

# 2022 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.

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

Incentive payments for each Appointment Agenda (based on the below thresholds completed of total volume)	Tiered Incentives Payments (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

*\*based on a total volume of 100 agendas*

### 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). Incentive bonuses are calculated separately across your total volume, by line of business, and by National Provider Identifier (NPI).

### 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%.

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
<b>Total Incentive Payment Paid to Dr. Smith (75 agendas)</b>		<b>\$10,100</b>

### Please Note

Carolina Complete Health will manage the bonus calculation, reconciliation, and payment processing. Thank you for being a partner in our members' care. If you have additional questions, please contact Provider Services by phone at **1-833-552-3876** or by Email at [NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com).