



# California Health Benefit Exchange

**California Health Benefit Exchange  
2012-2013 Initial Solicitation to Health Issuers  
And Invitation to Respond**

**Qualified Health Plans Solicitation  
For Individual and Small Business  
Health Options Program (SHOP) Exchanges**

**DRAFT for Discussion**

**1<sup>st</sup> Release - September 25, 2012**

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## I. GENERAL INFORMATION AND BACKGROUND

### A. PURPOSE

The California Health Benefit Exchange (Exchange) is soliciting responses from health issuers<sup>1</sup> (Bidders) to submit bids to offer, market, and sell qualified health plans (QHP) through the Exchange beginning in 2013. The Exchange will exercise its statutory authority as an “active purchaser”<sup>2</sup> in reviewing submitted bids and reserves the right to select or reject any QHP or to cancel this solicitation at any time.

This is the first release of the Initial Solicitation to Health Issuers (the Solicitation). This will be amended by addenda that may describe supplemental information required pertaining to standardized qualified health plan benefit design(s), pediatric vision and oral essential health benefits, and sections still under development, including list of attestations, model contract terms and additional evaluation criteria. The Exchange also expects to issue a 2nd Release that will take into consideration stakeholder comments on this release and responses to questions raised in the Issues Under Consideration boxes that are inserted after selected questions in this release. Addenda and a revised Solicitation are expected to be issued between Thursday, October 11, 2012 and October 16, 2012.

The matter contained in this document is strictly related to the initial Issuer QHP and stand-alone dental plan applications. The Exchange has not yet made decisions about the process for decertification and any related, or periodic, such as annual, recertification requirements. Requirements for recertification and decertification will be based on the certification requirements identified in this solicitation in addition to potential additional criteria to be determined at a later date.

### B. BACKGROUND

Soon after the passage of national health care reform through the Patient Protection and Affordable Care Act of 2010 (ACA), California became the first state to enact legislation to establish a qualified health benefit exchange. (Chapter 655, Statutes of 2010-Perez and Chapter 659, Statutes of 2010-Alquist.) The California state law is referred to as the California Patient Protection and Affordable Care Act (CA-ACA).

Effective January 1, 2014, the California Health Benefit Exchange will be offering a state-wide health insurance exchange to make it easier for individuals and small businesses to compare plans and buy health insurance in the private market, with enrollment beginning in Fall 2013. Although the focus of the Exchange will be on individuals and small businesses who qualify for tax credits and subsidies under the ACA, the Exchange’s goal is to make insurance available to all qualified individuals and to all California businesses with fewer than 50 employees.

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<sup>1</sup> The term “health issuer” used in this document refers to both health plans regulated by the California Department of Managed Health Care and insurers regulated by the California Department of Insurance. It also refers to the company issuing health coverage, while the term “qualified health plan” refers to a specific policy or plan to be sold to a consumer. Qualified health plans are also referred to as “products”. The term Bidder refers to a health plan issuer who is seeking a Qualified Health Plan contract with the Exchange.

<sup>2</sup> California GC §100505 per AB 1602 §9

The vision of the California Health Benefit Exchange is to improve the health of all Californians by assuring their access to affordable, high quality care coverage.

The mission of the California Health Benefit Exchange is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

The California Health Benefit Exchange is guided by the following values:

- **Consumer-Focused:** At the center of the Exchange's efforts are the people it serves, including patients and their families, and small business owners and their employees. The Exchange will offer a consumer-friendly experience that is accessible to all Californians, recognizing the diverse cultural, language, economic, educational and health status needs of those we serve.
- **Affordability:** The Exchange will provide affordable health insurance while assuring quality and access.
- **Catalyst:** The Exchange will be a catalyst for change in California's health care system, using its market role to stimulate new strategies for providing high-quality, affordable health care, promoting prevention and wellness, and reducing health disparities.
- **Integrity:** The Exchange will earn the public's trust through its commitment to accountability, responsiveness, transparency, speed, agility, reliability, and cooperation.
- **Partnership:** The Exchange welcomes partnerships, and its efforts will be guided by working with consumers, providers, health plans, employers and other purchasers, government partners, and other stakeholders.
- **Results:** The impact of the Exchange will be measured by its contributions to expanding coverage and access, improving health care quality, promoting better health and health equity, and lowering costs for all Californians.

## C. AVAILABILITY

The QHP bidder/issuer must be available immediately upon certification as QHP to start working with the Exchange to establish all operational procedures necessary to integrate and interface with the Exchange information systems, and to provide additional information necessary for the Exchange to market, to enroll members, and to provide health plan services effective January 1, 2014. Successful bidders will also be required to adhere to certain provisions through their contracts with the Exchange. The Exchange expects to negotiate and sign contracts prior to June 1, 2013. The successful bidders must be ready and able to accept enrollment as of October 1, 2013.

## D. SOLICITATION PROCESS

The solicitation process shall consist of the following steps:

- Release of the Draft Solicitation;

- Issuer submits Notice of Intent to Bid;
- Release of the Final Solicitation;
- Submission of clarification questions by bidders;
- Response to questions by the Exchange;
- Submission of Issuer Bids to the Exchange In Response to the Solicitation;
- Evaluation and selection of Issuer QHPs for certification;
- Discussion and negotiation of final contract terms, conditions and premium rates;
- Execution of contracts with the selected Issuers.

## **E. CLARIFICATION QUESTIONS**

Bidders may submit questions in writing, including via email, to the Solicitation Official listed in Section I of this solicitation by the due date specified in the Key Action Dates table in Section H. Bidders are responsible for confirming response to their questions by the Response to Questions due date. The Exchange will not accept or respond to inquiries outside of the question and answer timeframes outlined in the Key Action Dates. The Exchange reserves the right to respond only to questions submitted by bidders that submit a non-binding Letter of Intent to Bid (see Section F). Bidders shall provide specific information to enable the Exchange to identify and respond to their questions. At its discretion, the Exchange may contact an inquirer to seek clarification of any inquiry received. Bidders that fail to report a known or suspected problem with the solicitation, or that fail to seek clarification and/or correction of the solicitation, submit responses at their own risk.

## **F. INTENTION TO SUBMIT A RESPONSE**

Bidders interested in responding to this solicitation are required to submit a non-binding Letter of Intent to Bid by the designated date indicating their interest in bidding and their proposed products, service areas and the like and to ensure receipt of additional information. Only those bidders acknowledging interest in this solicitation by submitting a notification of intention to submit a bid will continue to receive solicitation-related correspondence throughout the solicitation process. The Exchange intends to select QHPs for the initial year of operation with a strong interest in pursuing multi-year contracts with successful bidders and may conduct a very limited second or third year solicitation process.

The bidder's notification letter will use the form issued by the Exchange and will identify the contact person for the solicitation process, along with contact information that includes an email address, a telephone number, and a fax number. Receipt of the non-binding letter of intent will be used to issue instructions and login and password information to gain access to the on-line portion(s) of the bidder submission of response to the Solicitation. The letter of Intent to Bid is scheduled to be released on October 2, 2012 and will be due by 12:00 noon PST on Friday, October 12, 2012. It may be submitted by email to the Solicitation Official identified in Section I.

An issuer's submission of an Intent to Bid will be considered confidential information and not available to the public; the Exchange reserves the right to release aggregate information about issuers' responses.

The Exchange will correspond with only one (1) contact person per bidder. It shall be the bidder's responsibility to immediately notify the Solicitation Official identified in Section I, in writing, regarding any revision to the contact information. The Exchange shall not be responsible for solicitation correspondence not received by the bidder if the bidder fails to notify the Exchange, in writing, of any changes pertaining to the designated contact person.

## G. SOLICITATION LIBRARY

Bidders may access the Solicitation Library at: [www.hbex.ca.gov](http://www.hbex.ca.gov) under the Solicitation tab.

The Solicitation Library will allow bidders access to documents and information that may be useful for developing the bidder's response. The Solicitation Library will continue to be updated as further documentation related to the solicitation becomes available. Amendments to this Solicitation will not be issued when new information is posted to the Solicitation Library. Bidders are encouraged to continuously monitor the Solicitation Library.

The Exchange makes no warranties with respect to the contents of the Solicitation Library and requirements specified in this solicitation take precedence over any Solicitation Library contents.

## H. KEY ACTION DATES

Listed below is a series of key actions related to this solicitation, along with the corresponding dates and times by which each key action must be taken or completed. If the Exchange finds it necessary to change any of these dates, such changes will be accomplished through an addendum to this solicitation. All dates subsequent to the final response submission deadline are approximate and may be adjusted as conditions warrant, without addendum to this solicitation.

Action	Date/Time
Release of Draft Solicitation	09/25/2012
Exchange issues notice of Intent to Bid	10/2/2012
Comments due on Draft Solicitation	10/4/2012
Release of Revised Draft Solicitation	10/11/2012
Letter of Intent to Bid due (12:00 noon PST)	10/12/2012
Release of Final Solicitation	10/18/2012
Questions from bidders due to the Exchange	11/2/2012
Exchange responds to bidder questions	11/16/2012
Submission of bidder responses (12:00 noon PST)	01/04/2013

Action	Date/Time
Evaluation and selection of winning responses	1/7-3/30/2013
Discussion and negotiation of final contract terms, conditions, and premium rates (projected)	4/1-5/31/2013
Execution of contracts with the selected bidders (projected)	06/01/2013

## I. SOLICITATION OFFICIAL

The Solicitation Official is the single point of contact for this solicitation. Please submit all correspondence to:

Andrea Rosen  
 The California Health Benefit Exchange  
 560 J Street, Suite 290  
 Sacramento, CA 95814  
 Office: 916.323.3480  
 Email: Andrea.Rosen@hbex.ca.gov

## J. REVIEW OF BIDS FOR AWARD/SELECTION CRITERIA

PLACEHOLDER- under consideration

## K. PROTEST PROCESS

A protest may be submitted according to the procedures set forth below. If a bidder has submitted a proposal which it believes to be totally responsive to the requirements of the solicitation process and believes the bidder should have been selected, according to Section IV.C - Evaluation of Final Responses, the bidder may submit a protest of the selection as described below. Protests will be heard and resolved by the California Health Benefit Exchange's Executive Director.

All protests must be made in writing, signed by an individual who is authorized to contractually bind the bidder, and contain a statement of the reason(s) for protest, citing the law, rule, regulation or procedures on which the protest is based. The protester must provide facts and evidence to support its claim. Certified or registered mail must be used unless delivered in person, in which case the protester should obtain a receipt of delivery. The final day to receive a protest is five (5) calendar days after bidder selection. Protests must be mailed or delivered to:

Street Address	Mailing Address
California Health Benefit Exchange	California Health Benefit Exchange
Attn: Peter Lee, Executive Director	Attn: Peter Lee, Executive Director
560 J Street Suite 290	560 J Street Suite 290
Sacramento, CA 95814	Sacramento, CA 95814

## II. TECHNICAL REQUIREMENTS

### A. REGULATORY COMPLIANCE: LICENSED IN GOOD STANDING AND REGULATORY FILINGS

#### 1. COVER PAGE

*a) Please complete the Bidder Information Cover Page using the template provided in Appendix 1 Attachment 1.*

#### 2. LICENSED IN GOOD STANDING

*a) In addition to holding all of the proper and required licenses<sup>3</sup> to operate as a health issuer as defined herein, the bidder must certify it is in good standing with all appropriate local, state, and federal licensing authorities. Good standing means that the bidder has had no fines, penalties, citations, or ongoing disputes with said licensing authorities that would disrupt the normal flow of daily business or in any way prohibit the bidder from performing said duties for which it is licensed.*

Bidder must check the appropriate box. If bidder checks “Yes”, you are certifying that you are in good standing with all appropriate licensing authorities as specified above. If bidder checks “No”, you are indicating that you are not in good standing. If no, the bid will be disqualified from consideration. Please provide confirmation of QHP product / rate filings and identify regulator reviewing proposed QHP products and/or attestations from regulatory licensing authorities.

Yes

No (explain)

*b) Does your organization have any ongoing labor disputes, penalties, fines, or corrective action citations for federal or state workplace safety issues? If yes, indicate whether these will be addressed by XXX. Bidder must check the appropriate box. If yes, provide an explanation.*

Yes (explain)

No

*c) Provide details of the Key Personnel in the Account Management Team who will be assigned to the California Health Benefit Exchange.*

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<sup>3</sup> The Exchange reserves the right to require licenses to be in place at the time of QHP selection in the case of new applicants for licenses.

Include an organizational chart, description of roles, and resumes of key personnel who will be assigned to the California Health Benefit Exchange.

Duplicate the table as necessary for additional Account Management Team members.

Name:	Pct. of Time on CAHBEX Acct.:
Title:	No. of Yrs. in Current Pos.:
Geographic Location:	No. of Yrs. w/ Bidder:
Role on Account and Major Responsibilities:	

**3. NEW APPLICATION OR MATERIAL MODIFICATION TO AN EXISTING LICENSE OR CERTIFICATE OF AUTHORITY**

*a) Indicate if the bidder is an applicant for a new license or material modification to an existing license or certificate of authority in order to meet the requirements of individual and small group products to be offered both on the California Health Benefit Exchange.*

Bidder must check the appropriate box. If bidder checks “Yes”, you are indicating that you have submitted an application for a new license or material modification of a current license to the regulatory authorities or for a certificate of authority as part of your organization’s response to the solicitation. If bidder checks “No”, you are indicating that you have not submitted an application for a new license or material modification of a current license to the regulatory authorities as part of your response to this solicitation. If yes, please respond to the questions that follow.

Yes (explain)

No

If yes, indicate type of filing \_\_\_\_\_ and complete the information below.

Original application for a plan license or certificate of authority.

Regulatory Agency \_\_\_\_\_

Regulatory Filing No. \_\_\_\_\_.

Date of Submission. \_\_\_\_\_.

Expected Date for Review/Approval. \_\_\_\_\_.

Amendment # \_\_\_\_ to a pending license application initially filed on \_\_\_\_,  
2<sup>nd</sup>, 3<sup>rd</sup>, etc.

Regulatory Agency \_\_\_\_\_

Regulatory Filing No. \_\_\_\_.

Date of Submission. \_\_\_\_.

Expected Date for Review/Approval. \_\_\_\_.

Notice of a proposed material modification

Regulatory Agency \_\_\_\_\_

Regulatory Filing No. \_\_\_\_.

Date of Submission. \_\_\_\_.

Expected Date for Review/Approval. \_\_\_\_

OTHER CATEGORIES?

Regulatory Agency \_\_\_\_\_

Regulatory Filing No. \_\_\_\_.

Date of Submission. \_\_\_\_.

Expected Date for Review/Approval. \_\_\_\_

**4. QUALIFIED HEALTH PLAN REGULATORY FILINGS**

*a) Separate from the bidder's response to this solicitation, a bidder is responsible for submitting all required material to the California regulatory agency necessary to obtain approval of product and rate filings that are to be submitted in response to this solicitation. Please indicate product and rate filings that have been submitted for regulatory review that you intend to submit as a QHP bid and include documentation of the filings as part of the response to this solicitation.*

**PLACEHOLDER PENDING DMHC AND CDI REVIEW**

*b) The California Department of Managed Health Care (DMHC) and the California Department of Insurance (CDI) will have primary responsibility for regulatory review and preliminary certification of certain QHP. The Issuer is expected to be responsive to questions raised by the agencies in their review. The agencies will conduct the review of:*

Definition of Good Standing	Agency
<u>Verification that issuer holds a state health care service plan license or insurance certificate of authority.</u>	
<ul style="list-style-type: none"> <li>• Approved for what lines of business (e.g. commercial, group size)</li> </ul>	DMHC
<ul style="list-style-type: none"> <li>• Approved to operate in what geographic service areas</li> </ul>	DMHC
<ul style="list-style-type: none"> <li>• Most recent financial exam and medical survey report</li> </ul>	DMHC
<ul style="list-style-type: none"> <li>• Market conduct exam</li> </ul>	CDI
<u>Affirmation of no material or grievous statutory or regulatory violations, including penalties levied, in the past two years in relation to any of the following</u>	
<ul style="list-style-type: none"> <li>• Financial solvency and reserves</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Administrative and organizational capacity</li> </ul>	DMHC
<ul style="list-style-type: none"> <li>• Benefit Design                             <ul style="list-style-type: none"> <li>• State mandates (to cover and to offer)</li> </ul> </li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Essential health benefits</li> </ul> </li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Basic health care services</li> </ul> </li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Copayments, deductibles, out-of-pocket maximums</li> </ul> </li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Actuarial value confirmation (classification of metal level)</li> </ul> </li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Network adequacy and accessibility standards</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Provider contracts</li> </ul> </li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Uniform disclosure (summary of benefits and coverage)</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Claims payment policies and practices</li> </ul>	DMHC
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Provider complaints</li> </ul> </li> </ul>	DMHC
<ul style="list-style-type: none"> <li>• Utilization review policies and practices</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Quality assurance/management policies and practices [DMHC]</li> </ul>	DMHC
<ul style="list-style-type: none"> <li>• Enrollee/Member grievances/complaints and appeals policies and practices</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Independent medical review</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Marketing and advertising</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Guaranteed issue individual and small group (as of 2014)</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Underwriting standards</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Medical Loss Ratio</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li>• Premium rate review</li> </ul>	DMHC and CDI
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Geographic rating regions</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>• Rate development and justification is consistent with ACA requirements</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Reasonableness Review</li> </ul>	DMHC and CDI

## B. CALIFORNIA HEALTH BENEFIT EXCHANGE QUALIFIED HEALTH PLAN QUESTIONS

### 1. PLAN NETWORK DESIGN ISSUES

*a) Bidder must certify that for each rating region in which it submits a health plan bid, it must submit all bids for all four metal level tiers and a catastrophic plan, for each product (QHP plan) it proposes to offer. A QHP product is defined as the standard and alternative benefit designs and uses the same provider network in a family of plans across all metal level actuarial values.*

Issue under review: Definition of QHP product

Check the appropriate box. If bidder checks “Yes”, you are certifying each health product (plan) bid is submitted for all four metal level tiers (bronze, silver, gold and platinum) and catastrophic for each plan it proposes to offer in a rating region. If bidder checks “No”, you are indicating that you are not submitting a bid for all four metal level tiers (bronze, silver, gold and platinum) and catastrophic for each plan it proposes to offer in a rating region. If no, the bidder offer will be disqualified from consideration. Certification of the actuarial value of each product tier will be performed by the relevant regulatory agency.

Yes

No

If yes, complete Appendix II Attachment 1 to indicate the rating regions and number of plans for which you are proposing a QHP bid.

*b) Bidder must certify that for each rating region in which it submits a health plan bid, it has submitted the standard benefit plan design(s) that meets California statutory requirements for Essential Health Benefits (EHB) and standard benefit design with cost sharing as included in Appendix I Attachment 3. All bidders are required to submit each of the standardized benefit design products (for the plan type for which they are bidding) for each rating region for which it submits a bid.*

Issue under review: The extent to which the Exchange requires standardized benefit plans that are the same for all platforms (e.g., HMO and PPO) or separates standardized benefit plans between HMO and PPO platforms.

Two-Tier networks are allowed to overlay standard benefit plan designs. A Two-Tiered Network is defined as a benefit design with two in-network benefit levels. Standard plan cost-share is applied to most cost-effective

network with higher cost-share allowed for more expensive in-network choice. Actuarial value is based on likely overall use of tiered networks.

Issue under review: Definition of Two-Tier Network Product Design

In addition to standardized benefit design products, the bidder may submit one (1) alternate benefit design product for the rating region. The alternate benefit design must be offered at all metal levels (including catastrophic); any alternate benefit design should represent a product family using the same network or network approach across all actuarial values.

Issue under review: Require alternate designs in all actuarial value tiers or only in some tiers.

Yes

No (explain)

If yes, complete Appendix II Attachment 3 to indicate benefits and member cost sharing design for each product you propose. In completing the matrix, bidder may insert text or add rows to:

- (1) Indicate any additional or enhanced benefits relative to EHB
- (2) Confirm all plans other than catastrophic include pediatric oral and vision EHB
- (3) Indicate whether bid includes stand-alone dental product(s)
- (4) Standardize minimum out-of network benefit payments (PPO products)
- (5) If in-network tiering is proposed, describe the structure for hospital or provider tiering.

Issue under review: Establish separate High Deductible Health Plans with Health Savings Accounts

***c) Bidder must certify that for each rating region in which it submits a health plan bid, it is submitting a bid that covers the entire geographic service area for which it is licensed within that rating region.***

Yes

No (explain)

Complete Appendix II Attachment 2 of crosswalk of licensed service area zip codes and rating region for each QHP product.

***d) Partial Geographic Service Area in Rating Region Bid: An issuer that is licensed to serve an entire rating region or a "substantial***

*majority" of a rating region may submit a bid that includes less than the full geographic service area for which it is licensed in a rating region if 1) it submits a QHP bid for the rating region that includes the entire geographic service area for which it is licensed and 2) the partial rating region bid is for a different product design. A different product design is defined as a product which differs in covered services and/or member cost sharing for in-network providers. Products that differ only by limiting the provider network to those providers located in the partial geographic service area will not be considered a different product and must be bid at the same premium as the product that is offered for the entire geographic service area for which the issuer is licensed in the rating region. The issuer's full rating region QHP bid must be selected for the Exchange to consider a partial geographic service area in rating region bid by the issuer.*

Issuer is submitting a partial rating region bid:

Yes

No (explain)

If yes, complete Appendix II Attachment 2 of crosswalk of partial geographic service area zip codes within a rating region for each QHP product.

If yes, provide a map that presents the proposed partial geographic service area compared to the licensed service area for each rating region in which the issuer is submitting a partial geographic service area QHP bid.

***e) Cost Proposal: Preliminary Premium Bids. Final negotiated and accepted premium bids shall be in effect for the first full year of operation of the Exchange, effective January 1, 2014, or for the SHOP plan year. Premium bids are considered preliminary and may be subject to negotiation as part of QHP certification and selection. The premium amounts are expected to align with the product rate filings that will be submitted to the regulatory agencies in conjunction with the Issuer response to this solicitation.***

Complete Appendix II Attachment 6 of crosswalk QHP product bids. For each QHP product, enter preliminary premium for QHP products to be offered in the Exchange. Premium may vary only by geography (rating region), by age band (within 3:1 range requirement), by coverage tier, and by actuarial value metal level. Premium quotes for Child only and family coverage tiers that include child coverage must include a vision child essential health benefit. Premium quotes for Child only and family coverage tiers that include child coverage must provide two quotes: 1) one with child dental essential health benefit and 2) one without child dental essential health benefit.

Preliminary premium quotes will be reviewed to assure that they fall within the ranges submitted in the product rate filings to the regulatory agencies.

## Multi-Year Contracts Specifications

(1) Multi-Year Bid and Cost Proposal: The Exchange prefers to enter into long-term (up to three years) contracts with selected QHP bidders and will entertain discussion of contract terms and conditions for long term contracts which will include a methodology for premium adjustments in years two and three of Exchange operation (CY 2015 and CY 2016).

(2) Multi-year Contracts and QHP Configuration: The Exchange is committed to selecting QHPs through the Exchange in 2014 with the goal of generally not adding new plans in 2015 and 2016, subject to the Exchange's ongoing review of the quality and value provided by contracted QHP's and the obligation to recertify or decertify QHPs as required by Federal law. The Exchange does not anticipate conducting a full solicitation process in years 2015 and 2016. Eligible bidders in those years would likely be only those QHP's selected in 2014 that do not enter into multi-year contracts, service area expansions of QHPs selected for offer in 2014, and Medi-Cal managed care plans.

(3) Multi-year Contracts Terms and Conditions: The Exchange envisions negotiation of mutually acceptable terms that will encourage QHPs to make a long-term commitment to providing affordable coverage through the Exchange and promoting improvements in the health of enrollees and improvements in the delivery system. Elements of a multi-year contract may include the following:

- A formula for second and third year premiums that reflects a shared risk/savings approach to the actual health care costs incurred;
- A cap on Issuer profits for QHP products;
- Mutually agreed upon financial/actuarial review of costs incurred and of the cost trends that would be the basis for adjusting premiums in 2015 and 2016;
- Provisions for the plan to recoup unanticipated first year losses that are not resolved through reinsurance or risk adjustment transfers by being reflected in future years' premium;
- Provisions for the plan to reduce future years' premium to the extent first year's loss ratios are lower than agreed upon;
- Future year premium adjustments will require transparency between the Exchange and the successful QHP bidder in a multi-year contract. The Exchange and the successful QHP bidder will agree on which rating regions and which products are subject to the multi-year contract and under what conditions.

The Issuer is interested in submitting multi-year bid(s).

Yes (explain)

No

If, yes, complete Appendix II Attachment 5 to indicate products and rating regions where bidder may wish to discuss multi-year contracts and premium guarantees.

In a separate word document attachment, indicate:

- Which Exchange the bidder is interested in proposing multi-year contract(s) (Individual, SHOP or both)
- Which rating region(s) the bidder is interested in multi-year contract(s) What product(s) the bidder proposes for multi-year contract(s)
- Bidder proposal for terms, conditions, and mechanics for multi-year contracts

At its sole discretion, Exchange staff may determine it is in the best interest of the Exchange to initiate discussions with the bidder regarding multi-year contracts and premium guarantees. Only those bidders that meet all QHP certification criteria will be invited to enter into a multi-year contract. QHP bidders that do not enter into multi-year contracts will be required to participate in annual renewal solicitations conducted for recertification and decertification.

## 2. HEALTH PLAN PROVIDER NETWORK ADEQUACY

*a) Bidder must certify that for each rating region in which it submits a health plan bid, the proposed products meet provider network adequacy standards established by the relevant regulatory agency. Provider network adequacy will be evaluated by the governing regulatory agency.*

\_\_\_ Yes

\_\_\_ No (explain)

## 3. ESSENTIAL COMMUNITY PROVIDER NETWORK GEOGRAPHIC SUFFICIENCY

*a) Bidder must demonstrate that its QHP bids meet requirements for geographic sufficiency of its Essential Community Provider (ECP) network.*

Qualified Health Plan bidders must demonstrate sufficient geographic distribution of essential community providers (ECP) reasonably distributed throughout the bidder's proposed geographic service area, with a balance of hospital and non-hospital providers.

- Bidders must list contracts with all providers designated as ECP and demonstrate sufficient geographic distribution of essential community providers reasonably distributed throughout each county in the geographic service area;

- Bidders must demonstrate contracts with at least 15% of 340B non-hospital entities per proposed geographic service area; AND
- Bidders must include at least one ECP hospital per proposed geographic service area; AND
- Bidders must submit an attestation that they are in compliance with federal rules regarding payment to non-contracted FQHCs in that the QHP bidder understands its obligation to pay the Medicaid PPS rate for covered items or services provided by a FQHC.

Bidders shall use the county low income population data to submit the following geo-maps of each county within the proposed geographic service area (county maps may be aggregated for the service area):

1. ECP non-hospital providers plotted on a low-income population map, by county.
2. ECP hospital providers plotted on a low-income population map, by county.

Bidders must demonstrate contracts with a minimum of 15% of 340B non-hospital ECPs which are located in the proposed geographic service area.

Bidders shall complete Appendix II Attachment 9a and Attachment 9b which demonstrates the number and percentage of contracts with 340B providers by county within the proposed geographic service area.

- Attachment 9a Include name(s) of 340B entity contracted and all service sites affiliated with each contracted 340B entity. Only include site locations for a 340B entity if such site is included under the terms of the issuer- provider contract.
- Attachment 9b Identify percentage of contracted 340B entities located in each county of the proposed geographic service area. All 340B entity service sites shall be counted in the denominator, in accordance with the HRSA 340B provider site listing/link.

Please see Appendix III for Essential Community Provider lists and links:

1. 340B providers
2. California Disproportionate Share Hospital Program, Final DSH Eligibility List FY [CA DHCS 2011-12]
3. Federally designated 638 Tribal Health Programs and Title V Urban Indian Health Programs
4. Community Clinic or health center licensed as either a “community clinic” or “free clinic”, by the State of California under Health and Safety Code section 1204(a) and (2), or is a community clinic or free clinic exempt from licensure under Section 1206

5. Providers with approved applications for the HI-TECH Medi-Cal Electronic Health Record Incentive Program

Please see Appendix III Attachment 4, county data on distribution of California Low-Income Population. Low-income is defined as a family at or below 200% of Federal Poverty Level. The data supplied will allow bidders to plot contracted ECP locations on county maps which display the low-income population.

#### **4. QUALITY IMPROVEMENT STRATEGY-PROMOTING BETTER CARE, BETTER HEALTH, AND LOWER COST**

*a) As part of a Quality Improvement Strategy, Identify the mechanisms the bidder intends to use to promote improvements in health care quality, better prevention and wellness and making care more affordable. These mechanisms may include plan designs that reduce barriers or provide incentives for preventive or wellness services by any of the means listed in the "Financial Incentives" column. In the "Product Availability" column, indicate the plan product types in which the incentive feature will be available. Check all that apply. Account-based means consumer-directed health plan with a health reimbursement account or a high deductible health plan with a health savings account. For "Product availability" column, bidder should select all platforms on which the indicated financial incentives will be in place.*

All bidders are required to offer a Health Assessment<sup>4</sup> to members upon enrollment, and to report to the Exchange the aggregated results of those members who complete assessments. The Exchange encourages bidders to offer Preventive and Wellness programs to members in both the Individual and the SHOP Exchanges. However, financial incentives may only be offered to members who enroll through the SHOP Exchange. The California Health Benefit Exchange intends to apply to be an approved pilot site for the use of preventive and wellness incentives for members who enroll through the Individual Exchange. Section 5.2 in eValue8 is a report on past experience.

All bidders are encouraged to engage in programs that foster payment and other practices that foster primary care, care coordination, quality improvement, promoting health equity and reducing costs.

Bidders should describe their initiatives in these areas in the sections that follow and in the eValue8 sections.

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<sup>4</sup> Formerly referred to as a Health Risk Assessment.

Preventive and Wellness Services	Product Availability	Available in Individual Exchange	Available in SHOP Exchange	SHOP Exchange Financial Incentives
<b>Incentives contingent upon member behavior</b>	<i>Multi, Checkboxes.</i> 1: Fully insured, 2: Fully insured HDHP, HSA eligible 3: Subject to additional fees	<i>N/A</i>	<i>Yes/No</i>	<i>Multi, Checkboxes.</i> 1: Waive/adjust out-of-pocket payments for tests, treatments, Rx contingent upon completion/participation, 2: Part of program with reduced Premium Share contingent upon completion/participation, 3: Rewards (cash payments, discounts for consumer goods, etc.) administered independently of medical services and contingent upon completion/participation, 4: Waived or decreased co-payments/deductibles for reaching prevention goals, 5: Incentives to adhere to evidence-based self-management guidelines, 6: Incentives to adhere to recommended care coordination encounters, 7: Not supported
<b>Health Assessment Offered</b>	AS ABOVE	Yes/No	AS ABOVE	AS ABOVE
<b>Plan-Approved Patient-Centered Medical Home Practices</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Encourage Participation in Other Plan-Designated High Performance Practices</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Encourage Participation in Weight-Loss Program (Exercise and/or Diet/Nutrition)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Tobacco Cessation Program</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Wellness Health Coaching</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Wellness Goals Other than Weight-Loss and Tobacco Cessation</b>  (Stress Management,	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>Mental Health)</b>				
<b>Confirm Incentives Not Based on Participation or Completion</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Well Child &amp; Adolescent Care</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Preventive Care (e.g. Cancer Screening, Immunizations)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>OTHER</b>				

In Section II.E. below, additional 2012 and 2013 eValue8 Health Plan RFI questions have been selected and licensed for use by the California Health Benefit Exchange. These questions reflect the Exchange’s commitment to align purchasing strategies with public and private purchasers, as well as promote issuer accountability for the Exchange’s Guidelines for Qualified Health Plans.

**C. TECHNICAL SPECIFICATIONS**

**1. ADMINISTRATIVE AND ACCOUNT MANAGEMENT SUPPORT**

- a) *Provide a summary of your organization’s capabilities including how long you have been in the business as an issuer. Are there any recent or anticipated changes in your corporate structure, such as mergers, acquisitions, new venture capital, management team, location of corporate headquarters or tax domicile, stock issue, etc.? If yes, please describe.*
- b) *Provide a description of any company initiatives, either current or planned, over the next 18 – 24 months which will impact the delivery of services to Exchange members during the contract period. Examples include system changes or migrations, call center opening/closing, or network re-contracting.*
- c) *Do you routinely subcontract any significant portion of your operations or partner with other companies to provide health plan coverage? If yes, identify those services as outlined in the t Business Specifications.*
- d) *General*

(1) Please provide an organizational chart of your California operations, including individual and small group line(s) of business.

(2) Please identify the individual(s) who will have primary responsibility for servicing the Exchange account. Please indicate where these individuals fit into the organizational chart requested above. Please include the following information and repeat as necessary.

- Name
- Title
- Department
- Phone
- Fax
- E-mail

## 2. MEMBER SERVICES

*a) Will you modify your customer service center operating hours, staffing requirements, and training criteria to meet Exchange requirements? Check the appropriate box and describe.*

Yes: expected operating hours are 7am to 7pm

Yes: staffing requirements - CSR Ratio of XXXX

Yes: training criteria

Yes: languages spoken

Yes: interface with HBEX website

No, the organization can handle the increased volume

No, not willing to modify operations

*b) Do you have procedures for when a customer service call is received outside of your business hours for covered benefits? If yes, describe what these procedures would be for the Exchange.*

Yes

No

*c) Do you have procedures for when a customer service call is received outside of your business hours for provider coverage in addition to your Nurse Advice Line (e.g., physician medical group*

*(PMG) care or referrals)? If yes, describe what these procedures would be for the Exchange.*

\_\_\_ Yes

\_\_\_ No

*d) Do you have staff or online resources that assist Members in making informed decisions? Briefly describe your capabilities.*

Resource	Yes/No	Description
State and federal resources		
Community resources		
Provider referrals		
Member benefit summaries		
Member EOCs		
Member claims status		
Other		

**3. OUT OF NETWORK BENEFITS**

*a) For non-network, non-emergency claims, can you administer a "Usual, Customary, and Reasonable" (UCR) method utilizing the nonprofit FAIR Health ([www.fairhealth.org](http://www.fairhealth.org)) database to determine reimbursement amounts? What percentile do you target for non-network UCR? Can you administer different percentiles? What percent of your in-network contracts does your standard non-network UCR method reflect?*

Non-Network Claims	Yes/No	Describe
Ability to administer FAIR Health UCR method		
Targeted UCR percentile		%
Ability to administer different percentiles		
Amount as a percentage of network contract value		%

**4. SYSTEMS AND DATA REPORTING MANAGEMENT**

*a) Does your organization provide any administrative services that are not performed within the United States? If yes, describe.*

\_\_\_ Yes

\_\_\_ No

**b) Will the secure online tools provided by your organization for the Exchange program staff and Members be available 99.5 percent of the time, twenty-four (24) hours a day, seven (7) days a week? If no, describe level of guaranteed availability.**

Yes

No

**c) Do you proactively monitor, measure, and maintain the application(s) and associated database(s) to maximize system response time/performance on a regular basis and can your organization report status on a quarterly basis? Describe below.**

Yes

No

**d) Do you provide secure online tools for analysis of utilization and cost trends? Describe below.**

Yes

No

For the book of business reflected in this solicitation response and as represented by the Profile 2 attachment(s) below, indicate (1) the types of data and reporting available to the Exchange on health management and chronic conditions, and (2) the sources of data used to generate the types of reports available to the Exchange. The Exchange expects plans to help assess and improve health status of their Exchange members using a variety of sources. Check all that apply.

	Report Features	Sources of Data
<b>Cost</b>	<p><i>Multiple-choice</i></p> <p>1: Group-specific results reported,                      2: Comparison targets/benchmarks of book-of-business,                      3: Comparison benchmarks of similarly sized groups,                      4: Trend comparison of two years data – rolling time period,                      5: Trend comparison of two years data – fixed Jan-Dec annual reporting,                      6: All of the above reports integrated into single report,                      7: Report available for additional fee,                      8: Data/reporting not available</p>	<p><i>Multiple-choice</i></p> <p>1: HRAs,                      2: Medical Claims Data,                      3: Pharmacy Claims Data,                      4: Lab Values,                      5: Other source - please detail below</p>
<b>Utilization</b>	<i>Same as above</i>	<i>Same as above</i>
<b>Chronic Condition Prevalence</b>	<i>Same as above</i>	<i>Same as above</i>
<b>Participant Population</b>	<i>Same as above</i>	<i>Same as above</i>

<b>stratified by Risk and/or Risk Factors</b>		
<b>Disease Management (DM) program enrollment</b>	<i>Same as above</i>	<i>Same as above</i>
<b>Change in compliance among DM enrollees (needed tests, drug adherence)</b>	<i>Same as above</i>	<i>Same as above</i>
<b>Health status change among DM enrollees</b>	<i>Same as above</i>	<i>Same as above</i>

**5. PROVIDER NETWORK**

*a) Using the Healthcare Effectiveness Data and Information Set (HEDIS) technical specifications, identify the percentage of contracted practitioners who are board certified in your network in 2012.*

	<b>HMO</b>
PCPs (including OB/GYNs)	%
Specialists (including allergists, cardiologists, dermatologists, gastroenterologists, general surgeons, ophthalmologists, orthopedic surgeons, and otolaryngologists)	%

*b) Identify your Centers of Excellence participating facilities. Specifically indicate the locations of each facility and the type of procedures included.*

<b>Type of Procedure</b>	<b>Facility Name and Locations</b>

*c) Describe any contractual agreements with your participating providers that preclude your organization from making contract terms transparent to plan sponsors and Members.*

<b>Contract provisions</b>	<b>Description</b>
What is your organization doing to change the provisions of your contracts going forward to make this information accessible?	
List provider groups or facilities for which current contract terms preclude provision of information to plan sponsors	
List provider groups or facilities for which current contract terms preclude provision of information to	

*d) Detail your organization's physician contracting strategy to allow and/or require the use of a specialty pharmacy provider to dispense certain biotech medications directly to the physician to be administered in the physician's office. Specify any limitations in your physician contracts that would preclude movement of the reimbursement for specialty medications from the medical to the pharmacy benefit.*

*e) Identify the hospitals terminated.*

<b>Name of Terminated Hospital</b>	<b>Terminated by Health Plan or Hospital</b>

*f) Identify the IPAs and Medical Groups terminated.*

Name of Terminated IPA/Medical Group	Terminated by Health Plan or IPA/Medical Group

*g) Describe your cost containment strategies currently in place with regard to non-network Providers providing services in network hospitals (e.g., anesthesiologists, pathologists, and ER physicians)?*

*h) Describe the steps you take to investigate Member-reported quality of care issues regarding a Provider.*

*i) Describe your analytical methodology for combining Provider cost and quality metrics and using standard health care statistical techniques such as severity of illness indexing, population health risk adjustment, weighted average, “goodness of fit”, etc. Include data source and sample size considerations.*

*j) Provide sample calculations showing how an individual Provider is ranked relative to its peers for efficiency profiling, your appeals and correction process.<sup>5</sup>*

*k) Identify who reviews and validates the results of your performance measurements program.*

*l) Describe your plans for network development in 2014 and 2015. Would you be willing to modify this plan to include Exchange-specific sites?*

Yes, willing to modify these plans.

No, not willing to modify these plans.

*m) Which financial incentives are in place or planned to encourage Members to enhance value by use of lower cost and/or higher quality Providers? (Check all that apply):*

Financial incentives not used

Network restricted to just HPN physicians

<sup>5</sup> Please include an explanation of how your provider ranking methodology comports with the Patient Charter.

Differential deductibles, copayments, and/or insurance contributions

Differential provider payment schedules, thereby affecting patient contribution

Richer benefit designs, such as lower out-of-pocket maximums

Retroactive rewards for using value tier providers (e.g., flex credits, prizes)

Other (describe)

***n) What non-financial incentives are used to encourage Members to enhance value by use of lower cost and/or higher quality Providers? (Check all that apply)***

Non-financial incentives not used

Information on provider quality and/or costs made available to members through employer, health plan, or other sources

Other (describe)

***o) How have you structured provider networks to leverage mid-level providers and physician extenders as a way to drive cost-efficiency and enhance access? If you have not done so, how might you approach this for the Exchange?***

***p) What telemedicine capabilities do you have as of 9/30/2012? In your response include the scale and scope of this capability including how it could benefit the Exchange and what capabilities will be in place by January 1, 2014.***

Telemedicine Capability	Description
In-house	
Outsourced	
Pharmacy coordination with the PBM	

***q) Provide a list of the specialties offered via telemedicine.***

***r) What were the top 10 diagnoses seen via telemedicine in 2011?***

***s) Describe how you review and certify physicians for telemedicine.***

***t)***


*u)*


**6. MEDICAL MANAGEMENT SERVICES**

*a) When do you initiate outreach for case management referrals?*

- Within 24-48 hours
- Within 3-5 business days
- Within 6-10 business days
- Other (describe)

*b) Do you have a program that provides help to an individual transitioning between care settings, such as:*

- (1) Home to and from Hospital  Yes  No
- (2) Skilled Nursing Care to and from Hospital  Yes  No
- (3) Hospital to and from Rehabilitation Care  Yes  No

If yes, please describe.

If yes, please describe.

c) *Describe how you develop and administer a high-intensity case management program for the most medically complex patients.*

d) *Describe the measurement strategy in your high-intensity case management programs.*

Measurement	Description
Member satisfaction	
Admission rates	
Complication rates	
Readmissions	
Clinical outcome quality	
Other	

e) *Describe how you incorporate Evidence-Based Medicine, monitor outcomes, and assess best practices for behavioral health. Include a description of your efforts to modify networks and best practices that would meet the specific needs of the Exchange population demographics.*

f) *What are your managed behavioral health network targets and recent actual results for the information?*

	Target	Actual
Bed days/1,000 members		
Professional encounters/1,000 members		

g) *Describe two Quality Improvement Projects (QIPs) conducted within the last five (5) years. This description shall include but is not limited to, the following information:*

QIP Name/Title:	Start/End Dates:
Problem Addressed:	
Targeted Population:	
Study Question:	
Study Indicator(s):	
Barrier Analysis:	
Interventions Implemented to Address Identified Barriers:	
Baseline Measurement:	
Re-Measurement (1):	
Re-Measurement (2) (At least two required):	
Best Practices Related to Sustained Improvement Achieved (if any):	

*h) Describe those procedures and processes used to compare physician performance with clinical guidelines in order to provide report cards and peer-to-peer feedback.*

Procedure / Process	Yes/No	Description
Internally Developed Guidelines		
External Guidelines		
Other		

*i) What percentage of eligible members currently accesses the Nurse Advice Line? (Provide numerical categories)*

0-10%

11-20%

21-30%

>31%

*j) Indicate the availability of the following health information resources. (Check all that apply)*

24/7 decision support/health information services

Self-care books

Preventive care reminders

Web-based health information

Integration with other health care vendors

Integration with a client's internal wellness program

Newsletter Other (describe)

*k) Is Nurse Advice Line reporting client-specific or book of business?*

Client-specific

Book of business

*l) Explain how your health plan encourages hospitals and other providers to improve patient safety on an ongoing basis.*

**7. HEALTH AND DISEASE MANAGEMENT**

*a) Do you perform the following using HA data?*

	Yes (describe)	No
Personalize/tailor messages on preventive reminders		

Focus on individual's health/lifestyle areas		
Populate a personal health record with the information		
Provide action steps for members to take		
Send a reminder when it is time to take next HA		
Relay data to providers		
Refer to lifestyle management programs (online and telephonic)		
Refer to disease management programs		
Assess/stratify risk using both HA and claims data mining		

**b) Which of the following are communicated to Members? (Check all that apply):**

- Pharmacy compliance reminders
- Personalized reminders for screenings and immunizations
- Plan monitors whether member has received indicated screenings and immunizations and can provide aggregated reports of the percentage of members that have received these.
- None of the above

**c) If preventive care notification occurs, indicate the following:**

- Reminders are age-sex appropriate
- Reminders are made via e-mail
- Reminder letters are sent
- Reminder telephone calls are made

**8. INTEGRATED HEALTHCARE MODEL (IHM)**

The Exchange is interested in how bidders plan to address components of an Integrated Healthcare Model:

*An integrated model of health care delivery in which there is organizational/operational/policy infrastructure addressing patient care across the continuum of care, population management and improvements in care delivery, IT infrastructure to support care delivery, adherence to Evidence Based Medicine (EBM) behaviors from all providers of care, and*

*financial risk sharing incentives for the health plan, hospital, and medical group that drive continuous improvement in cost, quality, and service.*

**a) From an organizational/operational/policy perspective, please indicate if your delivery model addresses the following, providing descriptions where applicable:**

<b>Attribute</b>	<b>Description</b>
Describe your use of clinical committees to establish practice pathways and guidelines.	Click here to enter text.
Describe your use of national sources for identification of EBM practice guidelines (list all that apply, e.g., AHRQ, Milliman guidelines).	Click here to enter text.
Describe your processes in place to address EBM guidelines where national or community guidelines do not exist.	Click here to enter text.
Describe your procedures to track physician performance practices relative to clinical guidelines and provide report cards and peer-to-peer feedback.	Click here to enter text.
Describe any requirements you may have for your contracted hospitals to report performance information based on the National Quality Forum consensus measures. <a href="http://www.qualityforum.org/news/txhospGrp1publicweb.pdf">http://www.qualityforum.org/news/txhospGrp1publicweb.pdf</a> .	Click here to enter text.

<b>Attribute</b>	<b>Description</b>
Describe your procedures to provide continuity of care across the care continuum in a Patient-Centered Medical Home (PCMH) model..	Click here to enter text.
Describe your processes to coordinate care management in the following areas:	
a Pre- and post-discharge planning	Click here to enter text.
b Transitional care	Click here to enter text.

c	Ensuring patient is aware of post discharge follow-up	Click here to enter text.
d	Ensuring appropriate handoff to PCP and/or specialist	Click here to enter text.
e	Short term, i.e. < 6 weeks	Click here to enter text.
f	.Long Term/Catastrophic	Click here to enter text.
g	End of life	Click here to enter text.

Issue under Review: Is PCMH a specific model and should other similar models be identified or are they implied by PCMH?

**b) Describe your measurement strategy for the following areas:**

Strategy	Description
Describe your policies in place to address population health management across covered Members.	Click here to enter text.
Describe your ability to track Exchange-specific IHM metrics supporting risk-sharing arrangements.	Click here to enter text.
Describe your processes, if any, to track and monitor clinical and financial performance measurement related to the Integrated Healthcare Association (IHA).	Click here to enter text.
Describe your ability to track and monitor Exchange-specific data in the following areas:	Click here to enter text.
a. Member satisfaction	Click here to enter text.
b. Cost and utilization management (e.g., admission rates, complication rates, readmissions)	Click here to enter text.
c. Clinical outcome quality	Click here to enter text.

Issue under Review: Should the Exchange require Issuer to require CAHPS member satisfaction reporting for Exchange enrollees? If so, what would be the enrollment level at which CAHPS reporting would be required?

*c) For your non-IHM hospitals and physicians, describe how you support the following:*

<b>Attribute</b>	<b>Description</b>
Member EHR including Rx, Lab, radiology, IP, OP, physician encounters, picture archiving capability, clinical data repository, and health information exchange	Click here to enter text.
Computerized Provider Order Entry (CPOE)	Click here to enter text.
Interoperability of Member PHR with other data sources, e.g., coaching, wellness exams, current prescriptions and related services	Click here to enter text.
E-prescribing support for Surescripts Rx hub	Click here to enter text.
Disease registries	Click here to enter text.
Real-time access to patient EHRs for all clinical providers across care continuum	Click here to enter text.
Algorithms that address gaps in care	Click here to enter text.
Physician messaging with Member-specific triggers around gaps	Click here to enter text.
Ability to identify overuse, under-utilization, and misuse of services	Click here to enter text.
Access to data by Providers and Members across the continuum of care (e.g., Physicians, Hospitalists, Case Managers, etc.)	Click here to enter text.
Decision support for Member and Physician interaction in care management	Click here to enter text.
EHR infrastructure provided either by the Plan or the Providers	Click here to enter text.
Homegrown EHR infrastructure / platform	Click here to enter text.
Level of EHR integration	Click here to enter text.

**9. INNOVATIONS**

*a) Other than what is mentioned elsewhere in this proposal, describe up to three examples of your organization's successful innovations to improve healthcare quality and reduce costs. Discuss scope of the innovation, targeted population, goals, outcomes (quality and cost), and scalability and/or plans for dissemination.*

*b) Describe your institutional capacity to plan, implement, and evaluate future healthcare quality and cost innovations for Exchange Members.*

**10. IMPLEMENTATION PERFORMANCE**

*a) Will an implementation manager and support team (not part of the regular account management team) be assigned to lead and coordinate the implementation activities with the Exchange? If yes, specify the name and title of the individual.*

*b) Indicate the ideal notification date to achieve a successful implementation for the Exchange effective date of January 1, 2014.*

*c) Should your organization be awarded the Exchange account, explain how you anticipate accommodating the sizeable additional membership effective January 1, 2014 (discuss anticipated hiring needs, staff reorganization, etc.):*

- Member Services
- Claims
- Account Management Clinical staff
- Disease Management staff
- Implementation
- Financial / Administrative Information Technology Other (describe)

*d) Indicate your procedures for handling the following during the transition period. Check all that apply:*

Request transfer from prior plan and utilize information to continue plan/benefit accumulators

Load claim history from prior plan.

Services that have been pre-certified but not completed as of the effective date must also be pre-certified by new plan.

Services that have been pre-certified but not completed as of the effective date will be honored and payable by new plan.

\_\_\_ Will provide pre-enrollment materials to participants within standard fees.

\_\_\_ Will make customer service line available to participants prior to the effective date.

\_\_\_ Provide an attachment describing your network transition of care provisions for patients that are currently receiving care for services at practitioners that are not in your network.

\_\_\_ Provide member communications regarding change in plans.

*e) Provide a detailed implementation project plan and schedule targeting a January 1, 2014 effective date.*

**D. ADDITIONAL QUESTIONS AND/OR REQUIREMENTS**

**1. AGENT RELATIONS, FEES, AND COMMISSIONS<sup>6</sup>**

*a) Do you currently provide agent-oriented marketing materials for the individual and small business market?*

	Yes	No
Individual		
Small Group		

If yes, please include sample materials or your broker kit as an attachment labeled "Broker Kit".

*b) What initiatives is your organization undertaking in order to partner more effectively with the small business and agent communities?*

*c) What criteria do you use to credential agents to sell Individual and Small Group products?*

*d) Does your health plan cultivate relationships with general agents? If so, please list the general agents with whom you contract.*

*e) Describe your health plan agent compensation schedule for your individual and small group business.*

*f) Describe any bonus program your company currently has in place for additional agent compensation. This may include cash bonuses or in-kind compensation programs.*

*g) In 2011 or 2012, did your health plan place ads in agent--related trade publications?*

<sup>6</sup> For SHOP Exchange bidders only.

\_\_\_ Yes

\_\_\_ No

***h) Please list the trade publications you placed ads in.***

Please include sample trade publication advertisements in Appendix III labeled "Sample Advertisements".

**2. MARKETING AND OUTREACH ACTIVITIES**

The Exchange looks forward to possibility of working closely with bidders to maximize enrollment in the Exchange, which may take the form of coordinating marketing efforts and developing promotion opportunities through co-branding.

In the questions that follow, please provide detailed information pertaining to the Bidder's plans for marketing and advertising for the individual and small group market. Where specific materials are requested, please be sure to label the attachments clearly.

***a) General***

(1) Please provide an organizational chart of your individual and small group sales and marketing department.

(2) Please identify the individual(s) with primary responsibility for sales and marketing of the Exchange account. Please indicate where these individuals fit into the organizational chart requested above. Please include the following information:

- Name
- Title
- Department
- Phone
- Fax
- E-mail

(3) Please provide a copy of your most recent summary brochure as an attachment to the response to this solicitation labeled "Summary Brochure".

***b) Financial***

(1) Please indicate estimated total planned expenditures/allocations (separately detailing estimates for payments to agents from other marketing and outreach) for Exchange-related marketing and advertising functions during the years 2013 and 2014:

**Total Estimated Allocation**

2013 Marketing and Advertising \$ \_\_\_\_\_

2013 Payments to Agents \$ \_\_\_\_\_

2014 Marketing and Advertising \$ \_\_\_\_\_

2014 Payments to Agents \$ \_\_\_\_\_

(2) Please indicate estimated total expenditures/allocations for Individual and Small Group related marketing and advertising functions during the most recent Calendar Year/Fiscal Year. Using the table below, please provide a detailed picture of how this individual and small group funding commitment was applied. Indicate N/A if the bidder did not market Individual or Small Group products in the most recent period.

Repeat Table for Individual and Small Group or add to Attachment workbook.

Marketing Results	Total Cost	Total Sales	Cost per Sale
Billboards			
Newspapers			
Trade Publications			
Magazines			
Radio			
Television			
Internet/Online			
Referrals			
Broker Seminars			
Incoming Unsolicited Calls			
Telemarketing			
Mailers/Direct Mail			

Direct Sales to Businesses			
Other (specify)			

Issue under Review: What level of detail should Issuers be asked to complete? What level of detail are Issuers willing to provide with assurances of confidentiality?

**c) Cooperation with the Exchange**

(1) Please describe your plan to cooperate with Exchange marketing and outreach efforts, including internal and external training, collateral materials and other efforts:

**3. OPERATIONAL REPORTING REQUIREMENTS**

**UNDER DEVELOPMENT**

	<b>Performance Measure</b>	<i>Yes/No</i>
1	<b>OPERATIONS (Exchange-Specific)</b>	
2.	<b>QUALITY (Issuer Book of Business)</b>	
3	<b>PATIENT EXPERIENCE (Exchange-Specific or Book of Business)</b>	

**4. OTHER REPORTING REQUIREMENTS: NOT COVERED ELSEWHERE**

Confirm if you are willing to put xx% of payment at risk and to provide performance guarantees for the following areas:

	<b>Performance Measure</b>	<i>Yes/No</i>
	<b>OPERATIONS (Exchange-Specific)</b>	
1.	Claim Turnaround Time: Percentage of clean claims processed within 30 calendar days of receipt	
2.	Financial Accuracy: Percentage of claim dollars paid accurately	
3.	Procedural Accuracy: Percentage of claims without any financial error	
4.	Percentage of callers who reach a live voice within 30 seconds.	
5.	Percentage of callers whose issue is resolved on the initial call	
6	Quarterly group-specific utilization and cost data reports delivered timely 4/4 quarters	

	<b>Performance Measure</b>	<i>Yes/No</i>
7	Bi-annual group-specific quality and disease management program reports delivered timely 2/2	
8	Provide consumer engagement reports (participation in wellness programs, online tools, HRA completion)	
9	Web site availability 99.99% (no more than 1 hour down time)	
10	Monthly report on classification of member service issues (phone, email and written correspondence) and resolution rate delivered timely 12/12 months	
11	Enrollment data processed within 5 business days of provision by Exchange (no more than 2 missed cycles)	
	<b><i>QUALITY (Issuer Book of Business)</i></b>	
	Chlamydia screening (all age categories)	
	Appropriate treatment for children with upper respiratory infection	
	Mammography screening	
	Diabetes care – blood sugar (HbA1c) testing	
	Glycemic control rate (poor control)	
	Diabetic eye exam rate	
	Diabetic lipid profile performed	
	Diabetic lipid control rate	
	Diabetic nephropathy monitoring rate	
	Appropriate medications for people with asthma (18-56)	
	Childhood immunizations (Combination 3)	
	Controlling High Blood Pressure	
	Persistence of beta blocker use after heart attack	
	Follow-up after hospitalization for mental illness – patients receiving outpatient follow-up care within 7 days of discharge	
	Follow-up after hospitalization for mental illness – patients receiving outpatient follow-up care within 30 days of discharge	
	Anti-depression medication management – effective acute phase treatment	
	Anti-depression medication management - effective continuation phase treatment	
	Low back imaging	
	Advice to quit smoking (CAHPS)	

	<b>Performance Measure</b>	<i>Yes/No</i>
	Aspirin use among members with cardiovascular risk (CAHPS)	
	<b>PATIENT EXPERIENCE (Exchange-Specific or Book of Business)</b>	
	Overall satisfaction with health plan	
	Access to specialty care	
	Ease of getting appointment for care you thought you needed	
	Customer service composite	
	Health information in written materials clear and easy to read	

## E. eVALUE8 REQUEST FOR INFORMATION

For purposes of this section, Plan is used in place of Bidder, to be consistent with the terminology used in eValue8. Please note that bidders who have already completed eValue8 for 2012 may import information that has been previously submitted. Selected sections of eValue8 are presented in this solicitation but the numbering system used in eValue8 has been preserved for ease of reference. Please note that the gaps in the numeric sequencing of the eValue8 RFI questions represent questions from the full eValue8 Health Plan RFI questionnaire that will be skipped for the Exchange RFP to reduce reporting burden.

All questions should be answered for current California - based business. If Issuer provides services or reports data on a national or regional basis and cannot provide California specific responses, the response must be identified as a response based on national or regional operations. If the Issuer offers products in the Individual and Small Group market and can separately report those results, please indicate that in your response.

### 1 Plan Profile

#### 1.1 Instructions

1.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

Attached Document: [ev8 2013 Background and Process Directions v2.docx](#)

1.1.2 All attachments to this module must be labeled as "Profile #" and submitted electronically. Where more than one document will be submitted in response to a request for an Attachment, label it as Profile 1a, Profile 1b, etc.

1.1.3 All responses for the 2013 Request for Information (RFI) should reflect commercial HMO/POS and/or PPO plans. HMO and PPO responses are being collected in the same RFI template. The PPO VERSION question always follows the HMO question. Note in questions where HEDIS<sup>7</sup> or CAHPS<sup>8</sup> data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For issuers that have submitted results to Quality Compass the HEDIS and CAHPS, the responses have been auto-populated but information should be reviewed. To activate the appropriate HMO and/or PPO VERSION questions in this template, please answer the question below in 1.1.5.

Attached Document: [Quality Compass Codes.doc](#)

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<sup>7</sup> Healthcare Effectiveness and Information Set (HEDIS)

<sup>8</sup> Consumer Assessment of Healthcare Providers and Systems (CAHPS)

1.1.4 Plan activities must be in place by the date of this RFI submission for credit to be awarded.

1.1.5 Plan is responding for the following products

*Multi, Checkboxes.*

- 1: HMO/POS,
- 2: PPO

1.1.6 Additional information that bidder wishes to provide that is not addressed elsewhere within each section can be provided at the end of the section.

**1.2 Contact and Organization Information**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 1.9.

1.2.1 Provide the information below for the local office of the Plan for which this RFI response is being submitted.

1.2.2 Complete the table below for the individuals responsible for the market for which this RFI response is being submitted.

	Contact Name	Title	Phone (include extension)	Fax	E-mail
<b>President or CEO</b>	<i>100 words.</i>	<i>100 words.</i>	<i>100 words.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>
<b>Chief Medical Officer</b>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>
<b>SVP, Small Group</b>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>
<b>SVP, Individual</b>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>
<b>Other</b>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>

1.2.3 Complete the table below for the individuals responsible for the market for which this RFI response is being submitted.

	Contact Name	Title	Phone (include extension)	Fax	E-mail
<b>Primary Contact (for RFI)</b>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>
<b>Secondary Contact</b>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>	<i>Unlimited.</i>
<b>Other</b>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>	<i>Unlimited.</i> <i>N/A OK.</i>

1.2.4 Tax Status

Single, Pull-down list.

- 1: Profit,
- 2: Non-Profit

1.2.5 Did ownership change in 2012 or is a change being considered in 2013?

Single, Pull-down list.

- 1: Yes (describe);
- 2: No

1.3 Enrollment and Scope of RFI Response

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 1.9.

1.3.1 If plan is responding for HMO and/or PPO products and has not made a selection in 1.1.5 – please do so before proceeding so that the appropriate questions are active.

1.3.2 Identify the Plan membership in each of the products specified below within the response market as of 9/30/12. Enter 0 if product not offered. Please provide an answer for all products the Plan offers.

	Total Commercial HMO/POS	Total Commercial PPO	All other Commercial products	Total Medicare Members	Total Medicaid Members
Self-funded, Plan administered	Decimal.	Decimal.	Decimal.	Decimal.	Decimal.
Fully-insured, Plan administered	Decimal.	Decimal.	Decimal.	Decimal.	Decimal.
Other (describe in "Other Information")	Decimal.	Decimal.	Decimal.	Decimal.	Decimal.
<b>Total</b>	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0	For comparison. 0

1.3.3 Identify the Plan membership in each of the products specified below statewide as of 9/30/12. Enter 0 if product not offered. Please provide an answer for all products the Plan offers.

Plans that operate in ONLY one market should copy their response from previous question to this question as numbers in 1.3.3 is used to auto-populate some responses in consumer module (see Section 2 Consumer Engagement).

	Total Commercial HMO/POS	Total Commercial PPO	All other Commercial products	Total Medicare Members	Total Medicaid Members
Self-funded, Plan administered	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>
Fully-insured, Plan administered	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>
Other (describe in "Other Information")	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Decimal.</i>
<b>Total</b>	<i>For comparison.</i> 0	<i>For comparison.</i> 0	<i>For comparison.</i> 0	<i>For comparison.</i> 0	<i>For comparison.</i> 0

1.3.4 Please provide a signed Attestation of Accuracy form. A template version of the document is attached and can be downloaded from the documents manager. Please label as Plan Profile 1.

*Single, Radio group.*

1: Yes, a signed version of the attestation is attached,  
2: Not provided

Attached Document: [2013 eValue8 Attestation Release Form.doc](#)

**1.4 Services and Compliance Reviews**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 1.9.

1.4.1 Please provide the NCQA accreditation status and expiration date of the accreditation achieved for the HMO product identified in this response. Indicate all that apply. For the URAC Accreditation option, please enter each expiration date in the detail box if the Plan has earned multiple URAC accreditations.

This question needs to be answered in entirety by the Plan. Note that plan response about NCQA PHQ Certification should be consistent with plan response in question #3.4.2 in module 3 on the Consumer Disclosure project where PHQ is a response option.

	<b>Answer</b>	<b>Expiration date MM/DD/YYYY</b>	<b>Programs Reviewed</b>
<b>NCQA MCO</b>	<i>Single, Pull-down list.</i> 1: Excellent, 2: Commendable, 3: Accredited, 4: NCQA not used or product not eligible	<i>To the day.</i> From Dec 31, 1970 to Feb 14, 2014.	
<b>NCQA Wellness &amp; Health Promotion Accreditation</b>	<i>Single, Radio group.</i> 1: Accredited and Reporting Measures to NCQA, 2: Accredited and NOT reporting measures, 3: Did not participate	<i>To the day.</i> From Dec 31, 1970 to Feb 14, 2014.	<i>Unlimited.</i>
<b>NCQA Disease Management – Accreditation</b>	<i>Multi, Checkboxes.</i> 1: Patient and practitioner oriented, 2: Patient oriented, 3: Plan Oriented, 4: NCQA not used	<i>To the day.</i> From Dec 31, 1970 to Feb 14, 2014.	<i>Unlimited.</i>
<b>NCQA Disease Management – Certification</b>	<i>Multi, Checkboxes.</i> 1: Program Design, 2: Systems, 3: Contact, 4: NCQA not used	<i>To the day.</i> From Dec 31, 1970 to Feb 14, 2014.	<i>Unlimited.</i>
<b>NCQA PHQ Certification</b>	<i>Single, Pull-down list.</i> 1: Certified, 2: No PHQ Certification	<i>To the day.</i> From Dec 31, 1969 to Feb 14, 2014.	
<b>URAC Accreditations</b>	<i>Multi, Checkboxes - optional.</i> 1: URAC not used		
<b>URAC Accreditations - Health Plan</b>	<i>Single, Radio group.</i> 1: URAC Accredited, 2: Not URAC Accredited	<i>To the day.</i> From Dec 31, 1970 to Jan 01, 2021.	
<b>URAC Accreditation - Comprehensive Wellness</b>	AS ABOVE	AS ABOVE	
<b>URAC Accreditations - Disease Management</b>	AS ABOVE	AS ABOVE	
<b>URAC Accreditations - Health Utilization Management</b>	AS ABOVE	AS ABOVE	
<b>URAC Accreditations - Case Management</b>	AS ABOVE	AS ABOVE	
<b>List other URAC?</b>			

1.4.2 PPO VERSION OF ABOVE

### 1.5 Provider Management and Payment Reform

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 1.9.

The following questions have been added to update and simplify existing questions regarding Provider Measurement and Rewards: 1.5.6, 3.5.1, 3.5.4, 3.5.8, 3.8.1, 3.8.2, 3.8.6. They were developed in collaboration with Catalyst for Payment Reform and will be reported publicly as part of its Compendium for Payment Reform and California Payment Reform Scorecard.

1.5.1 Plans are expected to manage their network and contract renewals to ensure members are held harmless in instances where there are no negotiated contracts with in-network hospital-based physicians (anesthesia, pathology, radiology, ER). The Exchange recognizes the dynamics of negotiation and welcomes ways in which they might be helpful to motivate hospitals to require hospital-based specialists to provide agreed upon fees for each plan with which they have contracts.

If the Plan has circumstances where there is no agreed upon fees agreement with hospital-based specialists, indicate how claims are treated by HMO.

HMO Response	Treatment of claims if no discounted agreement	Other (limit 100 words)
<b>Self-funded plans</b>	<i>Multi, Checkboxes.</i> 1: Considered in-network, 2: Considered out-of-network, member incurs higher cost-share, 3: All Plan hospital-based specialists have discounted agreement, 4: Employer option to decide, 5: Paid at Usual and Customary based on Fair Health 6: Other (describe in next column), 7: Unknown	100 words.
<b>Fully-insured plans</b>	AS ABOVE	

#### 1.5.2 PPO VERSION OF ABOVE

1.5.6. The goal of a new set of questions on payment reform is to inform and track the nation’s progress on payment reform initiatives. The goal of this question is to establish baselines as well as establish the denominators for other questions in module 3. NOTE: This question asks about total \$ paid for PUBLIC as well as PRIVATE programs in calendar year (CY) 2012. **If sufficient information is not available to answer the questions based on the requested reporting period of CY 2012, Plans may elect to report on the most recent 12 months with sufficient information and note time period in detail box below. If this election is made, ALL answers on payment for CY 2012 should reflect the adjusted reporting period.**

- Unless indicated otherwise, questions apply to health plans' dollars paid for in-network, commercial members, not including prescription drug costs.
- Some of the questions, such as "Provide the total in-network dollars paid to providers for commercial members CY 2012," apply to multiple metrics and will inform multiple denominators. Accordingly, this question is only posed once but the answer will be used to calculate all relevant metrics.

		<b>Total \$ Paid in Calendar Year (CY) 2012 or most current 12 months</b>	<b>Calculated percent Numerator = # in specific row Denominator = Total in Row 6</b>	<b>Description of metric</b>
<b>1</b>	Total IN-NETWORK dollars paid to ALL providers (including hospitals) for FULLY-INSURED commercial members	From 0 to 100000000. N/A OK.		<b>Health Plan Dollars - Fully-Insured Commercial In-Network:</b> Percent of total in-network dollars paid to providers for fully-insured commercial members in the past year.
<b>2</b>	Total IN-NETWORK dollars paid to ALL providers (including hospitals) for SELF-INSURED commercial members.	From 0 to 100000000) N/A OK.		<b>Health Plan Dollars - Self-Funded Commercial In-Network:</b> Percent of total in-network dollars paid to providers for self-funded commercial members in the past year.
<b>3</b>	Total OUT-OF-NETWORK dollars paid to ALL providers (including hospitals) for ALL (fully-insured and self-insured) commercial members.	From 0 to 100000000) N/A OK		<b>Health Plan Dollars - Commercial Out-of-Network:</b> Percent of total out-of-network dollars paid to providers for commercial members in the past year.
<b>4</b>	Total dollars paid to ALL providers for public programs (involving non-commercial members).	From 0 to 100000000) N/A OK		<b>Health Plan Dollars - Public Programs:</b> Percent of total dollars paid to providers for public programs in the past year.
<b>5</b>	Calculated: Total IN-NETWORK dollars paid to ALL providers (including hospitals) for ALL commercial members.(sum of rows 1 and 2)	From 0 to 100000000) N/A OK	<b>\$ here will be used as denominator for rows 7 and 8</b>	<b>Health Plan Dollars - Total Commercial In-Network:</b> Percent of total in-network dollars paid to providers for commercial members in the past year.
<b>6</b>	Calculated: Total dollars paid to all providers for all lines of business (sum of rows 3, 4 and 5)	From 0 to 100000000) N/A OK	This would be calculated as 100%.	Denominator
<b>7</b>	Provide the total dollars paid to providers through reference pricing <i>without quality components</i>  (see definitions tab)	From 0 to 100000000) N/A OK	<b>Autocalc</b> Num = response in row 7 Denom = response in row 5	<b>Steps to Payment Reform - Reference Pricing:</b> Percent of total dollars paid through reference pricing in the past year.
<b>8</b>	Provide the total dollars paid to providers through reference pricing with quality components (e.g. Value-Based Pricing)	From 0 to 100000000) N/A OK	<b>Autocalc</b> Num = response in row 8 Denom = response in row 5	<b>Steps to Payment Reform - Value-Based Pricing:</b> Percent of total dollars paid through reference pricing with quality components in the past year

If time period for response above is not CY 2012, please note in detail box the time period used payment responses. This should be used consistently throughout for questions 3.5.1, 3.5.4, 3.5.8, 3.8.1, 3.8.2, 3.8.6, which are part of the Catalyst for Payment Reform Compendium and Scorecard.

Detail Box: Note the 12 month time period used by respondent for all payment reform questions if time period is NOT the requested CY 2012

**1.6. Purchaser Support**

1.6.1 For the book of business represented by this RFI response and supported by the attachment(s) labeled as Profile 2 in question below, indicate (1) the types of data and reporting available to employers and/or their designated vendors on health management and chronic conditions, and (2) the sources of data used to generate the types of reports available to Employers. Purchasers expect plans to help assess and improve health status of their Participants using a variety of sources. Check all that apply.

	<b>Report Features for Fully Insured Lives/Plan</b>	<b>Report Features for Self Insured Lives/Plan</b>	<b>Sources of Data</b>
<b>Chronic Condition Prevalence</b>	<i>Multi, Checkboxes.</i> 1: Group-specific results reported, 2: Comparison targets/benchmarks of book-of-business, 3: Comparison benchmarks of similarly sized groups, 4: Trend comparison of two years data – rolling time period, 5: Trend comparison of two years data – fixed Jan-Dec annual reporting, 6: All of the above reports integrated into single report, 7: Report available for additional fee, 8: Data/reporting not available	<i>Multi, Checkboxes.</i> 1: Group-specific results reported, 2: Comparison targets/benchmarks of book-of-business, 3: Comparison benchmarks of similarly sized groups, 4: Trend comparison of two years data – rolling time period, 5: Trend comparison of two years data – fixed Jan-Dec annual reporting, 6: All of the above reports integrated into single report, 7: Report available for additional fee, 8: Data/reporting not available	<i>Multi, Checkboxes.</i> 1: HRAs, 2: Medical Claims Data, 3: Pharmacy Claims Data, 4: Lab Values, 5: Other source - please detail below
<b>Participant Population stratified by Risk and/or Risk Factors</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Disease Management (DM) program enrollment</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Change in compliance among DM enrollees (needed tests, drug adherence)</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Health status change among DM enrollees</b>	AS ABOVE	AS ABOVE	AS ABOVE

1.6.2 Attachments are needed to support plan responses to the question above. Provide as Profile 2 blinded samples of standard purchaser report(s) for chronic condition prevalence OR management, population risk stratification, and changes in compliance OR health status (attachments needed for 3 of the 5 rows depending on plan response). FOR RESPONSES SELECTED in question ABOVE, Provide LABELED samples of reports for (1) group-specific results, (2) Comparison targets/benchmarks of book-of-business OR Comparison benchmarks of similarly sized groups, (3) Trend comparison of two years data - rolling time period, and (4) Trend comparison of two years data - fixed Jan-Dec annual reporting ONLY IF PLAN DID NOT SELECT AND PROVIDE SUPPORT FOR "Trend comparison of two years data - rolling time period"

For example if plan responds that they can provide group specific results (response option 1) with comparison benchmarks of similarly sized groups are available with trend comparison data of two years rolling and fixed for parameters in first 3 rows (chronic disease prevalence, Participant Population stratified by Risk and/or Risk Factors and Disease Management (DM) program enrollment) – the following samples must be attached:

- 1) Report showing participant population stratified by risk or risk factors for the specified group compared to a different similarly sized group over a rolling time frame of 24 months
- 2) Report showing either prevalence of chronic disease OR DM program enrollment factors for the specified group compared to a different similarly sized group over a rolling time frame of 24 months

Please upload utilization reports in Section 2.9.

IF REPORT FEATURE OPTION 6 "All of the above reports integrated into single report" IS SELECTED, please provide a blinded sample of such an integrated report with the sections CLEARLY LABELED

*Single, Radio group.*

1: Profile 2 is provided,  
2: Not provided

1.6.3 Indicate the beneficiary communication and outreach support offered to the Plan's Purchaser customers. Address communication about the existence of member support tools and how to access and use them, not the communication that takes place within each program.

Examples of on-site services include member enrollment support or product demonstrations at participant health fairs or open enrollment meetings. Check all that apply. "Pharmaceutical decision support information" is meant to indicate ongoing member support services such as online information (e.g., drug dictionaries, generic equivalents, etc.), general information mailings or targeted member mailings, (e.g., targeted mailings to members who may be taking a brand drug that is coming off-patent identifying available alternatives).

Program area	Type of support (for fully insured lives/plan)	Type of support (for lives/plan)
<b>Prevention/health/wellness materials</b>	<i>Multi, Checkboxes.</i> 1: On-site support with fee, 2: On-site support at no charge, 3: Customizable company logo placement in written communications with fee, 4: Customizable company logo placement in written communications at no charge, 5: Customizable text in written communications with fee, 6: Customizable text in written communications at no charge, 7: Standard written communications, 8: Support not available	<i>Multi, Checkboxes.</i> 1: On-site support with fee, 2: On-site support at no charge, 3: Customizable company logo placement in written communications with fee, 4: Customizable company logo placement in written communications at no charge, 5: Customizable text in written communications with fee, 6: Customizable text in written communications at no charge, 7: Standard written communications, 8: Support not available
<b>Prevention/health/wellness biometric testing</b>	AS ABOVE	AS ABOVE
<b>Disease management program information</b>	AS ABOVE	AS ABOVE
<b>Practitioner/Hospital selection/comparison information</b>	AS ABOVE	AS ABOVE
<b>Pharmaceutical decision support information</b>	AS ABOVE	AS ABOVE
<b>Treatment option decision support information</b>	AS ABOVE	AS ABOVE
<b>Personal health record information</b>	AS ABOVE	AS ABOVE
<b>Price comparison information</b>	AS ABOVE	AS ABOVE

### 1.7 Racial, Cultural and Language Competency

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided at the end of the Section, Item 1.9.

1.7.1 Identify the sources of information gathered about commercial members' race/ethnicity, primary language and interpreter need. The columns pertain only to information reported directly by members (or as passed on from employers about specific members).

For the last column, as this is not a region/market specific question, please provide the statewide % for members captured across all markets. For a Statewide plan that operates in only one state, this percentage would be the statewide percentage for that plan.

	Data collected from all new enrollees (specify date started - MM/DD/YYYY)	Data collected from previously enrolled members (specify method)	% members captured directly (statewide)
<b>Race/ethnicity</b>	<i>To the day.</i> N/A OK.	<i>Multi, Checkboxes.</i> 1: Enrollment form, 2: Health Assessment, 3: Information requested upon Website registration, 4: Inquiry upon call to Customer Service, 5: Inquiry upon call to Clinical Service line, 6: Imputed method such as zip code or surname analysis, 7: Other (specify in detail box below. 200 word limit), 8: Data not collected	<i>Percent.</i>
<b>Primary language</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Interpreter need</b>	AS ABOVE	AS ABOVE	AS ABOVE

1.7.2 Provide an estimate of the percent of network physicians, office staff and Plan personnel in this market for which the plan has identified race/ethnicity, and a language spoken other than English?

	Physicians in this market	Physician office staff in this market	Plan staff in this market
<b>Race/ethnicity</b>	<i>Percent.</i> From 0 to 100.	<i>Percent.</i> From 0 to 100.	<i>Percent.</i> From 0 to 100.
<b>Languages spoken</b>	<i>Percent.</i> From 0 to 100.	<i>Percent.</i> From 0 to 100.	<i>Percent.</i> From 0 to 100.

1.7.3 Indicate how racial, ethnic, and/or language data is used? Check all that apply.

*Multi, Checkboxes.*

- 1: Assess adequacy of language assistance to meet members' needs,
- 2: Calculate HEDIS or other clinical quality performance measures by race, ethnicity, or language,
- 3: Calculate CAHPS or other measures of member experience by race, ethnicity, or language,
- 4: Identify areas for quality improvement/disease management/ health education/promotion,
- 5: Share with enrollees to enable them to select concordant clinicians,
- 6: Share with provider network to assist them in providing language assistance and culturally competent care,
- 7: Set benchmarks (e.g., target goals for reducing measured disparities in preventive or diagnostic care),
- 8: Determine provider performance bonuses and/or contract renewals (e.g. based on evidence of disparity outlier status),
- 9: Analyze disenrollment patterns,
- 10: Develop disease management or other outreach programs that are culturally sensitive,
- 11: Racial, ethnic, language data is not used

**1.7.4 How does the Plan support the needs of members with limited English proficiency? Check all that apply.**

*Multi, Checkboxes.*

- 1: Test or verify proficiency of bilingual non-clinical Plan staff,
- 2: Test or verify proficiency of bilingual clinicians,
- 3: Certify professional interpreters,
- 4: Test or verify proficiency of interpreters to understand and communicate medical terminology,
- 5: Train practitioners to work with interpreters,
- 6: Distribute translated lists of bilingual clinicians to members,
- 7: Distribute a list of interpreter services and distribute to provider network,
- 8: Pay for in-person interpreter services used by provider network,
- 9: Pay for telephone interpreter services used by provider network,
- 10: Pay for in-person interpreter services for non-clinical member interactions with plans,
- 11: Negotiate discounts on interpreter services for provider network,
- 12: Train ad-hoc interpreters,
- 13: Provide or pay for foreign language training,
- 14: Formulate and publicize policy on using minor children, other family, or friends as interpreters,
- 15: Notify members of their right to free language assistance,
- 16: Notify provider network of members' right to free language assistance,
- 17: Develop written policy on providing language services to members with limited English proficiency,
- 18: Provide patient education materials in different languages. Percent in a language other than English: [ Percent ] Media: [ Multi, Checkboxes ] ,
- 19: Other (describe in detail box below);
- 20: Plan does not implement activities to support needs of members with limited English proficiency

**1.7.5 Indicate which of the following activities the Plan undertakes to assure that culturally competent health care is delivered. This shall be evaluated with regard to language, culture or ethnicity, sexual orientation, and other factors. Check all that apply.**

*Multi, Checkboxes.*

- 1: Assess cultural competency needs of members,
- 2: Conduct an organizational cultural competence assessment of the Plan,
- 3: Conduct a cultural competence assessment of physician offices,
- 4: Employ a cultural and linguistic services coordinator or specialists,
- 5: Seek advice from a Community Advisory Board or otherwise obtain input from community-based organizations,
- 6: Collaborate with statewide or Statewide medical association groups focused on cultural competency issues,
- 7: Tailor health promotion to particular cultural groups,
- 8: Tailor disease management activities to particular cultural groups,
- 9: Public reporting of cultural competence programs, staffing and resources,
- 10: Sponsor cultural competence training for Plan staff,
- 11: Sponsor cultural competence training for physician offices,
- 12: Other (describe in detail box below);
- 13: No activities in 2012

**1.7.6 Has the Plan evaluated or measured the impact of any language assistance activities? If yes, describe the detail box below the evaluation results of the specific disparities that were reduced and provide a description of the intervention if applicable.**

Yes/No.

**1.9 Other Information**

1.9.1 If the Plan would like to provide additional information about Plan Profile that was not reflected in this section, please attach as Profile 4.

## 2 Consumer Engagement

### 2.1 Instructions

2.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

2.1.2 All attachments to this module must be labeled as "Consumer #" and submitted electronically. Where more than one document will be submitted in response to a request for an Attachment, label it as Consumer1a, Consumer 1b, etc.

2.1.3 All responses for the 2013 RFI should reflect commercial HMO/POS and/or PPO plans. New last year and again for this year HMO and PPO responses are being collected in the same RFI template. Note in questions where HEDIS or CAHPS data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For HEDIS and CAHPS, the responses have been autopopulated but information should be reviewed. To activate the appropriate HMO and/or PPO questions in this template, please answer the question below in 1.1.5.

2.1.4 Plan activities must be in place by the date of this RFI submission for credit to be awarded.

### 2.2 Alignment of Plan Design

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.2.1 Evidence is emerging that suggests better alignment of consumer incentives through plan design will result in improved plan performance. Examples of this type of alignment include removal or reduction of financial barriers to essential treatments, using comparative evidence analysis to provide a graded scale of copays reflecting the importance/impact of specific treatments, premium reduction or other incentives for members that use higher performing providers (physicians and hospitals), or follow preventive and/or chronic disease management guidelines, etc.

Please describe any efforts that the Plan is currently undertaking or planning for the future. List any limitations in this market on the geographic availability of pilots, incentive designs or high performance networks.

Plan should provide national data if statewide data are not available.

2.2.2 Does the Plan currently have plan designs in place that reduce barriers or provide incentives for preventive or wellness services by any of the means listed in the "Financial incentives" column? In the "Uptake" column, estimate the percentage of plan members participating in plan designs with the barrier reduction or incentive features for the row topic (e.g. diabetes). In the "Product Availability" column, indicate the plan product types in which the incentive feature is available. Check all that apply. a. Account-based means consumer-directed health plan with a health reimbursement account or a high deductible

health plan with a health savings account b. For "Product availability" column, Plan should select all platforms on which the indicated financial incentives are in place.

This question does NOT have a regional flag for uptake percentage, please provide the statewide percentage using numbers in numerator and denominator that reflect the plan's entire membership across all markets. For a Statewide plan operating in only the market of response, their response would be statewide in this context.

Please respond accordingly in the last column. Plan should provide national data if statewide data are not available.

HMO Response - Preventive and Wellness Services	Financial Incentives	Product availability	Uptake as % of total commercial national membership noted in 1.3.3	Percentage is based on plan's entire commercial membership in all markets of plan operation
<b>A: Incentives contingent upon member behavior</b>	HEADER	HEADER	HEADER	HEADER
<b>Participation in Plan-approved Patient-Centered Medical Home Practices</b>	<i>Multi, Checkboxes.</i> 1: Waive/adjust out-of-pocket payments for tests, treatments, Rx contingent upon completion/participation, 2: Part of program with reduced Premium Share contingent upon completion/participation, 3: Rewards (cash payments, discounts for consumer goods, etc.) administered independently of medical services and contingent upon completion/participation, 4: Waived or decreased co-payments/deductibles for reaching prevention goals, 5: Incentives to adhere to evidence-based self-management guidelines, 6: Incentives to adhere to recommended care coordination encounters, 7: Not supported	<i>Multi, Checkboxes.</i> 1: Fully insured, 2: Fully insured account-based plan, 3: Self-funded, 4: Self-funded account-based plan	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Yes/No.</i>
<b>Participation in other Plan-designated high performance practices</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Health Assessment (HA)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Participation in weight-loss program (exercise and/or diet/nutrition)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Success in weight-loss or maintenance</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Participation in</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>tobacco cessation</b>				
<b>Success with tobacco cessation goals</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Participation in wellness health coaching</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Success with wellness goals other than weight-loss and tobacco cessation</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>B: Incentives not based on participation or completion</b>				
<b>Well child &amp; adolescent care</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Preventive care (e.g. cancer screening, immunizations)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

2.2.3 PPO VERSION OF ABOVE

2.2.4 Does the Plan currently have plan designs in place that reduce barriers or provide incentives for services related to chronic conditions by any of the means listed in the "Financial incentives" column? In the "Uptake" column, estimate the percentage of plan members participating in plan designs with the barrier reduction or incentive features for the row topic (e.g. diabetes). In the "Product Availability" column, indicate the plan product types in which the incentive feature is available.

This question does NOT have a regional flag for uptake percentage, please provide the statewide percentage using numbers in numerator and denominator that reflect the plan's entire membership across all markets. For a Statewide plan operating in only the market of response, their response would be statewide in this context.

Please respond accordingly in the last column. Plan should provide national data if statewide data are not available.

HMO Response - services related to chronic conditions	Financial Incentives	Product availability	Uptake as % of total commercial national membership noted in 1.3.3	Percentage is based on plan's entire commercial membership in all markets of plan operation
<b>A: Incentives contingent upon member behavior</b>	HEADER	HEADER	HEADER	HEADER
<b>Participation in Plan-approved Patient-Centered Medical Home Practices</b>	<i>Multi, Checkboxes.</i> 1: Waive/adjust out-of-pocket payments for tests, treatments, Rx contingent upon completion/participation, 2: Part of program with reduced Premium Share contingent upon completion/participation, 3: Rewards (cash payments, discounts for consumer goods, etc.) administered independently of medical services and contingent upon completion/participation, 4: Waived or decreased co-payments/deductibles for reaching biometric goals (e.g., BMI level or change, HbA1c improvement or levels, etc.), 5: Waived or decreased co-payments/deductibles for use of selected chronic care medications, 6: Incentives to adhere to evidence-based self-management guidelines, 7: Incentives to adhere to recommended care coordination encounters, 8: Not supported	<i>Multi, Checkboxes.</i> 1: Fully insured, 2: Fully insured account-based plan, 3: Self-funded, 4: Self-funded account-based plan	<i>Percent.</i> From 0 to 100. N/A OK.	Yes/No.
<b>Participation in other Plan-designated high performance practices</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Participation in chronic disease management coaching</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Adherence to chronic disease guidelines (taking tests, drugs, etc. as recommended)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Success with specific target goals for chronic disease management (HbA1c levels, LDL levels, BP levels, etc.)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>B: Incentives not based on participation or completion</b>				
<b>Asthma</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Hypertension</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Hyperlipidemia</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Diabetes</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Depression</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

2.2.5 PPO VERSION OF ABOVE

2.2.6 Does the Plan currently have plan designs in place that reduce barriers or provide incentives for acute care services by any of the means listed in the "Financial incentives" column? In the "Uptake" column, estimate the percentage of plan members participating in plan designs with the barrier reduction or incentive features for the row topic (e.g. diabetes). In the "Product Availability" column, indicate the plan product types in which the incentive feature is available. "Acute episodes of care" refers to instances where members might share in the choice of treatment setting or modality (e.g. in-patient vs. outpatient, open vs. Laparoscopic surgery).

This question does NOT have a regional flag for uptake percentage, please provide the statewide percentage using numbers in numerator and denominator that reflect the plan's entire membership across all markets. For a Statewide plan operating in only the market of response, their response would be statewide in this context.

Please respond accordingly in the last column. Plan should provide national data if statewide data are not available.

HMO Response-Acute Care Services	Financial Incentives	Product availability	Uptake as % of total commercial national membership as noted in 1.3.3	Percentage is based on plan's entire commercial membership in all markets of plan operation
<b>A: Incentives contingent upon member behavior</b>				
<b>Participation in shared decision program prior to proceeding with treatment</b>	<i>Multi, Checkboxes.</i> 1: Waive/adjust out-of-pocket payments for tests, treatments, Rx contingent upon completion/participation, 2: Part of program with reduced Premium Share contingent upon completion/participation, 3: Rewards (cash payments, discounts for consumer goods, etc.) administered independently of medical services and contingent upon completion/participation, 4: Not supported	<i>Multi, Checkboxes.</i> 1: Fully insured, 2: Fully insured account-based plan, 3: Self-funded, 4: Self-funded account-based plan	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Yes/No.</i>
<b>B: Incentives not based on participation or completion</b>				
<b>Use of more cost-effective treatment alternatives</b>				

2.2.7 PPO VERSION OF ABOVE

2.2.8 Please indicate, if any, consumer incentives for use of the following in HMO/POS product:

Consumer Tools/Engagement	Incentives Used in HMO/POS (multiple responses allowed)	Other Description
<b>Web Consultation</b>	<i>Multi, Checkboxes.</i> 1: Agreement with employer on waived or decreased premium share for use, 2: Waived or reduced co-payments or coinsurance, 3: Waived or reduced deductibles, 4: Other (describe), 5: No incentives used	<i>Unlimited.</i>
<b>Use of Practitioners who have adopted EMR, ePrescribing or other HIT systems</b>	AS ABOVE	AS ABOVE
<b>Completion &amp; Use of a Personal Health Record</b>	AS ABOVE	AS ABOVE
<b>Use of provider (hospital or physician) selection tools</b>	AS ABOVE	AS ABOVE

<b>Enrollment in PCMH/ACO</b>	AS ABOVE	AS ABOVE
<b>Use of better performing hospitals</b>	AS ABOVE	AS ABOVE
<b>Use of better performing physicians</b>	AS ABOVE	AS ABOVE

2.2.9 PPO VERSION OF ABOVE

**2.3 Practitioner Information and Connectivity**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.3.1 It is estimated that 50% of adult Americans lack *functional health literacy*, which the U.S. Department of Health and Human Services defines as "the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions." Health literacy is separate from cultural competency and literacy. *An example may be that members understand they need to go to the radiology department to get an X-ray.*

Please describe below plan activities to address health literacy.

*Single, Radio group.*

- 1: No activities currently,
- 2: Plan assesses health literacy of members – Describe criteria for assessment, method of assessment, and testing of materials: [ 200 words ]

2.3.2 If the Plan selects any of the five (5) items in Question 2.3.3 below, provide actual screen prints illustrating ONLY the following: 1) NCQA recognition programs, availability of 2) Web visits, 3) email, 4) ePrescribing or 5) EMRs (electronic medical records) as Consumer 1. Please clearly mark on the documentation the feature listed in Question 2.3.3 that is being demonstrated. Do NOT include attachments that do not specifically demonstrate one of these 5 descriptions. Only provide one demonstration per description.

*Multi, Checkboxes.*

- 1: Consumer 1a on NCQA recognition programs is provided,
- 2: Consumer 1b on use of web visits is provided,
- 3: Consumer 1c on use of email is provided,
- 4: Consumer 1d on use of e-prescribing is provided,
- 5: Consumer 1e on use of EMR is provided,
- 6: Not provided

2.3.3 Indicate the information available through the Plan's on-line physician directory. These data categories are based on the recommendations of the Commonwealth Fund/NCQA consensus panel on electronic physician directories. Use the detail box to describe any updates (e.g., office hours, languages spoken) that a provider is permitted to make directly through an online provider portal or similar tool.

	Response
Physician office hours	Single, Pull-down list. 1: Displayed only, 2: Indexed and searchable, 3: Available from customer service or printed format only, 4: Not available
Physician years in practice	AS ABOVE
Physician facility privileges	AS ABOVE
Physician languages spoken	AS ABOVE
NCQA Diabetes Recognition Program [attach documentation] CHECK one of the choices only if the Plan enters and maintains the information element. Self report from physician practices does not qualify	AS ABOVE
NCQA Heart/Stroke Recognition Program [attach documentation] CHECK one of the choices only if the Plan enters and maintains the information element. Self report from physician practices does not qualify	AS ABOVE
NCQA Back Pain Recognition Program [attach documentation] CHECK one of the choices only if the Plan enters and maintains the information element. Self report from physician practices does not qualify	AS ABOVE
NCQA Physician Practice Connection Recognition [attach documentation] CHECK one of the choices only if the Plan enters and maintains the information element. Self report from physician practices does not qualify	AS ABOVE
NCQA Patient-Centered Medical Home Recognition [attach documentation]CHECK one of the choices only if the Plan enters and maintains the information element. Self report from physician practices does not qualify	AS ABOVE
NCQA Physician Recognition Software Certification - a certification program that supports data collection and reporting for the Diabetes Physician Recognition Program [attach documentation]	AS ABOVE
High performance network participation/status	AS ABOVE
Uses web visits [attach documentation]	AS ABOVE
Uses patient email [attach documentation]	AS ABOVE
Uses ePrescribing [attach documentation]	AS ABOVE
Uses EMRs [attach documentation]	AS ABOVE

2.3.4 If the Plan provides a physician selection tool with any of these five (5) interactive features in question 2.3.5 below, provide actual report(s) or screen prints illustrating each interactive feature checked as Consumer 2 for the following; 1) Performance using disease specific individual measures, 2) Performance using disease-specific composite measures, 3) User can rank/filter physician list by culture/demographics, 4) User can rank/filter physician based on HIT adoption, 5) User can rank/filter physician based on quality indicators. Do not provide a copy of the provider directory or replicate information supplied in Question 2.3.2, and do NOT include attachments that do not specifically demonstrate one of these 5 features. Please clearly mark on the documentation the feature listed in Question 2.3.5 that is being demonstrated. Only provide one demonstration per description.

*Multi, Checkboxes.*

- 1: Consumer 2a (Performance using disease specific individual measures) is provided,
- 2: Consumer 2b (Performance using disease-specific composite measures,) is provided,
- 3: Consumer 2c (User can rank/filter physician list by culture/demographics) is provided,
- 4: Consumer 2d (User can rank/filter physician based on HIT adoption) is provided,
- 5: Consumer 2e (User can rank/filter physician based on quality indicators) is provided,
- 6: Not provided

2.3.5 Indicate the interactive selection features available for members who wish to choose a physician online. Check all that apply, and document the five interactive features checked as available, as Consumer 2 (as noted in 2.3.4).

- 1) Performance using disease specific individual measures, 2) Performance using disease-specific composite measures, 3) User can rank/filter physician list by culture/demographics, 4) User can rank/filter physician based on HIT adoption, 5) User can rank/filter physician based on quality indicators.

	Response
<b>Availability</b>	<i>Single, Radio group.</i> 1: Online Physician Selection Tool is available, 2: Online Physician Selection Tool is not available
<b>Search Features</b>	<i>Multi, Checkboxes.</i> 1: User can specify physician proximity to user zip code to limit displayed data, 2: User can limit physician choices to preferred network/coverage status, 3: User can search by treatment and/or condition, 4: None of the above
<b>Content</b>	<i>Multi, Checkboxes.</i> 1: User can access information about out-of-network physicians with clear messaging about status and out-of-pocket liability, 2: Performance is summarized using disease specific individual measures, 3: Performance is summarized using disease specific composite measures (combining individual measures that are related), 4: Tool provides user with guidance about physician choice, questions to ask physicians, and questions to ask the Plan, 5: Physician photograph present for at least 50% of physicians, 6: None of the above
<b>Functionality</b>	<i>Multi, Checkboxes.</i> 1: User can weight preferences, e.g. quality vs. cost, to personalize results, 2: User can rank physicians based on office hours access (e.g., evening or weekend hours), 3: User can rank or filter physician list by culture/demographics (languages spoken, gender or race/ethnicity), 4: User can rank or filter physician list based on HIT adoption (e.g., e-prescribing, Web visits, EMR use), 5: User can rank or filter physician list based on quality indicator(s), 6: User can compare at least three different physicians/practices side-by-side, 7: Plan directs user (during interactive physician selection session) to cost comparison tools to determine

	the financial impact of their selection, 8: User can link to a physician website, 9: None of the above
<b>Interface/Integration Of Cost Calculator</b>	<i>Multi, Checkboxes.</i> 1: There is a link from tool indicated to cost calculator and user populates relevant information, 2: Cost calculator is integrated and contains relevant results from searches of other tools, 3: Other (describe), 4: There is no integration of cost calculator with this tool
<b>Description of "Other"</b>	<i>200 words.</i>

2.3.7 How does the Plan encourage members to use better performing physicians? Check all that apply.

	<b>Answer</b>
<b>Distinction of higher performing individual physicians</b>	<i>Single, Radio group.</i> 1: No distinction, 2: Distinction is made
<b>General education about individual physician performance standards</b>	<i>Single, Radio group.</i> 1: Yes, 2: No
<b>Education and information about which individual physicians meet target practice standards</b>	AS ABOVE
<b>Messaging included in EOB if member uses provider not designated as high performing relative to peers</b>	AS ABOVE
<b>Member steerage at the time of nurseline interaction or telephonic treatment option support</b>	AS ABOVE
<b>Members are not actively encouraged at this time to utilize individual physicians that meet targeted practice standards</b>	AS ABOVE

2.3.8 Provide information regarding the Plan's capabilities to support physician-member web consultations. Check all that apply for HMO.

If Statewide response is not available, please provide a national response.

<b>HMO Response</b>	<b>Answer</b>	<b>Geography of response</b>
<b>Plan uses a vendor for web consultations (indicate vendor)</b>	<i>200 words.</i>	<i>Single, Radio group.</i> 1: Statewide, 2: National, 3: N/A
<b>Plan ability to support web consultations</b>	<i>Single, Radio group.</i> 1: Plan does not offer/allow web consultations, 2: Web consultations allowed but not	AS ABOVE

	tracked, 3: Web consultations allowed and tracked	
<b>If physicians are designated in provider directory as having Web consultation services available, provide number of physicians in the region</b>	<i>Decimal.</i> N/A OK.	AS ABOVE
<b>Member reach of physicians providing web consultations (i.e., (what % members have access to those physicians offering web consultations) (use as denominator total commercial membership in market from 1.3.2)</b>	<i>Percent.</i> N/A OK.	AS ABOVE
<b>If members are able to schedule web consultations with some physicians, provide percent of members using physicians with web consultation capability (use as denominator total commercial membership in market from 1.3.2)</b>	<i>Percent.</i> From 0 to 100. N/A OK.	AS ABOVE
<b>Number of web consultations performed in 2012 per thousand commercial members (based on total commercial membership in 1.3.2)</b>	<i>Decimal.</i> From 0 to 100000000000. N/A OK.	AS ABOVE
<b>Number of web consultations performed in 2011 per thousand members (suspended this year)</b>	<i>Decimal.</i>	AS ABOVE
<b>Plan provides a structured template for web consultations (versus free flow email)</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	AS ABOVE
<b>Plan reimburses for web consultations</b>	AS ABOVE	AS ABOVE
<b>Plan's web consultation services are available to all of members/employers</b>	<i>Single, Radio group.</i> 1: Yes - with no additional fee, 2: Yes - sometimes additional fee, depending on contract, 3: Yes - always for an additional fee, 4: No	AS ABOVE

2.3.9 PPO VERSION OF ABOVE

**2.4 Hospital Choice Support**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.4.1 If the Plan provides hospital choice support, attachments are needed to support some of the selections in following question. If any of the following five (5) interactive features are selected in 2.4.2, actual report(s) or screen prints must be attached as Consumer 3.

Provide actual report(s) or screen prints illustrating each interactive feature selected for the following; 1) Distinguishes between condition-specific and hospital-wide performance, 2) Discloses scoring methods, 3) Reports never events, 4) Reports mortality if relevant to treatment, 5) User can weight preferences (e.g. quality vs. cost) to personalize results. The features demonstrated in the attachment must be clearly marked. Reviewers will only be looking for indicated features that are checked below and that are emphasized in the attachment. Do NOT include attachments that do not specifically demonstrate one of these

5 features. Please clearly mark on the documentation the feature listed in Question 2.4.2 that is being demonstrated. Only provide one demonstration per description.

*Multi, Checkboxes.*

- 1: Consumer 3a (Distinguishes between condition-specific and hospital-wide performance) is provided,
- 2: Consumer 3b (Discloses scoring methods) is provided,
- 3: Consumer 3c (Reports never events) is provided,
- 4: Consumer 3d (Reports mortality if relevant to treatment) is provided,
- 5: Consumer 3e (User can weight preferences (e.g. quality vs. cost) to personalize results) is provided,
- 6: Not provided

2.4.2 Indicate which of the following functions are available with the hospital chooser tool. Check all that apply, and document as the attachment in 2.4.1 as Consumer 3 any of the five (5) interactive features selected below:

- 1) Distinguishes between condition-specific and hospital-wide performance, 2) Discloses scoring methods, 3) Reports never events, 4) Reports mortality if relevant to treatment, 5) User can weight preferences (e.g. quality vs. cost) to personalize results

	Answer
<b>Availability</b>	<i>Single, Radio group.</i> 1: Hospital chooser tool is available, 2: Hospital chooser tool is not available
<b>Search features</b>	<i>Multi, Checkboxes.</i> 1: Supports search for hospital by name, 2: Supports search for hospitals within geographic proximity, 3: Supports hospital-wide attribute search (e.g., number of beds, major service areas, academic medical center, etc.), 4: Supports condition-specific search, 5: Supports procedure-specific search, 6: Supports search for hospital-affiliated physicians, 7: Supports search for hospital-affiliated physicians that are plan contracted, 8: Supports search for plan-affiliated (in-network) hospitals, 9: Supports search for in-network hospital or includes indication of such, 10: None of the above
<b>Content</b>	<i>Multi, Checkboxes.</i> 1: Provides education about condition/procedure performance vs. overall hospital performance, 2: Provides education about the pertinent considerations for a specific procedure or condition, 3: Describes treatment/condition for which measures are being reported, 4: Distinguishes between condition-specific and hospital-wide performance, 5: Discloses reference documentation of evidence base for performance metrics (methodology, population, etc.), 6: Discloses scoring methods, (e.g., case mix adjustment, measurement period), 7: Discloses dates of service from which performance data are derived, 8: Reports adherence to Leapfrog patient safety measures, 9: Reports performance on AHRQ patient safety indicators, 10: Reports volume as proxy for outcomes if relevant to treatment, 11: Reports complication indicators if relevant to treatment, 12: Reports never events, 13: Reports hospital-acquired conditions (HACs), 14: Reports mortality if relevant to treatment, 15: Performance charts or graphics use the same scale for consistent presentation, 16: Communicate absolute risks or performance values rather than relative risks, 17: Some indication of hospital efficiency rating, 18: None of the above
<b>Functionality</b>	<i>Multi, Checkboxes.</i> 1: Consumer can weight preferences (e.g. quality vs. cost ) to personalize results, 2: Consumer can choose a subset of hospitals to compare on distinct features, 3: None of the above

<p><b>Interface/Integration Of Cost Calculator</b></p>	<p><i>Multi, Checkboxes.</i>                      1: There is a link from tool to cost calculator and user populates relevant information,                      2: Cost calculator is integrated and contains relevant results from searches of other tools,                      3: Other (describe),                      4: There is no integration of cost calculator with this too</p>
<p><b>Description of "Other"</b></p>	<p><i>200 words.</i></p>

**2.5 Shared Decision-Making and Treatment Option Support**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.5.1 Does the Plan provide members with any of the following treatment choice support products? Check all that apply.

*Multi, Checkboxes.*

- 1: Treatment option support is not available,
- 2: BestTreatments,
- 3: HealthDialog Shared Decision Making Program,
- 4: Healthwise Decision Points,
- 5: NexCura NexProfiler Tools,
- 6: Optum Treatment Decision Support,
- 7: WebMD Condition Centers,
- 8: Other (name vendor in detail box below);,,
- 9: Plan provides treatment option support using internal sources,;
- 10: The service identified above is available subject to an employer buy-up. for HMO,
- 11: The service identified above is available subject to an employer buy-up. for PPO

2.5.2 If the Plan provides any of the treatment option support capabilities detailed in Question 2.5.3 below, note that attachments are needed to support some of the selections in following question. If any of the following five (5) features are selected, actual report(s) or illustrative screen prints must be attached as Consumer 4:

1) Treatment options include benefits and risks, 2) Provides patient narratives/testimonials so user can consider how patients with similar condition/stage of illness made a decision , 3) Information tailored to the progression of the member's condition, 4) Treatment cost calculator based on the Plan's fee schedule and selection of specific providers, and 5) Linked to the member's benefit coverage to reflect potential out-of-pocket costs. The functionality demonstrated in the attachment must be clearly marked. Do NOT include attachments that do not specifically demonstrate one of these features. Health education does not satisfy the documentation requirement. Materials must include discussion of treatment options (e.g., medical management, pharmaceutical intervention, surgical option). Only provide one demonstration per description.

*Single, Pull-down list.*

- 1: Consumer 4 is provided,
- 2: Not provided

2.5.3 Indicate which of the following functions are available with the treatment option decision support tool. Check all that apply and document in the attachment provided as Consumer 4. "Interactive treatment decision support" to help members compare treatment options is defined as interactive tools supported by the Plan where the member enters his/her own personal health or pharmacy information and receives system-generated customized guidance on specific treatment options available. Interactive implies a

response mechanism that results in calibration of subsequent interventions. This does not include audio or video information available from the Plan that describes general treatment information on health conditions, or personalized PHA follow up reports that are routinely sent to all members who complete a PHA.

	Answer
<b>Content</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Describes treatment/condition, i.e. symptoms, stages of disease, and expectations/tradeoffs from treatment,</p> <p>2: Includes information about what the decision factors are with this condition,</p> <p>3: Treatment options include benefits and risks,</p> <p>4: Tool includes likely condition/quality of life if no treatment,</p> <p>5: Includes information about patients' or caregivers' role or responsibilities,</p> <p>6: Discloses reference documentation of evidence base for treatment option,</p> <p>7: Provides patient narratives/testimonials so user can consider how patients with similar condition/stage of illness made a decision,</p> <p>8: Provides member with questions or discussion points to address with provider or enables other follow up option, e.g. health coach option,</p> <p>9: None of the above</p>
<b>Functionality</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Allows user to organize/rank preferences,</p> <p>2: User can compare treatment options side-by-side if reasonable options exist,</p> <p>3: None of the above</p>
<b>Telephonic Support</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Member can initiate call to discuss treatment options with clinician,</p> <p>2: Plan or vendor may make outbound call to targeted member based on identified triggers (e.g., course of treatment, authorization request, etc.),</p> <p>3: None of the above</p>
<b>Member Specificity</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Tailored to member's demographic attributes (e.g., age, gender, etc.),</p> <p>2: Tailored to the progression of the member's condition,</p> <p>3: Elicits member preferences (e.g., expectations for survival/recurrence rates, tolerance for side effects, patient's role within each course of treatment, etc.),</p> <p>4: None of the above</p>
<b>Cost Information/functionality</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Treatment cost calculator based on the Plan's fee schedule but not tied to selection of specific providers,</p> <p>2: Treatment cost calculator based on the Plan's fee schedule and selection of specific providers,</p> <p>3: Treatment cost calculator based on billed charges in the local market,</p> <p>4: Treatment cost calculator based on paid charges in the local market,</p> <p>5: Linked to the member's benefit coverage to reflect potential out-of-pocket costs,</p> <p>6: Treatment cost calculator includes medication costs,</p> <p>7: Treatment cost calculator does not include medication costs – information is not integrated,</p> <p>8: Treatment cost per an alternative method not listed above (describe in detail box below);</p> <p>9: None of the above</p>
<b>Interface/Integration Of Cost Calculator</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: There is a link from tool to cost calculator and user populates relevant information,,</p> <p>2: Cost calculator is integrated and contains relevant results from searches of other tools,</p> <p>3: Other (describe in detail box below),</p> <p>4: There is no integration of cost calculator with this tool</p>
<b>Description of "Other"</b>	<p><i>200 words.</i></p>

2.5.4 Does the plan use any of the following activities to identify members who would benefit from treatment decision support? Check all that apply.

*Multi, Checkboxes.*

- 1: Claims or clinical record profiling,
- 2: Specialty care referral process,
- 3: Health Assessment,
- 4: Nurse advice line referral,
- 5: Care/case management support,
- 6: None of the above activities are used to identify specific treatment option decision support outreach

2.5.5 Does the Plan provide its network physicians with services that encourage physicians to engage patients in treatment decision support. Check all that apply.

*Multi, Checkboxes.*

- 1: Point of service physician decision support (e.g., reminders tagged to patients considering selected therapies like surgery for back pain, hysterectomy, bariatric surgery),
- 2: Routine reporting to physicians that identifies patient candidates for treatment decision support,
- 3: Patient communication aids (e.g., tear-off treatment tool referral),
- 4: None of the above services are used to help engage members in treatment decision support

2.5.6 How does the Plan evaluate the use and impact of its treatment option support? The commercial enrollment reported below should match the statewide number reported in Profile.

	2012	2011
<b>Use/impact not evaluated or tool not available</b>	<i>Multi, Checkboxes - optional.</i> 1: Not available	<i>Multi, Checkboxes - optional.</i> 1: Not available
<b>Total commercial enrollment from plan’s response in profile 1.3.3 (sum of commercial HMO/POS, PPO and Other Commercial)</b>	<i>For comparison.</i> 0	
<b>Enrollment (list Total commercial number reported in Profile 1.3.3)</b>	<i>Decimal.</i>	<i>Decimal.</i>
<b>Number of completed interactive sessions with treatment option support tool</b>	<i>Decimal.</i> From 0 to 10000000000000. N/A OK.	<i>Decimal.</i> From 0 to 10000000000000. N/A OK.
<b>Number of unique users to site</b>	<i>Decimal.</i> From 0 to 1000000000. N/A OK.	<i>Decimal.</i> From 0 to 1000000000. N/A OK.
<b>Number of unique users making inbound telephone calls</b>	<i>Decimal.</i> N/A OK.	<i>Decimal.</i> N/A OK.
<b>Number of unique users receiving outbound telephone calls</b>	<i>Decimal.</i> N/A OK.	<i>Decimal.</i> N/A OK.
<b>Percentage of unique Website users to total enrollment [autocalc]</b>	<i>For comparison.</i> 0.00%	<i>For comparison.</i> 0.00%
<b>Percentage of unique users for telephonic treatment option decision support (inbound and outbound) [autocalc]</b>	<i>For comparison.</i> 0.00%	<i>For comparison.</i> 0.00%
<b>Targeted follow-up via email or phone call to assess user</b>	<i>Single, Radio group.</i> 1: Yes,	<i>Single, Radio group.</i> 1: Yes,

<b>satisfaction</b>	2: No	2: No
<b>Measuring change in utilization patterns for preference-sensitive services (e.g., back surgery, prostate surgery, etc.)</b>	<i>Multi, Checkboxes.</i> 1: Volume of procedures, 2: Paid claims, 3: None of the above	<i>Multi, Checkboxes.</i> 1: Volume of procedures, 2: Paid claims, 3: None of the above
<b>Plan can report utilization aggregated at the purchaser level</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Yes, 2: No

2.5.11 For the commercial book of business please indicate if the health plan provides any of the services below and indicate whether such services are internally developed or contracted. In the detail box, provide a description of the health plan's strategy to incorporate social media as a consumer engagement and decision support tool, including program metrics and evaluation criteria

	<b>Service Provided</b>	<b>Name external vendor or Apps and/or pilot markets</b>	<b>Date Implemented</b>	<b>Access/Availability</b>
<b>Blog for member feedback</b>	<i>Multi, Checkboxes.</i> 1: Internally developed, 2: External vendor - name vendor in following column, 3: Service not provided, 4: Service being piloted - list location in following column	200 words.	<i>To the day.</i> From Jan 01, 1980 to Jan 01, 2020.	<i>Multi, Checkboxes.</i> 1: Standard benefit for all fully insured lives (included in fully insured premium), 2: Standard benefit for all self insured ASO lives (no additional fee), 3: Employer option to purchase for additional fee for fully insured members, 4: Employer option to purchase for additional fee for self-insured members
<b>SmartPhone or PDA applications for self-care</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>SmartPhone or PDA applications for self-care and automated biometric tracking</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Interactive consumer-to-consumer information exchange and support</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Condition-specific information feed (e.g., phone text health reminders)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Other (describe below)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

## 2.6 Electronic Personal Health Record (PHR)

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.6.1 Describe the Plans electronic personal health record.

	Answer
PHR availability	<i>Multi, Checkboxes.</i> 1: PHR not offered, 2: PHR not supported, 3: PHR supported
Plan promotes PHR available in the market through a provider-based effort (describe up to 200 word limit)	200 words.
Plan promotes PHR available in the market through an independent Web-based effort (list partners and describe up to 200 word limit)	200 words.

2.6.2 If any of the PHR functionality listed in the question below is available on the Plan's online system, note that attachments (Consumer 5) are needed to support some of the selections in following question.

If the Plan provides any of the following five PHR capabilities identified in Question 2.6.3 below, provide actual, blinded screen prints as Consumer 5: 1) Targeted push message to member based on member profile, 2) Member can elect to electronically share selected PHR information with their physicians or facilities, 3) Drug checker automatically checks for contraindications for drugs being used and notifies member, 4) Member can electronically chart and trend vital signs and other relevant physiologic values, and 5) Member defines conditions for push-messages or personal reminders from the Plan. The functionality demonstrated in the attachment must be clearly marked. Do NOT include attachments that do not specifically demonstrate one of these features.

*Single, Pull-down list.*  
1: Consumer 5 is provided,  
2: Not provided

2.6.3 Indicate the features and functions the Plan provides to members within an electronic PHR. Features and functions that are not personalized or interactive do not qualify for credit. Check all that apply.

	Answer
<b>Content</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Demographic and personal information, emergency contacts, PCP name and contact information, etc.,                  2: Possible health risks based on familial risk assessment. Includes the relationship, condition or symptom, status (e.g. active/inactive), and source of the data,                  3: Physiological characteristics such as blood type, height, weight, etc.,                  4: Member lifestyle, such as smoking, alcohol consumption, substance abuse, etc.,                  5: Member's allergy and adverse reaction information,                  6: Advance directives documented for the patient for intubation, resuscitation, IV fluid, life support, references to power of attorneys or other health care documents, etc.,                  7: Information regarding any subscribers associated with the individual (spouse, children),                  8: OTC Drugs,                  9: Information regarding immunizations such as vaccine name, vaccination date, expiration date, manufacturer, etc.,                  10: None of the above</p>
<b>Functionality</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Plan initiates targeted push-messages to member based on member profile,                  2: Member can electronically populate the PHR with biometrics (BP, weight, etc.) through direct feed from a biometric device,                  3: Member can use PHR as a communication platform for physician email or web visits,                  4: Member can elect to electronically share all PHR information with their physicians or facilities,                  5: Member can elect to electronically share selected PHR information with their physicians or facilities,                  6: Alerts resulting from drug conflicts or biometric outlier results are automatically pushed to a clinician,                  7: Drug checker automatically checks for contraindications for drugs being used and notifies member,                  8: None of the above</p>
<b>Member Specificity</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Member can electronically chart and trend vital signs and other relevant physiologic values,                  2: Member can collect and organize personalized member-specific information in actionable ways (e.g. daily routines to manage condition, how to prepare for a doctor's visit),                  3: Member defines conditions for push-messages or personal reminders from the Plan,                  4: None of the above</p>
<b>Data that is electronically populated by Plan</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Information regarding current insurance benefits such as eligibility status, co-pays, deductibles, etc.,                  2: Prior medication history such as medication name, prescription date, dosage, pharmacy contact information, etc.,                  3: Plan's prescription fill history including date of each fill, drug name, drug strength and daily dose,                  4: Historical health plan information used for plan to plan PHR transfer.,                  5: Information regarding clinicians who have provided services to the individual,                  6: Information regarding facilities where individual has received services,                  7: Encounter data in inpatient or outpatient settings for diagnoses, procedures, and prescriptions prescribed in association with the encounter,                  8: Any reminder, order, and prescription, etc. recommended by the care management and disease management program for the patient.,                  9: Lab tests completed,                  10: Lab values,                  11: X-ray interpretations,                  12: None of the above</p>

**2.6.4 Is the PHR portable, enabling electronic member data transfer upon Plan disenrollment? Check all that apply.**

*Multi, Checkboxes.*

- 1: No, but information may be printed or exported as a pdf file by member,
- 2: Yes, the plan provides electronic files that can be uploaded to other PHR programs. (specify other programs in detail box below),
- 3: Yes, the plan provides software that can be used at home,
- 4: Yes, the vendor/Plan allows continued use on an individual basis at no charge,
- 5: Yes, the vendor/Plan makes this available for continued use for a charge,
- 6: PHR is not portable

## 2.7 Claims Management and Price Transparency

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.7.1 Describe activities to identify for members/consumers those providers (hospitals and/or physicians) that are more efficient and/or lower cost.

*Single, Radio group.*

1: Description:

2: Plan does not identify those providers (hospitals and/or physicians) that are more efficient and/or lower cost

2.7.2 Describe the web-based cost information that the Plan makes available for physician and hospital services. Check all that apply.

	Physicians	Hospitals	Ambulatory surgery or diagnostic centers
<b>Procedure-based cost</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: National average billed charges,                      2: National average paid charges,                      3: Statewide or provider average billed charges,                      4: Statewide or provider average paid charges,                      5: Provider specific contracted rates,                      6: Cost information not available,                      7: Information available only to members,                      8: Information available to public</p>	<p><i>Multi, Checkboxes.</i></p> <p>1: National average billed charges,                      2: National average paid charges,                      3: Statewide or provider average billed charges,                      4: Statewide or provider average paid charges,                      5: Provider specific contracted rates,                      6: Cost information not available,                      7: Information available only to members,                      8: Information available to public</p>	<p><i>Multi, Checkboxes.</i></p> <p>1: National average billed charges,                      2: National average paid charges,                      3: Statewide or provider average billed charges,                      4: Statewide or provider average paid charges,                      5: Provider specific contracted rates,                      6: Cost information not available,                      7: Information available only to members,                      8: Information available to public</p>
<b>Episode of care based cost (e.g. vaginal birth, bariatric surgery)</b>	AS ABOVE	AS ABOVE	AS ABOVE

2.7.3 If any of the Cost Calculator functionality listed in question 2.7.4 below is selected as available on the Plan's online system, note that attachments are needed to support some of the selections in following question. If any of the following four (4) features are selected, actual report(s) or illustrative screen prints must be attached as Consumer 6:

- 1) Cost information considers members benefit design relative to copays, cost sharing, coverage exceptions,
- 2) Cost information considers members benefit design relative to accumulated deductibles, OOP max, service limits,
- 3) Supports member customization of expected *professional* services utilization or medication utilization,

4) Calculates a recommended amount for FSA/HSA contribution given anticipated medical expenses. The functionality demonstrated in the attachment must be clearly marked. Do NOT include attachments that do not specifically demonstrate one of these features

*Single, Pull-down list.*

- 1: Consumer 6 is provided,
- 2: Not provided

2.7.4 Indicate if the following functionality is available in the Plan's cost calculator. Check all that apply.

	Answer
	<i>Multi, Checkboxes - optional.</i> 1: The Plan does not support a cost calculator.
<b>Content</b>	<i>Multi, Checkboxes.</i> 1: Medical cost searchable by procedure (indicate number of procedures in detail box below), 2: Medical cost searchable by episode of care (indicate number of care episodes in detail box below), 3: Medication costs searchable by drug, 4: Medication costs searchable by episode of care, 5: None of the above
<b>Functionality</b>	<i>Multi, Checkboxes.</i> 1: Compare costs of alternative treatments, 2: Compare costs of physicians, 3: Compare costs of hospitals, 4: Compare costs of ambulatory surgical or diagnostic centers, 5: Compare drugs, e.g. therapeutic alternatives, 6: None of the above
<b>Member Specificity</b>	<i>Multi, Checkboxes.</i> 1: Cost information considers members benefit design relative to copays, cost sharing, coverage exceptions, 2: Cost information considers members benefit design relative to accumulated deductibles, Out of Pocket max, lifetime, services limits (e.g. number of physical therapy visits covered), 3: Cost information considers members benefit design relative to pharmacy benefit, e.g. brand/generic and retail/mail, 4: Separate service category sets result for user, other adult household members and for children, 5: Explains key coverage rules such as family-level versus individual-level annual accumulation and general rules about portability, accrual, tax allowances, etc., 6: Provides summary plan benefits description as linked content with explanatory note about IRS-allowed expenses vs. deductible-applicable covered expenses, 7: Supports member customization of expected services or medications utilization, i.e. member can adjust the default assumptions, 8: None of the above
<b>Account management / functionality</b>	<i>Multi, Checkboxes.</i> 1: Supports member entry of tax status/rate to calculate federal/state tax ramifications, 2: Member can view multi-year HSA balances, 3: Calculates a recommended amount for FSA/HSA contribution given anticipated medical expenses, 4: None of the above

## 2.8 Performance Measurement

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 2.9.

2.8.1 Review the Plan's HMO CAHPS ratings for the following composite measures. Note only 9 & 10 responses provided and not the 8, 9, & 10 responses.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported),

EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer may be auto-populated.

	HMO QC 2012	HMO QC 2011
<b>Rating of Health Plan (9+10)</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Rating of All Health Care (9+10)</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

2.8.2 PPO VERSION OF ABOVE

2.8.3 Review the Plan's HMO CAHPS ratings for the following composite measures.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is auto-populated.

	HMO QC 2012	HMO QC 2011
<b>Getting needed care composite</b> Provide percentage of members who responded “Always” or “Usually”	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Getting care quickly composite</b> Provide percentage of members who responded “Always” or “Usually”	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Customer service composite</b> Provide percentage of members who responded “Always” or “Usually”	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Shared Decision Making Composite</b> Percentage who gave “Definitely Yes” responses	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

2.8.4 PPO VERSION OF ABOVE

2.8.5 Review the Plan's HMO CAHPS ratings for the following member communication measures. (CAHPS 29 and CAHPS 8). If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is auto-populated.

Provide percentage of members who responded “Always” or “Usually”	HMO QC 2012	HMO QC 2011
Survey Item: How often did the written materials or the Internet provide the information you needed about how your health plan works?	Percent. From -10 to 100.	Percent. From -10 to 100.
Survey Item: How often did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Percent. From -10 to 100.	Percent. From -10 to 100.

2.8.6 PPO VERSION OF ABOVE

**2.9 Other Information**

2.9.1 If the Plan would like to provide additional information about its approach to Consumer Engagement that was not reflected in this section, provide as Consumer 7. Consumer 7 is provided

**3 Provider Measurement**

The following questions have been added to update and simplify existing questions regarding Provider Measurement and Rewards: 1.5.6, 3.5.1, 3.5.4, 3.5.8, 3.8.1, 3.8.2, 3.8.6. They were developed in collaboration with Catalyst for Payment Reform and will be reported publicly as part of its Compendium for Payment Reform and the California Payment Reform Scorecard.

**3.1 Instructions**

3.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

3.1.2 All attachments to this module must be labeled as "Provider #" and submitted electronically. Where more than one document will be submitted in response to a request for an Attachment, label it as Provider 1a, Provider 1b, etc.

3.1.3 All responses for the 2013 RFI should reflect commercial HMO/POS and/or PPO plans. New last year and again for this year HMO and PPO responses are being collected in the same RFI template. In addition, where HEDIS or CAHPS data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For HEDIS and CAHPS, the responses have been autopopulated but information should be reviewed. To activate the appropriate HMO and/or PPO questions in this template, please answer the question below in 1.1.5.

3.1.4 Plan activities must be in place by the date of this RFI submission for credit to be awarded.

**3.2 Community Collaboration for Provider Measurement**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 3.11.

3.2.1 Is the Plan engaged in any of the following nationally organized programs in the market of this RFI response? Identify other markets of engagement. If the Plan engages in California Hospital Assessment and Reporting Taskforce (CHART) or Integrated Healthcare Association (IHA), please indicate in the Other category below.

Note that selection of “Not Engaged in Any Programs” will lock-out the responses for all rows and columns in this question.

	<b>Engaged in any market/region</b>	<b>Engaged in this market</b>	<b>Other markets in which engaged</b>
<b>The Plan is not engaged in any of the below programs</b>	<i>Multi, Checkboxes - optional.</i> 1: Not Engaged in Any Programs		
<b>Leapfrog Hospital Rewards Program</b>	<i>Single, Radio group.</i> 1: Engaged, 2: Not Engaged	<i>Single, Radio group.</i> 1: Engaged, 2: Not Engaged	<i>50 words.</i>
<b>Prometheus</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Bridges to Excellence</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Aligning Forces for Quality</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Chartered Value Exchange</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Health Map RX (Asheville Project)</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Multi-payer Medical Home (name additional payers in detail box)</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Accountable care organizations (name additional payers in detail box)</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Purchaser-organized programs (e.g., Xerox in Rochester, NY) described in detail box</b>	AS ABOVE	AS ABOVE	AS ABOVE

<b>California Health Performance Initiative</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Healthcare Association (IHA) Pay for Performance Program workgroup.</b>			
<b>IHA Division of Financial Responsibility (DOFR) (Describe in detail box your organization’s current use, if any, of DOFRs with providers. If applicable, identify the percentage of providers utilizing DOFRs and describe any plans to increase usage.)</b>			
<b>Other (described in detail box)</b>	AS ABOVE	AS ABOVE	AS ABOVE

3.2.2 Identify community collaborative activities with local health plans and/or purchasers on implementation of data pooling and/or agreement on common measures to support variety of plan activities noted below in the local market for this RFI response. Collaboration solely with a parent/owner organization or Plan vendors does NOT qualify for credit. Name participants for each collaboration. Implementation refers to the go-live date marking the beginning of use of the data for the listed purpose. A given activity can be reported for credit as long as data continues to be actively pooled for the stated purpose. Plans are also given the opportunity to report on programs that have been implemented by the date of the RFI submission

	<b>Types of measures used in activity selected by plan</b>	<b>Name of participating Organizations</b>
<b>Pooling data for physician feedback and benchmarking – implemented and in place at time of RFI submission</b>	<i>Multi, Checkboxes.</i> 1: AQA Clinical Process Measures (e.g., HbA1c testing, preventive screenings), 2: AQA Clinical Outcome Measures (e.g. blood pressure control, LDL <100), 3: Non-AQA clinical quality measures, 4: Standardized measures of patient experience, 5: Standardized measures of episode treatment efficiency, 6: None of the above	<i>100 words.</i>
<b>Pooling data for consumer reporting – implemented and in place at time of RFI submission</b>	AS ABOVE	AS ABOVE
<b>Pooling data for payment rewards – implemented and in place at time of RFI submission</b>	AS ABOVE	AS ABOVE
<b>Pooling data to generate actionable member-specific reminders – implemented and in place at time of RFI submission</b>	AS ABOVE	AS ABOVE
<b>Agreement on common measures for payment rewards in place at time of RFI submission</b>	AS ABOVE	AS ABOVE
<b>Agreement on common measures for consumer</b>	AS ABOVE	AS ABOVE

<b>reporting in place at time of RFI submission</b>		
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3.2.3 Identify community collaborative activities with local health plans on related to agreement on a set of common measures or other collaborations in implementation of the following hospital performance-related activities. If the State provides hospital reports or the Plan is citing CMS Hospital Compare as its source of collaboration, that source may be claimed as collaboration ONLY IF ALL of the collaborating plans: 1) have agreed on a common approach to the use of State/CMS data by selecting which indicators to use (all or a specific subset) 2) use the State/CMS indicators/data for incentives and/or reporting, and if used for reporting, 3) have at least a hyperlink to the State's/CMS's public reports.

The Leapfrog Group includes private and public health care purchasers that provide health benefits to more than 34 million Americans and spend more than \$60 billion on health care annually. Information on the four Leapfrog safety practices (CPOE, Evidence-Based Hospital Referral, ICU Physician Staffing, and NQF-endorsed Safe Practices) is available at [http://www.leapfroggroup.org/for\\_hospitals/leapfrog\\_hospital\\_survey\\_copy/leapfrog\\_safety\\_practices](http://www.leapfroggroup.org/for_hospitals/leapfrog_hospital_survey_copy/leapfrog_safety_practices). Name participants for each collaboration. "Implementation" refers to the 'go-live' date marking the beginning of use of the data for the listed purpose. A given activity can be reported for credit as long as data continues to be actively pooled for the stated purpose. Plans are given the opportunity to report on programs that have been implemented by the date of the RFI submission.

	<b>Types of Measures used in the activity selected by the plan</b>	<b>Name of participating Organizations and description of "other collaboration" in 3rd row</b>
<b>Link to CMS Website only</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	
<b>Agreement on common measures for payment rewards in place at time of RFI submission</b>	<i>Multi, Checkboxes.</i> 1: HQA clinical process measures, 2: Leapfrog measures, 3: Other quality measures endorsed by NQF, 4: Quality outcomes measures (e.g., mortality rates), 5: Standardized measures for patient experience (e.g., H-CAHPS), 6: Efficiency measures, 7: None of the above	<i>100 words.</i>
<b>Agreement on common measures for consumer reporting in place at time of RFI submission</b>	AS ABOVE	AS ABOVE
<b>Other collaboration to support hospital performance improvement in place at time of RFI submission (describe collaboration as well as participating organizations in last column)</b>	AS ABOVE	AS ABOVE

### 3.3 Physician Support and HIT

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 3.11.

3.3.3 How does the Plan PROMOTE the availability and encourage use of specialist physician performance data to primary care physicians? Check all that apply.

*Multi, Checkboxes.*

- 1: Physician newsletter,
- 2: Targeted communication (mailing, email, fax alert),
- 3: Prominent placement on physician web portal,
- 4: Incorporated in online physician referral request,
- 5: Availability of specialist performance information is not promoted to PCPs in any of the above ways,
- 6: Individual or practice site results for specialists exist but are not shared with PCPs,
- 7: None of the above

3.3.4 How does the Plan PROMOTE the availability and encourage use of hospital performance data by physicians?

Note that responses to this question need to be supported by attachments (e.g., if plan selects response option #2 – plan needs to attach a sample of the targeted communication to the physician)

*Multi, Checkboxes.*

- 1: Physician newsletter,
- 2: Targeted communication (mailing, email, fax alert),
- 3: Prominent placement on physician web portal,
- 4: Incorporated in inpatient prior authorization or notification system,
- 5: Hospital performance information is not promoted to PCPs in any of the above ways,
- 6: Hospital performance information is not shared with PCPs

3.3.5 Please attach all communication materials and relevant screen prints from the online system to support Plan's response in 3.3.4 (above) as Provider 1.

### **3.4 Physician Performance Measurement and Reporting**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 3.11

3.4.1 Purchasers expect that health plans implementing physician transparency and performance-based payment initiatives are in compliance with the Consumer-Purchaser Disclosure Project's "Patient Charter" for Physician Performance Measurement, Reporting and Tiering Programs (see <http://www2.healthcaresdisclosure.org/activities/charter/>). One approach to complying with the Disclosure Project's "Patient Charter" is to meet the measurement criteria specified in the NCQA Physician and Hospital Quality Standards (available at <http://www.ncqa.org>). Respondents are asked to confirm if they are in compliance with the Patient Charter.

*Multi, Checkboxes.*

- 1: Plan is not in compliance with the Patient Charter,
- 2: Plan is in compliance with some/all of the following elements of the Patient Charter: [ Multi, Checkboxes ] ,
- 3: Plan uses own criteria [ 200 words ] ,
- 4: Plan meets the measurement criteria specified in the NCQA PHQ standards,
- 5: Plan does not meet the NCQA PHQ standards

3.4.2 If plan is measuring and reporting on physician performance, provide information in table below on network physicians that are being measured and reported on.

One approach to meeting the Consumer-Purchaser Disclosure Project "Patient Charter" for Physician Performance Measurement, Reporting and Tiering Programs (available at <http://www2.healthcaaredisclosure.org/activities/charter/>) is meeting the measurement criteria specified in the NCQA Physician and Hospital Quality Standards (available at <http://www.ncqa.org>).

<b>Response for commercial book of business</b>	<b>Response</b>	<b>Autocalculation</b>
<b>Total number of PCP physicians in network</b>	<i>Decimal.</i>	
<b>Total number of PCP physicians in network for whom the measurement results meet credibility/reliability thresholds under standards that meet the Patient Charter (e.g., NCQA PHQ threshold of 30 episodes or .7 reliability)</b>	<i>Decimal.</i> From 0 to 1000000000. N/A OK.	<i>For comparison.</i> 0.00%
<b>Total \$ value of claims paid to all PCP physicians in network</b>	<i>Dollars.</i>	
<b>Total \$ value of claims paid to those PCP physicians in network who meet the thresholds under standards that meet the Patient Charter (e.g., NCQA PHQ threshold of 30 episodes or .7 reliability)</b>	<i>Dollars.</i> From 0 to 1000000000. N/A OK.	<i>For comparison.</i> 0.00%
<b>Total number of Specialty physicians in network</b>	<i>Decimal.</i>	
<b>Total number of Specialty physicians in network for whom the measurement results meet credibility/reliability thresholds under standards that meet the Patient Charter (e.g., NCQA PHQ threshold of 30 episodes or .7 reliability)</b>	<i>Decimal.</i> From 0 to 1000000000. N/A OK.	<i>For comparison.</i> 0.00%
<b>Total \$ value of claims paid to all Specialty physicians in network</b>	<i>Dollars.</i>	
<b>Total \$ value of claims paid those Specialty physicians in network who meet the thresholds under standards that meet the Patient Charter (e.g., NCQA PHQ threshold of 30 episodes or .7 reliability)</b>	<i>Dollars.</i> From 0 to 1000000000. N/A OK.	<i>For comparison.</i> 0.00%

3.4.3 Attach as Provider 2 feedback reports, screen shots, etc. that support each of the reporting elements (provider feedback and/or public information) indicated in question below (3.4.5 or 3.4.6) Data contained in these reports must (1) be physician- or medical group-specific, (2) reflect each of the reported elements, (3) include benchmark or target result identified, and (4) labeled or highlighted for ease of review.

Note that plan does not need to provide support for every row selected – only one example from each category (one from A, one from B, etc.)

3.4.4 For the HMO, indicate if comparative public reporting for physician (primary care and/or specialty) quality performance are available and used for any of the following categories of PQRS Measure Groups and other additional measures. Check all that apply. Note that results must be available to compare across at least two entities. Plan level measurement is insufficient to meet the intent of this expectation. Measures may be used individually or in composite (aggregate performance on several diabetes measures) and may be assessed with the actual value or with a relative performance level (report actual rate or interpreted result on a scale such as 1-5 stars).

Numerator: the number of physicians for which performance information is able to be calculated based on threshold of reliability (not just those informed about reporting)

Denominator (preferred): all PCPs in network and relevant specialists in network that would treat the condition

Denominator (alternate if cannot tease out relevant specialist): all PCPs and specialists in network – please insert this number in appropriate column - newly created last column

Only one of the last two columns needs a %response – system will not allow plan to save responses if both of the last 2 columns have responses

Efficiency is defined as the cost and quantity of services (i.e., total resources used) for the episode of care. For additional information, see "Measuring Provider Efficiency Version 1.0" available at <http://www.leapfroggroup.org>, "Advancing Physician Performance Measurement: Using Administrative Data to Assess Physician Quality and Efficiency" available at <http://www.pbgh.org/programs/PhysicianPerformance.asp> and Hospital Cost Efficiency Measurement: Methodological Approaches at

[http://www.pbgh.org/news/pubs/documents/PBGHHospEfficiencyMeas\\_01-2006\\_22p.pdf](http://www.pbgh.org/news/pubs/documents/PBGHHospEfficiencyMeas_01-2006_22p.pdf)

Category of PQRS Measure & Other Measures	Level of detail for comparative public reporting of physicians who meet the threshold of reliability for reporting. (HMO)	Indicate if reporting covers primary care and/or specialty physicians (HMO)	Description of Other (if plan selected response option 6)	(preferred) Physicians (PCP and SCP) in the relevant specialties being reported on as % of total contracted physicians (Denominator = all PCPs and relevant specialists) (HMO)	(alternate) Physicians being reported on as % total contracted physicians in market (Denominator = all PCPs and all specialists in network) (HMO)
<b>Diabetes Mellitus (A)</b>	<i>Multi, Checkboxes.</i> 1: Individual Physician, 2: Practice Site, 3: Medical Group/IPA/Staff model Group, 4: PCMH, 5: ACO, 6: Other (describe), 7: None of the above	<i>Multi, Checkboxes.</i> 1: Primary care, 2: Specialty	50 words.	Percent. From 0 to 100. N/A OK.	Percent. From 0 to 100. N/A OK.
<b>Preventive Care (Osteoporosis screening, urinary incontinence, flu shot, pneumonia vaccination, screening mammography, colorectal cancer screening, BMI screening and follow-up, screening unhealthy alcohol use, tobacco screening use and cessation intervention) (B)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Coronary Artery Bypass Graft (C)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Perioperative Care (C)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Back pain (A)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Coronary Artery Disease (A)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

Heart Failure (A)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Community-Acquired Pneumonia (D)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Asthma (A)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
NCQA Recognition program certification (consistent with plan response in directory section) (E)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Patient experience survey data (e.g., A-CAHPS) (F)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Mortality or complication rates where applicable (G)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Efficiency (resource use not unit cost) (H)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Pharmacy management (e.g. generic use rate, formulary compliance) (I)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Medication Safety (J)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
Health IT adoption/use (K)	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

3.4.5 PPO VERSION OF ABOVE

**3.5 Physician/Practice Site and Medical Group/IPA Value Differentiation and Incentives**

Additional information that bidder wishes to provide that is not addressed elsewhere within this section can be provided in at the end of the Section, Item 3.11

The following questions have been added to update and simplify existing questions regarding Provider Measurement and Rewards: 1.5.6, 3.5.1, 3.5.4, 3.5.8, 3.8.1, 3.8.2, 3.8.6. They were developed in collaboration with Catalyst for Payment Reform and will be reported publicly as part of its Compendium for Payment Reform and California Payment Reform Scorecard.

3.5.1 Purchasers are under significant pressure to address the dual goals of ensuring participants access to quality care and controlling health care costs. While it will take some time to develop, implement and evaluate new forms of payment and the corresponding operational systems, performance measurement, etc., there are immediate opportunities to improve value under the current payment systems. These opportunities might include strategies that better manage health care costs by aligning financial incentives to reduce waste and improve the quality and efficiency of care. Keeping in mind that financial incentives can be positive (e.g. bonus payment) or negative (e.g. reduced payment for failure of performance), the current fiscal environment makes it important to think about financial incentives that are not just cost plus, but instead help to bend the cost curve. Examples of these immediate strategies could include: non-payment for failure to perform/deliver outcomes, reduced payment for avoidable readmissions,

reduced payment or no longer elevating payment for HACs or preventable complications that occur during the course of care, narrow/tiered performance-based networks and reference pricing, among others.

Describe briefly any current payment approaches for physicians (primary care and or specialty) outpatient services that align financial incentives with reducing waste and/or improving quality or efficiency. If the Plan has multiple programs in place in a market, please complete table for each.

If plan does not have any programs in market of response, please provide information on a program in the closest market to market of response.

In addition to being summarized for site visits, answers to this question will be also used to help create a National Compendium on Payment Reform, which will be a catalogue of all payment reform initiatives across the country. The National Compendium on Payment Reform will be a valuable resource for plans and employers to highlight innovative health plan or program entity programs. If you do not want this information to be used in the Compendium, please opt-out by checking here.

If there is more than one payment reform program involving outpatient services, please provide in additional tables provided.

	Response	Other markets/details
<b>Name of Payment Reform Program and Name and contact details (email and phone) of contact person who can answer questions about program being described</b>		NA
<b>Geography of named payment reform program</b>	<i>Single, Radio group.</i> 1. Not in this market (Identify market in column to the right) 2. In this market and other markets (Identify markets in column to the right) 3. Only in this market	
<b>Summary/Brief description of Program (500 words)</b>		NA
<b>Identify the line(s) of business for which this program is available?</b>	Multi-select 1. Self-insured commercial 2. Fully-insured commercial 3. Medicare 4. Medicaid 5. Other – please describe in next column	
<b>What is current stage of implementation.</b>  <b>Provide date of implementation in detail column</b>	<i>Single, Radio group</i> 1. Pilot mode (e.g. only available for a subset of members and/or providers) 2. Expansion mode (e.g. passed initial pilot stage and broadening reach) 3. Full implementation (e.g. available to all intended/applicable providers and members)	Date of implementation :
<b>To which payment reform model does your program most closely align?</b>	Single radio group 1. Shared-risk (other than bundled payment) and/or gainsharing with quality 2. FFS-based Shared-savings with quality 3. Non-FFS-based Shared-savings with quality 4. FFS plus pay for performance	Details of other

	<ol style="list-style-type: none"> <li>5. Full capitation with quality</li> <li>6. Partial of condition-specific capitation with quality</li> <li>7. Bundled payment with quality</li> <li>8. FFS-based non-visit functions</li> <li>9. Non-FFS-based non-visit functions</li> <li>10. Non-payment for specific services associated with hospital-acquired conditions that were preventable or services that were unnecessary</li> <li>11. Other non-FFS based payment reform models (provide details in next column)</li> </ol>	
<p><b>Which base payment methodology does your program use?</b></p>	<p>Single radio group?</p> <ol style="list-style-type: none"> <li>1. Capitation</li> <li>2. Salary</li> <li>3. Bundled/episode-based payment</li> <li>4. FFS (includes discounted fees, fixed fees, indexed fees)</li> <li>5. Per diem</li> <li>6. DRG</li> <li>7. % charges</li> <li>8. Fixed fee schedule</li> <li>9. Other - (provide details in next column)</li> </ol>	
<p><b>What types of providers are participating in your program?</b></p>	<p>Multi select</p> <ol style="list-style-type: none"> <li>1. Primary care physicians who are not hospital-based</li> <li>2. Physician Specialists (e.g., Oncology, Cardiology, etc.) who are not hospital-based – describe in next column</li> <li>3. RNs/NP and other non-physician providers</li> <li>4. Hospital inpatient</li> <li>5. Other - (provide details in next column)</li> </ol>	
<p><b>If you have a payment reform model that includes policies on non-payment for specific services associated with complications that were preventable or services that were unnecessary, for which outcomes are these policies in place?</b></p>	<p>Multi select</p> <ol style="list-style-type: none"> <li>1. NA</li> <li>2. ambulatory care sensitive admissions</li> <li>3. HACs</li> <li>4. Preventable Admissions</li> <li>5. SREs that are not HACs</li> <li>6. Never Events</li> <li>7. Early elective induction or cesarean</li> <li>8. Other - (provide details in next column)</li> </ol>	
<p><b>Which of the following sets of performance measures does your program use?</b></p>	<p>Multi select</p> <ol style="list-style-type: none"> <li>1. Achievement (relative to target or peers) of Clinical process goals (e.g., prophylactic antibiotic administration, timeliness of medication administration, testing, screenings)</li> <li>2. Achievement (relative to target or peers) of Clinical process goals (e.g., prophylactic antibiotic administration, timeliness of medication administration, testing, screenings)</li> <li>3. Improvement over time of NQF-endorsed Outcomes and/or Process measures</li> <li>4. PATIENT SAFETY (e.g., Leapfrog, AHRQ, medication related safety issues)</li> <li>5. Longitudinal efficiency relative to target or peers</li> <li>6. Appropriate maternity care</li> <li>7. Application of specific medical home practices (e.g., intensive self management support to patients, action plan development, arrangement for social support follow-up with a social worker or other community support personnel)</li> <li>8. Patient experience</li> <li>9. Health IT adoption or use</li> <li>10. Financial results</li> <li>11. Utilization results</li> <li>12. Pharmacy management</li> </ol>	

<p><b>Indicate the type(s) of benefit and/or provider network design features that create member incentives or disincentives to support the payment reform program.</b></p>	<p>13. Other - (provide details in next column)</p> <p>Multi - select</p> <ol style="list-style-type: none"> <li>1. Use of COE or higher performing providers required for coverage</li> <li>2. Financial disincentives for members to use non-COE or lower performing providers (e.g., higher co-pays, etc.)</li> <li>3. Use of tiered or narrow networks</li> <li>4. Objective information (e.g., performance measure results) provided on COEs to members, providing evidence of higher-quality care rendered by these providers</li> <li>5. No active steerage</li> <li>6. No COE or high performing providers program</li> <li>7. Other (please describe)</li> </ol>	
<p><b>For this payment reform program, do you make information transparent such as performance reports on quality, cost and/or efficiency measures at the provider level?</b></p>	<p>Multi-select</p> <ol style="list-style-type: none"> <li>1. We report to the general public</li> <li>2. We report to our network providers (e.g. hospitals and physicians)</li> <li>3. We report to patients of our network providers</li> <li>4. We do not report performance on quality measures</li> <li>5. We report to state or community data collection processes such as all-payer claims databases (APCDs), or AF4Q sites.</li> <li>6 Other (please describe)</li> </ol>	
<p><b>Describe evaluation and results for program</b></p>	<p>Multi-select</p> <ol style="list-style-type: none"> <li>1. Program not evaluated yet</li> <li>2. Program evaluation by external third party</li> <li>3. Program evaluation by insurer</li> <li>4. Evaluation method used pre/post</li> <li>5. Evaluation method used matched control group</li> <li>6. Evaluation method used randomized control trial</li> <li>7. Other evaluation methodology was used (provide details in column to the right)</li> </ol>	<p>Evaluation results</p>

3.5.2 For HMO, indicate if payment rewards for physician (primary care and/or specialty) quality performance is assessed and used for any of the following categories of PQRS Measure Groups and other measures. Check all that apply. Note that results must be available to compare across at least two entities. Plan level measurement is insufficient to meet the intent of this expectation. Measures may be used individually or in composite (aggregate performance on several diabetes measures) and may be assessed with the actual value or with a relative performance level (report actual rate or interpreted result on a scale such as 1-5 stars).

Denominator (preferred): all PCPs in network and relevant specialists in network that would treat the condition

Denominator (alternate if cannot tease out relevant specialist): all PCPs and specialists in network – please insert this number in appropriate column - newly created last column

Only one of the last two columns needs a %response – system will not allow plan to save responses if both of the last 2 columns have responses.

Efficiency is defined as the cost and quantity of services (i.e., total resources used) for the episode of care. For additional information, see "Measuring Provider Efficiency Version 1.0" available at <http://www.leapfroggroup.org>, "Advancing Physician Performance Measurement: Using Administrative Data to Assess Physician Quality and Efficiency" available at <http://www.pbgh.org/programs/PhysicianPerformance.asp> and Hospital Cost Efficiency Measurement: Methodological Approaches at [http://www.pbgh.org/programs/documents/PBGHHospEfficiencyMeas\\_01-2007\\_22p.pdf](http://www.pbgh.org/programs/documents/PBGHHospEfficiencyMeas_01-2007_22p.pdf).

Category of PQRS Measure & Other Measures	Level/system at which reward is assessed/paid (HMO)	Indicate if rewards available to primary care and/or specialty physicians (HMO)	Description of Other (HMO)	(Preferred) % total contracted physicians in market receiving reward (Denominator = all PCPs and relevant specialists) (HMO)	(Alternate) % total contracted physicians in market receiving reward (Denominator = all PCPs and all specialists in network) (HMO)
<b>Diabetes Mellitus</b>	<i>Multi, Checkboxes.</i> 1: Individual Physician, 2: Practice Site, 3: Medical Group/IPA/Staff model Group, 4: PCMH, 5: ACO, 6: Other (describe), 7: None of the above	<i>Multi, Checkboxes.</i> 1: Primary care, 2: Specialty	50 words.	Percent. N/A OK.	Percent. N/A OK.
<b>Preventive Care (Osteoporosis screening, urinary incontinence, flu shot, pneumonia vaccination, screening mammography, colorectal cancer screening, BMI screening and follow-up, screening unhealthy alcohol use, tobacco screening use and cessation intervention)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Coronary Artery Bypass Graft</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Perioperative Care</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>Back pain</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Coronary Artery Disease</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Heart Failure</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Community-Acquired Pneumonia</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Asthma</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>NCQA Recognition program certification</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Patient experience survey data (e.g., A-CAHPS)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Mortality or complication rates where applicable</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Efficiency (resource use not unit cost)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Pharmacy management (e.g. generic use rate, formulary compliance)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Medication Safety</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Health IT adoption/use</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

3.5.3 PPO VERSION OF ABOVE

3.5.4 This and questions 3.5.7 and 3.8.2 define the characteristics of the Payment Reform Environment (Note: Metrics below apply only to IN-NETWORK dollars paid for ALL commercial members) for all primary care and specialty OUTPATIENT SERVICES (i.e., services for which there is NO ASSOCIATED HOSPITAL CHARGE) and replaces 3.5.3 and 3.5.4 from eValue8 2012.

The corresponding hospital question is 3.8.2. Please count OB-GYNs as specialty care physicians.

	<b>ALL OUTPATIENT SERVICES</b> (i.e., services for which there is NO ASSOCIATED HOSPITAL CHARGE)	<b>ALL Providers for Outpatient Services</b> (i.e., services for which there is NO ASSOCIATED HOSPITAL CHARGE) <b>Total \$ Paid in Calendar Year (CY) 2012 or most current 12 months</b>	<b>Primary Care physicians paid under listed payment category below</b>	<b>Specialists (including Ob-GYNs) paid under listed payment category below</b>	<b>Contracted entities (e.g.,ACOs/PCMH/ Medical Groups/IPAs) paid under listed payment category below</b> <i>Percent of dollar amount listed in column 1 for each row</i>		<b>Autocalculated percent based on responses in column 1.</b>
<b>1</b>	Total IN-NETWORK dollars paid for to Providers for ALL commercial members FOR ALL OUTPATIENT SERVICES (i.e., services for which there is NO ASSOCIATED HOSPITAL CHARGE)	<i>Decimal.</i> From 0 to 100000000. N/A OK.				<i>Multiple options</i> 1. ACO 2. PCMH 3. Medical Groups/IPAs	<i>Autocalculated Percent</i> This cell = 100% Denominator
<b>2</b>	Provide the total dollars paid to providers through <u>traditional FFS payments</u> in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
<b>3</b>	Provide the total dollars paid to providers through <u>bundled payment programs without quality components</u> in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
<b>4</b>	Provide the total dollars paid to providers through <u>partial or condition-specific capitation programs without quality components</u> in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
<b>5</b>	Provide the total dollars paid to providers through <u>fully capitated programs without quality</u> in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
<b>6</b>	<b>Subtotal: Dollars paid out under the status quo: total dollars paid through traditional payment methods in CY 2012 for primary care</b>	<i>[AutoSum rows 2, 3, 4 and 5]</i> <i>Decimal.</i> From 0 to 100000000)					<b><i>Autocalculated Percent of total dollars paid through traditional payment</i></b>

	<b>and specialty outpatient services</b> (i.e., services for which there is NO ASSOCIATED HOSPITAL CHARGE) [Sum of Rows 2, 3 4 and 5]	N/A OK					<i>methods in the past year.</i>
7	Provide the total dollars paid to providers through <u>shared-risk programs with quality components</u> in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
8	Provide the total dollars paid to providers through <u>FFS-based shared-savings programs with quality of care</u> components in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
9	Provide the total dollars paid to providers through <u>non-FFS-based shared-savings programs with quality of care</u> components CY 2012 or most recent 12 months.						<i>Autocalculated Percent</i>
10	Provide the total dollars paid to providers through <u>FFS base payments plus pay-for-performance (P4P)</u> programs CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
11	Provide the total dollars paid to providers through <u>fully capitated payment with quality of care components</u> (sometimes also referred to as <u>global payment</u> ) in CY 2012 or most recent 12 months. [PLACEHOLDER]						<i>Autocalculated Percent</i>
12	Provide the total dollars paid to providers through <u>partial or condition-specific capitation programs with quality components</u> in CY 2012 or most recent 12 months						<i>Autocalculated Percent</i>
13	Provide the total dollars paid to providers through <u>bundled payment programs</u> with quality of care components CY 2012 or						<i>Autocalculated Percent</i>

	most recent 12 months						
14	Provide the total dollars paid for <u>FFS-based non-visit functions</u> . (see definitions for examples) in CY 2012 or most recent 12 months.						Autocalculated Percent
15	Provide the total dollars paid for <u>non-FFS-based non-visit functions</u> . (see definitions for examples) in CY 2012 or most recent 12 months.						Autocalculated Percent
16	Provide the total dollars paid to providers <u>whose contract contains other types of performance-based incentive program not captured above and NOT based on FFS</u>						Autocalculated Percent
17	<b>Total dollars paid to payment reform programs based on FFS. AUTOSUM ROWS 8, 10 and 14</b>						Autocalculated Percent
18	<b>Total dollars paid to payment reform programs NOT based on FFS. AUTOSUM ROWS 7, 9, 11-13, 15 and 16</b>						Autocalculated Percent

3.5.5. On an aggregate basis for the plan's book of business in the market of your response to the question above, indicate the relative weighting or allocation of the Plan's financial incentives for outpatient services (no associated hospital charges), and which payment approaches, if any, the health plan is using currently to tie payment to performance. If the relative weighting varies by contract, describe the most prevalent allocation. The Plan's response should total 100.00% within each column. Enter 0.00% if incentives not used.

		Allocation of Incentive payments	Product where incentive available	Type of Payment Approach	Description of other
1	<b>Achievement (relative to target or peers) of Clinical process goals (e.g., prophylactic antibiotic administration, timeliness of medication administration, testing,</b>	Percent.	Single, Pull-down list. 1: HMO, 2: PPO, 3: Both HMO and PPO, 4: Not available	Multi, Checkboxes. (DM:18687556) Multi, Checkboxes. 1. Shared-risk (other than bundled payment) and/or gainsharing with quality 2. FFS-based Shared-savings with quality	65 words.

	<b>screenings)</b>			3. Non-FFS-based Shared-savings with quality 4. FFS plus pay for performance 5. Full capitation with quality 6. Partial of condition-specific capitation with quality 7. Bundled payment with quality 8. FFS-based non-visit functions 9 Non-FFS-based non-visit functions 10. Non-payment policy for specific services associated with hospital-acquired conditions that were preventable or services that were unnecessary. 11: Inclusion in high performance/tiered/narrow networks 12. Other describe in next column	
2	<b>Achievement (relative to target or peers) of Clinical outcomes goals(e.g., readmission rate, mortality rate, A1c, cholesterol values under control)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
3	<b>Improvement over time of NQF-endorsed Outcomes and/or Process measures</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
4	<b>PATIENT SAFETY (e.g., Leapfrog, AHRQ, medication related safety issues)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
5	<b>MATERNITY (incentives for adhering to clinical guidelines which if followed, would reduce unnecessary elective interventions)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
6	<b>Longitudinal efficiency relative to target or peers</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
7	<b>Application of specific medical home practices (e.g., intensive self management support to patients, action plan development, arrangement for social support follow-up with a social worker or other community support personnel)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
8	<b>Patient experience</b>	AS ABOVE	AS	AS ABOVE	AS ABOVE

			ABOVE		
9	Health IT adoption or use	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
10	Financial results	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
11	Utilization results	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
12	Pharmacy management	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
13	Other	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
14	TOTAL	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

3.5.6 If the Plan differentiates its contracted physicians via tiered networks or other plan design that provide financial incentives to "steer" consumers to a subset of higher performing providers, please complete the following table for total commercial book of business in market of response

If plan has 40 specialties and only 21 of those 40 are eligible for tiered networks, plan should provide the number of physicians in the 21 specialties eligible to be tiered rather than number of physicians in the 40 specialties.

	Primary care	Specialty care
<b>Tiered networks, PCMH or ACOs not used</b>	<i>Multi, Checkboxes - optional.</i> 1: Not used	<i>Multi, Checkboxes - optional.</i> 1: Not used
<b>Number of physicians in full product network</b>	<i>Decimal.</i> From 0 to 10000000000. N/A OK.	<i>Decimal.</i> From 0 to 10000000000000. N/A OK.
<b>Number of physicians in preferred tier/narrow network(exclude those in PCMHs and ACOs)</b>	AS ABOVE	AS ABOVE
<b>Percent of network physicians in preferred tier/narrow network</b>	AS ABOVE	AS ABOVE
<b>Number of physicians in PCMH only (exclude those in ACOs)</b>	AS ABOVE	AS ABOVE
<b>Percent of network physicians in PCMH</b>	AS ABOVE	AS ABOVE

Number of physicians in ACOs	AS ABOVE	AS ABOVE
Percent of network physicians in ACOs	<i>For comparison.</i> N/A%	<i>For comparison.</i> N/A%
Percent of total physician payments made to physicians in the preferred tier (not in PCMH nor ACOs) (most recent 12 months)	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Percent.</i> From 0 to 100. N/A OK.
Percent of total physician payments made to physicians in the preferred tier (not in PCMH nor ACOs) (prior 12 months)	AS ABOVE	AS ABOVE
Percent of total physician payments made to PCMHs (not to those in ACOs) (most recent 12 months)	AS ABOVE	AS ABOVE
Percent of total physician payments made to physicians in the ACO (most recent 12 months)	AS ABOVE	AS ABOVE
Design incentives - HMO	<i>Multi, Checkboxes.</i> 1: Differential copay, 2: Differential coinsurance, 3: Differential deductible, 4: Lower premium (narrow network), 5: Not applicable	<i>Multi, Checkboxes.</i> 1: Differential copay, 2: Differential coinsurance, 3: Differential deductible, 4: Lower premium (narrow network), 5: Not applicable
Design incentives - PPO	AS ABOVE	AS ABOVE

3.5.7 For some of the information provided in 3.5.X above, please break out as percent for primary care SERVICES and specialty SERVICES irrespective of entity that received the payment. If a specialty physician was paid for primary care services, payment \$ should be counted as primary care services

OUTPATIENT SERVICES	ALL Providers for Outpatient Services	Percent of dollars paid FOR PRIMARY CARE OUTPATIENT SERVICES	Percent of dollars paid FOR SPECIALTY OUTPATIENT SERVICES
	Total \$ Paid in Calendar Year (CY) 2012 or most current 12 months  [Column 1]	<i>Percent of dollar amount listed in column 1 for each row</i>  [C2]	<i>Percent of dollar amount listed in column 1 for each row</i>  [C3]
1 Total IN-NETWORK dollars paid for to Providers for ALL commercial members.	AUTOPOP FROM R1C1 FROM 3.5.X		
2 Subtotal: Dollars paid out under the status quo: total dollars paid through traditional payment methods in CY 2012 for outpatient services	AUTOPOP FROM R6C1 FROM 3.5.X		

3	<b>Total dollars paid to payment reform programs based on FFS.</b>	AUTOPOP FROM R17C1 FROM 3.5.X		
4	<b>Total dollars paid to payment reform programs NOT based on FFS.</b>	AUTOPOP FROM R18C1 FROM 3.5.X		

3.5.8 Payment Reform Penetration - Plan Members: FOR those providers that participated in a payment reform contract in CY 2012 (or the time period used by respondent for the previous questions) provide an estimate of the percent of commercial, in-network plan members attributed to those providers.

OUTPATIENT SERVICES	Regional Response	Autocalc Percent	National Response	Autocalc Percent
Total number of commercial, in-network health plan members attributed to a provider with a payment reform program contract	<i>Numerator</i>	<i>Autocalc Percent</i>	<i>Numerator</i>	<i>Autocalc Percent</i>
Enrollment of TOTAL commercial enrollment		100%		100%

### 3.6 Hospital Performance Measurement and Feedback

Additional information not addressed elsewhere within this section can be provided in Section 3.11.

3.6.1 Provide an actual, blinded sample report or screen shot illustrating hospital performance comparative public reporting information indicated in the question below as Provider 3. Data contained in these reports must be hospital-specific and reflect the feedback elements identified in question (s) below. If the information comes from a vendor or public website and the Plan does not directly communicate the results to the hospitals, the Plan must demonstrate the process followed by the source to share the information (results and methodology) with the hospitals. Note that links to public websites do not qualify.

3.6.2 For the plan’s commercial book of business, indicate if PERFORMANCE reports for HOSPITAL SERVICES quality are available and publicly reported for any of the following categories of Measure Groups. Check all that apply. Scores on all-payer data for most hospitals on many of these measures can be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). Additional information on the measures is available at [http://www.cms.gov/HospitalQualityInits/08\\_HospitalRHQDAPU.asp#TopOfPage](http://www.cms.gov/HospitalQualityInits/08_HospitalRHQDAPU.asp#TopOfPage).

The AHRQ Quality Indicators (QIs) are measures of health care quality that make use of readily available hospital inpatient administrative data. The QIs can be used to highlight potential quality concerns, identify areas that need further study and investigation, and track changes over time.

The current AHRQ QI modules represent various aspects of quality:

- [Prevention Quality Indicators](#) identify hospital admissions in geographic areas that evidence suggests may have been avoided through access to high-quality outpatient care. (first released November 2000, last updated August 2011)
- [Inpatient Quality Indicators](#) reflect quality of care inside hospitals, as well as across geographic areas, including inpatient mortality for medical conditions and surgical procedures. (first released May 2002, last updated August 2011)
- [Patient Safety Indicators](#) reflect quality of care inside hospitals, as well as geographic areas, to focus on potentially avoidable complications and iatrogenic events. (first released March 2003, last updated August 2011)

Information on impact of early scheduled deliveries and rates by state can be found at: [http://www.leapfroggroup.org/news/leapfrog\\_news/4788210](http://www.leapfroggroup.org/news/leapfrog_news/4788210) and

<http://www.leapfroggroup.org/tooearlydeliveries#State>

Use of measures in a vendor hospital reporting product qualifies as “used for comparative PUBLIC reporting” provided that the measurement and ranking methodology is fully transparent

	<b>% total contracted HOSPITALS COVERED BY REPORTING in market</b>	<b>Description of Other</b>
<b>HQA</b>		
<b>ACUTE MYOCARDIAL INFARCTION (AMI)</b>	<i>Percent.</i> From 0 to 100. N/A OK.	
<b>HEART FAILURE (HF)</b>	AS ABOVE	AS ABOVE
<b>PNEUMONIA (PNE)</b>	AS ABOVE	AS ABOVE
<b>SURGICAL INFECTION PREVENTION (SIP)</b>	AS ABOVE	AS ABOVE
<b>Surgical Care Improvement Project (SCIP)</b>	AS ABOVE	AS ABOVE
<b>PATIENT EXPERIENCE/H-CAHPS</b>	AS ABOVE	AS ABOVE
<b>LEAPFROG</b>		
<b>Adoption of CPOE</b>	<i>Percent.</i> From 0 to 100. N/A OK.	
<b>Management of Patients in ICU</b>	AS ABOVE	
<b>Evidence-Based Hospital referral indicators</b>	AS ABOVE	

<b>Adoption of Safe Practices</b>	AS ABOVE	
<b>Maternity – pre 39 week elective inductions and C-section safe Practices</b>	AS ABOVE	
<b>AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)*</b>		
<b>Inpatient quality indicators</b> <a href="http://www.qualityindicators.ahrq.gov/Modules/iqi_overview.aspx">http://www.qualityindicators.ahrq.gov/Modules/iqi_overview.aspx</a>	<i>Percent.</i> From 0 to 100. N/A OK.	
<b>Patient safety</b> <a href="http://www.qualityindicators.ahrq.gov/Modules/psi_overview.aspx">http://www.qualityindicators.ahrq.gov/Modules/psi_overview.aspx</a> indicators	AS ABOVE	
<b>Prevention quality indicators</b> <a href="http://www.qualityindicators.ahrq.gov/Modules/pqi_overview.aspx">http://www.qualityindicators.ahrq.gov/Modules/pqi_overview.aspx</a>	AS ABOVE	
<b>OTHER MEASURES</b>		
<b>HACs – hospital acquired conditions</b>	<i>Percent.</i> From 0 to 100. N/A OK.	
<b>SREs (serious reportable events) that are not HACs</b>	AS ABOVE	
<b>Readmissions</b>	AS ABOVE	
<b>MORTALITY MEASURES (AMI, HF and Pneumonia mortality measures)</b>	AS ABOVE	
<b>ICU Mortality</b>	AS ABOVE	
<b>HIT adoption/use</b>	AS ABOVE	
<b>Efficiency (e.g., relative cost, utilization (ALOS, AD/k) Volume indicators other than Leapfrog EHR)</b>	AS ABOVE	
<b>Other standard measures endorsed by National Quality Forum (describe):</b>	AS ABOVE	200 words.

3.6.3 For commercial book of business, provide the requested information on the Plans in-network general acute care hospitals in the geographic region of this RFI response based on reports to the [Leapfrog survey](#) in 2011 and 2012. Multi-market plans should provide their national response in the column "For multimarket plans, and also indicate 2011 national percentages." May be revised to include Hospital Safety Score

The new 2012 "Leapfrog's Health Plan Performance Dashboard," (LHRP) shows what percentage of a plan's admissions have been at hospitals that report to Leapfrog and what percentage of their admission use hospitals that score in the highest "quadrant" based on both their LHRP quality and resource use scores Link below will be activated in mid-January 2013

[http://www.leapfroggroup.org/for\\_members/members\\_resources/engaging\\_health\\_plans/hp-hpusergroups](http://www.leapfroggroup.org/for_members/members_resources/engaging_health_plans/hp-hpusergroups)

For 2011 data, plans should use what they submitted last year. Plans who did not respond last year should select the NA box.

Additionally, the link below shows how all of the measures are displayed

[http://www.leapfroggroup.org/cp?frmbmd=cp\\_listings&find\\_by=city&city=boston&state=MA&cols=oa](http://www.leapfroggroup.org/cp?frmbmd=cp_listings&find_by=city&city=boston&state=MA&cols=oa)

	2012	For multimarket plans, also indicate 2012 national percentages	2011
<b>Percent of contracted hospitals reporting in this region</b>	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Percent.</i> N/A OK.
<b>Percent of Plan admissions to hospitals reporting to Leapfrog</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Leapfrog Performance Dashboard % admissions in Quadrant I</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Leapfrog Performance Dashboard % admissions in Quadrant III</b>	AS ABOVE	AS ABOVE	AS ABOVE

3.6.8 Please indicate the scope AND REACH of the policy to address serious reportable events or hospital-acquired conditions based on the following categories of services. Policy must be in place as of February 28, 2013.

	Response	% contracted Hospitals where this POLICY has been Implemented as of 2/28/2013
<b>Foreign object retained after surgery</b>	<i>Single, Pull-down list.</i> 1: Plan has implemented Leapfrog Never Event Policy, 2: Plan has implemented a non-payment policy, 3: Plan does not have a policy/POA not tracked	<i>Percent.</i> From 0 to 100. N/A OK.
<b>Air embolism</b>		
<b>Blood incompatibility</b>		
<b>Stage III and IV pressure ulcers</b>		
<b>Falls and trauma (fracture, dislocation, intracranial injury, crushing injury, burn, electric shock)</b>		

<b>Catheter-Associated Urinary Tract Infection (UTI)</b>		
<b>Vascular Catheter-Associate Infection</b>		
<b>Manifestations of Poor Glycemic Control</b>		
<b>Surgical Site Infection following Coronary Artery Bypass Graft (CABG) - -Mediastinitis</b>		
<b>Surgical Site Infection Following Certain Orthopedic Procedures</b>		
<b>Surgical Site Infection Following Bariatric Surgery for Obesity</b>		
<b>Deep vein thrombosis or pulmonary embolism following total knee replacement and hip replacement procedures</b>		

3.6.9 For total commercial book of business, if the Plan indicated in Questions above (3.6.4 to 3.6.8) that it does not pay for Serious Reportable Events (SRE) or Healthcare Acquired Conditions (HACs), indicate if the policy applies to the following types of reimbursement. For hospital contracts where the payment is not DRG-based, briefly describe in the Detail box below the mechanisms the Plan uses to administer non-payment policies? Also discuss how payment and member out-of-pocket liability is handled if the follow-up care or corrective surgery occurs at a different facility than where the SRE occurred.

	<b>Insured Program</b>	<b>Self-Funded Program</b>
<b>% of charges</b>	<i>Multi, Checkboxes.</i> 1: Normal contracted payment applies, 2: Proportional reduction of total contractual allowance, 3: Reduced patient out-of-pocket payment, 4: Cost excluded from employers' claims experience, 5: Other (describe in Detail below)	<i>Multi, Checkboxes.</i> 1: Normal contracted payment applies, 2: Proportional reduction of total contractual allowance, 3: Reduced patient out-of-pocket payment, 4: Cost excluded from employers' claims experience, 5: Other (describe in Detail below)
<b>Capitation</b>	AS ABOVE	AS ABOVE
<b>Case Rates</b>	AS ABOVE	AS ABOVE
<b>Per Diem</b>	AS ABOVE	AS ABOVE
<b>DRG</b>	AS ABOVE	AS ABOVE

3.6.11 Reducing readmissions is an area of great interest to purchasers and payers as it impacts participant/member health and reduces costs in the system. In 2011, NCQA introduced the Plan All Cause Readmissions (PCR) measure which is the percentage of acute inpatient stays during the measurement year that were followed by an acute readmission for any diagnosis within 30 days, for members 18 years of age and older.

Please refer to the HEDIS 2011 Technical Specifications for specifications on reporting on this measure.

In the table below, please provide the following information based on plan HMO submission to NCQA. Note to Plans: Since this is a new question and cannot be auto-populated this year, we are only asking plans to input totals by age group and not by gender as well.

Age / Sex	Count of Index Stays (Denominator)	Count of 30-Day Readmissions (Numerator)	Average Adjusted Probability	Auto-calculated Readmission rate
	<i>Multi, Checkboxes - optional.</i> 1: Data not reported			
<b>18-44 Total</b>	<i>Decimal.</i>	<i>Decimal.</i>	<i>Percent.</i> From 0 to 100.	N/A
<b>45-54 Total</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>55-64 Total</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>65-74 Total</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>75-84 Total</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>85+ Total</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Total</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

3.6.12 PPO VERSION OF ABOVE

**3.8 Hospital Value Differentiation and Incentives**

Additional information not addressed elsewhere within this section can be provided in Section 3.11.

The following questions have been added to update and simplify existing questions regarding Provider Measurement and Rewards: 1.5.6, 3.5.1, 3.5.4, 3.5.8, 3.8.1, 3.8.2, 3.8.6. They were developed in collaboration with Catalyst for Payment Reform and will be reported publicly as part of its Compendium for Payment Reform and California Payment Reform Scorecard.

3.8.1 (replaces 3.6.1 from 2012) Purchasers are under significant pressure to address the dual goals of ensuring employees access to quality care and controlling health care costs. While it will take some time to develop, implement and evaluate new forms of payment and the corresponding operational systems, performance measurement, etc., there are immediate opportunities to improve value under the current payment systems. These opportunities might include strategies that better manage health care costs by aligning financial incentives to reduce waste and improve the quality and efficiency of care. Keeping in mind that financial incentives can be positive (e.g. bonus payment) or negative (e.g. reduced payment for failure of performance), the current fiscal environment makes it important to think about financial incentives that are not just cost plus, but instead help to bend the cost curve. Examples of these immediate strategies could include: non-payment for failure to perform/deliver outcomes, reduced payment for avoidable readmissions, reduced payment or no longer elevating payment for HACs or preventable complications that occur during the course of care, narrow/tiered performance-based networks and reference pricing, among others.

Describe briefly any current payment approaches for physicians (primary care and or specialty) outpatient services that align financial incentives with reducing waste and/or improving quality or efficiency. If the Plan has multiple programs in place in a market, please complete table for each

If plan does not have any programs in market of response, please provide information on a program in the closest market to market of response.

In addition to being summarized for site visits, answers to this question will be also used to help create a National Compendium on Payment Reform, which will be a catalogue of all payment reform initiatives across the country. The National Compendium on Payment Reform will be a valuable resource for plans and employers to highlight innovative health plan or program entity programs. If you do not want this information to be used in the Compendium, please opt-out by checking here. [LINK TO DESCRIPTION](#)

If there is more than 1 payment reform program involving outpatient services, please provide in additional tables provided

	Response	Other markets/details
<b>Name of Payment Reform Program and Name and contact details (email and phone) of contact person who can answer questions about program being described</b>		NA
<b>Geography of named payment reform program</b>	<i>Single, Radio group.</i> 1. Not in this market (Identify market in column to the right) 2. In this market and other markets (Identify markets in column to the right) 3. Only in this market	Activate only if response options 1 or 2 is selected – drop down of states
<b>Summary/Brief description of Program (500 words)</b>		NA
<b>Identify the line(s) of business for which this program is available?</b>	Multi-select 1. Self-insured commercial 2. Fully-insured commercial 3. Medicare 4. Medicaid 5. Other – please describe in next column	Activate only if other is selected
<b>What is current stage of implementation.</b>  <b>Provide date of implementation in detail column</b>	<i>Single, Radio group</i>  1. Pilot mode (e.g. only available for a subset of members and/or providers) 2. Expansion mode (e.g. passed initial pilot stage and broadening reach) 3. Full implementation (e.g. available to all intended/applicable providers and members)	Date of implementation
<b>To which payment reform model does your program most closely align?</b>	Single radio group 1. Shared-risk (other than bundled payment) and/or gainsharing with quality 2. FFS-based Shared-savings with quality 3. Non-FFS-based Shared-savings with quality 4. FFS plus pay for performance 5. Full capitation with quality 6. Partial of condition-specific capitation with quality 7. Bundled payment with quality 8. FFS-based non-visit functions 9. Non-FFS-based non-visit functions 10. Non-payment for specific services associated with hospital-acquired conditions that were preventable or services that were unnecessary 11. Other non-FFS based payment reform models (provide details in next column)	Details of other

<p><b>Which base payment methodology does your program use?</b></p>	<p>Single radio group?                      1. Capitation                      2. Salary                      3. Bundled/episode-based payment                      4. FFS (includes discounted fees, fixed fees, indexed fees)                      5. Per diem                      6. DRG                      7. % charges                      8. Fixed fee schedule                      9. Other - (provide details in next column)</p>	
<p><b>What types of providers are participating in your program?</b></p>	<p>Multi select                      1. Primary care physicians who are not hospital-based                      2. Physician Specialists (e.g., Oncology, Cardiology, etc.) who are not hospital-based – describe in next column                      3. RNs/NP and other non-physician providers                      4. Hospital inpatient                      5. Other - (provide details in next column)</p>	
<p><b>If you have a payment reform model that includes policies on non-payment for specific services associated with complications that were preventable or services that were unnecessary, for which outcomes are these policies in place?</b></p>	<p>Multi select                      1. 1.NA                      2. ambulatory care sensitive admissions                      3. HACs                      4. Preventable Admissions                      5. SREs that are not HACs                      6. Never Events                      7. Early elective induction or cesarean                      8. Other - (provide details in next column)</p>	
<p><b>Which of the following sets of performance measures does your program use?</b></p>	<p>Multi select                      1. Achievement (relative to target or peers) of Clinical process goals (e.g., prophylactic antibiotic administration, timeliness of medication administration, testing, screenings)                      2. Achievement (relative to target or peers) of Clinical process goals (e.g., prophylactic antibiotic administration, timeliness of medication administration, testing, screenings)                      3. Improvement over time of NQF-endorsed Outcomes and/or Process measures                      4. PATIENT SAFETY (e.g., Leapfrog, AHRQ, medication related safety issues)                      5. Longitudinal efficiency relative to target or peers                      6. Appropriate maternity care                      7. Application of specific medical home practices (e.g., intensive self management support to patients, action plan development, arrangement for social support follow-up with a social worker or other community support personnel)                      8. Patient experience                      9. Health IT adoption or use                      10. Financial results                      11. Utilization results                      12. Pharmacy management                      13. Other - (provide details in next column)</p>	
<p><b>Indicate the type(s) of benefit and/or provider network design features that create member incentives or disincentives to support the payment reform program.</b></p>	<p>Multi - select                      1. Use of COE or higher performing providers required for coverage                      2. Financial disincentives for members to use non-COE or lower performing providers (e.g., higher co-pays, etc.)                      3. Use of tiered or narrow networks                      4. Objective information (e.g., performance measure results) provided on COEs to members, providing evidence of higher-quality care rendered by these providers                      5. No active steerage                      6. No COE or high performing providers program                      7. Other (please describe)</p>	
<p><b>For this payment reform program, do you make information transparent such as performance reports on quality, cost</b></p>	<p>Multi-select                      1. We report to the general public                      2. We report to our network providers (e.g. hospitals and physicians)                      3. We report to patients of our network providers</p>	

<b>and/or efficiency measures at the provider level?</b>	4. We do not report performance on quality measures 5. We report to state or community data collection processes such as all-payer claims databases (APCDs), or AF4Q sites. 6. Other (please describe).	
<b>Describe evaluation and results for program</b>	Multi-select 1. Program not evaluated yet 2. Program evaluation by external third party 3. Program evaluation by insurer 4. Evaluation method used pre/post 5. Evaluation method used matched control group 6. Evaluation method used randomized control trial 7. Other evaluation methodology was used (provide details in column to the right)	Evaluation results

3.8.2 This and questions 3.5.4 and 3.5.7 define the characteristics of the Payment Reform Environment (Note: Metrics below apply only to IN-NETWORK dollars paid for ALL commercial members) for HOSPITAL SERVICES and replaces 3.8.1 and 3.8.2 from eValue8 2012.

The corresponding question for outpatient services is 3.5.4.

	<b>HOSPITAL SERVICES</b>	<b>ALL Providers for HOSPITAL Services</b>  <b>Total \$ Paid in Calendar Year (CY) 2012 or most current 12 months</b>  <b>Provide % breakout of amount in this column by contracted entity paid in next 2 columns</b>	<b>HOSPITALS paid under listed payment category below</b>	<b>Contracted entities (e.g., ACOs/PCMH/ Medical Groups/IPAs) paid under listed payment category below</b>	<i><b>This column activated only if there is % listed in column 3</b></i>  <i><b>Please select which contracted entities are paid in column 3</b></i>	<b>Autocalculated percent based on responses in column 1.</b>
<b>1</b>	Total IN-NETWORK dollars paid for to Providers for ALL commercial members for HOSPITAL SERVICES	<i>Decimal.</i> From 0 to 100000000. N/A OK.  []			<i>Multiple options</i>  1. ACO 2. PCMH 3. Medical Groups/IPAs 4. Primary Care 5. Specialists	<i>Autocalculated Percent</i>  <i>This cell = 100%</i>  <i>Denominator</i>
<b>2</b>	Provide the total dollars paid to providers through <u>traditional FFS payments</u> in CY 2012 or most recent 12 months	<i>Decimal.</i> From 0 to 100000000) N/A OK.				<i>Autocalculated Percent</i>

3	Provide the total dollars paid to providers through <u>bundled payment programs without quality components</u> in CY 2012 or most recent 12 months					Autocalculated Percent
4	Provide the total dollars paid to providers through <u>partial or condition-specific capitation programs without quality components</u> in CY 2012 or most recent 12 months					Autocalculated Percent
5	Provide the total dollars paid to providers through <u>fully capitated programs without quality</u> in CY 2012 or most recent 12 months					Autocalculated Percent
6	<b>Subtotal: Dollars paid out under the status quo: total dollars paid through traditional payment methods in CY 2012 for outpatient services</b>  [Sum of Rows 2, 3 4 and 5]	[AutoSum rows 2, 3, 4 and 5]  Decimal. From 0 to 100000000) N/A OK				<b>Autocalculated Percent of total dollars paid through traditional payment methods in the past year.</b>
7	Provide the total dollars paid to providers through <u>shared-risk programs with quality components</u> in CY 2012 or most recent 12 months	Decimal. From 0 to 100000000) N/A OK				Autocalculated Percent
8	Provide the total dollars paid to providers through <u>FFS-based shared-savings programs with quality of care components</u> in CY 2012 or most recent 12 months	Decimal. From 0 to 100000000) N/A OK				Autocalculated Percent
9	Provide the total dollars paid to providers through <u>non-FFS-based shared-savings programs with quality of care components</u> CY 2012 or most recent 12 months.					Autocalculated Percent
10	Provide the total dollars paid to providers through <u>FFS base payments plus pay-for-performance (P4P) programs</u> CY 2012 or most recent 12 months					Autocalculated Percent
11	Provide the total dollars paid to providers through <u>fully capitated payment with quality</u>					Autocalculated Percent

	of care components (sometimes also referred to as <u>global payment</u> ) in CY 2012 or most recent 12 months. [PLACEHOLDER]					
12	Provide the total dollars paid to providers through <u>partial or condition-specific capitation programs with quality components</u> in CY 2012 or most recent 12 months					<i>Autocalculated Percent</i>
13	Provide the total dollars paid to providers through <u>bundled payment</u> programs with quality of care components CY 2012 or most recent 12 months					<i>Autocalculated Percent</i>
14	Provide the total dollars paid for <u>FFS-based non-visit functions</u> . (see definitions for examples) in CY 2012 or most recent 12 months.					<i>Autocalculated Percent</i>
15	Provide the total dollars paid for <u>non-FFS-based non-visit functions</u> . (see definitions for examples) in CY 2012 or most recent 12 months.					<i>Autocalculated Percent</i>
16	Provide the total dollars paid to providers <u>whose contract contains other types of performance-based incentive program not captured above and NOT based on FFS</u>					<i>Autocalculated Percent</i>
17	<b>Total dollars paid to payment reform programs based on FFS.</b>  <b>AUTOSUM ROWS 8, 10 and 14</b>					<i>Autocalculated Percent of total dollars paid based on FFS (including traditional and payment reform).</i>
18	<b>Total dollars paid to payment reform programs NOT based on FFS.</b>  <b>AUTOSUM ROWS 7, 9, 11-13, 15 and 16</b>					<i>Autocalculated Percent of total dollars paid through "payment reform programs" including bundled payment, shared-risk, shared savings, bundled payments, pay for performance, atypical payments (e.g. for care</i>

						coordination), global payment/capitation with quality components, and other models
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3.8.3 Please review your responses to questions 3.8.2 above. On an aggregate basis for the plan's TOTAL COMMERCIAL book of business in the market of your response, indicate the relative weighting or allocation of the Plan's financial incentives for hospital services, and which payment approaches, if any, the health plan is using currently to tie payment to performance. If the relative weighting varies by contract, describe the most prevalent allocation. The Plan's response should total 100.00%. Enter 0.00% if incentives not use. (This question uses same measures as in 3.5.5).

H	Hospital Services	Allocation of Incentive payments	Product where incentive available	Type of Payment Approach	Description of other
1	Achievement (relative to target or peers) of Clinical process goals (e.g., prophylactic antibiotic administration, timeliness of medication administration, testing, screenings)	Percent.	Single, Pull-down list. 1: HMO, 2: PPO, 3: Both HMO and PPO, 4: Not available	Multi, Checkboxes. 1. Shared-risk (other than bundled payment) and/or gainsharing with quality 2. FFS-based Shared-savings with quality 3. Non-FFS-based Shared-savings with quality 4. FFS plus pay for performance 5. Full capitation with quality 6. Partial of condition-specific capitation with quality 7. Bundled payment with quality 8. FFS-based non-visit functions 9 Non-FFS-based non-visit functions 10. Non-payment policy for specific services associated with hospital-acquired conditions that were preventable or services that were unnecessary. 11. Other non-FFS based payment reform models describe in next column	65 words.
2	Achievement (relative to target or peers) of Clinical outcomes goals(e.g., readmission rate, mortality rate, A1c, cholesterol values under control)				

4	<b>PATIENT SAFETY (e.g., Leapfrog, AHRQ, medication related safety issues)</b>				
5	<b>MATERNITY (Numerator = total maternity care dollars paid to hospitals with contracts that provide incentives for adhering to clinical guidelines which, if followed, would reduce unnecessary elective interventions related to unnecessary elective medical intervention during labor and delivery in the past year).  Denominator= 3.8.X ROW 1 C1(Total IN-NETWORK dollars paid for to Providers for ALL commercial members for HOSPITAL SERVICES)</b>				
6	<b>Longitudinal efficiency relative to target or peers</b>				
7	<b>Application of specific medical home practices (e.g., intensive self management support to patients, action</b>				

	plan development, arrangement for social support follow-up with a social worker or other community support personnel)				
8	Patient experience				
9	Health IT adoption or use				
10	Financial results				
11	Utilization results				
12	Pharmacy Management				
13	Other				
14	Total				

3.8.4 For the measures used in determining financial incentives paid to PHYSICIANS AND/OR hospitals involving HOSPITAL SERVICES IN THIS MARKET, indicate payment approach, system/entities paid and the percentage of the contracted entities receive payment reward. To calculate percentage, please use unduplicated count of hospitals and physicians.

In detail box below - please note if needed any additional information about percentages provided

	Product where incentive available	System/Entity Paid	Type of Payment Approach	Description of Other	% network hospitals (unduplicated) receiving reward	% network physicians (unduplicated) receiving reward
HQA						
ACUTE MYOCARDIAL	Single, Radio group.	Multi, Checkboxes.	Multi, Checkboxes.	200 words.	Percent. N/A OK.	Percent. N/A OK.

<b>INFARCTION (AMI)</b>	1: HMO, 2: PPO, 3: Both HMO and PPO, 4: Not available	1: Hospital, 2: ACO, 3: Physician or physician group, 4: Other	1: Shared savings or gain sharing payments, 2: Bonus payments based on measures of quality and/or efficiency, excluding shared savings, 3: Pay-for-reporting, 4: Downside adjustments for failure to meet targets, 5: Elevated fee schedule, 6: . Inclusion in high performance/tiered/narrow networks or COES, 7: .Other – describe in next column			
<b>HEART FAILURE (HF)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>PNEUMONIA (PNE)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>SURGICAL INFECTION PREVENTION (SIP)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Surgical Care Improvement Project (SCIP)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>PATIENT EXPERIENCE/H-CAHPS</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>LEAPFROG</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Adoption of CPOE</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Management of Patients in ICU</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Evidence-Based Hospital referral indicators</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Adoption of Safe Practices</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Maternity – pre 39 week elective inductions and C-section safe Practices</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>AGENCY FOR HEALTHCARE RESEARCH AND QUALITY (AHRQ)*</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Inpatient quality indicators</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Patient safety indicators</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Prevention quality indicators</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>OTHER MEASURES</b>						
<b>HACs – hospital acquired conditions</b>	<i>Single, Radio group.</i> 1: HMO, 2: PPO, 3: Both HMO and PPO, 4: Not available	<i>Multi, Checkboxes.</i> 1: Hospital, 2: ACO, 3: Physician or physician group, 4: Other	<i>Multi, Checkboxes.</i> 1: Shared savings or gain sharing payments, 2: Bonus payments based on measures of quality and/or efficiency, excluding shared savings, 3: Pay-for-reporting, 4: Downside adjustments for failure to meet targets, 5: Elevated fee schedule, 6: . Inclusion in high performance/tiered/narrow networks or COES, 7: .Other – describe in next column	200 words.	Percent. N/A OK.	Percent. N/A OK.
<b>SREs that are not HACs</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Readmissions</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>MORTALITY MEASURES (AMI, HF and Pneumonia mortality measures)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>ICU Mortality</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>HIT adoption/use</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Efficiency (e.g., relative cost, utilization (ALOS, AD/k) Volume indicators other than</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

Leapfrog EHR)						
Other standard measures endorsed by National Quality Forum (describe):	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

3.8.5 For total commercial book of business, if the Plan differentiates its contracted hospitals via tiered networks or other plan design that provide financial incentives to "steer" consumers to a subset of higher performing providers, please complete the following table.

	Hospitals
Tiered networks/ACOs used	Single, Radio group. 1: Yes, 2: No
Number of hospitals in full product network	Decimal. From 0 to 10000000000.
Number of network hospitals in preferred tier/narrow network (not in ACO)	AS ABOVE
Number of network hospitals in ACOs	AS ABOVE
Percent of network hospitals in preferred tier/narrow network (not in ACO)	AUTOCALC
Percent of network hospitals in ACOs	AUTOCALC
Percent of total hospital payments made to hospitals in the preferred tier (not in ACO) (most recent 12 months)	Percent. From 0 to 100. N/A OK.
Percent of total hospital payments made to hospitals in the preferred tier (not in ACO) (prior 12 months)	AS ABOVE
Percent of total hospital payments made to hospitals in ACOs (most recent 12 months)	AS ABOVE
Design incentives (HMO)	Multi, Checkboxes. 1: differential copay, 2: differential coinsurance, 3: differential deductible, 4: lower premium (narrow network), 5: none of the above
Design incentives (PPO)	AS ABOVE

3.8.6 Payment Reform for High Volume/High Spend Conditions - Maternity Care (Note: Metrics below apply only to in-network dollars paid for commercial members)

H	Maternity Payment Reform	Response
1	Provide the total dollars paid to hospitals for maternity care in Calendar Year (CY) 2012 or most current 12 months	\$  NA OK
2	Provide the total dollars paid for maternity care to hospitals with contracts that provide incentives for adhering to clinical guidelines, which, if followed, would reduce unnecessary elective medical intervention during labor and delivery in the past year.	\$  NA OK
3	Autocalc: Row 2/Row 1 Percent of total maternity care dollars paid that go to hospitals with contracts that provide incentives for adhering to clinical guidelines which, if followed, would reduce unnecessary elective interventions related to unnecessary elective medical intervention during labor and delivery in the past year.	Percent autocalc

3.9 Centers of Excellence or High Performance Hospital Networks

Additional information not addressed elsewhere within this section can be provided in Section 3.11.

3.9.1 For HMO, indicate how members are steered toward COE facilities. For steerage results indicate % of targeted services to designated facilities. Describe any measured quality impact such as reduced complications or improved outcomes, as well as any savings impact such as reduced length of stay.

HMO response	Selection Criteria	Steerage Results 2012	Quality and Cost Impact (2012)	Steerage Results 2010
Bariatric Surgery	<i>Multi, Checkboxes.</i> 1: Mandatory use of COE, 2: Financial incentive for members to use COE, 3: Members encouraged to use COE by Plan staff or through general communications, 4: No active steerage, 5: No COE program	<i>Percent.</i> N/A OK.	<i>Unlimited.</i>	<i>Percent.</i> N/A OK.
Cancer Care	<i>Multi, Checkboxes.</i> 1: Mandatory use of COE, 2: Financial incentive for members to use COE, 3: Members encouraged to use COE by Plan staff or through general communications, 4: No active steerage, 5: No COE program	AS ABOVE	AS ABOVE	AS ABOVE
Cardiac Care	<i>Multi, Checkboxes.</i> 1: Mandatory use of COE, 2: Financial incentive for members to use COE, 3: Members encouraged to use COE by Plan staff or through	AS ABOVE	AS ABOVE	AS ABOVE

	general communications, 4: No active steerage, 5: No COE program			
<b>Neonatal Care</b>	<i>Multi, Checkboxes.</i> 1: Mandatory use of COE, 2: Financial incentive for members to use COE, 3: Members encouraged to use COE by Plan staff or through general communications, 4: No active steerage, 5: No COE program	AS ABOVE	AS ABOVE	AS ABOVE
<b>Transplants</b>	<i>Multi, Checkboxes.</i> 1: Mandatory use of COE, 2: Financial incentive for members to use COE, 3: Members encouraged to use COE by Plan staff or through general communications, 4: No active steerage, 5: No COE program	AS ABOVE	AS ABOVE	AS ABOVE

3.9.2 PPO VERSION OF ABOVE

**3.10 Evaluation of Differentiation and Incentives Program**

3.10.1 Briefly describe (200 words or less) the impact and any quantitative results of plan efforts to promote member selection of higher performing PROVIDERS (PHYSICIANS AND/OR hospitals) in calendar year 2012 as outlined in previous questions (3.5.6 and 3.8.5). This could include (1) reduction in costs, (2) change in amount paid to higher performing hospitals or (3) change in percent of membership using higher performing hospitals.

**3.11 Other Information**

3.11.1 If the plan would like to provide additional information about its approach to Provider Measurement that was not reflected in this section, provide as Provider 4. Provider 4 is provided

**4 Pharmaceutical Management**

**4.1 Instructions**

4.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

4.1.2 All attachments to this module must be labeled as "Pharmacy #" and submitted electronically. Where more than one document will be submitted in response to a request for an Attachment, label it as Pharmacy 1a, Pharmacy 1b, etc.

4.1.3 Pharmacy Benefit Manager is abbreviated as "PBM" throughout this form. If the Plan contracts with a PBM, the Plan is strongly encouraged to work collaboratively with the PBM in the completion of this form.

4.1.4 All questions refer to the Plan's commercial membership. Membership of commercial customers that have removed pharmacy management from the Plan (carved-out) and directly contracted with a separate PBM should be excluded from all responses and calculations.

4.1.5 All responses for the 2013 RFI should reflect commercial HMO/POS and/or PPO plans. HMO and PPO responses are being collected in the same RFI template. In addition, where HEDIS or CAHPS data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For HEDIS and CAHPS, the responses have been autopopulated but information should be reviewed. To activate the appropriate HMO and/or PPO questions in this template, please answer the question in 1.1.5

4.1.6 Plan activities must be in place by the date of this RFI submission for credit to be awarded.

## 4.2 Program Organization

Additional information not addressed elsewhere within this section can be provided in Section 4.6.

4.2.1 Has the Plan developed a "value-based" formulary for use by purchasers that ranks pharmaceuticals ACROSS DRUG CLASSES by clinical importance and effectiveness? (This is different from the Plan's decision process of the pharmacy and therapeutics committee to determine which drugs are placed on formulary. By this definition the Plan must have considered the relative criticality of drugs between drug classes and introduced copays or coinsurance designs that make some brand drugs available on the lowest cost tier for "essential" drug classes regardless of availability of generic and/or OTC medications to make substantial use of brand drugs necessary to accommodate member needs.). If the Plan has developed a value-based formulary as defined above, describe in the Detail text box the following: process and sources for determining its content and structure, the purchaser name(s) and the market if this is a pilot. If this was a pilot the previous year, please provide a brief update in detail box.

*Single, Pull-down list.*

- 1: Yes, and the ranking is tied to a variable copay design available in this market,
- 2: Yes, and the ranking is tied to a variable copay design being piloted,
- 3: Yes, but there is currently no link to a variable copay design,
- 4: An evidence-based formulary is under development,
- 5: No

## 4.3 Efficiency & Appropriateness: Generic & Appropriate Drug Use

Additional information not addressed elsewhere within this section can be provided in Section 4.6.

4.3.1 Does the Plan employ any of the following strategies (defined below) to address cost management or appropriateness of utilization?

**Therapeutic class reference pricing** defined as: assigning a maximum allowable cost for the lowest cost drug among therapeutically equivalent drugs. For therapeutic class MAC strategies, the member or physician group at risk, etc. would bear the cost differential of the higher priced drug, if he/she chose to ignore the lower cost recommendation.

**Therapeutic Interchange:** defined as substitution of therapeutically equivalent drugs at the point of service or in a subsequent refill after physician consultation.

**Prior Authorization** defined as a requirement that the Practitioner receive authorization from the Plan before the drug can be dispensed.

**Step therapy** is used in cases where there may be some patient-specific advantages to one brand drug compared to another or to a generic, and is defined as a requirement that the appropriate, usually less expensive drugs be tried first to determine efficacy before converting to a higher priced drug in the same class.

**Dose Optimization** defined as requiring that single dose-alternatives be used instead of multiple doses per day where single doses are possible.

*Multi, Checkboxes.*

- 1: Therapeutic Class reference Pricing,
- 2: Therapeutic Interchange,
- 3: Prior Authorization,
- 4: Step Therapy,
- 5: Dose Optimization,
- 6: Pill Splitting,
- 7: None of the above

4.3.2 For HMO, provide the Plan's aggregate generic dispensing rate (% of total prescriptions that were filled with a generic drug, regardless of whether a generic was available), excluding injectables. The Plan should report the strict definition of "generic" provided by a nationally recognized and accepted source (i.e. First DataBank or Medispan). Use 30-day equivalents in calculating percentages. To determine the number of dispensing events for prescriptions longer than 30 days, divide the days supply by 30 and round up to convert. For example, a 100 day prescription is equal to 4 dispensing events ( $100/30 = 3.33$ , rounded up to 4). If the Plan has a policy of covering prescription and/or OTC brand drugs where the generic drug is more expensive, indicate in the "Adj Answer" row the dispensing rate adding those fills to the numerator and denominator.

HMO Response	2012 Percent for this market/state	2011 Percent for this market/state	2012 Percent for the nation	2011 Percent for the nation
<b>Aggregate Generic Dispensing Rate</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From 0 to 100.00. N/A OK.	<i>Percent.</i> N/A OK.
<b>Adj Answer</b>	<i>Percent.</i>	<i>Percent.</i>	<i>Percent.</i> N/A OK.	<i>Percent.</i> N/A OK.

4.3.3 PPO VERSION OF ABOVE

4.3.4 For the HMO, provide the requested rates as defined below. Use 30-day equivalents in calculating percentages. To determine the number of dispensing events for prescriptions longer than 30 days, divide the days supply by 30 and round up to convert.

For example, a 100 day prescription is equal to 4 dispensing events (100/30 = 3.33, rounded up to 4).

HMO Response	Rx program in Market/State?	Market/State 2012 rate	Market/State 2011 rate	Rx program in nation?	National 2012 rate	National 2011 rate
<b>ACE inhibitors (ACE and ACE with HCTZ)/(ACE + ARBs (angiotensin II receptor antagonists)) Include ACE and ARB drugs that are dispensed as combination drugs in the denominator</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Percent.</i> N/A OK.
<b>(Generic PPIs +OTC PPIs / (All PPIs INCLUDING OTC PPIs)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Generic STATINS/(ALL Cholesterol lowering agents) Cholesterol lowering agents : statins (and statin combinations e.g., atoravastatin/amlodipine combination), bile acid binding resins (e.g., cholestyramine, colestipol and colesevelam), cholesterol absorption inhibitors and combinations (ezetimibe and ezetimibe/simvastatin),fibrates (fenofibrate and gemfibrozil), Niacin (vitamin B-3, nicotinic acid) and niacin/lovastatin combination. IF ezetimibe/simvastatin is counted in statin combination - DO NOT COUNT again under ezetimibe combination.</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Generic metformin/all oral anti diabetics, including all forms of glucophage</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Generic SSRIs/all SSRI antidepressants</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

4.3.5 PPO VERSION OF ABOVE

4.3.6 Review the overall rate of antibiotic utilization from HEDIS QC 2012. If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer may be auto-populated.

	QC 2012 (HMO)
<b>Average number of antibiotic scripts PMPY</b>	<i>Decimal.</i>
<b>Average days supplied per antibiotic script</b>	<i>Decimal.</i>
<b>Average number of scripts PMPY for antibiotics of concern</b>	<i>Decimal.</i> From -10 to 100.
<b>Percentage of antibiotics of concern out of all antibiotic scripts</b>	<i>Percent.</i> From -10 to 100.

4.3.7 PPO VERSION OF ABOVE

**4.4 Specialty Pharmaceuticals**

Additional information not addressed elsewhere within this section can be provided in Section 4.6.

4.4.1 Purchasers have an increasing interest in the prevalence of use and cost of specialty medications and biologics. Describe below the plan's (1) current strategy, activities and programs implemented to manage specialty pharmaceuticals & biologics in 2012. (2) Please outline any changes planned for 2013. (3) If plan uses a specialty vendor, please describe their strategy and provide their name.

<b>Does plan use a specialty vendor? If yes provide name</b>	<i>200 words.</i>
<b>Are specialty pharmaceuticals managed as part of the medical or pharmacy budget?</b>	<i>50 words.</i>
<b>Current strategy, activities or programs to manage specialty medicines and biologics</b>	<i>200 words.</i>
<b>Changes planned in following year</b>	<i>100 words.</i>

4.4.2 Indicate if the Plan implemented one or more of the following programs to address specialty pharmaceuticals (SP) Check all that apply.

Program	Answer	Describe Program
Use of formulary tiers or preferred/non-preferred status	Single, Radio group. 1: Yes, 2: No	200 words.
Utilization Management		
Prior authorization	Single, Radio group. 1: Yes, 2: No	200 words.
Step edits	AS ABOVE	AS ABOVE
Quantity edits/limits	AS ABOVE	AS ABOVE
Limits on off label use	AS ABOVE	AS ABOVE
Channel Management (limiting dispensing to specific providers)	AS ABOVE	AS ABOVE
Reimbursement Reductions (reimbursing physicians, PBM, pharmacies according to a fixed fee schedule)	AS ABOVE	AS ABOVE
None of the above	AS ABOVE	


**4.5 Quality and Safety: Outpatient Prescribing**

4.5.1 Review HEDIS scores for the indicators listed.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'

-3 means 'ND' and  
 -4 means 'EXC'

This answer may be auto-populated.

	<b>HEDIS QC 2012 (HMO)</b>	<b>HEDIS QC 2011 (HMO)</b>
<b>Appropriate treatment for children with upper respiratory infection</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Appropriate testing for children with pharyngitis</b>	AS ABOVE	AS ABOVE
<b>Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis</b>	AS ABOVE	AS ABOVE
<b>Use of Appropriate Medications for People with Asthma - Total</b>	AS ABOVE	AS ABOVE
<b>Disease Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis</b>	AS ABOVE	AS ABOVE
<b>Annual Monitoring for Patients on Persistent Medications - ACE or ARB</b>	AS ABOVE	AS ABOVE
<b>Annual Monitoring for Patients on Persistent Medications - Anticonvulsants</b>	AS ABOVE	AS ABOVE
<b>Annual Monitoring for Patients on Persistent Medications - Digoxin</b>	AS ABOVE	AS ABOVE
<b>Annual Monitoring for Patients on Persistent Medications - Diuretics</b>	AS ABOVE	AS ABOVE
<b>Annual Monitoring for Patients on Persistent Medications - Total</b>	AS ABOVE	AS ABOVE

4.5.2 PPO VERSION OF ABOVE

4.5.5 For persons with asthma on medication therapy, purchasers expect plans to monitor and identify those who are not controlled optimally and/or not on controller therapy. Please see the attachment for the Pharmacy Quality Alliance (PQA) approved definitions to respond to question on suboptimal control and absence of controller therapy (pages 5, 33, 34, 35). The NDCs list attachment can be found in "Manage Documents" Driver for ER visits, might be worth keeping

National carriers - if plan provided a national response - please note this in detail box below

Attached Document: [PQA Measure Manual June 2011.pdf](#)

Description	Rate (HMO Statewide Response)	Rate (PPO Statewide Response)
<b>Suboptimal Control: The percentage of patients with persistent asthma who were dispensed more than 3 canisters of a short-acting beta2 agonist inhaler during the same 90-day period.</b>	<i>Percent.</i> From 0 to 100. N/A OK.	<i>Percent.</i> From 0 to 100. N/A OK.

**4.6 Other Information**

4.6.1 If the Plan would like to provide additional information about the pharmacy program that was not reflected in this section, provide as Attachment Pharmacy 1.

**5. Prevention and Health Promotion**

**5.1 Instructions**

5.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

5.1.2 All attachments to this module must be labeled as "Prevention #" and submitted electronically. Where more than one document will be submitted in response to a request for an Attachment, label it as Prevention 1a, Prevention 1b, etc.

5.1.3 All responses for the 2013 RFI should reflect commercial HMO/POS and/or PPO plans. New last year and again for this year HMO and PPO responses are being collected in the same RFI template. Note in questions where HEDIS or CAHPS data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For HEDIS and CAHPS, the responses have been autopopulated but information should be reviewed. To activate the appropriate HMO and/or PPO questions in this template, please answer the question below in 1.1.5

5.1.4 Plan activities must be in place by the date of this RFI submission for credit to be awarded.

### 5.2 Quality Improvement Strategy - Health Promotion Programs

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.2.1 For your commercial book of business, identify the programs or materials that are offered in this market to support health and wellness at employer’s worksites (excluding the Plan’s own worksite) in calendar year 2012. If programs are available, but are not offered as a standard benefit for all members, please indicate the minimum number of health plan members required to receive the service at no additional charge.

Requirements that include the term "targeted" when referencing information or education should be consistent with threshold criteria for Information Therapy ("Ix"). Requirements for being classified as Ix include: 1. Being targeted to one or more of the individual's current moments in care. 2. Be proactively provided/prescribed to the individual. 3. Support one of more of the following: informed decision making, and or, skill building and motivation for effective self-care and healthy behaviors to the moment in care, and/or patient comfort/acceptance. 4. Be tailored to an individual's specific needs and/or characteristics, including their health literacy and numeracy levels. 5. Be accurate, comprehensive, and easy to use.

	<b>Cost of program offering</b>	<b>Minimum number of health plan members required at employer site to offer this service at no additional charge if this is not a standard benefit</b>
<b>Template newsletter articles/printed materials</b>	<i>Multi, Checkboxes.</i> 1: Standard benefit for all fully insured lives (included in fully insured premium), 2: Standard benefit for all self insured ASO lives (no additional fee), 3: Employer Option to buy for fully insured lives, 4: Employer Option to buy for self insured lives, 5: Service/program not available	<i>Decimal.</i> From 0 to 1000000000000. N/A OK.
<b>Customized printed materials</b>	AS ABOVE	AS ABOVE
<b>On-site bio-metric screenings (blood pressure, lab tests, bone density, body fat analysis, etc.)</b>	AS ABOVE	AS ABOVE
<b>Nutrition classes/program</b>	AS ABOVE	AS ABOVE
<b>Fitness classes/program</b>	AS ABOVE	AS ABOVE
<b>Weight loss classes/programs</b>	AS ABOVE	AS ABOVE
<b>Smoking cessation support program</b>	AS ABOVE	AS ABOVE
<b>24/7 telephonic nurse line</b>	AS ABOVE	AS ABOVE

<b>Inbound telephonic health coaching</b>	AS ABOVE	AS ABOVE
<b>Outbound telephone health coaching</b>	AS ABOVE	AS ABOVE
<b>Member care/service reminders (IVR)</b>	AS ABOVE	AS ABOVE
<b>Member care/service reminders (Paper)</b>	AS ABOVE	AS ABOVE
<b>Targeted personal Health Assessment (HA) formerly known as health risk assessment (HRA)</b>	AS ABOVE	AS ABOVE
<b>In-person lectures or classes</b>	AS ABOVE	AS ABOVE
<b>Social Networks for group-based health management activities, defined as online communities of people who voluntarily share health information or exchange commentary based on a common health issue or interests (e.g., managing diabetes, weight loss, or smoking cessation)</b>	AS ABOVE	AS ABOVE

**5.3 Health Assessments (HA)**

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.3.1 Provide the number of currently enrolled members who completed a Health Assessment (HA), formerly known as Health Risk Assessment (HRA) or PHA- Personal Health Assessment)) in the past year. Please provide state or Statewide counts if available. If Statewide counts are not available, provide national counts.

If the Plan has partnered with employers to import data from an employer-contracted PHA vendor, enter a number in the fifth row. (see also question 5.3.8 and 5.3.9)

HMO Response	Answer
<b>Geography reported below for HA completion</b> <b>Please select only ONE of response options 1-4 and include response option 5 if applicable</b>	<i>Multi, Checkboxes.</i> 1: Participation tracked nationally & Statewidely, including this region (and this region/market response provided below), 2: Participation tracked nationally and for some regions but not this region (national data provided below), 3: Participation only tracked nationally (national data provided below), 4: Participation not tracked Statewidely or nationally, 5: Participation can be tracked at individual employer level
<b>Total commercial enrollment from plan’s response in profile 1.3.2 or 1.3.3(sum of commercial HMO/POS, PPO and Other Commercial)</b>	<i>For comparison.</i> 0
<b>Total commercial plan enrollment in 2012 for the Statewide or national geography as checked above. IF THE NUMBER in plan response in THIS ROW IS FOR THIS REGION, THIS SHOULD MATCH THE NUMBER IN ROW ABOVE – Please check enrollment numbers if Statewide numbers do not match</b>	<i>Decimal.</i> From 0 to 100000000000.
<b>Number of members completing Plan-based PHA in 2012 for Statewide or national geography as checked above.</b>	AS ABOVE
<b>Number of members completing an employer-based vendor PHA in 2012, for Statewide or national geography as checked above.</b>	AS ABOVE
<b>Percent PHA completion Statewidely or nationally as indicated above (Plan PHA completion number + employer PHA completion number divided by total enrollment)</b>	<i>For comparison.</i> Unknown

5.3.2 PPO VERSION OF ABOVE

5.3.3 Identify methods for promoting Health Assessment (HA) (formerly known as Health Risk Assessment – HRA, or PHA- Personal Health Assessment)) completion to members. If incentives are used, provide a general description of how the program works. Indicate all that apply. "Push messaging" is defined as an information system capability that generates regular e-mail or health information to the member about completion of HA.

HMO Response	Answer	Description
<b>HA promoted</b>	<i>Single, Radio group.</i> 1: Yes, using at least one of the following methods, 2: Yes, but not using any of the following methods below (describe), 3: No	100 words.
<b>General messaging on Plan website or member newsletter</b>	<i>Multi, Checkboxes.</i> 1: 1-2 X per year, 2: 3-6 X per year, 3: > 6 X per year, 4: None of the above	

<b>Targeted messaging (mail or push e-mail) (describe targeting criteria). "Push messaging" is defined as an information system capability that generates regular e-mail or health information to the member regarding identified conditions based on personal Health Assessment (HA) results. This was formerly referred to as Health Risk Assessment (HRA).</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Unlimited.</i> N/A OK.
<b>Financial incentives from Plan to members (describe): (FOR FULLY INSURED PLANS ONLY)</b>	<i>Single, Radio group.</i> 1: Yes, 2: No, 3: Not applicable	<i>Unlimited.</i> N/A OK.
<b>Financial incentives from Plan to employers (describe): (FOR FULLY INSURED PLANS ONLY)</b>	AS ABOVE	AS ABOVE
<b>Multiple links (3 or more access opportunities) to HA within Plan website (indicate the number of unique links to the HA). Documentation needed, provide in 5.3.5</b>	<i>Decimal.</i> From 0 to 100000000000000000. N/A OK.	
<b>Promotion through provider (describe)</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Unlimited.</i> N/A OK.
<b>Promotion through health coaches or case managers (describe:)</b>	AS ABOVE	AS ABOVE

5.3.4 PPO VERSION OF ABOVE

5.3.5 If Plan indicated above that HAs are promoted through multiple links on their website, provide documentation for three web access points as Prevention 1. Only documentation of links will be considered by the reviewer. The link should be clearly identified and if not evident, the source of the link, e.g. home page, doctor chooser page, etc., may be delineated.

5.3.6 Indicate manner in which Plan does support or can support administration of employer-sponsored incentives. Check all that apply.

HMO Response	Response	Fee Assessment
<b>Communicate employer incentive plan to members on behalf of employer</b>	<i>Multi, Checkboxes.</i> 1: Currently in place for at least one employer, 2: Plan can/will undertake when requested, 3: Plan will not perform this function	<i>Single, Pull-down list.</i> 1: Fee routinely assessed, 2: No fee applies, 3: Fee may or may not be assessed based on circumstances or contract
<b>Report HA participation to employer</b>	AS ABOVE	AS ABOVE
<b>Report aggregate HA results to employer for purposes of developing wellness programs</b>	AS ABOVE	AS ABOVE
<b>Based on HA results, recommend to member disease management or wellness program participation required for receipt of incentive</b>	AS ABOVE	AS ABOVE
<b>Track and report member participation in recommended DM or wellness programs</b>	AS ABOVE	AS ABOVE

to employer		
Track and report outcome metrics (BMI, tobacco cessation) to employer	AS ABOVE	AS ABOVE
Fulfill financial incentives based on employer instruction	AS ABOVE	AS ABOVE
Fulfill non-financial incentives based on employer instruction	AS ABOVE	AS ABOVE

5.3.7 PPO VERSION OF ABOVE

5.3.8 Indicate activities and capabilities supporting the plan's HA programming. Check all that apply.

*Multi, Checkboxes.*

- 1: HA Accessibility: BOTH online and in print,
- 2: HA Accessibility: IVR (interactive voice recognition system),
- 3: HA Accessibility: Telephone interview with live person,
- 4: HA Accessibility: Multiple language offerings,
- 5: Addressing At-risk Behaviors: At point of HA response, risk-factor education is provided to member based on member-specific risk, e.g. at point of "smoking-yes" response, tobacco cessation education is provided as pop-up.,
- 6: Addressing At-risk Behaviors: Personalized HA report is generated after HA completion that provides member-specific risk modification actions based on responses,
- 7: Addressing At-risk Behaviors: Members are directed to targeted interactive intervention module for behavior change upon HA completion.,
- 8: Addressing At-risk Behaviors: Ongoing push messaging for self-care based on member's HA results ("Push messaging" is defined as an information system capability that generates regular e-mail or health information to the member).,
- 9: Addressing At-risk Behaviors: Member is automatically enrolled into a disease management or at-risk program based on responses,
- 10: Addressing At-risk Behaviors: Case manager or health coach outreach call triggered based on HA results,
- 11: Addressing At-risk Behaviors: Member can elect to have HA results sent electronically to personal physician,
- 12: Addressing At-risk Behaviors: Member can update responses and track against previous responses,
- 13: Partnering with Employers: Employer receives trending report comparing current aggregate results to previous aggregate results,
- 14: Partnering with Employers: Employer can import data from employer-contracted HA vendor.,
- 15: Plan does not offer an HA

**5.4 Cancer Screening Programs and Results**

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.4.1 Review the two most recently calculated years of HEDIS results for the HMO Plan (QC 2012 and 2011). The HEDIS measure eligible for rotation for QC 2012 is Colorectal Cancer Screening.

If plan rotated a measure for QC 2012, QC 2012 would be based on QC 2010, so the prior year data would be uploaded

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'

-3 means 'ND' and  
 -4 means 'EXC'

Please refer to the attached document for an explanation of terms

This answer is auto-populated.

	QC 2012	QC 2011, or prior year's HMO QC result
<b>Breast Cancer Screening - Total</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Cervical Cancer Screening</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Colorectal Cancer Screening</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

5.4.2 PPO VERSION OF ABOVE

5.4.3 Which of the following member interventions applying to at least 75% of your enrolled membership were used by the Plan in calendar year 2012 to improve cancer screening rates? Indicate all that apply.

	<b>Educational messages identifying screening options discussing risks and benefits</b>	<b>Member-specific reminders (electronic or written, etc.) sent to members for needed care based on general eligibility (age/gender)</b>	<b>Member-specific reminders for gaps in services based on administrative or clinical information (mail, automated phone or live outbound telephone calls triggered by the ABSENCE of a service)</b>
<b>Breast Cancer Screening</b>	<i>Single, Radio group.</i> 1: Yes, 2: No	<i>Single, Radio group.</i> 1: Available to > 75% of members, 2: Available to < 75% of members, 3: Not Available	<i>Single, Radio group.</i> 1: Available to > 75% of members, 2: Available to < 75% of members, 3: Not Available
<b>Cervical Cancer Screening</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Colorectal Cancer Screening</b>	AS ABOVE	AS ABOVE	AS ABOVE

5.4.4 Provide copies of all member-specific interventions described in Question 5.4.3 as Prevention 2. Reviewer will be looking for evidence of member specificity and indication that service is due, if applicable. Note: if the documentation does not specify that a service is needed, then indicate on the attachment how the reminder is based on missed services vs. a general reminder. Do NOT send more examples than is necessary to demonstrate functionality.

### 5.5 Immunization Programs

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.5.1 Review the two most recently uploaded years of HEDIS/CAHPS (QC 2012 and QC 2011) results for the HMO Plan. Immunization was not a rotated measure in 2011 or in 2010.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is auto-populated.

	QC 2012, or most current year's HMO result	QC 2011, or prior year's HMO QC result
<b>Childhood Immunization Status - Combo 2</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Immunizations for Adolescents - Combination</b>	AS ABOVE	AS ABOVE
<b>CAHPS Flu Shots for Adults (50-64) (report rolling average)</b>	AS ABOVE	AS ABOVE

#### 5.5.2 PPO VERSION OF ABOVE

5.5.3 Identify member interventions used in calendar year 2012 to improve immunization rates. Check all that apply.

	Response	Member-specific reminders (electronic or written, etc.) sent to members for needed care based on general eligibility (age/gender)	Member-specific reminders for gaps in services based on administrative or clinical information (mail, automated phone or live outbound telephone calls triggered by the ABSENCE of a service)
<b>Childhood Immunizations</b>	<i>Single, Radio group.</i> 1: General education (i.e. - member newsletter), 2: Community/employer immunization events, 3: None of the above	<i>Single, Radio group.</i> 1: Available to > 75% of members, 2: Available to < 75% of members, 3: Not available	<i>Single, Radio group.</i> 1: Available to > 75% of members, 2: Available to < 75% of members, 3: Not available
<b>Immunizations for Adolescents</b>	AS ABOVE	AS ABOVE	AS ABOVE

### 5.6 Prevention and Treatment of Tobacco Use

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.6.1 Indicate the number and percent of tobacco dependent commercial members identified and participating in cessation activities during 2012. Please provide state or Statewide counts if available. If Statewide counts are not available, provide national counts.

	Answer
<b>Indicate ability to track identification. Statewide tracking is preferred. Please select only ONE of response options 1-4 and include response option 5 if applicable</b>	<i>Multi, Checkboxes.</i> 1: Identification tracked nationally & Statewidely, including this region, 2: Identification tracked nationally and for some regions but not this region, 3: Identification only tracked nationally, 4: Identification not tracked Statewidely or nationally, 5: Identification can be tracked at individual employer level
<b>Indicate ability to track participation. Statewide tracking is preferred. Please select only ONE of response options 1-4 and include response option 5 if applicable</b>	<i>Multi, Checkboxes.</i> 1: Participation tracked nationally & Statewidely, including this region, 2: Participation tracked nationally and for some regions but not this region, 3: Participation only tracked nationally, 4: Participation not tracked Statewidely or nationally, 5: Participation can be tracked at individual employer level
<b>Geography for data below (automatically determined based on responses above)</b>	<i>For comparison.</i> 4: Awaiting response to rows above

<b>Total commercial enrollment for TBD geography (sum of commercial HMO/POS, PPO and Other Commercial)</b> Please verify value and, if necessary, make corrections in the Profile module.	<i>For comparison.</i> TBD
<b>Number of commercial members individually identified as tobacco dependent in 2012 as of December 2012</b>	<i>Decimal.</i> From 0 to 1000000000.
<b>% of members identified as tobacco dependent</b>	<i>For comparison.</i> 0.00%
<b>Number of members participating in smoking cessation program during 2012 as of December 2012</b>	<i>Decimal.</i> From 0 to 1000000000.
<b>% of identified tobacco dependent members participating in smoking cessation program (# program participants divided by # identified smokers)</b>	<i>For comparison.</i> 0.00%

5.6.2 Review the HMO QC 2012 CAHPS data regarding the Plan's Statewide percentage of current smokers.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer may be auto-populated.

	<b>Answer</b>
<b>HMO QC 2012CAHPS DATA</b>	
<b>Percentage that are current smokers</b>	<i>Percent.</i>
<b>Percent of current tobacco users (estimated by CAHPS) that are identified by the plan as tobacco dependant</b>	<i>For comparison.</i> N/A%

5.6.3 PPO VERSION OF ABOVE

5.6.4 The CDC recommends that tobacco use be screened at every medical encounter. How does the plan monitor that clinicians screen adults for tobacco use at every provider visit?

	Type of Monitoring	Detail
Screening adults for tobacco use at every medical encounter	Multi, Checkboxes. 1: Chart audit, 2: Survey/Self report, 3: Other monitoring method (Describe in detail box), 4: This screening is recommended, but not monitored, 5: This screening is not recommended	200 words.

5.6.5 Identify pharmaceutical coverage available in the tobacco cessation program in calendar year 2012.

HMO Response	Coverage Options	Copay, deductible, or incentive plan options
Over-the-counter aids (NRT patch, gum, etc.) discounted, free, or available at copay	Multi, Checkboxes. 1: Standard benefit for all fully insured lives (included in premium),, 2: Standard benefit for all self insured ASO lives (no additional fee), 3: Employer Option to buy for fully insured lives, 4: Employer Option to buy for self insured lives, 5: Not included	Multi, Checkboxes. 1: Standard copay/discount only, 2: Copay/discount or deductible incentive is variable based on program participation, 3: Medication is available on lowest cost tier, 4: Limitation on number of fills per year, 5: Prior authorization or step therapy required, 6: Available as rider only
Bupropion (generic Zyban)	AS ABOVE	AS ABOVE
Zyban	AS ABOVE	AS ABOVE
Chantix	AS ABOVE	AS ABOVE

5.6.6 PPO VERSION OF ABOVE

5.6.7 Please refer to plan response in 5.6.1 as response should be consistent with plan response in 5.6.1. Identify behavioral change interventions used in the tobacco cessation program in calendar year 2012. Enter "Zero" if the intervention is not provided to members in the tobacco cessation program. Check all that apply.

If "Percent receiving intervention" is shown as greater than 100%, please review the response to 5.6.1.

	<b>Availability of intervention</b>	<b>Cost of intervention</b>	<b>Number of participants in 2012 (Statewide preferred - refer back to 5.6.1)</b>	<b>Is Number of participants provided Statewide or national number?</b>	<b>Percent receiving intervention (denominator is from 5.6.1 second to last row)</b>
<b>Quit kit or tool kit mailed to member's home</b>	<i>Single, Pull-down list.</i> 1: Available in all markets including this one, 2: Available only in specific markets including this one, 3: Available only in specific markets BUT NOT this one, 4: Available through some medical groups or practitioners, but not plan-monitored or tracked, 5: Not included in tobacco cessation program	<i>Multi, Checkboxes.</i> 1: Covered as a standard benefit for all fully insured lives (part of premium), 2: Covered as a standard benefit for all self-insured insured lives (part of ASO fee), 3: Employer option to purchase for fully insured lives, 4: Employer option to purchase for self insured lives	<i>Decimal.</i> From 0 to 1000000000000000.	<i>Single, Radio group.</i> 1: Statewide, 2: National	Unknown
<b>Interactive electronic support</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Online professionally facilitated group sessions</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Online chat sessions non-facilitated</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Telephonic counseling program</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>In person classes or group sessions</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Individual in-person counseling (this does NOT include standard behavioral health therapy where addictions may be addressed)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

5.6.8 If the plan provides in-person or telephonic counseling, please indicate all of the following that describe the most intensive program below. For more information on the recommended standard for cessation treatment, see <http://www.businessgrouphealth.org/benefitstopics/topics/purchasers/index.cfm>.

*Multi, Checkboxes.*

- 1: Each course of treatment (member's term of participation in a smoking cessation program) routinely includes up to 300 minutes of counseling,
- 2: At least two courses of treatment are routinely available for members who don't succeed at the first attempt.,
- 3: There are at least 12 sessions available per year to smokers,
- 4: Counseling not included

5.6.9 Identify Plan activities in calendar year 2012 for practitioner education and support related to tobacco cessation. Check all that apply. If any of the following four (4) activities are selected, documentation to support must be attached in the following question as Prevention 3. The following selections need documentation:

- 1: General communication to providers announcing resources/programs available for tobacco cessation
- 2: Comparative reporting
- 3: Member specific reminders to screen
- 4: Member specific reminders to treat

	Activities
<b>Education/ Information</b>	<p><i>Multi, Checkboxes.</i></p> <ul style="list-style-type: none"> <li>1: General education of guidelines and health plan program offerings,</li> <li>2: Notification of member identification,</li> <li>3: CME credit for smoking cessation education,</li> <li>4: Comparative performance reports (identification, referral, quit rates, etc.),</li> <li>5: Promotion of the appropriate smoking-related CPT or diagnosis coding (e.g. ICD 305.1, CPT 99401, 9402, and HCPCS G0375, G0376) (describe),</li> <li>6: None of the above</li> </ul>
<b>Patient Support</b>	<p><i>Multi, Checkboxes.</i></p> <ul style="list-style-type: none"> <li>1: Supply of member materials for provider use and dissemination,</li> <li>2: Member-specific reports or reminders to screen,</li> <li>3: Member-specific reports or reminders to treat (smoking status already known),</li> <li>4: Routine progress updates on members in outbound telephone management program,</li> <li>5: None of the above</li> </ul>
<b>Incentives</b>	<p><i>Multi, Checkboxes.</i></p> <ul style="list-style-type: none"> <li>1: Incentives to conduct screening (describe),</li> <li>2: Incentive to refer to program or treat (describe),</li> <li>3: Plan reimburses for appropriate use of smoking-related CPT or diagnosis coding (e.g. ICD 305.1, CPT 99401, 99402, and HCPCS G0375, G0376),</li> <li>4: Incentives to obtain NCQA Physician Recognition – (e.g. Physician Practice Connections or Patient Centered Medical Home),</li> <li>5: None of the above</li> </ul>
<b>Practice support</b>	<p><i>Multi, Checkboxes.</i></p> <ul style="list-style-type: none"> <li>1: The plan provides care managers that can interact with members on behalf of practice (e.g. call members on behalf of practice),</li> <li>2: Practice support for work flow change to support screening or treatment (describe),</li> <li>3: Support for office practice redesign (i.e. ability to track patients) (describe),</li> <li>4: Opportunity to correct information on member-specific reports (information must be used by the Plan in generating future reports,</li> <li>5: Care plan approval,</li> <li>6: None of the above</li> </ul>
<b>Description</b>	<p>200 words.</p>

5.6.10 If plan selected response options 1 and 4 in education/information and options 2 and 3 in patient support in question above, provide evidence of practitioner support as Prevention 3. Only include the minimum documentation necessary to demonstrate the activity. A maximum of one page per activity will be allowed.

*Multi, Checkboxes.*

- 1: General communication to providers announcing resources/programs available for tobacco cessation,
- 2: Comparative reporting,
- 3: Member specific reminders to screen,
- 4: Member specific reminders to treat,
- 5: Prevention 3 not provided

5.6.11 Review the most recent HMO uploaded program results for the tobacco cessation program from QC 2012 and QC 2011. No QC 2011 results as these measure specifications were revised and therefore results were not available.

For the non-NCQA/QC measures "Program defined 6-month quit rate and 12 month quit rate" - please provide the most recent 2 years of information. Indicate all that apply.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

	2011 HMO and QC 2012 results	2010 HMO and QC 2011 results	Describe measure methodology/definition (non HEDIS measures)	Not tracked
<b>HEDIS Medical Assistance with Smoking Cessation - Advising Smokers To Quit (report rolling average)</b>	National Business Coalition on Health (individually). <i>Percent.</i> From -10 to 100.	National Business Coalition on Health (individually). <i>Percent.</i> From -10 to 100.		
<b>HEDIS Medical Assistance with Smoking Cessation - Discussing Medications (report rolling average)</b>	National Business Coalition on Health (individually). <i>Percent.</i> From -10 to 100.	National Business Coalition on Health (individually). <i>Percent.</i> From -10 to 100.		
<b>HEDIS Medical Assistance with Smoking Cessation -</b>	National Business Coalition on Health	National Business Coalition on Health		

<b>Discussing Strategies (report rolling average)</b>	(individually). <i>Percent.</i> From -10 to 100.	(individually). <i>Percent.</i> From -10 to 100.		
<b>Program defined 6-month quit rate</b>	<i>Percent.</i> From 0 to 100.	<i>Percent.</i>	<i>Unlimited.</i>	<i>Multi, Checkboxes - optional.</i> 1: Not tracked
<b>Program defined 12-month quit rate</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Other (describe in "describe measure...")</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

5.6.12 PPO VERSION OF ABOVE

**5.7 Obesity**

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.7.1 Review the 2012 and 2011 QC HEDIS uploaded results for the HMO Plan.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is may be auto-populated.

	<b>2012 HMO QC results</b>	<b>2011 HMO QC results</b>
<b>Weight assessment and counseling for nutrition and physical activity for children and adolescents- BMI percentile. (Total)</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Weight assessment and counseling for nutrition and physical activity for children and adolescents- counseling for nutrition (Total)</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Weight assessment and counseling for nutrition and physical activity for children and adolescents- counseling for physical activity (Total)</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Adult BMI assessment (Total)</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

5.7.2 PPO VERSION OF ABOVE

5.7.3 Indicate the number of obese members identified and participating in weight management activities during 2012. Do not report general prevalence.

Please provide state or Statewide counts if available. If Statewide counts are not available, provide national counts.

	Answer
<p><b>Indicate ability to track identification. Statewide tracking is preferred.</b>  <b>Please select only ONE of response options 1-4 and include response option 5 if applicable</b></p>	<p><i>Multi, Checkboxes.</i>                      1: Identification tracked nationally &amp; Statewidely, including this region,                      2: Identification tracked nationally and for some regions but not this region,                      3: Identification only tracked nationally,                      4: Identification not tracked Statewidely or nationally,                      5: Identification can be tracked at individual employer level</p>
<p><b>Indicate ability to track participation. Statewide tracking is preferred.</b>  <b>Please select only ONE of response options 1-4 and include response option 5 if applicable</b></p>	<p><i>Multi, Checkboxes.</i>                      1: Participation tracked nationally &amp; Statewidely, including this region,                      2: Participation tracked nationally and for some regions but not this region,                      3: Participation only tracked nationally,                      4: Participation not tracked Statewidely or nationally,                      5: Participation can be tracked at individual employer level</p>
<p><b>Geography for data below (automatically determined based on responses above)</b></p>	<p><i>For comparison.</i>                      4: Awaiting response to rows above</p>
<p><b>Total commercial enrollment for TBD geography (sum of commercial HMO/POS, PPO and Other Commercial)</b>  <b>Please verify value and, if necessary, make corrections in the Profile module.</b></p>	<p><i>For comparison.</i>                      TBD</p>
<p><b>Number of commercial plan members identified as obese in 2012 as of December 2012</b></p>	<p><i>Decimal.</i>                      From 0 to 1000000000.</p>
<p><b>% of members identified as obese</b></p>	<p><i>For comparison.</i>                      0.00%</p>
<p><b>Number of commercial plan members participating in weight management program during 2012 as of December 2012</b></p>	<p><i>Decimal.</i>                      From 0 to 1000000000.</p>
<p><b>% of members identified as obese who are participating in weight management program (# program participants divided by # of identified obese)</b></p>	<p><i>For comparison.</i>                      0.00%</p>

5.7.4 Please refer to plan response in question above as response should be consistent with plan response in 5.7.3. For plan's total commercial book of business, identify the interventions offered in calendar year 2012 as part of your weight management program (and are not limited to members seeking bariatric surgery). Do not consider obesity-centric counseling/behavior change interventions that are associated with other disease management programming. These questions are referencing stand-alone weight management services.

Enter "Zero" if the intervention is not provided to members in the weight management

program. Check all that apply. Note that selection of the following four (4) response options require documentation as Prevention 4:

1: Online interactive support , 2: Self-management tools (not online) , 3: Family counseling, 4: Biometric devices

If "Percent receiving intervention" is shown as greater than 100%, please review the response to 5.7.3.

	<b>Availability of intervention</b>	<b>Cost of intervention</b>	<b>Number of participants in 2012-Statewide preferred - refer to question above</b>	<b>Is Number of participants provided Statewide or national?</b>	<b>Percent receiving intervention (denominator is from 5.7.3 second to last row)</b>
<b>Printed (not online) self-management support tools such as BMI wheels, pedometer, or daily food and activity logs</b>	<i>Single, Pull-down list.</i> 1: Available in all markets including this one, 2: Available only in specific markets including this one, 3: Available only in specific markets BUT NOT this one, 4: Available through some medical groups or practitioners, but not plan-monitored or tracked, 5: Not included in tobacco cessation program	<i>Multi, Checkboxes.</i> 1: Covered as a standard benefit for all fully insured lives (part of premium), 2: Covered as a standard benefit for all self-insured insured lives (part of ASO fee), 3: Employer option to purchase for fully insured lives, 4: Employer option to purchase for self insured lives	<i>Decimal.</i> From 0 to 10000000000000.	<i>Single, Radio group.</i> 1: Statewide, 2: National	Unknown
<b>Web and printed educational materials about BMI and importance of maintaining a healthy weight</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Online interactive support that might include tools and/or chat sessions</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Telephonic coaching that is obesity-centric. (Obesity is key driver of contact as opposed to discussion in context of some other condition)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>In-person group sessions or classes that are obesity centric</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>Obesity-centric Telephonic or in-person family counseling to support behavior modification</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Pedometer and/or biometric scale or other device for home monitoring and that electronically feeds a PHR or EMR</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Pharmacological Therapies</b>					
<b>Benefit coverage of FDA approved weight loss drugs</b>	<i>Single, Pull-down list.</i> 1: Available in all markets including this one, 2: Available only in specific markets including this one, 3: Available only in specific markets BUT NOT this one, 4: Available through some medical groups or practitioners, but not plan-monitored or tracked, 5: Not included in tobacco cessation program	<i>Multi, Checkboxes.</i> 1: Covered as a standard benefit for all fully insured lives (part of premium), 2: Covered as a standard benefit for all self-insured insured lives (part of ASO fee), 3: Employer option to purchase for fully insured lives, 4: Employer option to purchase for self insured lives	<i>Decimal.</i> From 0 to 10000000000000.	<i>Single, Radio group.</i> 1: Statewide, 2: National	Unknown
<b>Other</b>					
<b>Affinity programs (e.g. - discounts for Weight Watchers, fitness center discounts)</b>	<i>Single, Pull-down list.</i> 1: Available in all markets including this one, 2: Available only in specific markets including this one, 3: Available only in specific markets BUT NOT this one, 4: Available through some medical groups or practitioners, but not plan-monitored or tracked, 5: Not included in tobacco cessation program	<i>Multi, Checkboxes.</i> 1: Covered as a standard benefit for all fully insured lives (part of premium), 2: Covered as a standard benefit for all self-insured insured lives (part of ASO fee), 3: Employer option to purchase for fully insured lives, 4: Employer option to purchase for self insured lives	<i>Decimal.</i> From 0 to 10000000000000.	<i>Single, Radio group.</i> 1: Statewide, 2: National	Unknown

5.7.5 If the Plan selected any of the following weight management activities in the question above, please provide evidence as Prevention 4. Only provide the minimum number of pages as indicated at question above to demonstrate activity. The following evidence is provided:

*Multi, Checkboxes.*

- 1: Online interactive support,
- 2: Self-management tools (not online),
- 3: Family counseling,

- 4: Biometric devices,
- 5: Prevention 4 is not provided

5.7.6 If the Plan indicated telephonic (obesity centric), in-person individual or group counseling in question 5.7.4 above, please check all that apply about the program

*Multi, Checkboxes.*

- 1: Program includes at least 2 sessions per month,
- 2: There is coverage for at least six sessions per year,
- 3: Additional sessions are covered if medically necessary,
- 4: Counseling sessions do not require a copay,
- 5: Counseling is not offered

5.7.7 If the Plan indicated coverage for FDA approved weight loss drugs in question 5.7.4 above, check all that apply.

HMO Response	Coverage options	Copay, deductible, or incentive plan options
<b>Over-the-counter aids (e.g. Alli) discounted, free, or available at copay</b>	<i>Multi, Checkboxes.</i> 1: Standard benefit for all fully insured lives (included in premium),, 2: Standard benefit for all self insured ASO lives(no additional fee), 3: Employer Option to buy for fully insured lives, 4: Employer Option to buy for self insured lives, 5: Not included	<i>Multi, Checkboxes.</i> 1: Standard copay/discount only, 2: Copay/discount or deductible incentive is variable based on program participation, 3: Medication is available on lowest cost tier, 4: Limitation on number of fills per year, 5: Prior authorization or step therapy required, 6: Available as rider only
<b>Xenical (Orlistat)</b>	AS ABOVE	AS ABOVE
<b>Phentermine or branded equivalents</b>	AS ABOVE	AS ABOVE

5.7.8 PPO VERSION OF ABOVE

5.7.9 For the HMO product, if the plan provides coverage for FDA approved weight loss drugs, describe the eligibility criteria for coverage. For more information on these standards, please see the Purchaser's Guide to Clinical Preventive Services. <http://www.businessgrouphealth.org/benefitstopics/topics/purchasers/fullguide.pdf> (Check all that apply)

*Multi, Checkboxes.*

- 1: Eligibility criteria indicates coverage for members > 18 years,
- 2: Eligibility criteria indicates BMI > 30 if no other co-morbidities exist,
- 3: Eligibility criteria indicates BMI > 27 with at least one other major risk factor for cardiovascular disease,
- 4: Plan provides coverage, but uses other criteria for coverage (Describe),
- 5: Plan provides coverage, but no criteria for coverage,
- 6: No coverage for FDA approved weight loss drugs

5.7.10 PPO VERSION OF ABOVE

5.7.11 Identify Plan activities in calendar year 2012 for practitioner education and support related to obesity management. Check all that apply. If any of the following four (4)

activities are selected, documentation must be provided as Prevention 5 in the following question:

1: Member-specific reports or reminders to treat 2: Periodic member program reports, 3: Comparative performance reports, and 4: General communication to providers announcing resources/programs available for weight management services

	<b>Activities</b>
<b>Education/Information</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: General education of guidelines and health plan program offerings,                      2: Educate providers about screening for obesity in children,                      3: Notification of member identification,                      4: CME credit for obesity management education,                      5: Comparative performance reports (identification, referral, quit rates, etc.),                      6: Promotes use of Obesity ICD-9 coding (e.g. 278.0) (describe),                      7: Distribution of BMI calculator to physicians,                      8: None of the above</p>
<b>Patient Support</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Supply of materials/education/information therapy for provision to members,                      2: Member-specific reports or reminders to screen,                      3: Member-specific reports or reminders to treat (obesity status already known),                      4: Periodic reports on members enrolled in support programs,                      5: None of the above</p>
<b>Incentives</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Incentives to conduct screening (describe),                      2: Incentive to refer to program or treat (describe),                      3: Plan reimburses for appropriate use of Obesity ICD-9 coding (e.g. 278.0),                      4: Incentives to obtain NCQA Physician Recognition – (e.g. Physician Practice Connections or Patient Centered Medical Home),                      5: None of the above</p>
<b>Practice Support</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: The plan provides care managers that can interact with members on behalf of practice (e.g. call members on behalf of practice),                      2: Practice support for work flow change to support screening or treatment (describe),                      3: Support for office practice redesign (i.e. ability to track patients) (describe),                      4: Opportunity to correct information on member-specific reports (information must be used by the Plan in generating future reports,                      5: Care plan approval,                      6: None of the above</p>
<b>Description</b>	<p><i>200 words.</i></p>

**5.7.12 Provide evidence of practitioner support that is member or performance specific as Prevention 5. Prevention 5 is provided**

*Multi, Checkboxes.*

- 1: Member-specific reports or reminders to treat,
- 2: Periodic member program reports,
- 3: Comparative performance reports,
- 4: General communication to providers announcing resources/programs available for weight management services,
- 5: Prevention 5 is not provided

**5.7.13 Does the Plan track any of the following outcomes measures related to obesity? Check all that apply.**

*Multi, Checkboxes.*

- 1: Percent change in member BMI,
- 2: Percent of members losing some % of body weight,
- 3: Percent of obese members enrolled in weight management counseling program (program participation rates),

- 4: Percent of members maintaining weight loss over one year interval,
- 5: Reduction in comorbidities in overweight population,
- 6: Other (describe in detail box below);,
- 7: No outcomes tracked

### 5.8 Obstetrics and Maternity and Child

Additional information not addressed elsewhere within this section can be provided in Section 5.9.

5.8.1 Which of the following activities does the plan undertake to promote pre-conception counseling? Pre-conception counseling is defined as counseling or a consult with women of child-bearing age regardless of whether the women are actively attempting or planning a pregnancy. For more information about preconception counseling, see <http://www.cdc.gov/ncbddd/preconception/>. A "Reproductive Life Plan" is a written account of a woman's general plan for pregnancy and childbirth and may include elements of timing, budgeting, birth control, delivery preferences, principles of child-rearing, etc. Check all that apply.

	Answer
<b>Plan promotes preconception counseling</b>	<i>Single, Radio group.</i> 1: Yes, 2: No
<b>General education to practitioners about importance of preconception counseling for all women of child-bearing age</b>	AS ABOVE
<b>Targeted education to practitioners treating women with pre-existing health conditions, (e.g. diabetes, HIV, high blood pressure, etc.) about the importance of pre-conception counseling</b>	AS ABOVE
<b>General education to women of child bearing age about the importance of pre-conception counseling in newsletters, etc.</b>	AS ABOVE
<b>Targeted education to women with pre-existing health conditions, (e.g. diabetes, HIV, high blood pressure, etc.) about the importance of preconception counseling</b>	AS ABOVE
<b>Templates or other tools to assist practitioners with the development of a Reproductive Life Plan (describe):</b>	200 words.
<b>Interactive web tool for self-development of Reproductive Life Plan</b>	<i>Single, Radio group.</i> 1: Yes, 2: No
<b>Endorses or promotes screening for known risk factors according to guidelines set forth by the American College of Obstetrics and Gynecology for all women who are planning a pregnancy (describe):</b>	200 words.
<b>Other (describe):</b>	<i>Unlimited.</i> N/A OK.

5.8.2 How does the plan monitor that practitioners are screening pregnant women for tobacco and alcohol use?

	Type of Monitoring	Detail
Screening pregnant women for alcohol use at the beginning of each pregnancy	<i>Multi, Checkboxes.</i> 1: Screening is not monitored, 2: Chart audit, 3: Survey/Self report, 4: Other monitoring method (Describe in detail box), 5: This screening is recommended, but not monitored, 6: This screening is not recommended	200 words.
Screening pregnant women for tobacco use and counseling to quit at every provider visit	AS ABOVE	AS ABOVE

5.8.3 Indicate all of the following that describe the Plan's policies regarding normal (not high risk) labor and delivery. Check all that apply.

*Multi, Checkboxes.*

- 1: Includes one pre-conception pregnancy planning session as part of the prenatal set of services,
- 2: Mid-wives credentialed and available for use as primary provider,
- 3: Coverage for Doula involvement in the delivery,
- 4: Coverage for home health nurse visit post-discharge,
- 5: Systematic screening for post partum depression (describe in detail box below),
- 6: None of the above

5.8.4 Please report the 2012 and 2011 Cesarean delivery rates and VBAC rates using the AHRQ Inpatient Quality Indicator specifications. Detailed specifications for the AHRQ Cesarean Delivery Rate measure can be found

at: <http://www.qualityindicators.ahrq.gov/downloads/igi/TechSpecs42/IQI%2021%20Cesarean%20Delivery%20Rate.pdf>. Specifications for the AHRQ VBAC measure can be found

at:

<http://www.qualityindicators.ahrq.gov/downloads/igi/TechSpecs42/IQI%2022%20VBAC%20Rate%20Uncomplicated.pdf>.

	Calculated	2012 national Rate	2011 national Rate	2012 rate in market	2011 Rate in market
AHRQ Cesarean Delivery Rate	<i>Single, Radio group.</i> 1: Calculated, 2: Not calculated	<i>Percent.</i> N/A OK.	<i>Percent.</i> N/A OK.	<i>Percent.</i>	<i>Percent.</i>
AHRQ VBAC Rate Uncomplicated	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

5.8.5 Review the two most recently uploaded QC 2012 and QC 2011 HMO results for the Plan for each measure listed. If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is auto-populated.

	QC 2012, or most current year's HMO result	QC 2011, or prior year's HMO QC result
<b>Chlamydia Screening in Women - Total</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Prenatal and Postpartum Care - Timeliness of Prenatal Care</b>	AS ABOVE	AS ABOVE
<b>Prenatal and Postpartum Care - Postpartum Care</b>	AS ABOVE	AS ABOVE
<b>Well-Child Visits in the first 15 months of life (6 or more visits)</b>	AS ABOVE	AS ABOVE
<b>Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life</b>	AS ABOVE	AS ABOVE
<b>Adolescent Well-Care Visits</b>	AS ABOVE	AS ABOVE

5.8.6 PPO VERSION OF ABOVE

**5.9 Other Information**

5.9.1 If the Plan would like to provide additional information about the Prevention and Health Promotion activities that was not reflected in this section, provide as Prevention 6.

**6 Chronic Disease Management (recommend Member Support/HEDIS subset)**

**6.1 Instructions**

6.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

6.1.2 All attachments to this module must be labeled as "DM #" and submitted electronically. If more than one attachment is needed for a particular response, they should be labeled DM 1a, DM 1b, DM 1c, etc. Please keep the number of attachments to the minimum needed to demonstrate your related RFI responses.

6.1.3 The Plan is asked to describe its disease management program organization, including the use of outside vendors. Disease management programs consist of formal

programs that (1) identify members with chronic disease, (2) conduct member and practitioner outreach for compliance and health improvement, and (3) address care coordination. Educational messages only are insufficient for consideration of a formal program. Plans that use vendors for disease management should coordinate their answers with their vendor.

6.1.4 Paragraph The chronic disease management module focuses on Coronary Artery Disease, and Diabetes. Asthma was eliminated as an area of focus for 2009 due to the limited value of the HEDIS indicator and relatively high process scores. Back pain was eliminated in 2010 because the condition did not coordinate well with diabetes and CAD. Questions are asked in "Program Scope" about other clinical programs to understand breadth of the Plan's disease management efforts. Employers may request information on these programs outside of the eValue8 initiative.

6.1.5 All responses for the 2013 RFI should reflect commercial HMO/POS and/or PPO plans. HMO and PPO responses are being collected in the same RFI template. In addition, where HEDIS or CAHPS data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For HEDIS and CAHPS, the responses have been autopopulated but information should be reviewed. To activate the appropriate HMO and/or PPO questions in this template, please answer the question in 1.1.5

6.1.6 Plan activities must be in place by the date of this RFI submission for credit to be awarded.

## **6.2 Program Scope & Coordination**

Additional information not addressed elsewhere within this section can be provided in Section 6.9.

6.2.1 For the commercial book of business, indicate the reach of disease management programs offered. If a condition is only managed as a comorbidity within another program, the Plan should indicate the condition is managed only as a comorbidity and identify (as text in the last column) the primary condition(s) linked to the comorbidity. The distinction "available to all" versus "an option to purchase" should be provided only for these primary managed conditions where the Plan proactively identifies all members with the condition for program interventions - not just among these who have been identified with another condition (not comorbidity managed conditions). If the program is administered fully or jointly indicate the vendor name.

If response for column "Reach of disease management programs offered" differs based on product offered (HMO versus PPO) and plan is responding for BOTH products - please select the option that covers most of the membership (most common) and note the other in the additional information section.

	<b>Reach of disease management programs offered</b>	<b>Cost of Program Availability</b>	<b>Vendor Name if plan outsources or jointly administers</b>	<b>*Specify primary condition(s) (If applicable)</b>
<b>Alzheimer's disease</b>	<i>Multi, Checkboxes.</i> 1: Plan-wide and available to all commercial members identified with condition., 2: Managed only as a comorbidity (*specify primary condition(s)), 3: Available in all markets including this one, 4: Available only in specific markets including this one, 5: Available only in specific markets BUT NOT this one, 6: No disease management program	<i>Multi, Checkboxes.</i> 1: Available to fully insured members as part of standard premium, 2: Available as part of standard ASO fee for self-insured members (no additional fee assessed), 3: Employer option to purchase for additional fee for fully insured members, 4: Employer option to purchase for additional fee for self-insured members	50 words. N/A OK.	65 words.
<b>Arthritis (osteo and/or rheumatoid)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Asthma - Adult</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Asthma - Pediatric</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Back pain</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>CAD (CAD refers to members with a diagnosis of coronary artery disease or those who have had an acute cardiac event. Hypertension and hypercholesterolemia are considered risk factors for CAD and may be managed as comorbidities but should not be counted as part of the CAD population in the absence of an actual diagnosis.)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Cancer</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Chronic obstructive pulmonary disease (COPD)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Congestive heart failure (CHF)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Diabetes - Adult</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<b>Diabetes - Pediatric</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>High risk pregnancy</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Hyperlipidemia</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Hypertension</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Migraine management</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Pain management</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Stroke</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Risk factor based total population management (Not disease specific)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

6.2.2 For patient-centered care, it is important that outreach to patients is seamless and coordinated. Select the one response that best describes the Plan's Disease Management (DM) system administration arrangement.

Select the first response choice in each row "Data is electronically populated in a unified record for DM care management" ONLY IF 1) the information is electronically entered into the record from another electronic source like claims or a web-based electronic personal health assessment tool without manual re-entry or entry resulting from contact with the plan member AND 2) there is a single case record per member that unifies all care management functions conducted by the plan, including large case management, disease management, health and wellness coaching, etc.

Response option 1 can also be selected IF the nurse/case manager enters their notes directly into an electronic DM case record.

	<b>System administration arrangement for disease management</b>
<b>Inpatient medical claims/encounter data</b>	<p><i>Single, Radio group.</i></p> <p>1: Data is electronically populated in a unified record for DM care management for all members,                      2: Data is manually entered into a unified record for all members,                      3: Data is electronically populated in a unified record for DM care management for SOME (NOT ALL) members e.g. in pilot program (e.g., PCMH),,                      4: Data is manually entered into a unified record for SOME (NOT ALL) members e.g. in pilot program (e.g., PCMH),,                      5: This functionality / element is not available or is manually entered by care management staff</p>
<b>Medical claims/encounter data</b>	AS ABOVE
<b>Pharmacy claims data</b>	AS ABOVE
<b>Lab test claims data</b>	AS ABOVE

<b>Lab values</b>	AS ABOVE
<b>Behavioral health claims/encounter data</b>	AS ABOVE
<b>Member response to a Health Assessment (HA), formerly known as PHA or HRA) if available</b>	AS ABOVE
<b>Results from home monitoring devices (electronic scales, Health Buddy, heart failure monitoring devices, etc.)</b>	AS ABOVE
<b>Results from worksite biometric or worksite clinic sources</b>	AS ABOVE
<b>Information from case manager or nurses notes</b>	AS ABOVE

6.2.3 How does the Plan determine and ensure that members with chronic diseases are screened for depression based on the level of risk segmentation. CAD refers to members with a diagnosis of coronary artery disease or those who have had an acute cardiac event. Hypertension and hypercholesterolemia are considered risk factors for CAD and may be managed as comorbidities but should not be counted as part of the CAD population in the absence of an actual diagnosis. Availability of the general Plan PHA does not qualify unless it is specifically promoted to members in the DM program (not just through general messages to all health plan members) and used by the DM program staff.

	<b>Response</b>	<b>Means of Determination</b>	<b>If "Other Means of Determination" selected as response - describe</b>
<b>Coronary Artery Disease</b>	<i>Single, Radio group.</i> 1: Depression is not assessed, 2: Survey/nurse assessment of select DM program members (only high risk individuals receive screening), 3: Survey/nurse assessment of select DM program members (medium and high risk individuals receive screening), 4: Survey/nurse assessment of all DM program members (all risk levels receive screening)	<i>Multi, Checkboxes.</i> 1: Survey, 2: Nurse, 3: IVR, 4: Other (Specify)	<i>100 words.</i>
<b>Diabetes</b>			

6.2.4 How does the Plan determine and ensure members are screened and, if appropriate, treated for overweight/obesity (BMI) based on the level of risk segmentation? Availability of the general Plan PHA does not qualify unless it is specifically promoted to members in the DM program (not just through general messages to all health plan members) and used by the DM program staff. Check all that apply.

	Response	Means of Determination	If "Other Means of Determination" selected as response - describe
<b>Coronary Artery Disease</b>	<i>Single, Radio group.</i> 1: BMI is not assessed, 2: Survey/nurse assessment of select DM program members (only high risk individuals receive screening), 3: Survey/nurse assessment of select DM program members (medium and high risk individuals receive screening), 4: Survey/nurse assessment of all DM program members (all risk levels receive screening)	<i>Multi, Checkboxes.</i> 1: Survey, 2: Nurse, 3: IVR, 4: Other (specify)	100 words.
<b>Diabetes</b>			

6.2.5 Describe how (1) care coordination is handled for an individual member across comorbid conditions (e.g. a member diagnosed with coronary artery disease and diabetes or depression). If one or more disease management programs are outsourced to a vendor, identify how the vendor manages care coordination for an individual member across comorbid conditions; and (2) how pharmacy management is integrated in chronic disease management programs Disease management programs consist of formal programs that (1) identify members with chronic disease, (2) conduct member and practitioner outreach for compliance and health improvement, and (3) address care coordination. Educational messages only are insufficient for consideration of a formal program.

	Response
<b>Describe how care is co-ordinated for member with co-morbid conditions including depression</b>	200 words.
<b>Describe how pharmacy management is integrated in CDM (chronic disease management) programs</b>	200 words.

### 6.3 Member Identification and Support

Additional information not addressed elsewhere within this section can be provided in Section 6.9.

6.3.1 For the total commercial book of business in this market, please provide (1) the number of members aged 18 and above in first row, (2) the number of members aged 18 and above with CAD using the NCQA "Eligible Population" definition for CAD in the second row, and (3) the number of members eligible for participation in the DM program based on Plan's criteria (NOT Prevalence)

Starting at row 4, based on the Plan's stratification of members with CAD, indicate the types of interventions that are received by the population based on the level of risk segmentation. CAD refers to members with a diagnosis of coronary artery disease or those who have had an acute cardiac event. Hypertension and hypercholesterolemia are considered risk factors for CAD and may be managed as comorbidities but should not be counted as part of the CAD population in the absence of an actual diagnosis. Enter "Zero" if the intervention is not provided to members with CAD. Select "Interactive IVR with information capture" only if it involves record updates and/or triggering additional

intervention. Select “member-specific reminders” only if it involves reminders that are independent of the live outbound telephonic program. Select online interactive self management only if the application involves customized information based on branch logic. Interactive implies a response mechanism that results in calibration of subsequent interventions. This category does not include static web information. A member is “actively engaged” in the outbound telephonic program if they participate beyond the initial coaching call.

	Number of members as specified in rows 1, 2 and 3	Indicate if intervention Offered to CAD Patients in this state/market	Number of members in this state/market receiving intervention (if plan offers intervention but does not track participation, enter zero)	Is Intervention standard or buy-up option	Risk strata that receives this intervention	Autocalculated % of HEDIS CAD eligibles who received intervention	Autocalculated % of Plan CAD eligibles who received intervention
Number of members aged 18 and above in this market	<i>Decimal.</i>						
Using the NCQA “Eligible Population” definition for CAD on pages 130-131 of the 2011 HEDIS Technical Specifications Vol 2., provide number of members 18 and above with CAD	<i>Decimal.</i>						
Using the plan's own criteria, provide number of members eligible to participate in CAD DM program	<i>Decimal.</i>						
General member education (e.g., newsletters)		<i>Multi, Checkboxes.</i> 1: HMO, 2: PPO, 3: Neither	<i>Decimal.</i> From 0 to 10000000000 0000.	<i>Multi, Checkboxes.</i> 1: Available to fully insured members as part of standard premium, 2: Available as part of standard ASO fee for self-insured members (no additional fee assessed), 3: Employer option to	<i>Multi, Checkboxes.</i> 1: Low, 2: Medium, 3: High risk, 4: No stratification	Unknown	Unknown

				purchase for additional fee for fully insured members, 4: Employer option to purchase for additional fee for self-insured members., 5: Not applicable			
<b>General care education/reminders based on condition alone (e.g., personalized letter)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Member-specific reminders for a known gap in clinical/diagnostic maintenance services Answer "member-specific reminders" only if it involves reminders that are independent of the live outbound telephonic program. (Documentation needed)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Member-specific reminders for medication events (e.g., level of use, failure to refill) Answer "member-specific reminders" only if it involves reminders that are independent of the live outbound telephonic program. (Documentation needed)</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Online interactive self-management support. "Online self-management support" is an intervention that includes two-way electronic communication</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<p>between the Plan and the member. Examples include devices that monitor weight, lab levels, etc. as well as web-support activities that are customized and tailored based on the member's health status/risk factors. Interactive implies a response mechanism that results in calibration of subsequent interventions. This category does not include searchable static web information. (Documentation needed)</p>							
<p>Self-initiated text/email messaging</p>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<p>Interactive IVR with information capture Answer "Interactive IVR with information capture" only if it involves record updates and/or triggering additional intervention.</p>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<p>IVR with outbound messaging only</p>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<p>Live outbound telephonic coaching program (count only members that are successfully engaged)</p>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

6.3.2 For the total commercial book of business in this market, please provide (1) the number of members aged 18 and above in the first row, (2) the number of members aged 18 and above with Diabetes using the NCQA "Eligible Population" definition for Diabetes in

the second row, and (3) the Members eligible for participation in the DM program based on Plan's criteria (NOT Prevalence)

Starting at Row 4, based on the Plan's stratification of members with Diabetes, indicate the types of interventions that are received by the population based on the level of risk segmentation. Enter "Zero" if the intervention is not provided to members with Diabetes. Select "Interactive IVR with information capture" only if it involves record updates and/or triggering additional intervention. Select "member-specific reminders" only if it involves reminders that are independent of the live outbound telephonic program. Select online interactive self management only if the application involves customized information based on branch logic. Interactive implies a response mechanism that results in calibration of subsequent interventions. This category does not include static web information. A member is "actively engaged" in the outbound telephonic program if they participate beyond the initial coaching call.

	Number of members as specified in rows 1, 2 and 3	Indicate if intervention Offered to PPO Diabetes Patients in this state/market	Number of members 18 years and above in this state/market receiving intervention (if plan offers intervention but does not track participation, enter zero)	Is intervention a standard or buy-up option	Risk strata that receives this intervention	Auto calculated % of HEDIS Diabetes eligibles who received intervention	Auto calculated % of HEDIS Diabetes eligibles who received intervention
Number of members aged 18 and above in this market	<i>Decimal.</i>						
Using the NCQA “Eligible Population” definition for Diabetes on pages 144-146 of the 2011 HEDIS Technical Specifications Vol 2., provide number of members 18 and above with Diabetes	<i>Decimal.</i>						
Using the plan's own criteria, provide number of members eligible to participate in diabetes DM program	<i>Decimal.</i>						
General member education (e.g., newsletters)		<i>Multi, Checkboxes.</i> 1: HMO, 2: PPO, 3: Neither	<i>Decimal.</i> From 0 to 10000000000 0.	<i>Multi, Checkboxes.</i> 1: Available to fully insured members as part of standard premium,, 2: Available as part of standard ASO fee for self-insured members (no additional fee assessed),, 3: Employer option to purchase for additional fee for fully insured	<i>Multi, Checkboxes.</i> 1: Low, 2: Medium, 3: High risk, 4: No stratification	Unknown	Unknown

				members., 4: Employer option to purchase for additional fee for self-insured members, 5: Not applicable			
<b>General care education/reminders based on condition alone (e.g., personalized letter)</b>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Member-specific reminders for due or overdue clinical/diagnostic maintenance services Answer "member-specific reminders" only if it involves reminders that are independent of the live outbound telephonic program (Documentation needed)</b>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Member-specific reminders for medication events (e.g., level of use, failure to refill) Answer "member-specific reminders" only if it involves reminders that are independent of the live outbound telephonic program (Documentation needed)</b>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<b>Online interactive self-management support. "Online self-management support" is an intervention that includes two-way electronic communication between the Plan and the member.</b>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

<p><b>Examples include devices that monitor weight, lab levels, etc. as well as web-support activities that are customized and tailored based on the member's health status/risk factors. Interactive implies a response mechanism that results in calibration of subsequent interventions. This category does not include searchable static web information. (Documentation needed)</b></p>							
<p><b>Self-initiated text/email messaging</b></p>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<p><b>Interactive IVR with information capture Answer "Interactive IVR with information capture" only if it involves information capture of member response information for record updates and/or triggering additional intervention.</b></p>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<p><b>IVR with outbound messaging only</b></p>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE
<p><b>Live outbound telephonic coaching program (count only members that are successfully engaged)</b></p>		AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

6.3.3 If the plan indicates that it monitors services for gaps in CAD and/or diabetes in questions above (Q 6.3.1 and/or 6.3.2), indicate which services are monitored. If the “other” choice is selected, describe the service that is monitored in the text box. The Plan can also use this text box to describe their general approach to reminders, such as criteria to distinguish which members are given member-specific reminders.

	Services Monitored	Data Source in general, not per service
<b>CAD</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Blood pressure levels,                      2: Beta Blocker Use,                      3: LDL testing,                      4: LDL control,                      5: Aspirin therapy,                      6: Gaps in Rx fills,                      7: Other,                      8: Not monitored</p>	<p><i>Multi, Checkboxes.</i></p> <p>1: Medical records,                      2: Claim feed,                      3: RX Data Feed,                      4: Vendor feed (lab, x-ray),                      5: Patient Self-Report,                      6: Patient home monitoring</p>
<b>Diabetes</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Retinal Exam,                      2: LDL Testing,                      3: LDL Control,                      4: Foot exams,                      5: Nephropathy testing,                      6: HbA1c Control,                      7: Blood pressure (130/80),                      8: Blood pressure (140/90),                      9: Gaps in Rx fills,                      10: Other,                      11: Not monitored</p>	<p><i>Multi, Checkboxes.</i></p> <p>1: Medical records,                      2: Claim feed,                      3: RX Data Feed,                      4: Vendor feed (lab, x-ray),                      5: Patient Self-Report,                      6: Patient home monitoring</p>

6.3.4 If the Plan indicated member-specific reminders for known gaps in clinical/diagnostic maintenance service and/or medication events in in the questions above (Q 6.3.1 and/or 6.3.2), provide an actual, blinded copy of the reminders or telephone scripts as DM 1a, 1b, 1c (if applicable). If the mailing/telephone script(s) does not specifically indicate that the member was identified for the reminder as a result of a gap in a recommended service or Rx refill, please provide further evidence that the reminder targeted members who were due or overdue for the service. Check the boxes below to indicate the disease states illustrated in the reports and whether the reminders addressed more than one service element (e.g., LDL and HbA1c tests for diabetics).

*Multi, Checkboxes.*

- 1: DM 1 is provided - Coronary Artery Disease,
- 2: DM 1 is provided - Diabetes,
- 3: No support is provided

6.3.5 If online interactive self-management support is offered (Q 6.3.1 and/or 6.3.2), provide screen prints or other documentation illustrating functionality as DM 2. Check the boxes below to indicate the disease states illustrated.

*Multi, Checkboxes.*

- 1: DM 2 is provided - Coronary Artery Disease,
- 2: DM 2 is provided - Diabetes,
- 3: No support is provided

6.3.6 Identify action(s) taken when individuals are identified with poor medication adherence through routine monitoring of refill activity. What is the scope of the

program (entity that is primarily responsible for monitoring and action\*) and which members are monitored)) and to whom are reminders and alerts directed? Exclude knowledge of medication gaps that are discovered in the course of telephonic outreach, such as might be the case for a disease management program. Include the responsible parties carrying out the reminders/calls/alerts (pharmacy, manufacturer, Plan DUR staff, etc.) Check all that apply.

\*If “other” is a department within the plan that monitors and acts - please respond “plan personnel.” Primary party is the party who is responsible for the record of member on medication. Note that medication adherence refers to ongoing compliance taking medications that have been filled at least once. These lists are not intended to be exhaustive. If your plan targets other medications, takes other actions, etc., please describe them in the column provided. Interventions to encourage initiation of appropriate pharmacotherapy do not apply.

	<b>Drugs Monitored for Adherence</b>	<b>Primary party responsible for monitoring and acting on medication adherence</b>	<b>Members monitored</b>	<b>Actions taken</b>	<b>Other (describe)</b>
<b>CAD</b>	<i>Multi, Checkboxes.</i> 1: Statins, 2: Beta Blockers, 3: Nitrates, 4: Calcium Channel blockers, 5: ACEs/ARBs, 6: Other (describe), 7: Compliance (medication refills) is not systematically assessed	<i>Single, Radio group.</i> 1: Plan personnel, 2: PBM, 3: Retail or mail pharmacy, 4: Other (describe)	<i>Single, Radio group.</i> 1: All members taking the checked drugs are monitored, 2: Only DM participants are monitored	<i>Multi, Checkboxes.</i> 1: Member must activate reminders, 2: Member receives mailed reminders, 3: Member receives electronic reminder (e.g. email), 4: Member receives telephone contact, 5: Practitioner is mailed an alert, 6: Practitioner is contacted electronically, 7: Practitioner is contacted by telephone, 8: Telephonic coach is notified, 9: Gap in fills are communicated electronically to personal health record which will trigger a member alert, 10: Other (describe)	<i>200 words.</i>
<b>Diabetes</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

6.3.9 For members already participating in the telephone management program (beyond the initial contact) indicate the events that will cause the Plan to call a member outside of the standard schedule for calls. Check all that apply. Please note this refers only to members already participating in the telephone management program.

	Response
<b>Coronary Artery Disease</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Calls are made according to a set schedule only,                      2: Clinical findings (e.g. lab results),                      3: Acute event (e.g. ER, inpatient),                      4: Medication events (e.g. failure to refill, excess use, drug/drug or drug/DX interaction),                      5: Missed services (e.g. lab tests, office visits),                      6: Live outbound telephone management is not offered</p>
<b>Diabetes</b>	AS ABOVE

6.3.10 Indicate the member support elements used in the Plan's live outbound telephone management program. Only select member support items that are both tracked and reportable to the purchaser. Check all that apply.

	Response
<b>Coronary Artery Disease</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: Patient knowledge (e.g. patient activation measure score),                      2: Interaction with caregivers such as family members (frequency tracked),                      3: Goal attainment status,                      4: Readiness to change score,                      5: Care plan development, tracking, and follow-up,                      6: Self-management skills,                      7: Provider steerage,                      8: Live outbound telephone management not offered,                      9: Live outbound telephone management program offered but elements not tracked for reporting to purchaser</p>
<b>Diabetes</b>	AS ABOVE

**6.5 Performance Measurement: CAD**

Additional information not addressed elsewhere within this section can be provided in Section 6.9.

6.5.1 Review the two most recently uploaded years of HEDIS results for the Plan HMO product based on QC 2012 and QC 2011. If plan rotated Cholesterol Management for CAD patients, so prior year data would be uploaded.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer may be auto-populated.

	HMO QC 2012	HMO QC 2011, or Prior Year Results for rotated measure
<b>Controlling High Blood Pressure - Total</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Persistence of Beta-Blocker treatment after a heart attack</b>	AS ABOVE	AS ABOVE
<b>Cholesterol Management for Patients with Cardiovascular Conditions: LDL-C Control (&lt;100 mg/dL)</b>	AS ABOVE	AS ABOVE
<b>Cholesterol Management for Patients with Cardiovascular Conditions: LDL-C Screening</b>	AS ABOVE	AS ABOVE

6.5.2 PPO VERSION OF ABOVE

**6.6 Performance Measurement: Diabetes**

Additional information not addressed elsewhere within this section can be provided in Section 6.9.

6.6.1 Review the two most recently uploaded years of HEDIS results for the Plan HMO product based on QC 2012 and QC 2011. If plan rotated any Comprehensive Diabetes Care, prior year data would be uploaded.

If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded),etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer may be auto-populated.

	HMO QC 2012 results	HMO QC 2011 or Prior Year for Rotated measures
<b>Comprehensive Diabetes Care - Eye Exams</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Comprehensive Diabetes Care - HbA1c Testing</b>	AS ABOVE	AS ABOVE
<b>Comprehensive Diabetes Care - LDL-C Screening</b>	AS ABOVE	AS ABOVE

Comprehensive Diabetes Care - Medical Attention for Nephropathy	AS ABOVE	AS ABOVE
Comprehensive Diabetes Care - Poor HbA1c Control > 9%	AS ABOVE	AS ABOVE
Comprehensive Diabetes Care - HbA1c Control < 8%	AS ABOVE	AS ABOVE
Comprehensive Diabetes Care - HbA1c Control < 7%	AS ABOVE	AS ABOVE
Comprehensive Diabetes Care - LDL-C Controlled (LDL-C<100 mg/dL)	AS ABOVE	AS ABOVE
Comprehensive Diabetes Care - Blood Pressure Control (<130/80)	AS ABOVE	AS ABOVE
Comprehensive Diabetes Care - Blood Pressure Control (<140/90)	AS ABOVE	AS ABOVE

6.6.2 PPO VERSION OF ABOVE

**6.7 Performance Measurement: Other Conditions**

Additional information not addressed elsewhere within this section can be provided in Section 6.9.

6.7.1 Review the two most recently uploaded years of HEDIS results for the Plan HMO product based on QC 2012 and QC 2011. This was not a rotated measure.

This answer may be auto-populated.

	HMO QC 2012	HMO QC 2011
<b>COPD: Use of Spirometry Testing in the Assessment and Diagnosis of COPD</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

6.7.2 PPO VERSION OF ABOVE

6.7.3 Review the two most recently uploaded years of HEDIS results for the Plan HMO product based on QC 2012 and QC 2011. This was not a rotated measure

This answer may be auto-populated.

	HMO QC 2012	HMO QC 2011
Pharmacotherapy Management of COPD Exacerbation – Bronchodilator	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
Pharmacotherapy Management of COPD Exacerbation - Systemic Corticosteroid	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

6.7.4 PPO VERSION OF ABOVE

**6.8 Other Information**

6.8.1 If the Plan would like to include additional information about the disease management programs that was not reflected in this section, provide as DM 6.

**7 Behavioral Health**

**7.1 Instructions**

7.1.1 Please note that specific instructions and definitions are provided and embedded into the appropriate question within each section and module. Refer to the "General Background and Process Directions" document for background, process and response instructions that apply across the 2013 eValue8 RFI. The "General Background and Process Directions" document should be routed to all Plan or Vendor personnel providing responses.

7.1.2 All attachments to this module must be labeled as "BH #" and submitted electronically. Where more than one document will be submitted in response to a request for an Attachment, label it as BH 1a, BH 1b, etc.

7.1.3 The Plan is asked to provide the information in this module for BOTH its contracted 1) Non-Behavioral Health Practitioners and Facilities and for 2) Behavioral Health Practitioners and Facilities. Non-Behavioral Health Practitioners and Facilities are defined as practitioners whose primary responsibility is NOT the delivery of behavioral health services (e.g., family practice physicians, internal medicine physicians, OB/GYN physicians, multi-specialty hospitals, etc.). Behavioral Health Practitioners and Facilities are defined as practitioners whose primary responsibility is the delivery of behavioral health services (e.g., psychiatrists, clinical psychologists, MSWs, alcohol inpatient treatment centers, etc.).

7.1.4 The Plan is asked to describe its behavioral health program organization, including the use of outside vendors. Plans that use vendors for behavioral health management should coordinate their answers with their vendor.

7.1.5 Behavioral Health is abbreviated as BH. AOD references the Alcohol and Other Drugs HEDIS measure. Managed Behavioral Health Organization is abbreviated as MBHO.

7.1.6 All responses for the 2013 RFI should reflect commercial HMO/POS and/or PPO plans. HMO and PPO responses are being collected in the same RFI template. In addition, where HEDIS or CAHPS data, or plan designed performance indicators are reported, one market must be identified as the reporting level (see Profile Section 3 questions) and used consistently throughout the 2013 RFI response. For HEDIS and CAHPS, the responses have been autopopulated but information should be reviewed. To activate the appropriate HMO and/or PPO questions in this template, please answer the question in 1.1.5

7.1.7 In general, Plan activities must be in place by the date of this RFI submission for credit to be awarded.

## 7.2 Plan Organization

Additional information not addressed elsewhere within this section can be provided in Section 7.6.

7.2.1 Identify how members are able to access BH services. Check all that apply.

*Multi, Checkboxes.*

- 1: BH practitioners are listed in the Plan's print/online directory,
- 2: Members call the Plan to identify an appropriate practitioner,
- 3: Members call the MBHO to identify an appropriate practitioner,
- 4: Members call the BH practitioner office directly,
- 5: Other (describe in detail box below);
- 6: Not applicable/all BH services are carved out by the employers

7.2.2 What provisions are in place for members who contact the Plan's published BH service access line (member services or BH/MBHO department directly) for emergent BH services after regular business hours? For access to Behavioral Health clinical services, a "warm transfer" is defined as a telephone transfer by a Plan representative where the Plan representative ensures the member is connected to a live voice in the Behavioral Health Department or at the Behavioral Health vendor without interruption or the need to call back. Check all that apply.

*Multi, Checkboxes.*

- 1: Members reach a BH clinician directly,
- 2: Members reach a live response from a nurse or other triage trained individual and receive a warm transfer to a BH clinician,
- 3: Members reach an answering service or a message that provides the opportunity to receive a return call or to page a BH clinician,
- 4: Other (describe in detail box below);
- 5: Not applicable/all BH services are carved out

7.2.3 Purchasers are interested in Plan activities in alcohol and depression screening and interventions. Indicate the scope of the Plan's Alcohol Use Disorder and Depression Programs. Alcohol screening is defined as the use of a valid questionnaire about the context, frequency and amount of an individual's alcohol use. Screening offers a reliable, inexpensive and quick way to identify individuals whose drinking patterns indicate that they have an alcohol problem or are at risk for developing one. Check all that apply.

If response options # 3 (All members actively involved in other disease management or case management programs) and # 4 (All members with targeted chronic disease conditions regardless of prior DM or case management program involvement (medium or low risk) are selected - please describe in following column.

If "program not available" is selected for all rows the following question asking about reach of programs will not be answerable.

	<b>Response</b>	<b>Description of programs and/or targeted conditions (response options 3 and 4 from previous column)</b>
<b>Alcohol Screening</b>	<p><i>Multi, Checkboxes.</i></p> <p>1: All members involved in the Plan's high risk pregnancy program,                      2: All members who are pregnant (discovered through precertification, claims scanning, medical records),                      3: All members actively involved in other disease management or case management programs,                      4: All members with targeted chronic disease conditions regardless of prior DM or case management program involvement (medium or low risk),                      5: All members with medical record or claims indications of alcohol use or depression (e.g. antidepressant Rx),                      6: All members (e.g. monitoring and following up on screening tools in medical record),                      7: Other,                      8: Program not available</p>	100 words.
<b>Alcohol Use Disorder Management</b>	AS ABOVE	AS ABOVE
<b>Depression Screening</b>	AS ABOVE	AS ABOVE
<b>Depression Management</b>	AS ABOVE	AS ABOVE

7.2.4 For the commercial book of business, indicate the reach of the Plan's behavioral health screening and management program. If condition is only managed as a comorbidity within another program, the Plan should indicate the condition is managed only as a comorbidity and identify (as text in the last column) the primary condition(s) linked to the comorbidity. The distinction "available to all" versus "an option to purchase" should be provided only for these primary managed conditions where the Plan proactively identifies all members with the condition for program interventions - not just among these who have been identified with another condition (not comorbidity managed conditions). If the program is administered fully or jointly indicate the vendor name.

Alcohol screening is defined as the use of a valid questionnaire about the context, frequency and amount of an individual's alcohol use. Screening offers a reliable, inexpensive and quick way to identify individuals whose drinking patterns indicate that they have an alcohol problem or are at risk for developing one.

If response for column "Reach of disease management programs offered" differs based on product offered (HMO versus PPO) and plan is responding for BOTH products - please select the option that covers most of the membership (most common) and note the other in the additional information section.

Note that plan response about geography of reach of programs in first column should correspond to questions 7.3.1 and 7.3.2.

	<b>Reach of Programs</b>	<b>Cost of Program availability</b>	<b>Vendor Name if plan outsources or jointly administers</b>
<b>Alcohol Screening</b>	<i>Single, Radio group.</i> 1: Available in all markets including this one, 2: Available only in specific markets including this one, 3: Available only in specific markets BUT NOT this one	<i>Multi, Checkboxes.</i> 1: Plan-wide, condition-specific and available to all fully insured members as described in question above as part of standard premium, 2: Plan-wide, condition-specific and available to all self-insured members as described in question above as part of standard ASO fee with no additional fee assessed, 3: Employer option to purchase for additional fee for fully insured members, 4: Employer option to purchase for additional fee for self-insured members.	50 words.
<b>Alcohol Use Disorder Management</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Depression Screening</b>	AS ABOVE	AS ABOVE	AS ABOVE
<b>Depression Management</b>	AS ABOVE	AS ABOVE	AS ABOVE

**7.3 Member Screening & Support**

Additional information not addressed elsewhere within this section can be provided in Section 7.6.

7.3.3 If online interactive self-management support for depression is offered, provide screen prints or other documentation illustrating functionality as BH 1.

7.3.4 If the Plan indicated member-specific reminders for known gaps in clinical/diagnostic maintenance service and/or medication events in question 7.3.2 above, provide an actual, blinded copy of the reminder as BH 2. If the reminder does not specifically indicate that the member was identified for the reminder as a result of a gap in a recommended service, please provide further evidence that the reminder targeted members who were due or overdue for the service. Check the boxes below to indicate the disease states illustrated in the reports and whether the reminders addressed more than one service element. If the plan indicates that it monitors services for gaps, indicate which services are monitored. If the “other” choice is selected, describe the service that is monitored in the text box. The Plan can also use this text box to describe their general approach to reminders, such as criteria to distinguish which members are given member-specific reminders.

*Multi, Checkboxes.*

- 1: BH 2 is provided - Behavioral health,
- 2: BH 2 is provided - Substance use,
- 3: Not provided

7.3.5 Identify action(s) taken when individuals are identified with poor medication adherence through routine monitoring of refill activity. What is the scope of the program (entity that is primarily responsible for monitoring and action\* and which members are monitored) and to whom are reminders and alerts directed? Exclude knowledge of

medication gaps that are discovered in the course of telephonic outreach, such as might be the case for a disease management program. Include the responsible parties carrying out the reminders/calls/alerts (pharmacy, manufacturer, Plan DUR staff, etc.) Check all that apply.

\*If “other” is a department within the plan that monitors and acts – please respond “plan personnel.” Primary party is the party who is responsible for the record of member on medication. Note that medication adherence refers to ongoing compliance taking medications that have been filled at least once. These lists are not intended to be exhaustive. If your plan targets other medications, takes other actions, etc., please describe them in the column provided. Interventions to encourage initiation of appropriate pharmacotherapy do not apply.

	<b>Drugs that are monitored for adherence</b>	<b>Primary party responsible for monitoring and acting on adherence</b>	<b>Members monitored</b>	<b>Actions taken</b>	<b>Other (describe) Action Taken and/or Responsible Party</b>
<b>Behavioral Health</b>	<i>Multi, Checkboxes.</i> 1: Antidepressants, 2: Atypical antipsychotics, 3: Other (describe), 4: Compliance (medication refills) is not systematically assessed	<i>Single, Pull-down list.</i> 1: Plan personnel, 2: PBM, 3: Retail or mail pharmacy, 4: Other (describe)	<i>Single, Radio group.</i> 1: All members taking the checked drugs are monitored, 2: Only DM participants are monitored	<i>Multi, Checkboxes.</i> 1: Member must activate reminders, 2: Member receives mailed reminders, 3: Member receives electronic reminder (e.g. email), 4: Member receives telephone contact, 5: Practitioner is mailed an alert, 6: Practitioner is contacted electronically, 7: Practitioner is contacted by telephone, 8: Telephonic coach is notified, 9: Gap in fills are communicated electronically to personal health record which will trigger a member alert, 10: Other (describe)	200 words.
<b>Substance Use</b>	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE	AS ABOVE

### 7.5 Performance Results

Additional information not addressed elsewhere within this section can be provided in Section 7.6.

7.5.1 Review the two most recently calculated years of HEDIS results for the Plan's HMO Product. Measures not eligible for rotation in QC 2012. If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is auto-populated.

	QC 2012 result	QC 2011 result
<b>Identification of Alcohol &amp; Other Drug Dependence Services - % Members Receiving Any Services</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Initiation &amp; Engagement of Alcohol &amp; Other Drug Dependence Treatment - Engagement Total</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Initiation &amp; Engagement of Alcohol &amp; Other Drug Dependence Treatment - Initiation Total</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.

7.5.2 PPO VERSION OF ABOVE

7.5.3 Review the two most recently calculated years of HEDIS results for the Plan's HMO product. Measures not eligible for rotation in QC 2012. If a plan did not report a certain measure to Quality Compass (QC), or NCQA chose to exclude a certain value, instead of a rate, QC may have codes such as NR (not reported), EXC (Excluded), etc. To reflect this result in a numeric form for uploading, the following coding was devised:

- 1 means 'NR'
- 2 means 'NA'
- 3 means 'ND' and
- 4 means 'EXC'

This answer is auto-populated.

	QC 2012result	QC 2011result
<b>Mental Health Utilization - % Members Receiving Services - Any</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>FU After Hospitalization For Mental Illness - 7 days</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>FU After Hospitalization For Mental Illness - 30 days</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Antidepressant Medication Management - Effective Acute Phase Treatment</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>Antidepressant Medication Management - Effective Continuation Phase Treatment</b>	<i>Percent.</i> From -10 to 100.	<i>Percent.</i> From -10 to 100.
<b>FU Care for Children Prescribed ADHD Medication - Continuation &amp; Maintenance Phase</b>	<i>Decimal.</i> From -10 to 100.	<i>Decimal.</i> From -10 to 100.
<b>FU Care for Children Prescribed ADHD Medication - Initiation</b>	<i>Decimal.</i> From -10 to 100.	<i>Decimal.</i> From -10 to 100.

7.5.4 PPO VERSION OF ABOVE

**7.6 Other Information**

7.6.1 If the Plan would like to provide additional information about the BH program that was not reflected in this section, provide as BH 5.

### **III. PROPOSAL PREPARATION INSTRUCTIONS**

#### **A. INTRODUCTION**

This section provides instructions for preparation of the bidder's response to the requirements of the Selection Criteria as well as the requirements for the response to administrative requirements, format, assembly and packaging of responses.

#### **B. ADDITIONAL QUESTIONS SUBMISSION: REGULATORY, QHP, EXCHANGE AND OTHER**

This subsection addresses the portions of the response content submitted electronically or as hardcopies.

**Placeholder**

#### **C. eVALUE8 SUBMISSION**

This subsection addresses the portions of the response content submitted via eValue8.

**Placeholder**

#### **D. FINAL RESPONSE FORMAT AND CONTENT**

These instructions describe the mandatory response format and the required approach for the development and presentation of response data. Format instructions must be adhered to, all requirements and questions in the solicitation must be responded to, and all requested data must be supplied.

The Exchange intends to make the entirety of this solicitation available electronically. QHP bidders, identified through the Notice of Intent to Bid process, will be assigned a login identification. Each QHP bidder will be required to identify a primary solicitation respondent but that individual may, in turn, designate internal subject matter experts for responding. QHP bidders will participate in two training sessions conducted by the Exchange and will receive written documentation in support of their use of the website portal where the QHP solicitation is accessed for response. The Exchange will provide support to QHP bidders during the response period.

It is the bidder's responsibility to ensure its response is submitted in a manner that enables the Exchange Evaluation Team to easily locate response descriptions and exhibits for each requirement.

##### **1. GENERAL INSTRUCTIONS**

1. Each firm may submit only one response. For the purposes of this paragraph, "firm" includes a parent corporation of a firm and any other subsidiary of that parent corporation. If a firm submits more than one response, the Exchange will reject all responses submitted by that firm.

2. Develop responses by following all solicitation instructions and/or clarifications issued by the Exchange in the form of question and answer notices, clarification notices or solicitation addenda.
3. Before submitting a response, seek timely written clarification of any requirements or instructions that are believed to be vague, unclear or that are not fully understood. These inquiries should be made during the timeframe outlined in the solicitation timeline except in emergencies.
4. In preparing a response, all narrative portions should be straightforward, detailed and precise, and shall be provided within the designated space requirements for each item. Limits will be set within the electronic format. The Exchange will determine the responsiveness of a proposal by its quality, not its quantity, volume, packaging or colored displays.

Detailed response instructions will be presented on the website portal set up for QHP bidders' use in responding to the QHP solicitation.

All responses must be delivered to the Solicitation Official listed in Section I by the date and time listed in Section H, Key Action Dates for response submission.

## **IV. EVALUATION**

### **A. INTRODUCTION**

This section presents the evaluation process and scoring procedures the Exchange will follow in reviewing responses submitted in response to this solicitation.

Final Responses must be received by the Solicitation Official no later than the date and time specified in Section H, Key Action Dates. Late responses will be rejected.

The Exchange will appoint an Evaluation Team to conduct the response evaluation by consensus and assess whether the response is responsive and may proceed to the evaluation of the Response to Requirements.

Final selection will be on the basis of compliance with the proposal preparation requirements. Responses that are not responsive to the proposal preparation requirements may be deemed non-responsive and excluded from further consideration by the Exchange.

### **B. RECEIPT**

Upon receipt, the website portal will date and time mark every response and verify that all responses are submitted under an appropriate cover, sealed, and properly identified. QHP bidders will be asked to “lock” and “archive” their responses electronically through the website portal.

### **C. EVALUATION OF FINAL RESPONSES**

During Final Response evaluation the Exchange Evaluation Team will check each response in detail to determine its compliance with the proposal preparation requirements. Failure to respond to and/or meet a mandatory requirement may result in the Final Response being considered non-responsive. The Evaluation Team will be responsible for determining whether such a failure exists and whether it is material or immaterial.

Final Response Evaluation will consist of the following six steps:

- Step 1: Response Opening and Validation Check
- Step 2: Administrative Requirements Evaluation
- Step 3: Corporate Qualifications, Staff Qualifications and Understanding and Approach Evaluation
- Step 4: Bidders' Total Volume I Score Determination
- Step 5: Cost Evaluation
- Step 6: Bidder's Total Score Determination

**V. APPENDIX****A. APPENDIX I - ADMINISTRATIVE REQUIREMENTS FORMS**

Bidder Information Cover Page

Model Contract

Special Terms and Conditions

Additional Provisions

**B. APPENDIX II - SUPPLEMENTAL FORMS FOR RESPONSE TO SOLICITATION**

Attachment 1 - Rating Region by Qualified Health Plan Bid

Attachment 2 - Zip Codes for Licensed Geographic Service Areas

Attachment 3a - Benefit Design Matrix by Product

Attachment 3b - Benefit Design Matrix for Dental Benefits

Attachment 4a - Summary of Coverage (Example from NAIC)

Attachment 4b - Summary of Coverage (Example from NAIC)

Attachment 5 - Interest in Multi-Year Contract by Rating Region

Attachment 6a - Premium/Bid Table by Product

Attachment 6b - Premium/Bid Table (Standalone Dental Plans)

Attachment 7 - Age Band Factors by Product

Attachment 8 - Family Tier Factors by Product

Attachment 9a - Contracted 340B Providers by County

Attachment 9b - Number and Percent of Contracted 340B Providers by County

**C. APPENDIX III - ADDITIONAL INFORMATION FOR BIDDERS**

Attachment 1 - List of Essential Community Providers: 340B Providers

Attachment 2 - List of Essential Community Providers: California Medicaid Disproportionate Share Hospitals

Attachment 3 - List of Essential Community Providers: Section 1204c Community Clinic providers

Attachment 4 - Map/Plotting of Essential Community Providers by County  
Map/Plotting of Low Income (200% FPL and below) Population by County

**Inserts:**

**Model Contract**

**Special terms and conditions**

**Additional Provisions**

**Please refer to Attachment workbook for individual forms.**

**Finalized forms will be inserted here.**

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