

Greetings,

Priority Health continues to strive for excellence and we want you to excel in the 2017 PCP Incentive Program. Listed below is important information to assist you in achieving desired results. Please see the 2017 PCP Incentive Program manual for more information about the incentive measures and program requirements. Please share this information with your practice groups.

Program deadlines:

Non-adherence	Nov. 10, 2017
CG CAHPS practice-level performance data for 2017 program year	Jan. 31, 2018
Special exceptions	Jan. 31, 2018
Supplemental data	Jan. 31, 2018
Claims submission	Feb. 28, 2018

Non-adherent member exclusions: “Non-adherent” members refuse to follow provider recommendations for care. To submit non-adherent member exclusion, the practice must make three separately identifiable patient outreach attempts; each outreach must take place in 2017 and be a minimum of one week apart. All outreach attempts must be documented in the patient’s chart and must include the type of outreach attempt. Members identified as non-adherent are excluded from the Partners in Performance PCP Incentive Program (PCP IP) measure numerator and denominator for all PIP measures for the current program year, not just the measure for which he or she is non-adherent. If approved, the member will be removed from the practice PIP IP reporting at the year-end settlement reporting cycle. To learn more about the non-adherence exclusion submission process and the allowed measures, visit:

<https://www.priorityhealth.com/provider/center/incentives/pip/nonadherent-members>

(login required).

Deadline: November 10, 2017

CG CAHPS: ACN/Medical Groups that are eligible for this incentive conducted the CG Consumer Assessment Healthcare Providers and Systems (CAHPS) survey. This measure requires practice-level performance data for the 2017 program year using the time frame of April 1 – September 30 by each CG CAHPS measure via flat ASC II or excel to be submitted by January 31, 2018. If the file is being submitted for multiple practices you must include the practice names(s) and practice facility ID(s) on the submitted spreadsheet. Practice groups that do not participate with Michigan Patient Experience of Care (MIPEC) will need to submit practice-level performance data for incentive credit. Priority Health does require the use of a certified vendor to conduct the CG-CAHPS survey. To learn more about the CG CAHPS measure and to access and download the self-reported excel data file(s) go to: <https://www.priorityhealth.com/provider/center/incentives/pip/cg-cahps> (login required).

Deadline: January 31, 2018

Special exceptions: Only special exceptions listed in the drop-down menu located on the patient profile tool will be accepted. No other special exception will be considered. Visit the link below to view the Special Exception submission instructions and reasons that will be accepted:

<https://www.priorityhealth.com/provider/center/incentives/pip/special-exceptions> (login required).

Deadline: January 31, 2018

You can use the special exception tool for the following situations:

- **Foreign adoption**
Childhood immunization measure, well-child exam 15 months of life

- **Internal enrollment challenges**
Gender: Cervical cancer and chlamydia measures
Date of birth: All measures
Deceased: All measures

- **Juvenile detention** (for the course of the calendar year)
All measures

- **Military service** (stationed outside of network service area)
All measures

- **NICU exclusion for WV 0-15**
Well-Child exam, 15 months of life

- **Nursing home/home confinement** (permanent or long-term status spanning the calendar year)
All measures

- **Permanently lives out of state**
All measures

- **Pregnancy test pre-surgery**
Chlamydia measure

- **Receiving care from an out-of-network doctor**
All measures

- **Terminal illness**
All measures

Supplemental data: Supplemental data may be submitted to Priority Health through several methods:

- Patient profile
- Report #70
- EMR or Registry data exchange
- MCIR

Deadline: January 31, 2018

If the **patient doesn't have diabetes, HTN, or asthma:** Note this in Patient Profile with a date in 2017. They will come off your list in a month.

Deadline: January 31, 2018

Well child visits: Well child visits that did not get captured through claims can be submitted by supplemental data in patient profile tool and report #70.

Deadline: January 31, 2018

Childhood/Adolescent Immunizations: Children that are inactive after their second birthday or adolescents inactive after their 13th birthday, but have received the required immunizations can submit immunization data by a report #70. Ask your Provider Performance Specialist for details on how to submit this request.

Deadline: January 31, 2018

Immunization waiver: The PCP incentive program allows members to be excluded from the childhood and adolescent immunization measure when the parent or guardian chooses not to vaccinate their child. Priority Health requires the use of one of the following waver templates:

- Michigan Department of Community Health
- American Academy of Pediatrics
- Alliance for immunization in Michigan

The parent or guardian must sign the immunization waiver form and a copy must be saved in the patient's medical record. Note this in Patient profile.

Claims submission: Claims data processed by **February 28, 2018**

Thank you,

Shana Lynn, MS

Provider Performance Specialist, Provider Network Performance

248.324.2833 (o)

