



4191 East Commerce Way  
Sacramento, CA 95834

Date

<Entity Name>

<First name> <Last name>, <Title> or Administrator

<Address>

<City>, <State> <ZIP>

## **Earn incentives in 2022 when you improve Enhanced Care Management (ECM) outreach and reporting.**

Dear <Title>. <Last Name> or Administrator:

California Health & Wellness Plan (CHWP) is implementing an incentive program for ECM providers. The ECM Provider Incentive (EPI) recognizes and rewards ECM providers who demonstrate effective and timely outreach, and report regularly on members enrolled into the program and on the completion of member assessments.

The incentive program conditions and data requirements are subject to change at CHWP's discretion as the ECM benefit and program matures.

### **Payments earned from EPI are separate from other contractual arrangements**

Payments earned from EPI are not tied to:

- Any direct *Provider Participation Agreement (PPA)* with CHWP, or
- Your agreement as a subcontractor with an independent practice association or medical group.

EPI will continue to align with state requirements around the ECM benefit and program. The program will incentivize based on year-over-year improvement in outreach to, and management of, ECM-eligible members and not individual services rendered.

The incentives are offered as add-on payments to CHWP's Medi-Cal ECM providers who meet the participation rules included on the following page.

### **Questions?**

If you have questions about the program, please contact your assigned CHWP representative or call Provider Services at 877-658-0305.

Sincerely,

Martha Santana-Chin  
Medi-Cal Program Officer

### Are you eligible?

To be eligible for EPI, an ECM provider must:

- Be in good standing with CHWP.
- Be contracted directly with CHWP as an ECM participating provider.
- Be open to accept and have the capacity to serve new CHWP Medi-Cal enrollees eligible for ECM services.

### Incentive administration

- All incentives will be for calendar year 2022 regardless of when each provider is contracted.
- CHWP will make payments by July 1, 2023.
- All payouts will be paid as a per member per month (PMPM) for all ECM-enrolled member months.
- ECM providers will receive a mid-year interim report on their performance during the third quarter of the calendar year.

### Incentive measures

#### 1. Outreach Reporting Within the First 60 Days

ECM provider-conducted outreach to every assigned member as documented on the required monthly report. Monthly report demonstrates that the ECM provider conducted outreach within 60 days of assignment, and includes all required data elements including the type and duration of each outreach attempt.

Measure	Data Source	Calculation	
		Outcome	Rate
Outreach Reporting Within the First 60 days	Member Information File (MIF)	100% compliance	\$10.00
		75%–99% compliance	\$5.00
		Less than 75% compliance	-

#### 2. Enrollment Effectiveness

The percentage of assigned members enrolled in ECM.

Measure	Data Source	Calculation	
		Outcome	Rate
Enrollment Effectiveness	Member Information File (MIF)	More than 30% enrollment	\$10.00
		25%–30% enrollment	\$5.00
		Less than 25% enrollment	-

#### 3. Completed Assessment Within 60 Days of Enrollment

ECM provider provides report documenting that an initial assessment of each ECM enrolled member was initiated within 30 days of enrollment and completed within 60 days of enrollment.

Measure	Data Source	Calculation	
		Outcome	Rate
Completed Assessment Within 60 Days of Enrollment	Member Information File (MIF)	100% compliance	\$10.00
		90%–100% compliance	\$5.00
		Less than 90% compliance	-

#### 4. Completion of Monthly Member Information File (MIF)

ECM providers complete and return the monthly MIF every month.

Measure	Data Source	Calculation	
		Outcome	Rate
Completion of Monthly Member Information File (MIF)	Member Information File (MIF)	100% compliance	\$10.00
		90%–100% compliance	\$5.00
		Less than 90% compliance	-