

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM #2024-05

SUBJECT: 2024 Pay for Performance Program (P4P)
TO: CHC Managed Care Organizations (MCOs)
FROM: Bureau of Quality Assurance & Program Analytics
DATE: November 14, 2024

PURPOSE

The CHC Agreement, in Exhibit DD (1) – CHC-MCO Pay for Performance, establishes P4P program requirements, and a potential payment obligation by the Department of Human Services (Department) to CHC-MCOs for long-term services and support (LTSS) measures. This Operations Memorandum provides additional clarification, specifying the 2024 P4P goals established by the Department and associated potential financial incentives for attaining those goals.

PROCEDURES

For measurement year (MY) 2024, the Department selected National Committee for Quality Assurance (NCQA) and Pennsylvania Performance Measures (PAPMs) impacting nursing home transition, LTSS, overall health plan satisfaction, participant self-direction, competitive integrated employment, and participant satisfaction as quality measures using established statewide specific goals. The Department chose these indicators based on an analysis of past data indicating the need for improvement across the CHC Program as well as the potential to improve services and support for CHC participants.

One hundred fifty million dollars (\$150,000,000) has been allocated to fund the P4P program for MY 2024. The maximum program payout amount will be proportionally split between the CHC-MCOs based on membership as of the date listed in the chart below. The membership population for each measure will only include the eligible participant pool (e.g., the nursing home transition measure will only include nursing facility residents, and the employment measure will only include Home and Community-Based Services (HCBS) participants ages 21-64). Each CHC-MCO's maximal allocation will then be split with 50% of the funds allocated to benchmark performance and 50% to incremental improvement. Within the benchmark allocation, each of the nine measures will be eligible for equal payment based on achieving the statewide goal. Within the

incremental improvement allocation, (Table 5: Incremental Improvement Allocations), each of the nine measures below will be eligible for equal payment based on the sliding scale results for each measure.

Benchmark Data

Table 1: P4P Measures for Calendar Year (CY)/MY 2024

Basis	Baseline Year	Measurement Year	Description	Statewide Goal	Applicable Membership Measurement Date
Healthcare Effectiveness Data and Information Set (HEDIS)	CY 2023	CY 2024	Comprehensive Assessment and Update (CAU)	95%	CHC LTSS Population as defined in the HEDIS Technical Specifications for 1/1/24 - 12/31/24
HEDIS	CY 2023	CY 2024	Comprehensive Care Plan Update (CPU)	93%	CHC LTSS Population as defined in the HEDIS Technical Specifications for 1/1/24-12/31/24
HEDIS	CY 2023	CY 2024	Reassessment and Care Plan Update after Inpatient Discharge (RAC)	61%	CHC LTSS Population as defined in the HEDIS Technical Specifications for 1/1/24 - 12/31/24
HEDIS	CY 2023	CY 2024	Shared Care Plan with Primary Care Practitioner (SCP)	84%	CHC LTSS Population as defined in the HEDIS Technical

					Specifications for 1/1/24 - 12/31/24
Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan(HP)	CY 2023	CY 2024	Overall Satisfaction with Health Plan (Aligned Dual Income Special Needs Program (D-SNP) /Medicaid only population)	90%	Aligned D-SNP/ Medicaid Only Population as outlined in the CAHPS – HP Specifications and guidance memo for 1/1/24 – 12/31/24
HCBS CAHPS	CY 2023	CY 2024	Person-Centered Service Plan (PCSP) included all things important to you	72%	HCBS Population Only Selected as outlined in the HCBS CAHPS Technical Specs 1/1/24 – 12/31/24
Ops 32 Report	CY 2023	CY 2024	Number of Participants who, as defined on Ops 32, were successfully transitioned from the NF to the community and remained there for at least six months	Total - 1,600 AHC/KF – 512 PHW – 528 UPMC - 560	Long-Term Care (LTC) Population Only as of 1/1/24 ¹
Encounter Data	CY 2023	CY 2024	Participant-Directed Services (including Personal Assistance	Baseline and Goals by Zone ²	HCBS population receiving participant directed PAS services

			Services (PAS), and Services My Way) by MCO by Zone, weight by HCBS in each zone		anytime during the month of September 2023 ³
Ops 22 Report	CY 2023	CY 2024	Supported Employment Benchmark for Competitive Integrated Employment - MCO Ratio Based on HCBS population age group 21-64	2.5% of the target population employed that meet the Competitive Integrated Employment (CIE) definition. Baseline CIE counts as of end of 2023 by MCO ⁴	HCBS population aged 21 up to 64 as of 1/1/24 ⁵

1. For Nursing Home Transitions, AmeriHealth Caritas (AHC) Keystone First (KF) 13,193, PA Health & Wellness (PHW) – 13,520, UPMC - 14,593 Total - 41,305. This is the LTC Population as of 1/1/24 for each MCO. These counts were used to determine the MCO-specific goal as a proportional share of the statewide goal of 1,600 successful transitions as outlined in OPS 32. To calculate, determine the MCO-specific LTC population as a proportion of the statewide LTC population. Then apply that proportion percentage against the MCO Specific LTC population to determine the MCO goal for successful transitions.

Table: 2 Nursing Home Transition Goal by MCO

CHC-MCOs	LTC Population	Percent Of LTC Population	Transfer and Remaining in Community Goal
AHC/KF	13,192	32%	512
PHW	13,520	33%	528
UPMC	14,593	35%	560
Total	41,305	100%	1,600

2. 3. The Participant-Directed PAS measure will use the entire month of September 2023 to determine the baseline and the entire month of September 2024 will be used to

determine if the MCOs met the benchmark and/or incremental improvement. This is the number that will be used for MY 2025, if the measure is continued beyond 2024. Counts of participants using the service will be used to evaluate this measure versus a proportion of participants. Data will be run at least six months after September 30, 2024, to determine incremental improvements (not run in September 2024).

Table 3: Participant-Directed PAS Participants by MCO by Zone (Lehigh/Capital (LC), Northeast (NE), Northwest (NW), Southeast (SE), Southwest (SW))

Consumer Driven PAS - 2024 Baseline by Zone						
Distinct Members	ZONE					
MCO	LC	NE	NW	SE	SW	Grand Total
AHC/KF	650	514	161	1,620	296	3,241
PHW	286	197	182	474	421	1,560
UPMC	397	231	585	356	1,367	2,936
Grand Total	1,333	942	928	2,450	2,084	7,737

Table 4: Participant-Directed PAS Goal by MCO by Zone

Consumer Driven PAS- 2024 Goal Target by Zone						
Distinct Members	ZONE					
MCO	LC	NE	NW	SE	SW	Grand Total
AHC/KF	651	515	162	1,621	297	3,246
PHW	287	198	183	475	422	1,565
UPMC	398	232	586	357	1,368	2,941
Grand Total	1,336	945	931	2,453	2,087	7,752

4. 5. 2023 Baseline counts of employed HCBS participants aged 21-64, that meet the definition of CIE for each MCO are as follows:

- AHC/KF 377
- PHW – 80
- UPMC - 348
- Total – 805

January 2024 HCBS (Aged 21-64) Population for each MCO are as follows:

- AHC/KF 35,009
- PHW – 8,757
- UPMC – 17,300
- Total – 61,066

Incremental Data

Each measure will be eligible for incremental improvement points, based on the scale outlined in Table 5: Incremental Improvement Allocations

Table 5: Incremental Improvement Allocations

The percent payout for each measure will be determined by the following sliding scale:

- ≥ 3 Percentage Point Improvement: 100 percent of the measure value.
- ≥ 2 and < 3 Percentage Point Improvement: 85 percent of the measure value.
- ≥ 1 and < 2 Percentage Point Improvement: 75 percent of the measure value.
- ≥ 0.5 and < 1 Percentage Point Improvement: 50 percent of the measure value.
- < 0.5 Percentage Point Improvement: no payout.

NEXT STEPS

1. Review this information with appropriate staff.
2. Contact the Bureau of Quality Assurance & Program Analytics.