



2023 IHCP Works Seminar

**MDwise Quality Improvement and Engagement
Strategies**

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Providing health coverage to Indiana families since 1994

Overview

- How does MDwise promote quality among members (patients)?
 - Member Programs
 - Member Rewards Program
- How does MDwise promote quality among providers?
 - Provider Incentive Programs
- How does MDwise measure provider quality?
 - HEDIS Measures
- How can providers improve their quality scores with MDwise?



**How does MDwise promote quality
among members?**

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Member Programs - Pregnancy

MDwise member programs help promote positive health outcomes for Indiana residents.

Pregnancy Programs		
Indiana Pregnancy Promise	MDwise participates in this free, voluntary program for pregnant members who use opioids or have used opioids in the past connecting individuals to prenatal and postpartum care, other physical and mental health care and treatment for opioid use disorder. This is a state program.	Indiana Pregnancy Promise Program
BLUEBELLEbeginnings	Program for MDwise members who are pregnant. MDwise holds BLUEBELLE'S community baby showers for pregnant members across the state. We also provide pregnancy information and resources.	BLUEBELLEbeginnings

For a full list of member programs please visit www.mdwise.org

Member Programs – Child

Child and Youth Programs

Children’s Special Health Care Services Program (CSHCS)	This is a state program is for children through age 21 with severe, chronic medical conditions.	To participate call 1-800-475-1355. CSHCS Program Info
First Steps Program	The First Steps Program is a state program that provides services for children up to age three (3) that have developmental disabilities.	To participate call 1-800-441-7837. First Steps Program Info
TEENconnect	Resource for teens to find health information like teen health and body issues, how to deal with peer pressure about sex, tobacco, drugs or alcohol and what to do if you are down or depressed.	TEENconnect

Member Programs – Social Needs

Social Needs Programs		
FOODwise	Program to provide food assistance to members at risk for food insecurities, providing members with a gift card to bridge immediate short-term food insecurity needs.	Call 1-800-356-1204
GA Foods	Home-delivered meals through GA Foods for members with complex needs, CHF, CAD, DM, COVID and NICU.	Call 1-800-356-1204
WORKwise	Program that connects members to work and education resources. Includes a guide that helps members build resumes, prepare for interviews, and access educational opportunities. MDwise will cover the cost of a member's High School Equivalency (HSE) exam.	Call 1-800-356-1204
HELPlink	Platform members can access assistance with social needs such as food, education, housing, jobs and more.	HELPlink

Member Programs - Medical

Medical Programs		
NURSEon-call	24-hour phone line to speak with a nurse.	Call 1-800-356-1204
WEIGHTwise	Tool with current information on weight control. Provides tips on where to find help, information on eating right, and ways to become/stay active.	WEIGHTwise
Better Together Program	A comprehensive healthcare initiative that prioritizes personalized hands-on care to improve the well-being of MDwise members, utilizing Community Health Workers who serve as vital links between members and their care management team.	Call 1-800-356-1204
SMOKE-free	Program for members who want to learn how to stop using tobacco.	SMOKE-free
myStrength	Digital program for mental health support. Members can access by downloading the myStrength app through their preferred app store; enter the code "MDWISE".	myStrength
Cityblock Partnership	Improving outcomes for low-income and marginalized communities. Member's eligibility will be identified through care management and directly contacted to participate in the program.	https://www.cityblock.com/indiana
HEALTHwise	Platform for evidence-based member education. Visit mdwise.org and click on "Wellness Tools" to learn more information on a variety of health topics. Members can also connect with care management for more information.	Health and Wellness Tools

INcontrol – Disease Management Program

- MDwise has special resources and tools for members with certain health conditions.
- These resources and tools are used towards MDwise's population health management efforts and support our Population Health Management Strategy.
- We call these resources and tools INcontrol.
- [INcontrol Program Information](#)

These resources and tools help with conditions including the following:

- Chronic Obstructive Pulmonary Disease (COPD)
- Asthma
- Diabetes
- Heart disease
- Depression
- High blood pressure
- Heart failure
- Autism and other similar disorders
- ADHD
- Pregnancy
- Chronic kidney disease
- Post-Traumatic Stress Disorder (PTSD)

myMDwise Rewards Program

- MDwise has a rewards program for Hoosier Healthwise (HHW) and Healthy Indiana Plan (HIP) members.
- Members earn points for a variety of activities, like going to their doctor appointments and then shop for gift cards with their points. Learn more about how members can earn points.
- The member earning the reward must be an MDwise HHW or HIP member at the time of the service, at the time the points are redeemed and when the reward is earned.
- The dollar limit for rewards is \$300 per member per year, not to exceed \$200 per incentive.
- [MDwise Member Rewards Program](#)
 - [HIP Member Rewards](#)
 - [HHW Members Rewards](#)



**How does MDwise promote quality
among providers?**

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Provider Programs

- **Physician Pay for Value Program (P4V)**

- MDwise is committed to providing high-quality, cost-effective health care to our members. By establishing our P4V Program, MDwise will maintain a strong partnership with our primary medical providers (PMPs), resulting in improved quality and access to health care services. The goal of the program is to improve access and health outcomes for all members.
- [MDwise Pay for Value Program](#)



Physician Pay for Value Program 2023

PMPs will be incentivized for reaching specific quality and access metrics:

- The P4V allows PMPs to receive **up to \$3.25** per member per month (pm/pm) for Healthy Indiana Plan (HIP) and Hoosier Healthwise (HHW) members, to be awarded to individual providers based upon their attributed MDwise membership and achievement of the defined metric. The actual award is subject to the following conditions:
 - Per state requirements, providers that may serve as PMPs include internal medicine physicians, general practitioners, family medicine physicians, pediatricians, obstetricians, gynecologists, and endocrinologists if primarily engaged in internal medicine with assigned membership. MDwise will also allow nurse practitioners and physician assistants who carry a panel of MDwise members to participate.
 - The PMP must be contracted with MDwise for at least six months of the measurement year and be contracted at the time of payment.
 - The PMP must have an annual average of 100 attributed members per month, with those members assigned to the PMP for at least six (6) months of the measurement year.

Physician Pay for Value Program 2023 (continued)

PMPs will be incentivized for reaching specific quality and access metrics:

- The PMP must have an open panel to accept new MDwise members for at least six months of the measurement year.
- The PMP must participate in both Hoosier Healthwise and HIP.
- Ninety percent (90%) of all claims must be submitted electronically during the measurement year
- The P4V program calculation and payments will be distributed as follows:
 - MDwise will determine the provider score for each measure based on MDwise specifications.
 - MDwise will compare the provider score to the set goal for the measurement year.
 - MDwise will calculate the pm/pm for membership as of December 31 for the measurement year.
 - MDwise will pay these annual metrics within six (6) months of the end of the measurement year. Payments will be made directly to the PMP or the Group NPI.

Physician P4V Program 2023 – Hoosier Healthwise

Quality Measures	HEDIS Specifications	2023 Goal	Pediatrician Award per Member	Family Practitioner Award per Member	Internist Award per Member
Well Child	WCV	Achieve 75 th percentile for children ages 3-11 who had a well child visit	\$0.75	\$0.75	\$0.75
Well Child	W30	Achieve 75 th percentile for children with 6 or more visits in the first 15 months of life and children ages 15-30 months (about 2 and a half years) who had two or more well visits	\$0.75	\$0.75	\$0.75
Lead Screening	LCS	Achieve 25 th percentile for the percentage of members under 2 years of age who received lead screening	\$0.50	\$0.50	\$0.50
Combo 10 CIS	CIS	Achieve 25 th percentile for percentage of members who receive the childhood immunization status combo 10	\$0.50	\$0.50	\$0.50
Asthma Medication Ratio	AMR	Achieve 50 th percentile for percentage of members ages 5-64 years, identified as having persistent asthma, with a ration of controller medications to total asthma medications of 0.50 or greater during the measurement year	\$0.50	\$0.50	\$0.50
Indiana Health Information Exchange Participation	N/A	Evidence of active participation in the Indiana Health Information Exchange and attestation of provider use of patient health care information received from the Indiana Health Information Exchange	\$0.25	\$0.25	\$0.25

Physician P4V Program 2023 – HIP

Quality Measures	HEDIS Specifications	2023 Goal	Family Practitioner Award per Member	Internist Award per Member
Adult Visits	AAP	Achieve 75th percentile for the percentage of members 20-44 years of age who had an ambulatory care visit	\$0.75	\$0.75
Adult Visits	AAP	Achieve 75th percentile for the percentage of members 45-64 years of age who had an ambulatory care visit	\$0.75	\$0.75
Generic Prescribing Rate	GDR	Maintain an average overall Generic Dispense Rate of 85% during the measurement year	\$0.50	\$0.50
Breast Cancer Screening	BSC	Achieve 50 th percentile for the percentage of members 50-74 years of age who had at least one mammogram to screen for breast cancer	\$0.50	\$0.50
Hemoglobin A1c Control for Patients with Diabetes	HBD	Achieve 25 th percentile for percentage of members who receive Hba1c test, with Hba1c control <8.0%	\$0.50	\$0.50
Indiana Health Information Exchange Participation	N/A	Evidence of active participation in the Indiana Health Information Exchange and attestation of provider use of patient health care information received from the Indiana Health Information Exchange	\$0.25	\$0.25

Physician Pay for Value Program 2023 - FAQ

- The requirement states the PMP must have an open panel to accept new patients at least six (6) months out of the year. We have panels who have been consistently full and are unable to accept new patients, but they are technically “open” as opposed to being “on hold”. If the restriction is solely regarding providers being “on hold”, how will MDwise be able to tell the difference?
 - **MDwise will track panel status in the provider repository.**
- The requirement states a PMP must participate in both HHW and HIP. Does this apply to pediatric providers as PMP’s in the HIP program or internal medicine PMP’s in HHW?
 - **The requirement does not apply to all provider types. If a provider practice area is not included in both programs, that fact alone will not disqualify a provider from receiving P4V payments. For example, if a pediatrician does not participate in the HIP program because members are all 19 years old or younger, that provider will still be able to earn P4V payments. Likewise, if an internal medicine physician does not participate in Hoosier Healthwise because members are mostly adults, that provider may still be able to earn P4V payments.**

Other Provider Programs

MDwise also offers claim-based Provider Programs.

These program's incentives are paid at the time of claim processing and currently include:

- Club 105
- Tobacco Cessation
- Lead Testing

For specific questions regarding provider programs, please contact MDwise's Provider Customer Service Line at 1-833-654-9192.

Provider Programs – Club 105

- **For Hoosier Healthwise members ages 1-14 years**
 - Club 105 is an incentive plan designed to reward and recognize MDwise primary medical providers. For every well-child visit performed and billed to MDwise for HHW members ages 1-14, MDwise will reimburse you \$105 instead of the stated EPSDT reimbursement rate.

Preventative Visit – E/M CPT Code	EPSDT Reimbursement	MDwise HHW Reimbursement
99392 (est. patient ages 1-4)	\$87.00	\$105.00
99393 (est. patient ages 5-11)	\$87.00	\$105.00
99394 (est. patient ages 12-14)	\$87.00	\$105.00
99382 (new patient ages 1-4)	\$100.00	\$105.00
99383 (new patient ages 5-11)	\$100.00	\$105.00
99384 (new patient ages 12-14)	\$100.00	\$105.00

Provider Programs – Tobacco Cessation

- **For Medicaid Members**

- MDwise is pleased to announce the Tobacco Cessation Counseling program. It is an easily achievable, simple incentive plan. It is designed to reward and recognize MDwise Primary Medical Providers.
- As an incentive for providers cooperation, MDwise will reimburse the following rates for smoking and tobacco use cessation counseling with an MDwise Hoosier Healthwise or Healthy Indiana Plan member. This program became effective 9/1/2022.

CPT Code	MDwise Reimbursement
99406	\$12.00
99407	\$27.00

Provider Programs – Lead Testing

- The MDwise Lead Screening program is an easily achievable, simple incentive plan. It is designed to reward and recognize MDwise primary medical providers who meet the requirement of lead testing children before their second birthday.
- As an incentive in this lead screening endeavor, MDwise will reimburse providers as described below when you provide a lead test to an MDwise Hoosier Healthwise member.

CPT Code	MDwise Medicaid Reimbursement
36416	\$15.00
83655 (with or without UI modifier)	\$25.00



How does MDwise measure provider quality?

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Healthcare Effectiveness Data and Information Set (HEDIS)

- HEDIS is one of the most widely used sets of health care performance measures in the United States.
- Overseen by the National Committee for Quality Assurance (NCQA).
- MDwise uses claims data to aggregate HEDIS measures by the provider.

HEDIS Measures of Note

- Adult Access to Preventative/Ambulatory Health Services (AAP)
- Breast Cancer Screening (BSC)
- Hemoglobin A1C Control for Patients with Diabetes (HBD)
- Lead Screening for Children (LSC)
- Asthma Medication Ratio (AMR)
- Childhood Immunization Status (CIS)
- Postpartum/Prenatal Timeliness and Care (PPC)
- Well-Child Visits (WCV and W30)



**How can providers improve their
quality scores with MDwise?**

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Submit Timely HEDIS Data

Claims and Encounters

- MDwise prefers that you submit HEDIS information on a claim form (CMS-1500 or UB-04), an efficient and highly automated claims process that ensures prompt and appropriate payment for your services. The MDwise HEDIS Toolkit 2023 contains the appropriate HCPCS, CPT and diagnosis codes needed to bill for a particular measure.

Members with Other Primary Insurance

- Some MDwise members have primary insurance coverage other than MDwise. Even though the claim is paid by the primary insurance carrier, MDwise needs this secondary claim for HEDIS and the P4V program. MDwise accepts both electronic and paper claims when the member has another primary insurance carrier.

Avoid Missed Opportunities

Make Every Office Visit Count

- Avoid missed opportunities by taking advantage of every MDwise member office visit to provide a well-child visit, immunizations, lead testing and BMI percentile calculations.
- A sports physical becomes a well-child visit by adding anticipatory guidance (e.g., safety, nutrition, health, social/behavior) to the sports physical's medical history and physical exam.
- A sick visit and well-child visit can be performed on the same day by adding modifier 25 to the sick visit, and billing for the appropriate preventative visit. MDwise will reimburse both services.
- For members two (2) years and older, you do not need to wait 12 months between well-child/preventative visits.
- Remember, infants up to 15 months need at least six well-child visits and by 30 months (about two (2) and a half years) should have received at least eight well-child visits.
- BMI percentiles are a calculation based on the child's height and weight and should be calculated at every office visit. Be sure to include counseling for nutrition and physical activity.

General Tips to Improve Scores

- Use HEDIS-specific billing codes when appropriate. Review the next day's schedule at the end of each day; implement reminder calls as needed.
- Consider using an after-visit summary to ensure patients understand what they need to do. This improves the perception that there is good communication with the provider.
- Take advantage of your Electronic Medical Records (EMR). If you have an EMR, try to build care gap alerts within the system.
- Submit supplemental data using MDwise's Faxback Program.
 - [MDwise Quality Program](#)
 - Supplemental data is accepted for the following HEDIS measures:
 - Diabetes Measures – HBD, EED, BPD, KED
 - Blood Pressure Measures – CBP
 - Prenatal and Postpartum Measures – PPC1, PPC2, PND-E, PNS-E
 - Immunizations Measures – CIS, AIS
 - Child and Youth Measures – WCV, W30, LSC
 - Send all information via secure email to faxback@mdwise.org.

Resources and Contact Information

- Provider Customer Service 1-833-654-9192
- Member Customer Service 1-800-356-1204
- MDwise Provider Portal Link - [MDwise Provider Portal](#)
- MDwise Provider Manual Link - [MDwise Provider Manual](#)
- MDwise Provider Forms - [Provider Forms Link](#)

MDwise Quality Team Contacts:

- Ashley Wilson, Quality Director, awilson@mdwise.org
- Megan McNeal, Quality Manager, mmcneal@mdwise.org
- Krystal Hunter, Quality Administrator, khunter@mdwise.org

**Thank
you!**

QUESTIONS?

