

# 2020 MCO Pay for Performance Results



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# Purpose of Pay for Performance

Pay for Performance (P4P) is a value-based payment system in which MCOs are incentivized to achieve goals or objectives pertaining to quality. It is an outcomes-based initiative that uses data collection and analysis to drive continuous improvement.

# MCO P4P Initiatives

2018	2019	2020	2021
Satisfaction Survey	Satisfaction Survey	Satisfaction Survey	Satisfaction Survey
	Competitive Integrated Employment	*CIE P4P suspended due to COVID-19	Competitive Integrated Employment
	Assisted Living Communities	Assisted Living Communities	Assisted Living Communities

# Satisfaction Survey

## P4P Questions

- 1 How often do you get the help you need from your Care Team?
- 2 How involved are you in making decisions about your Care Plan?
- 3 How much does your Care Plan include the things that are important to you?
- 4 How well do the services you receive meet your needs?

Responses range on a 1 - 5 Likert scale (Not at All; A Little; Somewhat; Very; Extremely)

# Satisfaction Survey

## 2019 Results

MCO	Withhold (0.25%) “Very” or “Extremely” Satisfied	Incentive (0.20%) Only “Extremely” Satisfied
Inclusa (Family Care)	4/4	4/4
Community Care, Inc. (Family Care)	4/4	4/4
Lakeland Care, Inc. (Family Care)	3/4	0/4
My Choice Family Care (Family Care)	2/4	0/4
Care Wisconsin (Family Care)	0/4	0/4
iCare (Partnership)	2/4	0/4
Care Wisconsin (Partnership)	1/4	0/4
Community Care, Inc. (Partnership)	1/4	0/4

# Satisfaction Survey

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Community Care, Inc. (Family Care)	4/4	4/4
Lakeland Care, Inc. (Family Care)	4/4	4/4
My Choice Wisconsin (Family Care)	2/4	2/4
iCare (Partnership)	4/4	4/4
My Choice Wisconsin (Partnership)	0/4	0/4
Community Care, Inc. (Partnership)	3/4	2/4

# Satisfaction Survey

Comparing 2018-2020, % “Very” or “Extremely” Satisfied

Question	FC	FCP	PACE
Q1. How often do you get the help you need from your Care Team?	2018: 66.8% 2019: 67.4% 2020: 69.8%	2018: 64.3% 2019: 66.2% 2020: 61.0%	2018: 82.2% 2019: 78.5% 2020: 77.0%
Q2. How involved are you in making decisions about your Care Plan?	2018: 77.3% 2019: 78.5% 2020: 79.9%	2018: 75.2% 2019: 73.4% 2020: 76.1%	2018: 79.6% 2019: 70.0% 2020: 71.6%
Q3. How much does your Care Plan include the things important to you?	2018: 79.5% 2019: 79.3% 2020: 80.5%	2018: 75.6% 2019: 72.6% 2020: 78.9%	2018: 87.7% 2019: 82.1% 2020: 81.8%
Q4. How well do the supports and services you receive meet your needs?	2018: 82.0% 2019: 82.5% 2020: 83.2%	2018: 79.2% 2019: 76.5% 2020: 79.0%	2018: 89.1% 2019: 86.0% 2020: 83.0%

# Survey P4P Effectiveness

## Survey P4P (2018, 2019, 2020)

- ◆ From 2018 to 2020, across all survey questions, there was a **2.0% increase** in satisfaction across all programs and MCOs.
- ◆ In 2020, **81.9% of members were Very or Extremely Satisfied** overall, up from 79.9% in 2018.



# Assisted Living Communities Overview

The initiative is focused on incentivizing MCOs to improve quality of care provided at Assisted Living Communities (ALCs) in their provider network. ALCs include three facility types:

- Community-based residential facilities (CBRFs)
- Certified residential care apartment complexes (RCACs)
- 3-4 bed adult family homes (AFHs)

# Assisted Living Communities Overview

## Incentive 1 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule
- Qualifies for an abbreviated DQA survey

# Assisted Living Communities Overview

## Incentive 2 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule
- Qualifies for an abbreviated DQA survey



- Is a member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) in good standing
- Has a rate of less than three falls with injury per 1,000 occupied bed days during CY 2020.

# Assisted Living Communities

## 2019 Results

	iCare	LCI	CCI	Inclusa	All
# Members in <b>Incentive 1</b> Category (HCBS and DQA abbrev. survey)	43 <b>(33.3%)</b>	658 <b>(33.9%)</b>	1596 <b>(37.5%)</b>	1850 <b>(38.9%)</b>	4147 <b>(37.4%)</b>
# Members in <b>Incentive 2</b> Category (HCBS, DQA abbrev. survey, WCCEAL, and falls measure met)	8 <b>(6.2%)</b>	129 <b>(6.6%)</b>	351 <b>(8.2%)</b>	386 <b>(8.1%)</b>	874 <b>(7.9%)</b>
# Members in <b>Neither</b> Category	78 <b>(60.5%)</b>	1153 <b>(59.4%)</b>	2309 <b>(54.3%)</b>	2525 <b>(53.0%)</b>	6065 <b>(54.7%)</b>
# Total Members in ALCs (MCO data submissions as of 12/31/2019)	129 (100%)	1940 (100%)	4256 (100%)	4761 (100%)	11086 (100%)

# Assisted Living Communities

## 2020 Results

	iCare	LCI	CCI	Inclusa	MCW	All
# Members in <b>Incentive 1</b> Category (HCBS and DQA abbrev. survey)	39 <b>(27.7%)</b>	1142 <b>(39.9%)</b>	1708 <b>(40.8%)</b>	1876 <b>(40.8%)</b>	1961 <b>(33.4%)</b>	6726 <b>(38.1%)</b>
# Members in <b>Incentive 2</b> Category (HCBS, DQA abbrev. survey, WCCEAL, and falls measure met)	8 <b>(5.7%)</b>	184 <b>(6.4%)</b>	306 <b>(7.3%)</b>	397 <b>(8.6%)</b>	466 <b>(7.9%)</b>	1361 <b>(7.7%)</b>
# Members in <b>Neither</b> Category	94 <b>(66.7%)</b>	1539 <b>(53.7%)</b>	2174 <b>(51.9%)</b>	2329 <b>(50.6%)</b>	3439 <b>(58.6%)</b>	9575 <b>(54.2%)</b>
# Total Members in ALCs (MCO data submissions as of 12/31/2019)	141 (100%)	2865 (100%)	4188 (100%)	4602 (100%)	5866 (100%)	17662 (100%)

# Assisted Living Communities

## 2019 Results

	iCare	LCI	CCI	Inclusa	All MCOs
<b>Incentive 1 Earnings</b>	\$10,368.94	\$158,668.92	\$384,856.52	\$446,105.62	\$1M
<b>Incentive 2 Earnings</b>	\$9,153.32	\$147,597.25	\$401,601.83	\$441,647.60	\$1M
<b>Total Earnings</b>	\$19,522.26	\$306,266.17	\$786,458.35	\$887,753.22	\$2M

# Assisted Living Communities

## 2020 Results

	iCare	LCI	CCI	Inclusa	MCW	All MCOs
<b>Incentive 1 Earnings</b>	\$5,798.39	\$169,788.88	\$253,939.93	\$278,917.63	\$291,555.16	\$1M
<b>Incentive 2 Earnings</b>	\$5,878.03	\$135,194.71	\$224,834.68	\$291,697.28	\$342,395.30	\$1M
<b>Total Earnings</b>	\$11,676.43	\$304,983.59	\$478,774.61	\$570,614.91	\$633,950.46	\$2M

# ALC P4P Effectiveness

## Assisted Living Communities P4P (2019, 2020)

In 2020, approximately a third of all MCO members lived in ALCs. Of those members:

- ◆ **38.0%** lived in ALCs achieving HCBS Settings Rule compliance and the abbreviated DQA survey (Incentive 1). This percentage **increased by 0.6%** from 2019 to 2020.
- ◆ **7.7%** lived in WCCEAL ALCs that meet the falls performance target (Incentive 2). This percentage **decreased by 0.2%** from 2019 to 2020.
- ◆ More years of data are needed to assess the effectiveness of P4P on increasing the percentage of members in high quality ALCs.



# ALC P4P Effectiveness

## Assisted Living Communities P4P (2019, 2020)

The number of ALCs in WCCEAL continues to increase.

- ◆ From 2018 to 2020, there was a **12.4% increase** in the number of ALCs in WCCEAL (58 new WCCEAL ALCs).
- ◆ In Q4 2020, there were **467 WCCEAL ALCs**, up from 409 in Q4 2018.
- ◆ Gold Membership is a new WCCEAL benefit offered to ALCs as of Q3 2019. Gold Members exemplify a high level of engagement with WCCEAL. As of Q4 2020, there were **129 WCCEAL Gold Member ALCs**.

# Competitive Integrated Employment 2021 Overview

Due to COVID-19, the 2020 CIE P4P initiative was suspended until 2021. The CIE P4P resumes in 2021, with withhold and incentive criteria as follows. Percentage increase is compared between Quarter 1 of 2021 to Quarter 4 of 2021.

## **0.25% Withhold**

Maintain **90-100%** of the number of members in CIE age 18-45

## **Or 0.125% Withhold**

Maintain **80-89.9%** of the number of members in CIE aged 18-45

## **0.10% Incentive**

Make a **4% increase** in the number of members in CIE aged 18-45

## **Or 0.05% Incentive**

Make a **2-3.9%** increase in the number of members in CIE aged 18-45