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To: All PCPs and IPAs
From: IEHP Quality Improvement
Date: September 5, 2024
Subject: 2024 Member Incentive FAQ: Medicare & Medi-Cal Programs

What is the Member Incentive Program?

- Members are incentivized to complete needed screenings, labs and wellness visits and close gaps in care.
Eligible Medicare and Medi-Cal Members are in one of two Member Incentive Program categories: Members with orders and Members without orders.
With Orders: Members assigned to a PCP who elected to participate in the Standing Orders Program(s) can go directly to a radiology center, lab facility or return the home screening kit to complete their needed lab/screenings.
Without Orders: Members assigned to PCPs who elected NOT to participate in Standing Order Program(s) must visit their PCP for an order to complete their needed service.
Once the care gap has been completed, and IEHP receives the claim or encounter from the provider, the Member will be sent the incentive. Services must be completed by the required timeframe to qualify for the 2024 program.

What Services are included in the Medicare and Medi-Cal Member Incentive Programs?

Table with 7 columns: Medicare, Medicare & Medi-Cal, Medi-Cal, and Incentive Amount. Rows include services like Annual Wellness Visit (AWV), Colorectal Cancer Screening (COL), Breast Cancer Screening (BCS), Diabetic Retinal Eye Exam (EED), Cervical Cancer Screening (CCS), and Adolescent Wellness Visit (AWV) (16-21 years).

What do eligible Members have to do to receive a gift card?

Eligible Member must complete the wellness visit, labs or screening identified via phone/mail communication by the stated deadline. Refer Members to the incentive letter they received from IEHP or to call IEHP Member Services team for questions regarding the program details.

Summary of Member eligibility and notification timeframes and deadlines for the 2024 Member Incentive Program:

	<u>Lab Screening or Wellness Visit</u>	<u>Notification Date</u>	<u>Service Completion Date</u>	<u>Member Eligibility</u>
Member Notified at Launch of Program	Annual Wellness Visit (AWV)	April 2024	December 31, 2024	Members who are eligible for this program are those who meet criteria for select P4P measures and are identified at the time of the program launch as needing to complete preventive care screenings, or labs
	Breast Cancer Screening (BCS)	June 2024		
	Cervical Cancer Screening (CCS)	May 2024		
	Colorectal Cancer Screening (COL)	Projected September 2024		
	Diabetes Screening-Eye Exam for Patients with Diabetes (EED)	Projected September 2024		
	Child & Adolescent Well-Child Visit (16-21 years)	May 2024		

After the Member completes their service, the Provider should submit the claim or encounter timely; Lab/Radiology facilities also transmit results. IEHP reviews all data sources at minimum monthly and identifies Members who have completed the service within the specified timeframe, making them eligible to receive a gift card.

Who is eligible for the Member Incentive Program and how are Members notified?

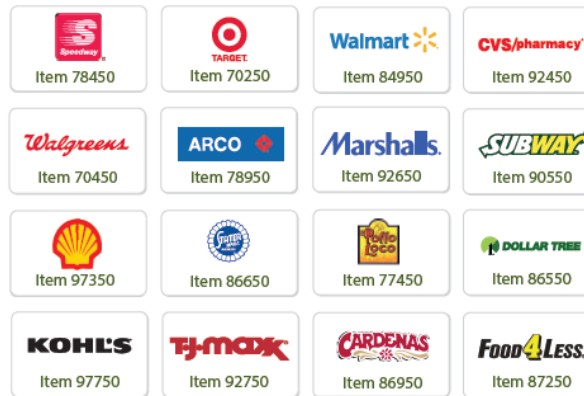
- Note: **Not all Medi-Cal Members are eligible for the Member Incentive Program.** Only Medi-Cal members meeting specific criteria are eligible for the gift card incentive after completing the needed service(s). Please refer to your IEHP Provider portal rosters for Members due for these services.
- Note: All Medicare Members who have the needed lab/screening completed by December 31, 2024, with verified proof of service, will be eligible for the \$25 gift card.

Members identified in the target population will receive notification of the incentive program via mail.

- **Members with orders:** Member communication includes instructions on how to complete the home screening kit, visit the radiology or lab facility, education on the health benefits of completing the specific lab/screening and how to receive incentive.
- **Members without orders:** Member communication includes education on the health benefits of completing the specific lab/screening or wellness visit, instructions to visit PCP or Vision Provider (EED only) to obtain needed service, and how to receive incentive.

What kind of gift card will the Member receive?

After IEHP receives proof of identified service, the Member will be mailed a **reward certificate**, which has a **unique claim code**. Using the claim code, Members may choose from a selection of the following gift cards via telephone, on-line, or mail:



When will the Member receive the gift card?

- Once IEHP receives proof of service (claim/encounter/results from lab), the reward certificate will be mailed from the authorized vendor within two weeks.
- Members can expect to receive their gift card 2 -3 weeks after making the gift card selection

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

As a reminder, all IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices