

Continuity of Care Program



Tiered Incentive Payment Guide

The Continuity of Care (CoC) program is designed to support provider outreach to members for annual visits and condition management, which will help Carolina Complete Health better identify members who are eligible for case management. Providers earn bonus payments for proactively coordinating preventive medicine and for thoroughly addressing patients' current conditions to improve health and clinical quality of care. Our members benefit from this program by receiving more regular and proactive assessments for their chronic conditions.

The CoC program is in addition to Carolina Complete Health's other provider bonus programs and does not replace them. Providers are eligible for a bonus for each completed Appointment Agenda (disease conditions/continuity of care portion only) with verified and documented diagnoses.

What is an Appointment Agenda?

A guide to help providers review gaps in an eligible member's care during an office visit. This document contains care gaps and health conditions derived from reviewing the member's historical claims data and identifying chronic conditions for which data indicates documentation and care are required.

Tiered Incentive Payment Chart

Threshold Percentage of Appointment Agendas Completed (based on the below thresholds completed of total volume)	Bonus Paid per Electronic Appointment Agenda Submission via Secure Provider Portal (for each threshold completed)
<50% *Agendas 1-49	\$100 per agenda
≥50% to <80% *Agendas 50-79	\$200 per agenda
≥80% *Agendas 80-100	\$300 per agenda

How Are My Incentives Calculated based on my Volume of Appointment Agendas?

Incentive payments are calculated based on the Tiered Incentive Payment Chart (see above). Thresholds are calculated at the Company, Line of Business, and Provider level.

Incentive Payment Example

Scenario: Dr. Smith, a Carolina Complete Health Medicaid-only provider, has 100 Appointment Agendas. For the year, he completed 75 of the 100 Appointment Agendas or 75%.

Payment:

Appointment Agenda Tier	Incentive Payment Per Agenda	Total Payment Paid
<50% (Agendas 1-49)	\$100 x 49 agendas	\$4,900
≥50% to <80% (Agendas 50-75)	\$200 x 26 agendas	\$5,200
Total Incentive Payment Paid to Dr. Smith (75 agendas)		\$10,100

Please Note

Carolina Complete Health will manage the bonus calculation, reconciliation, and payment processing. Thank you for being a partner in our members' care. You may also contact your [Provider Engagement Administrator](#) directly for support and education.