

Align. Measure. Perform. (AMP) PO Participation Confirmation Process for MY 2023

November 9, 2023 Integrated Healthcare Association Shelley Kong, Project Manager

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Agenda

- MY 2022 AMP Program Updates
- Overview: MY 2023 Participation Confirmation Process
- How-To: Complete the Process for Your PO
 - AMP Commercial HMO, Medicare Advantage, and Medi-Cal Managed Care
- AMP Analytics Portal: New Features
- Reminders & Resources
- Q&A

Dial-in Information

Phone: 1 (669) 900-6833, Webinar ID: 889 5571 6024# Passcode: 490918

Questions?

Submit them via the "Q&A" function!



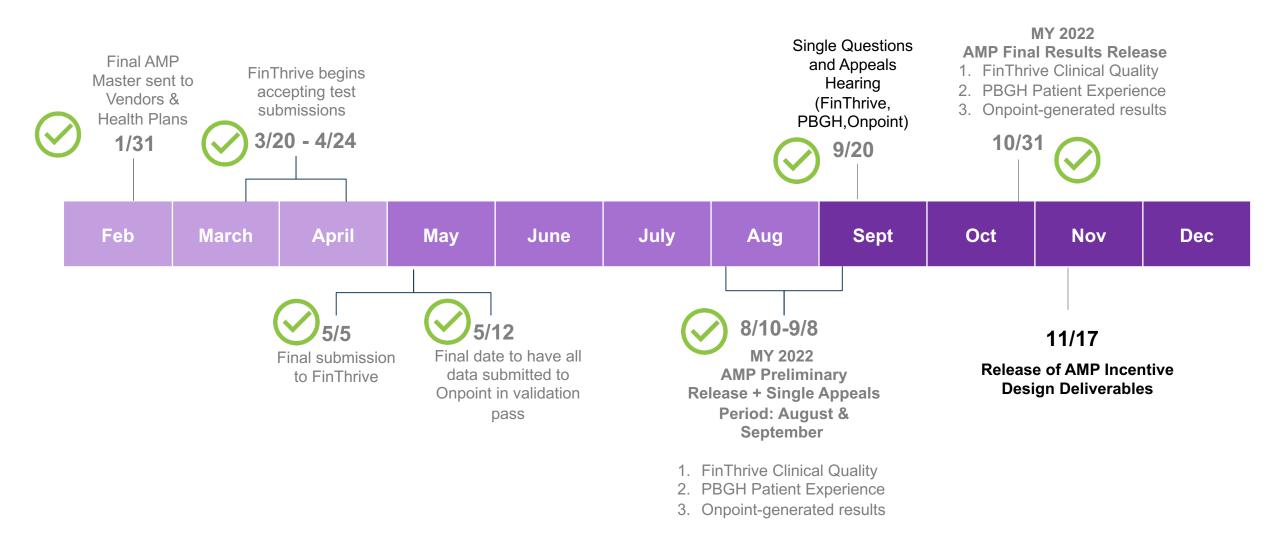
Today's webinar will be recorded and posted on <u>https://www.iha.org/news-and-events/</u>





MY 2022 AMP Program Updates

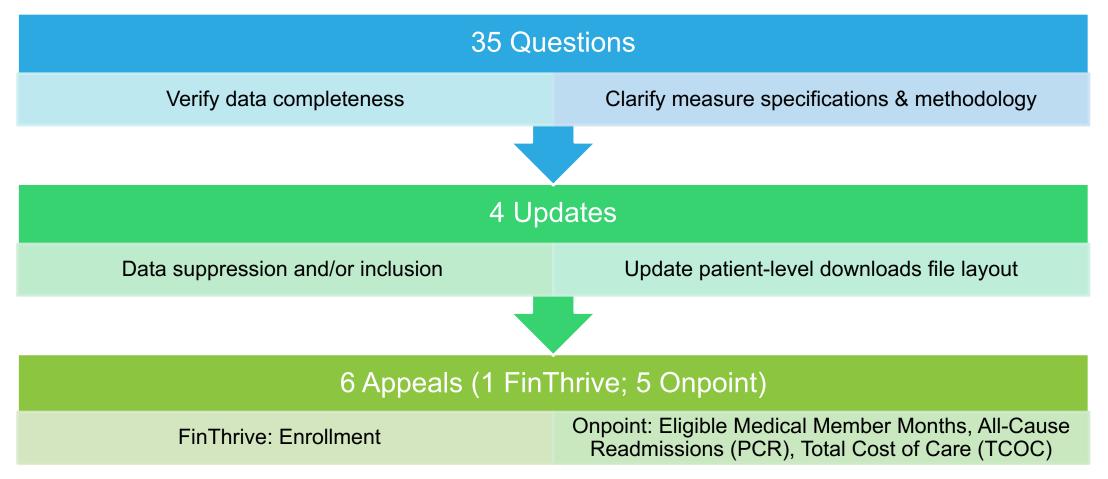
MY 2022 AMP deliverables Timeline





MY 2022 Questions and Appeals Period

9/20 Appeals Panel: Summary and outcomes



AMP final results were released on the Onpoint Performance Reporting Portal on 10/31





MY 2022 incentive design

Return to **standard** IHA value-based incentive design methodology

- Exclusion of Advancing Care Information (ACI) domain when calculating Quality Composite Scores (QCS) results for AMP Commercial HMO POs
 - Rationale: Alignment with recent CMS suppression
 - Impact: A PO may earn up to 60 points for its performance on clinical quality measures and up to 30 points for its performance on patient experience measures, culminating in a maximum QCS of 90 points

Adjusted TCOC Trend Gate threshold

- Standard POs: Three-year average percent change in the Consumer Price Index (CPI) + 3%
- **High-Cost POs:** Three-year average percent change in the CPI + 1%

Please refer to the technical overview for details.



Coming soon: AMP Commercial HMO Awards for MY 2022

We're taking a new approach to celebrating our high-performing and most improved provider organizations (POs) this year.

- Awards notifications to POs went out on November 6.
- IHA will publicly recognize our awardees and all AMP participants beginning in mid-November through email, press release, and social media channels.
- We'll host a virtual awards ceremony during our Program Updates Webinar in January.

We've transitioned from one, annual conference to providing timely programmatic updates through our ongoing Stakeholders' Series, which includes our monthly AMP newsletters, a semi-annual IHA-wide newsletter, and other touchpoints.



The Participant Confirmation process ensures that IHA has all the health plan and provider organization information needed for successful AMP program data collection and reporting.



Getting ready for MY 2023

November-December 2023

Jan-May 2024

August-November 2024

Participation Confirmation

MY 2023 PO and health plan contracts confirmed

Data Collection

PO self-reported audited clinical quality data collection

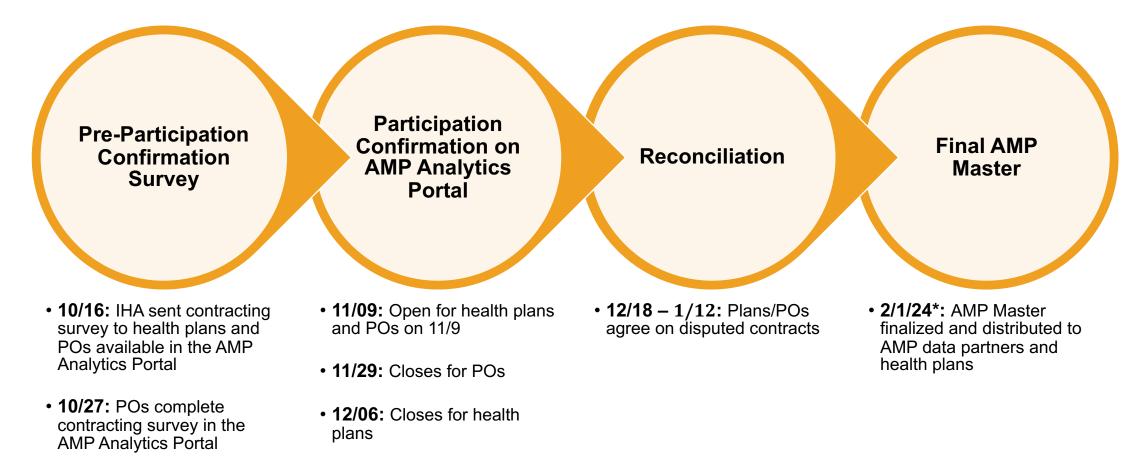
Data Reporting

- Results and benchmarks
- Incentive payments
- Public reporting
- Awards



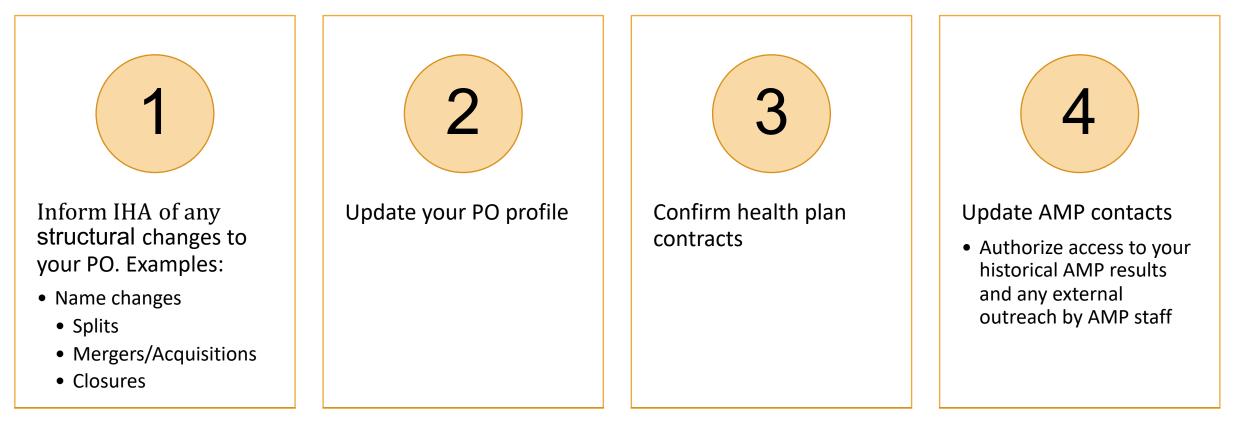
MY 2023 Participation Confirmation Timeline

Goal: Confirm contracting relationships between health plans and POs during calendar year 2023 for MY 2023 AMP reporting





On the AMP Analytics Portal, participants are asked to:



Please note: IHA will only report results for HPs and POs that have confirmed contracts. If contracts are missing, HPs may receive incomplete data. Additionally, POs without confirmed HP contracts will not receive results for the measurement year and, subsequently, may be left out of incentive payments or awards. Health plans and POs should work together to ensure the correct contracts and subcontracts are reported appropriately.



Confirming HP<>PO contracts helps IHA ensure...

	Complete Results	Better Data	Key Updates
PCON Completed Correctly and On Time	 IHA will only report for HPs and POs with confirmed contracts Your PO is eligible for incentive payments 	 If your PO self-reports, NCQA- licensed vendors and auditors will check that your PO reported results for populations covered by confirmed contracts only Member reporting is 	 PO contacts automatically receive monthly program updates via the AMP Newsletter, awards notifications, participation confirmation updates, and more
		aligned between your PO and your contracted health plans	
PCON Completed	 POs without confirmed HP contracts and/or missing sub 	 Wrong members could be reported 	 Missing important updates from IHA
Incorrectly	populations will not receive results for the	Members could be missing	
and/or Missing Data	measurement year and may be left out of incentive payments or awards	 Unexpected product lines (i.e., HMO, MA, MC) included in FinThrive SRPO submissions 	
	 Your PO may not be included or eligible for incentive payments or awards. 	 Potential file submission errors to FinThrive and/or Onpoint 	



MY 2023 Health Plan Participants

Health Plan	Commercial HMO	Medicare Advantage	Medi-Cal Managed Care
Aetna	•		
Anthem	•		
Blue Shield of CA	•	•	
Blue Shield of CA Promise Health Plan			•
Cigna	•		
Health Net	•		
Inland Empire Health Plan			•
Kaiser Permanente	•	•	
LA Care	•		
Molina Healthcare	٠		
SCAN Health Plan (Returning)		•	
Sharp Health Plan	•	•	
Sutter Health Plus	•		
UnitedHealthcare	•	•	
Wellcare by Health Net		•	
Western Health Advantage	•	٠	



Onpoint PRP and AMP Analytics Portal Use Cases

Please continue to update contacts on both portals

The PRP houses all results MY 2021 and beyond.

 Onpoint's Performance Reporting Portal (PRP) will now serve as the single source for AMP Program portal needs, allowing access to both PO- and member-level reporting in one location. The AMP Analytics Portal will remain your historical data source

- IHA's AMP Analytics portal will contain historical AMP results—MY2020 and prior years'—for reference and QA purposes.
- IHA will also continue using this portal for other items such as Participation Confirmation (contracting) and contacts management.





How to Complete Participation Confirmation: AMP Commercial HMO, Medicare Advantage, and Medi-Cal Managed Care

Checklist: Participation Confirmation Process

Already Complete

- ✓ Pre-survey on PO structural changes
- Identification of PO lead

Due Nov. 29, 2023

3 steps, completed in AMP Reporting Portal (<u>https://analytics.iha.org</u>)

- Update profile
- Confirm PO-health plan contracts
- Update contacts





STEP 0: Pre-Participation Confirmation Survey

Inform IHA of any organizational changes

- Name changes
- Mergers/Acquisitions
 - There are two kinds of acquisitions/mergers, one where both organizations continue to exist after the merger/acquisition or one where only one organization remains after the merger
- Splits
 - Your PO split into two or more independent, separately-run provider organizations
- Closures
 - Your PO ceased its operations

Questions?

Reach out to <u>ampparticipation@iha.org</u>.



STEP 1: Update PO Profile

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Contact Information

- **Basic PO Information** •
 - DMHC ID
 - Address
 - Phone Number
 - Website
 - General Notes
- Quick Links
 - How to update PO profile tutorial
 - AMP Analytics Portal

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← → C 🔒 https://ar	nalytics.iha.org/organization-p	rofile#				Ê:
Organization Profile	Contracting Measures	Contacts			Lo	ogout
HA PO ▼		2				
Contact Information About Your PO	Organization Name	IHA PO				
AMP Participation	DMHC ID	99999 99				
	Address	500 12th St.				
		Suite 310				
	City, State, Zip	Oakland	СА	94607		
	Phone Number	510-208-1748 ext.				
	Website	http://iha.org/				
	General Notes					
		Save				-



STEP 1: Update PO Profile

Organization Profile Contracting Measures	Contacts	Logout
IHA PO 👻		
Contact Information		
About Your PO	Which best describes the type of your provider organization? Please select all that apply.	
AMP Participation	Independent Practice Association (IPA) Medical Group Practice Foundation Model Other	
Pre-Participation Confirmation	Which larger health system controls ownership of your provider organization? If none, please state "none".	
	Which hospital is your provider organization legally affiliated with? If your organization has multiple affiliations, please list each individual hospital. If none, please state "none".	
	Which Management Services Organization (MSO) does your provider organization contract with? If none, please state "none".	
	If applicable, please provide the names and PO IDs of any affiliated AMP POs that have a different primary user than this PO. IHA uses this information for external communications such as outreach for AMP awards notifications. If none, please state "none".	
	If applicable, does your organization view member enrollment as continuous across the multiple POs within your purview? If so, please list out the organizations and their corresponding PO IDs in which IHA should apply the continuous enrollment criteria. Note: For example, if a member is enrolled at one PO within your purview for 8 months and then enrolls at another location within this PO group for the remainder of the year, does that member meet a 12-month continuous enrollment criteria to be included in AMP reporting for the second PO? If none, please state "none".	
	Does your provider organization have any full-risk contracts (i.e., capitated payments for both professional and inpatient services) with health plans? OYes ONo	

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STEP 1: Update PO Profile

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\leftarrow \rightarrow C $$ https://and	alytics.iha.org/organization-p	rofile#			Ê:
Organization Profile	Contracting Measures	s Contacts			Logout
IHA PO -		\searrow			
Contact Information About Your PO	Organization Name	IHA PO			
AMP Participation	DMHC ID	99999 99			
	Address	500 12th St.			
		Suite 310			
	City, State, Zip	Oakland	СА	94607	
	Phone Number	510-208-1748 ext.			
	Website	http://iha.org/			
	General Notes				
		Save			
		Convisit @ 2018 Integrated Lies	care Association. All rights reserved.		
		Copyright © 2018 integrated Healtr			•

How to update PO profile tutorial https://analytics.iha.org

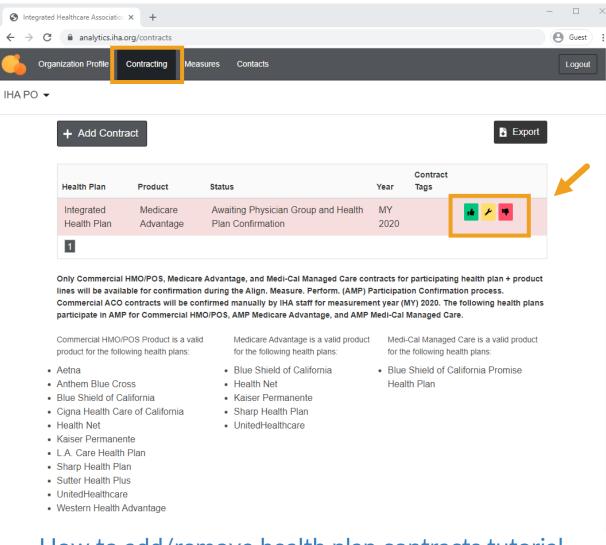


STEP 2: Add/Confirm Health Plan Contracts

List participating health plans and products that your PO contracted with during calendar year 2023

Health Plan	Commercial HMO	Medicare Advantage	Medi-Cal Managed Care
Aetna	•		
Anthem	٠		
Blue Shield of CA	•	•	
Blue Shield of CA Promise Health Plan			•
Cigna	•		
Health Net	•		
Inland Empire Health Plan			•
Kaiser Permanente	•	•	
LA Care	•		
Molina Healthcare	•		
SCAN Health Plan (Returning)		•	
Sharp Health Plan	٠	•	
Sutter Health Plus	٠		
UnitedHealthcare	•	•	
Wellcare by Health Net		•	
Western Health Advantage	٠	•	

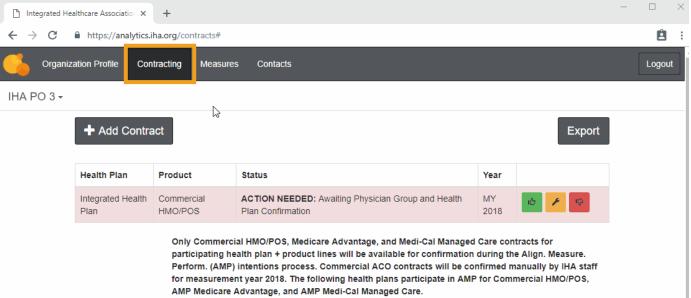
STEP 2A: Add/Confirm Health Plan Contracts



How to add/remove health plan contracts tutorial



STEP 2B: Add/Confirm Health Plan Contracts



Commercial Product is a valid product for the following health plans: Aetna Anthem Blue Cross Blue Shield of California Cigna Health Care of California Health Net Kaiser Permanente L.A. Care Health Plan Sharp Health Plan UnitedHeatthcare Western Health Advantage	plans: • Blue Shield of California • Health Net	Medi-Cal Managed Care is a valid product for the following health plans: • Care1st Health Plan	

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How to add/remove health plan contracts tutorial

https://analytics.iha.org



STEP 3: Update PO Contacts







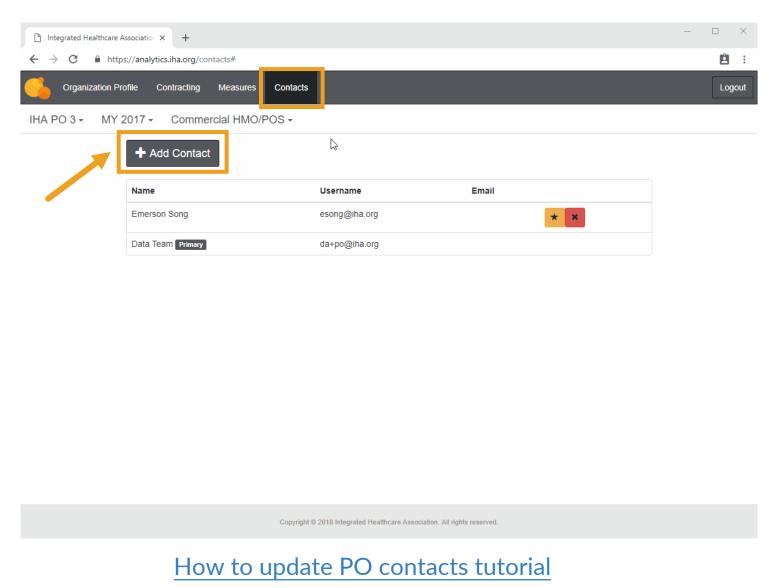
Designate a **primary** contact

Delete contacts who should no longer have access to your AMP results Add contacts to grant access to AMP results and receive important AMP Program updates

Updated contacts ensure the **right people get timely results and updates** directly from the source.



STEP 3: Update PO Contacts



https://analytics.iha.org



STEP 3: Update PO Contacts

Adding a Contact on the AMP Reporting Portal

To receive access to your organization's results:

- <u>Sign up</u> for an account.
- Request to be added as a contact by an existing contact. Need to know who is already a contact at your organization? Email amp@iha.org.
- New users will not have access to any information on the IHA Analytics Portal until they are added as a contact for the relevant organizations.

The existing contact needs to do the following to add you:

- Log in to the AMP Reporting Portal
- Click "Contacts" on the top navigation bar
- Click "Add Contacts"
- Search for New Contact by typing email address (all lowercase) and click "Add"

Please note: Contacts are automatically subscribed to the AMP newsletter, which includes upcoming deadlines, program updates, and other important program information.



Reminder: Update Contacts on Onpoint PRP

- The <u>Onpoint Performance Reporting Portal</u> (PRP) houses AMP data (MY 2021 current) and contains member-level data (PHI).
- Primary contacts (system administrators) are responsible for ensuring the appropriate contacts have access the portal.
- Refer to the User Guide located in the Documentation tab for more information on how primary contacts can add, edit, and remove contacts.

Dashboard	Documentation	
i⊟ Measures ♣ Patients ♣ Downloads	Support	Quick Start Guide - Logging In to the Onpoint Performance Reporting Portal For new users to the Onpoint Performance Reporting Portal, the Quick Start Guide on how to log in to the site is especially helpful. You may use an View Download
Reports Documentation		User Guide - Integrated Healthcare Association Performance Reporting Portal (v3.0) The Onpoint Performance Reporting Portal is an innovative measurement and reporting tool that delivers personalized views into the health and perfo View Download
Melp & Support		Technical Appendix - Onpoint Performance Reporting Portal (v.6.0) Technical appendix detailing the methods and measures used in generating the analyses and reporting for the Onpoint Performance Reporting Portal. View Download
		NCQA Disclaimer MY 2022 View Download Measure Descriptions and Summary Units – Onpoint Performance Reporting Portal (v6.0) The Measure Descriptions and Summary Units document accompanies the Technical Appendix. It outlines the full list of measure and measure specificat View Download



Checklist: Participation Confirmation Process

Already Complete

- ✓ Pre-survey on PO structural changes
- Identification of PO lead

Due Nov. 29, 2023

3 steps, completed in AMP Reporting Portal (<u>https://analytics.iha.org</u>)

- Update profile
- Confirm PO-health plan contracts
- Update contacts







New Features in the AMP Analytics Portal:

- Commenting
- Email Notifications

When to use the comment feature:

Ask questions directly to IHA and/or HPs for specific PO<>HP contracts listed on the portal

Make a comment for specific PO<>HP contracts that everyone can see

Resolve or clarify contract discrepancies during reconciliation

Note:

- IHA will still accept and send communication via email. The comment feature is a supplemental resource.
- Comments are visible to IHA, health plans and POs
- Comment feature does not accommodate attachments or tables at this time. This type of information must be sent via email.

How to enter comments:

Select "View/ Add Comment" for the PO contract listed on the Contracting page 1.

Organization Profile Contracting	Contacts						
IHA PO 3 👻							
	+ Add Contra	ct					Export
	Health Plan	Product	Status	Year	Contract Tags	Comments	
	Integrated Health Plan	Medicare Advantage	Health Plan Denied; Awaiting Physician Group Confirmation	MY 2023		View / Add Comments	💼 🥕 🌉
	Integrated Health Plan	Commercial HMO/POS	Health Plan Confirmed; Awaiting Physician Group Confirmation	MY 2023		Please Review PO Contract Please confirm or deny this contract by 12/6/23.	16 🥕 ෦
						gtorres@iha.org 10/25/2023, 3:03:56 PM View / Add Comments	
2. Select "Add comment"							

2.





How to enter comments:

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11/10/23

3. Enter subject of comment, recipients, comment details; then press "send"

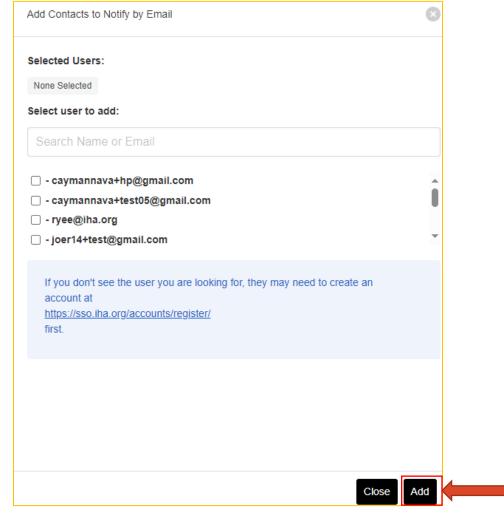
Subject		
Services	□ HP: Contact@hp.org □ PO: Contact@po.org	
Notify IHA contact: ① □		
Add New Recipients	Clear Recipients	
Text		
		Send Cancel

Above Options	Contact Type	Description	
	HP PCON contact	Designated HP PCON contact	
Notify PCON contacts			
	PO PCON contact	PO's primary contact for the portal	
Notify IHA contact	IHA contact	Comments are sent to IHA staff at ampparticipation@iha.org	
Select other recipients to	Add New Recipients	Select additional contacts from your organization and/or the health plan	
notify	No recipients selected	Comment will be left in the portal and visible to everyone, but no one will be notified	



How to enter comments:

Drop down displayed when selecting "add new recipients"





How to remove comments:

- 4. Select "remove" to remove your comment.
- Comments can only be removed by the comment author
- Comments cannot be edited. To edit a comment please remove the comment and enter a new comment with your edits

Comments	8	
Subject Text		
Comment Text gtorres@iha.org	Demons	
10/19/2023, 10:38:44 AM	Remove	



Comments display:

5. The most recent comments are displayed at the top and older comments at the bottom

HP qu	estion			
l have	a ques	tion		
gtorre	s@iha.	org		
10/24	<mark>2023, 4</mark>	<mark>::17:20</mark>	PM	
testing	1			
4th te	st			



Comment Examples

1. Leave a comment (without selecting anyone to notify) to leave a note that everyone can see.

Example: track contract renewal date, termination dates

Subject				
Contract Denied by Health Plan				
Notify PCON contacts: 1 HP: PO				
Notify IHA contact: 🕕 🔲 Yes				
Select other recipients to notify: (1)				
Add New Recipients Clear Recipients				
Text				
The PO termed on 5/2/22.				

2. Ask IHA a question regarding a specific PO<> HP contract by selecting "Notify IHA contact" only.

Example: clarification questions, confirm name changes

Subject	
Question re: PO Contract Status	
Notify PCON contacts: 1 CHP:	PO:
Notify IHA contact: 🕕 🖉 Yes	
Select other recipients to notify: ()	
Add New Recipients Clear Recipients	
Text	
I noticed this PO is listed as a contract, which	ch is not expected. This PO is not contracted with the health plan. Are there any

I noticed this PO is listed as a contract, which is not expected. This PO is not contracted with the health plan. Are there any consequences for confirming the PO contract when they are not contracted as an IPA? <u>Was</u> this PO add as a new contract for our organization during Participation Confirmation?



Comment Examples

 Ask HP questions regarding a specific PO <>
 HP contract by selecting "Notify HP Contact" and selecting other recipients to notify.

Example: clarification questions, confirm inclusion/exclusion of members for a specific contract/subcontract

ubject	•
XXX Subcontract for IHA PO <> IHA Health Plan	I
lotify PCON contacts: 🕕 🗹 HP: okozek@iha.org 🛛 PO: okozek@iha.org	I
lotify IHA contact: 0 🛛 🖓 Ves	
elect other recipients to notify: ()	
aymannava+hp@gmail.com, p4p@iha.org	
Add New Recipients Clear Recipients	
ext	I
Hello health plan,	1
We are reaching out to confirm that you will include members from XXX subcontract for MY 2023 AMP reporting. This is a new	
contract between IHA PO and IHA Health Plan for Medicare Advantage effective on 5/1/2023. Please confirm. Thanks.	÷
Close	



Comment Examples

4. You may receive notifications from IHA requesting to confirm that a contract exists for MY 2023 because a discrepancy was identified during the reconciliation period (12/18 - 1/12). For example, the contract status submitted was Health Plan confirmed; Physician Group denied.

- You can enter a comment to respond to IHA by selecting "Notify IHA contact" only.
- If at any point the HP needs to be involved to resolve a contract discrepancy, the comment feature allows 1) for the HP to see the comment activity taken place and 2) allows you to select the HP to be notified of a comment (if needed) by selecting "HP" under "Notify PCON contacts".
- IHA can assist in determining if a HP should be included in comment communication

Sample	Subject		
Provider	IHA PO 3 - Integrated Health Plan MA Discrepancy		
Organization	Notify PCON contacts: 🕕 🗌 HP: gtorres@iha.org 🗌 PO: skong@iha.org		
response:	Notify IHA contact: 🕕 🗹 Yes		
	Select other recipients to notify: 1		
	Add New Recipients Clear Recipients		
	Text		
	Upon further review, we confirm that the contract between IHA PO 3 and Integrated Health Plan for MA exists. IHA, please change our contracting status to "Physician Group Confirmed." Thank you.]		
Close			



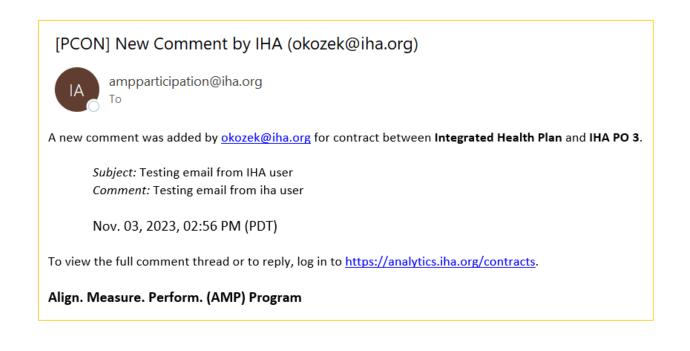
NEW- Email Notifications from the AMP Analytics Portal

Real time notification of new comments:

- These notifications will only be sent to recipients included in the comment
- Duration of notifications: 11/9/23-1/12/24
- You can view and respond to the comments directly on the AMP Analytics Portal.
- If you respond directly to the email, the email will be sent to <u>ampparticipation@iha.org</u>.

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11/10/23





NEW- Email Notifications from the AMP Analytics Portal

Weekly comment activity summary:

- Will only be sent to the designated primary contact
- Will be sent every Monday
- Will only be sent if there is comment activity in the previous 7 days
- Primary contacts of multiple organizations will receive notifications for each organization they oversee
- Duration of notifications: 11/9/23-1/12/24
- You can reply to this email if you have questions or concerns. The email will be sent to ampparticipation@iha.org.

AMP Participation - There are new comments on 2 contracts



- ampparticipation@iha.org To Shelley Kong
- (i) You replied to this message on 10/20/2023 1:49 PM. If there are problems with how this message is displayed, click here to view it in a web browser.

IHA PO 3

The following contracts have new comments since Oct. 13, 2023, 12:00 PM (PDT):

Contract	New Comments
Integrated Health Plan - IHA PO 3 - Commercial HMO/POS (MY 2023)	3
Integrated Health Plan - IHA PO 3 - Medicare Advantage (MY 2023)	2

Please go to https://analytics.iha.org/ to view.

Align. Measure. Perform. (AMP) Program





NEW- Email Notifications from the AMP Analytics Portal

Weekly summary of contract status:

- Will only be sent to designated primary contact
- Helps track action items
- Will be sent every Monday
- Primary contacts of multiple organizations will receive notifications for each organization they oversee
- Duration of notifications: 11/20/23-11/29/23
- You can reply to this email if you have questions or concerns. The email will be sent to <u>ampparticipation@iha.org</u>.

Action Requested: AMP Participation - 2 Contracts awaiting approval



ampparticipation@iha.org To Shelley Kong

If there are problems with how this message is displayed, click here to view it in a web browser.

IHA PO 3

Reminder: You have 2 contracts still awaiting confirmation.

REQUEST: Please review the contract status below to confirm contracts and/or contracting discrepancies. Please complete by **Nov. 29, 2023**. You can update contract status for Participation Confirmation on <u>https://analytics.iha.org/</u>.

The following contracts are still incomplete:

Contract	Status	
Integrated Health Plan - IHA PO 3 - Commercial HMO/POS (MY 2023)	Health Plan accepted; awaiting Physician Organization	
Integrated Health Plan - IHA PO 3 - Medicare Advantage (MY 2023)	Health plan rejected; awaiting Physician Organization	

Please feel free to reply to this email if you have any questions or concerns.

Align. Measure. Perform. (AMP) Program







Program Reminders & Resources

Program reminders

Now

- Confirm participation by November 29, 2023
- Review final MY 2022
 AMP results via <u>Onpoint</u>
 <u>Performance Reporting</u>
 <u>Portal (PRP)</u>
- Review the <u>MY 2023</u> <u>Measure Set</u>
- Review the <u>MY 2023</u> <u>Final AMP Technical</u> <u>Specifications</u>
- For POs self-reporting Depression Screening and Follow-up (DSF-E) as a testing measure for MY 2023, contact <u>amp@ncqa.org</u> for the digital measure package

Coming soon

- Final MY 2023 Program Guide (Dec 15, 2023)
- Review final MY 2022 PO worksheets via <u>Onpoint</u> <u>Performance Reporting</u> <u>Portal (PRP)</u>
- <u>AMP Program Updates</u> webinar (Jan 24, 2024)
- Voice of the Client survey (Jan 2024)

Ongoing

 Submit encounter data – ensure data is complete and successfully transmitted to health plans



Resources

- Preliminary MY 2022 AMP Program Guide *
- AMP MY 2023 Technical Specifications
- AMP MY 2023 Measure Specifications FAQs (updated Oct 2023)
- AMP MY 2023 Measure Set
- NCQA Vendor Certification Requirements
- MY 2023 NCQA Certified Vendors
- NCQA-Certified HEDIS Compliance Auditors

* Final version will be available December 15, 2023. Look for updated information and links in the December AMP Newsletter

Note: The AMP Manual has been renamed to the AMP Program Guide and the AMP Technical Specifications





Questions?

Email us at ampparticipation@iha.org