis pointers can be listed per CPT code.

- ▶ Identify the four most important or serious diagnoses that the procedure is intended to treat.
- ▶ Enter the diagnosis pointers in order of severity.

The **Diagnosis Pointer** is the line letter (A–L) from **Box 21** that relates to the service provided for the specific line in **Box 24**.

**Box 21** 

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E)			ICD Ind.	
A. _____	B. _____	C. _____	D. _____	
E. _____	F. _____	G. _____	H. _____	
I. _____	J. _____	K. _____	L. _____	

**Box 24**

24. A.	DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)		E. DIAGNOSIS POINTER
	From	To			CPT/HCPCS	MODIFIER					
MM	DD	YY	MM	DD	YY						

# What can you do?

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## Coding & Documentation Improvement Plan

- ▶ Routine review for proper medical record documentation is vital for clinical documentation improvement.
  - Keep in mind, what might be “good enough” to establish medical necessity may not be specific enough for accurate risk score calculation.
  
- ▶ Follow Risk Adjustment coding guidelines for diagnoses to ensure specificity in coding and documentation.
  - Coding tip sheets can be found under the Provider Resources tab of the Arkansas Health & Wellness For Providers page.

# How Can We Help You?

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## The Purpose

- ▶ Help providers understand and apply Risk Adjustment concepts
- ▶ Help in the application of Risk Adjustment best practices to workflows
- ▶ Protect the integrity and accuracy of risk adjusted diagnoses and improve outcomes

## The Goal

- ▶ Engage staff and entire team in learning
- ▶ Enhanced communication support between coding staff, administrative staff, and providers
- ▶ Increase awareness of implications related to inaccurate coding and increase HCC proficiency



# Risk Adjustment Programs

Annual programs include (but are not limited to):

## Continuity of Care (CoC) Provider Incentive Program

- Program Dates:  
January 1, 2023 –  
December 31, 2023
- Provider has until January 31,  
2024, to return completed  
agendas to earn incentives.
- Medicare and Marketplace  
members targeted

## In-Office Assessment (IOA) Provider Incentive Program

- Program Dates:  
January 1, 2023 –  
December 31, 2023
- Provider has until January 1,  
2024, to return completed  
agendas to earn incentives.
- Medicare and Marketplace  
members targeted

## Medical Record Review Program

- Medicare and  
Marketplace programs  
concurrently running
- Vendors: Change  
Healthcare and Ciox
- Program Dates October  
2022 – May 2023 (dates  
subject to change)

## Provider Education Program

- Disease-specific coding  
reference material
- Tailored education  
based on chart review
- Complimentary services  
available  
year-round

# Contact:

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## Secure Communications

Email: [RiskAdjustment@ARHealthWellness.com](mailto:RiskAdjustment@ARHealthWellness.com)

Fax: 844-822-6220

# Marketplace P4P Program

2023





# Pay for Performance (P4P) Program Overview

<b>Objective</b>	Enhance quality of care through a PCP-driven pay-for-performance program with a focus on preventive and screening services										
<b>Member Attribution</b>	Members who have been formally assigned to a provider’s Tax ID Number (TIN)										
<b>Targeted Services</b>	<p>Selected measures are focused on PCP engagement, screening services, and medication adherence, which align with QRS HEDIS® tech specs</p> <table border="0"><tr><td>1. Asthma Medication Ratio (AMR)</td><td>6. Controlling High Blood Pressure (CBP)</td></tr><tr><td>2. Cervical Cancer Screening (CCS)</td><td>7. Eye Exam for Patients with Diabetes (EED)</td></tr><tr><td>3. Child and Adolescent Well-Care Visits (WCV)</td><td>8. Monitoring for Warfarin (INR)</td></tr><tr><td>4. Chlamydia Screening in Women (CHL): Total (16-24)</td><td>9. PPC — Postpartum (PPC)</td></tr><tr><td>5. Proportion of Days Covered (PDC) - Diabetes All Classes</td><td>10. Use of Imaging for Low Back Pain (LBP)</td></tr></table>	1. Asthma Medication Ratio (AMR)	6. Controlling High Blood Pressure (CBP)	2. Cervical Cancer Screening (CCS)	7. Eye Exam for Patients with Diabetes (EED)	3. Child and Adolescent Well-Care Visits (WCV)	8. Monitoring for Warfarin (INR)	4. Chlamydia Screening in Women (CHL): Total (16-24)	9. PPC — Postpartum (PPC)	5. Proportion of Days Covered (PDC) - Diabetes All Classes	10. Use of Imaging for Low Back Pain (LBP)
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3. Child and Adolescent Well-Care Visits (WCV)	8. Monitoring for Warfarin (INR)										
4. Chlamydia Screening in Women (CHL): Total (16-24)	9. PPC — Postpartum (PPC)										
5. Proportion of Days Covered (PDC) - Diabetes All Classes	10. Use of Imaging for Low Back Pain (LBP)										
<b>Performance Incentive</b>	Each measure has its own incentive amount paid after achieving its own target score										
<b>Requirements for Payout</b>	<ul style="list-style-type: none"><li>• Payout 75% of measure incentive amount for reaching Target 1</li><li>• Payout 100% of measure incentive amount for reaching Target 2</li></ul>										
<b>Payout</b>	<ul style="list-style-type: none"><li>• Three payouts per year (Q2/Q3/Q4 Final Reconciliation)</li><li>• Monthly reporting gaps in care</li><li>• Monthly performance scorecards</li></ul>										

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# Pay-for-Performance (P4P) Program Overview

## How is the P4P program structured?

- ▶ Each measure is assigned an incentive dollar amount and target percentage.
- ▶ Incentives are paid on each compliant member once the target has been met for that measure.
- ▶ There are 10 measures in the program. Each has two targets. If the provider reaches the first target, the bonus is paid at 75% of the incentive amount for that measure. If the provider reaches the second target, the bonus is paid at 100% of the incentive amount.
- ▶ Each measure is evaluated if there is at least one qualified event in the denominator. Providers can qualify and receive an incentive payment for one, multiple, or all measures.
- ▶ Target 1 is set at the Quality Rating System 3-Star target and Target 2 is set at the Quality Rating System 4-Star target.



# Pay-for-Performance (P4P) — Measures

2023 Measure List	Measure Incentive	Target 1 Pays 75% of Incentive	Target 2 Pays 100% of Incentive
Asthma Medication Ratio (AMR)	\$25	80.40%	86.00%
Cervical Cancer Screening (CCS)	\$25	57.30%	66.20%
Child and Adolescent Well-Care Visits (WCV)	\$25	49.90%	59.70%
Chlamydia Screening in Women (CHL): Total (16-24)	\$25	43.00%	53.60%
Controlling High Blood Pressure (CBP)	\$25	61.10%	68.60%
Eye Exam for Patients with Diabetes (EED)	\$25	43.80%	53.30%
Monitoring for Warfarin (INR)	\$25	56.50%	66.00%
PPC — Postpartum (PPC)	\$25	81.90%	88.80%
Proportion of Days Covered (PDC) - Diabetes All Classes	\$25	76.20%	80.10%
Use of Imaging for Low Back Pain (LBP)	\$25	76.80%	81.60%

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# How the Math Works

**(Incentive Amount) x (Number Compliant) x (75% for reaching Target 1 or 100% for reaching Target 2).**

No bonus is earned if minimum target is not achieved.

Measure	Incentive Amount	Qualified	Compliant	Score	Target 1	Target 2	Bonus Earned	Target Achieved
Asthma Medication Ratio	\$25	87	81	93.10%	80.40%	86.00%	\$2,025.00	Target 2
Cervical Cancer Screening	\$25	645	415	64.34%	57.30%	66.20%	\$7,781.25	Target 1
Monitoring for Warfarin	\$25	110	50	45.45%	56.50%	66.00%	\$0.00	None



# P4P Program — FAQs

- ▶ **How were the measures identified?**  
The measures are consistent with NCQA and HEDIS quality performance standards.
- ▶ **How often would measures change?**  
We continue to monitor all quality metrics and relative performance across the network. We refine our focus on an annual basis. We will provide a minimum 30-day notice in case we plan to change any of the measured services.
- ▶ **What will the monthly report contain?**  
The monthly reports will include a scorecard on the measured service including projected incentive amounts. They will also include detailed provider-level score cards and member-level quality gaps-in-care reports.
- ▶ **Can I get any interim payment on the quality program?**  
Yes, we do support interim payments on our quality programs. The final payout will be reconciled with any previous payments and will allow for sufficient time to look at chart reviews and medical records to supplement the quality scorecard. This process provides us a more accurate view of a provider's performance on a quality metric.
- ▶ **Given the contract is established mid-year, how will it be measured?**  
Providers will be given credit for any and all services that they have performed for members in this calendar year. Providers will also have an opportunity to improve their scores through the remainder of the year to maximize their bonus.

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# Provider Website

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- ▶ Visit our website at [ARHealthWellness.com](https://ARHealthWellness.com) to view coding tip sheets and forms for Ambetter and Wellcare by Allwell.
- ▶ From the homepage, select **For Providers**, then select the applicable **Coding Tip Sheets and Forms** option from the **Provider Resources** menu.

# Quality Improvement

Partnership for Quality Program

# Partnership for Quality

We are pleased to introduce the 2023 Medicare Partnership for Quality (P4Q) program.

## New in 2023

- ▶ Increased base payments by \$20 to \$40 a measure
- ▶ Removed the STAR targets for 3-, 4-, and 5-STAR performance
- ▶ Added a 50% bonus increase if the provider achieves an average STAR rating of 4.0 or higher across HEDIS and pharmacy measures

## Why did we make these changes?

- ▶ Easy to communicate the new bonus structure to providers
- ▶ Bigger checks to motivate providers
- ▶ Ability to update CMS cut-points in provider reports

# Medicare P4Q Program Design

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## The program consists of 16 measures

- ▶ Base payments are the amount that a provider will receive for closing program measures.
- ▶ Providers can earn a 50% bonus increase by achieving an aggregate STAR rating of 4.0 or higher across HEDIS and pharmacy measures.
- ▶ Bonus for achieving a 4.0 or higher STAR score will be paid out in the final true-up payment.

# 2023 P4Q Program

MEASURE NAME	BASE
BCS — Breast Cancer Screening	\$50
CBP — Controlling High BP	\$50
Diabetes — Dilated Eye Exam	\$40
Diabetes HbA1c ≤ 9	\$50
COA — Pain Screening	\$25
COA — Med List and Review	\$25
COL — Colorectal Cancer Screen	\$50
FMC — F/U ED Multiple High Risk	\$40

MEASURE NAME	BASE
Med Adherence — Diabetes Meds	\$50
Med Adherence — BP Meds	\$50
Med Adherence — Statins	\$50
OMW — Osteoporosis Management	\$50
SPC — Statin Therapy for Patients with CVD	\$50
SUPD — Statin Use in Persons with Diabetes	\$50
TRC — Medication Reconciliation	\$25
TRC — Engagement After Discharge	\$25

# Payment Structure

## Payments 1, 2, & 3

First three payments will pay a measure closure at base level

## Payment 4 — True-up

True-up payment will include:

- ▶ Control measures payments
- ▶ A 50% bonus increase if the provider achieves an average STAR rating of 4.0 or higher across HEDIS and pharmacy measures

## Payment Example:

A physician achieves a STAR rating of 4 across HEDIS and pharmacy measures at the end of the program and received a total of \$1,000 in base payments

- ▶ \$1,000 for the base payment
- ▶ \$500 additional for the 4-STAR achievement

# Provider Website

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- ▶ From the homepage, select **For Providers**, then select the applicable **Coding Tip Sheets** and Forms option from the **Provider Resources** menu.

# Contact Information



# Provider Services Call Center

## First line of communication

- ▶ Ambetter Provider Services  
1-877-617-0390 (TTY: 1-877-617-0392)
- ▶ Wellcare by Allwell Provider Services  
1-855-565-9518 (TTY: 711)

**Representatives are available Monday through Friday from 8 a.m. to 5 p.m. CT**

## Provider Service Representatives can assist with questions regarding:

- ▶ Eligibility
- ▶ Authorizations
- ▶ Claims
- ▶ Payment inquiries
- ▶ Appeal status
- ▶ Negative balance reports

# Contacting the Provider Services Center

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**The Provider Services Call Center can assist with the following provider inquiries:**

- ▶ Member eligibility
- ▶ Claim inquiries
- ▶ Prior authorization requests
- ▶ Network verification
- ▶ Appeal status
- ▶ Payment inquiries
- ▶ Check stop pay or check reissues
- ▶ Negative balance report requests
- ▶ Provider demographic change requests
- ▶ Secure Provider Portal password resets

# Contracting Department



**Phone Number:** 1-844-631-6830

**Hours of Operation:** 8 a.m. – 4:30 p.m.



**Provider Contracting Email Address:** [ArkansasContracting@centene.com](mailto:ArkansasContracting@centene.com)

Regular contracting inquiries and contract requests

# Education Requests

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**Would you like training for you and your staff?**



Submit your requests to:

[Providers@ARHealthWellness.com](mailto:Providers@ARHealthWellness.com)