



GOBIERNO DE PUERTO RICO
Administración de Seguros de Salud

Hon. Ricardo A. Rosselló Nevares
Gobernador

Sra. Angela M. Avila Marrero
Directora Ejecutiva

June 25, 2018

Normative Letter: 18-0625

To all Managed Care Organizations contracted to provide services for the Government Health Plan (GHP)
Re: Disbursement of the retention fund of the Quality Incentive Program for the period July 1, 2018 through September 30, 2018.

The Planning, Quality and Clinical Affairs office notifies all contracted entities, the procedure to be followed for the disbursement of the retention fund of the Quality Incentive Program for the period from July 1, 2018 through September 30, 2018. All entities will continue to report the metrics established in the manual of the current Quality Incentive Program and Normative Letter 12-20-2017, using the same criteria and base population for the services incurred during July 1, 2018 through September 30, 2018. The disbursement of the corresponding withholding fund for each one of the initiatives established in the program will be subject to compliance with the goals established through this normative letter.

I. Performance Measures Initiative

For the Performance Measures evaluation purposes, incurred services through July 1, 2018 through September 30, 2018, the quarterly reimbursement will continue be based on achieving a 5% increase in each performance measure metric. To determine compliance for this quarter, ASES will consider cumulative percentages by quarter (roll over). The MCO will report the amounts individually for each quarter. In the event that the MCO achieve the 5% goal before this period, the MCO must demonstrate at least any increase in the percentage during the remaining quarter.

Program: Performance Measures

- PM1. Breast Cancer Screening
- PM2. Cervical Cancer Screening
- PM3. Cholesterol Management
- PM4. Diabetes Care Management
- PM5. Access to Preventive Care Visits
- PM6. Asthma Management
- PM7. Follow up after Hospitalization for Mental Health





II. Preventive Clinical Programs

For the Preventive Clinical Programs evaluation purposes of this period, we will follow the same process established in the Normative Letter 12-20-2017 for the fourth quarter. Refer to the explanation below.

A. Disease Management Program

1. Physical Health DM Metrics

A. Percent of Active Severe Members by DM condition- Goal: Enroll and maintain in DM program at least 7.5% of active severe members. No roll over apply.

B. UM Metrics

1. ER Visit Metrics by region and condition for each Physical Health DM – Goal: At least 2 % decrease of active severe members ER visits by condition. No roll over apply.

2. Hospital Admission Metrics by region and condition for Physical Health- Goal: At least 2% decrease of active severe member's hospital admission by condition. No roll over apply.

2. Mental Health DM Metrics

A. Percent of participants with Major Depression- Goal: Enroll and maintain in DM program at least 7.5% of active severe members. No roll over apply.

B. Hospital Admission Metrics by region and condition for Physical Health - Goal: At least 2% decrease of hospital admissions of members with severe Major Depression. No roll over apply.

3. Timely and Accurate Hot Spotting Report: - Submit a timely and accurate Hot Spotting as stated in the QIP Manual 2017.

*To determine compliance for the ER visits metrics (B1) and Hospital Admission metrics (B2 and 2B), ASES will compare quarterly results with the baseline rate.

B. PHYSICIAN INCENTIVE PLAN

The MCO must submit the reports as established in the QIP 2017 Manual.



GOBIERNO DE PUERTO RICO
Administración de Seguros de Salud

Hon. Ricardo A. Rosselló Nevares
Gobernador

Sra. Angela M. Avila Marrero
Directora Ejecutiva

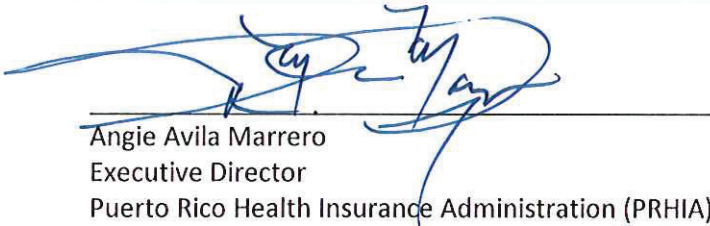
III. Emergency Room Use Program

1. Timely and Accurate Hot Spotting Report: Submit a timely and accurate Hot Spotting as stated in the QIP Manual 2017.
2. Ambulatory Visits Rate- Goal: At least 3% increase of ambulatory visits rate. No roll over apply.
3. Annualized ER Rate on frequent ER users- Goal: At least 3% decrease of annualized ER rate on frequent ER users. No roll over apply.

*To determine compliance, quarterly metrics 1 and 2 will be compared with the baseline rate.

For any questions, please contact Milagros Soto at 787-474-3300 ext. 3221 or Christopher Orozco at 787-474-3300 ext. 1127.

Cordially,



Angie Avila Marrero
Executive Director
Puerto Rico Health Insurance Administration (PRHIA)