

2022 MCO Pay for Performance Results



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Purpose of Pay for Performance

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

MCO P4P Initiatives

| 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
|---------------------|-----------------------------------|------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Satisfaction Survey | Satisfaction Survey | Satisfaction Survey | Satisfaction Survey | Satisfaction Survey | |
| | Competitive Integrated Employment | *CIE P4P suspended due to COVID-19 | Competitive Integrated Employment | Competitive Integrated Employment | Competitive Integrated Employment |
| | Assisted Living Communities | Assisted Living Communities | Assisted Living Communities | Assisted Living Communities | Assisted Living Communities |
| | | | | | Community Connections |

Satisfaction Survey P4P

Satisfaction Survey

P4P Questions

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

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

Satisfaction Survey: 2022 Results

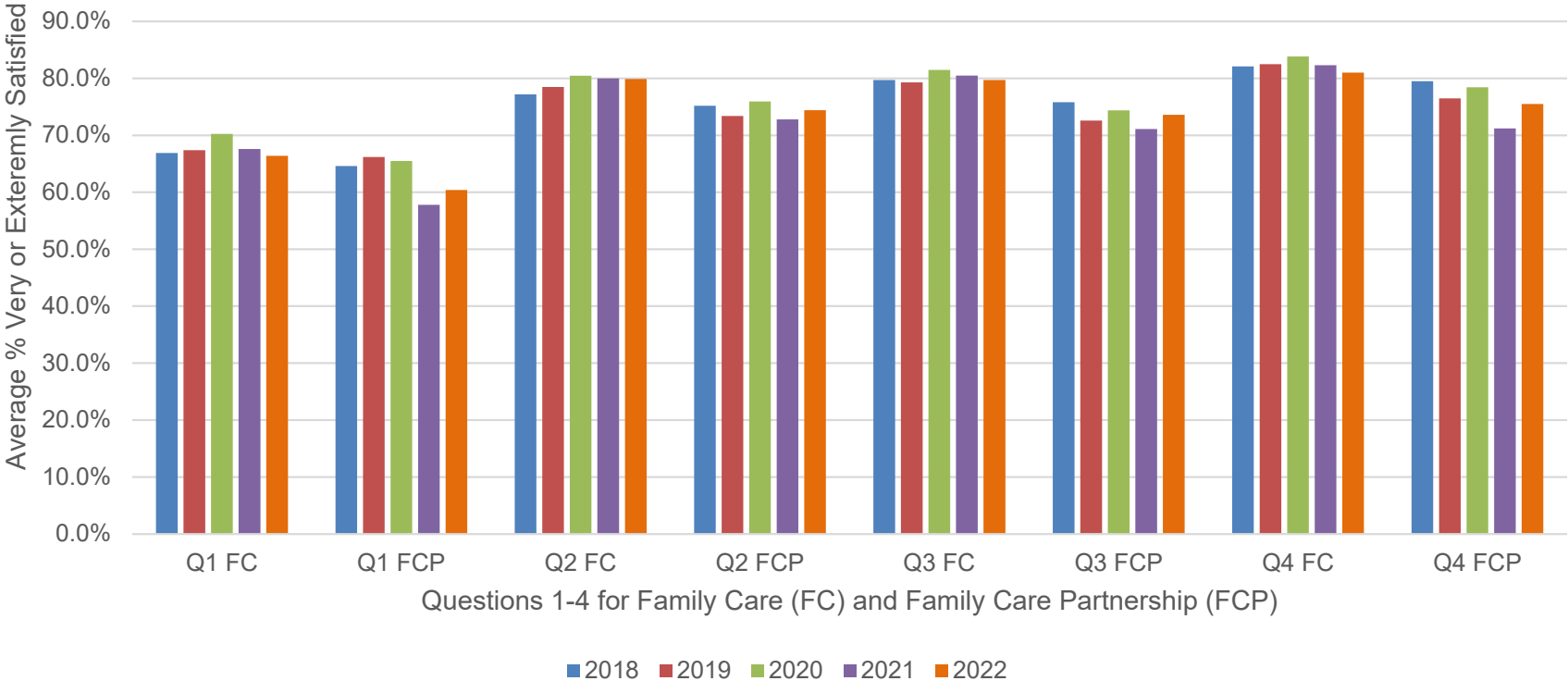
| MCO | Withhold (up to 0.25%)* “Very” or “Extremely” Satisfied | Incentive (up to 0.20%)** Only “Extremely” Satisfied |
|------------------------------------|---|--|
| Inclusa (Family Care) | 2/4 (0.125%) | 2/4 (0%) |
| Community Care, Inc. (Family Care) | 0/4 (0%) | 0/4 (0%) |
| Lakeland Care, Inc. (Family Care) | 0/4 (0%) | 0/4 (0%) |
| My Choice Wisconsin (Family Care) | 0/4 (0%) | 0/4 (0%) |
| iCare (Partnership) | 4/4 (0.25%) | 4/4 (0.20%) |
| My Choice Wisconsin (Partnership) | 0/4 (0%) | 0/4 (0%) |
| Community Care, Inc. (Partnership) | 0/4 (0%) | 0/4 (0%) |

*0.0625% withhold earned for each survey question that met the minimum performance standard up to a total of 0.25%.

**Minimum performance standards for all survey questions must be met to earn the incentive.

Satisfaction Survey 2018-2022 Comparison

Comparison of Positive Responses by Year



Assisted Living Communities (ALC) P4P

Assisted Living Communities Overview

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

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

Assisted Living Communities Overview

Incentive 1 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule, and
- Meets the following three criteria for an abbreviated Division of Quality Assurance (DQA) survey as of 12/31/2022:
 1. No enforcement action in the last three years,
 2. No substantiated complaints with deficiencies in the last 3 years, and
 3. Licensed/certified by DQA for at least three years.

Assisted Living Communities Overview

Incentive 2 Category

Members in an ALC that:

- Meet the incentive 1 criteria, and
- +
- Is a member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) in good standing, and
 - Has a rate of less than three falls with injury per 1,000 occupied bed days during CY 2022.

Assisted Living Communities 2022 Results

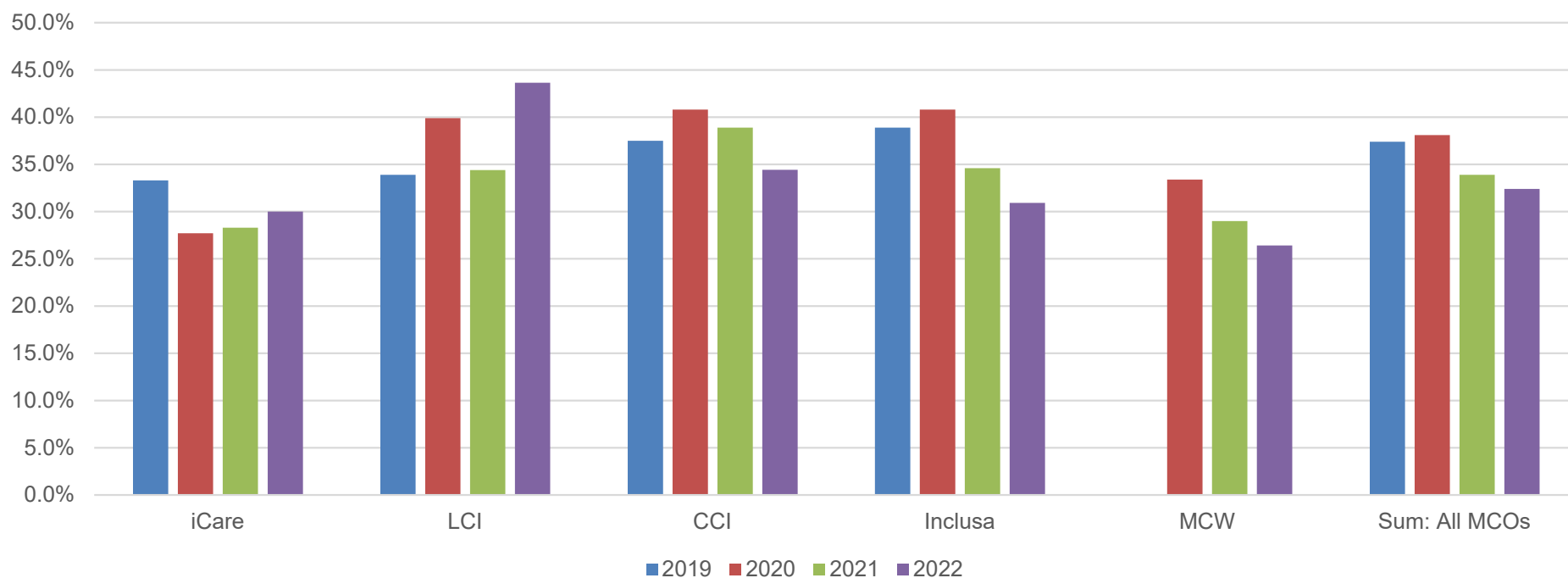
| | iCare | LCI | CCI | Inclusa | MCW | All |
|---|-----------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| # of Members in Incentive 1 Category (HCBS and DQA abbrev. survey) | 54 (30.0%) | 1,104 (43.7) | 2,000 (34.4%) | 1,556 (30.9%) | 1,420 (26.4%) | 6,134 (32.4%) |
| # of Members in Incentive 2 Category (HCBS, DQA abbrev. survey, WCCEAL, and falls measure met) | 11 (6.1%) | 192 (7.6%) | 485 (8.3%) | 531 (10.6%) | 352 (6.5%) | 1,571 (8.3%) |
| # of Members in Neither Category | 115 (63.9%) | 1,233 (48.8%) | 3,325 (57.2%) | 2,946 (58.5%) | 3,605 (67.0%) | 11,224 (59.3%) |
| Total # of Members in ALCs (MCO data submissions as of 12/31/2022) | 180 (100%) | 2,529 (100%) | 5,810 (100%) | 5,033 (100%) | 5,377 (100%) | 18,929 (100%) |

Assisted Living Communities 2022 Results

| | iCare | LCI | CCI | Inclusa | MCW | All MCOs |
|-----------------------------|-------------|--------------|--------------|--------------|--------------|----------|
| Incentive 1 Earnings | \$8,803.39 | \$179,980.44 | \$326,051.52 | \$253,668.08 | \$231,496.58 | \$1M |
| Incentive 2 Earnings | \$7,001.91 | \$122,215.15 | \$308,720.56 | \$338,001.27 | \$224,061.11 | \$1M |
| Total Earnings | \$15,805.30 | \$302,195.59 | \$634,772.08 | \$591,669.35 | \$455,557.68 | \$2M |

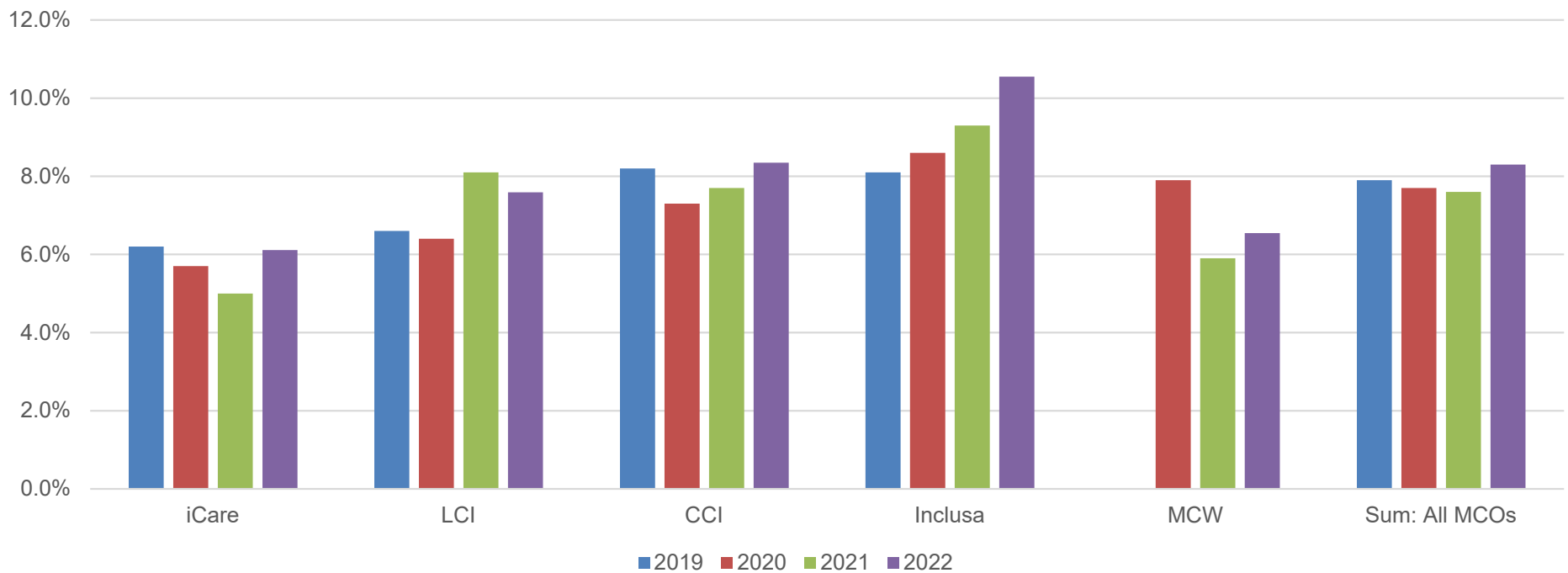
ALC P4P Incentive 1: 2019-2022 Comparison

% of Members in Incentive 1



ALC P4P Incentive 2: 2019-2022 Comparison

% Of Members in Incentive 2



ALC P4P Effectiveness: WCCEAL

- In Quarter 4 (Q4) 2022 there were 508 WCCEAL ALCs, up from 460 in Quarter 4 2021 (10.4% increase).
- Gold membership benefit began in Quarter 3 2019 and continues to increase. Gold members exemplify a high level of engagement with WCCEAL. As of Q4 2022 there were 213 Gold Member ALCs up from 190 in Q4 2021 (12.1% increase).

Competitive Integrated Employment (CIE) P4P

Competitive Integrated Employment (CIE): 2019-2020 Overview

2019:

- MCOs submitted a comprehensive, unified five-year plan to advance CIE.
- MCOs submitted documentation of CIE conversations with 90% of its members ages 18–45 to gather level of employment interest.
- MCOs submitted documentation of follow-up employment activities intended to support members in maintaining employment, identifying employment interests and opportunities, or successfully gaining employment.

2020:

- P4P was suspended due to the effect of COVID-19 on rate of unemployment.
- MCO employment leads continued to meet with DHS on a bi-monthly basis to problem solve issues related to employment during COVID-19.

Competitive Integrated Employment 2021, 2022, and 2023 Overview

Withhold and incentive criteria are based on maintaining or increasing the number of members ages 18–45 employed in CIE. Percent increase is compared between Quarter 1 of the calendar year to Quarter 4 of the calendar year based on MCO IES data submission.

0.25% Withhold

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

Or 0.125% Withhold

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

0.10% Incentive

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

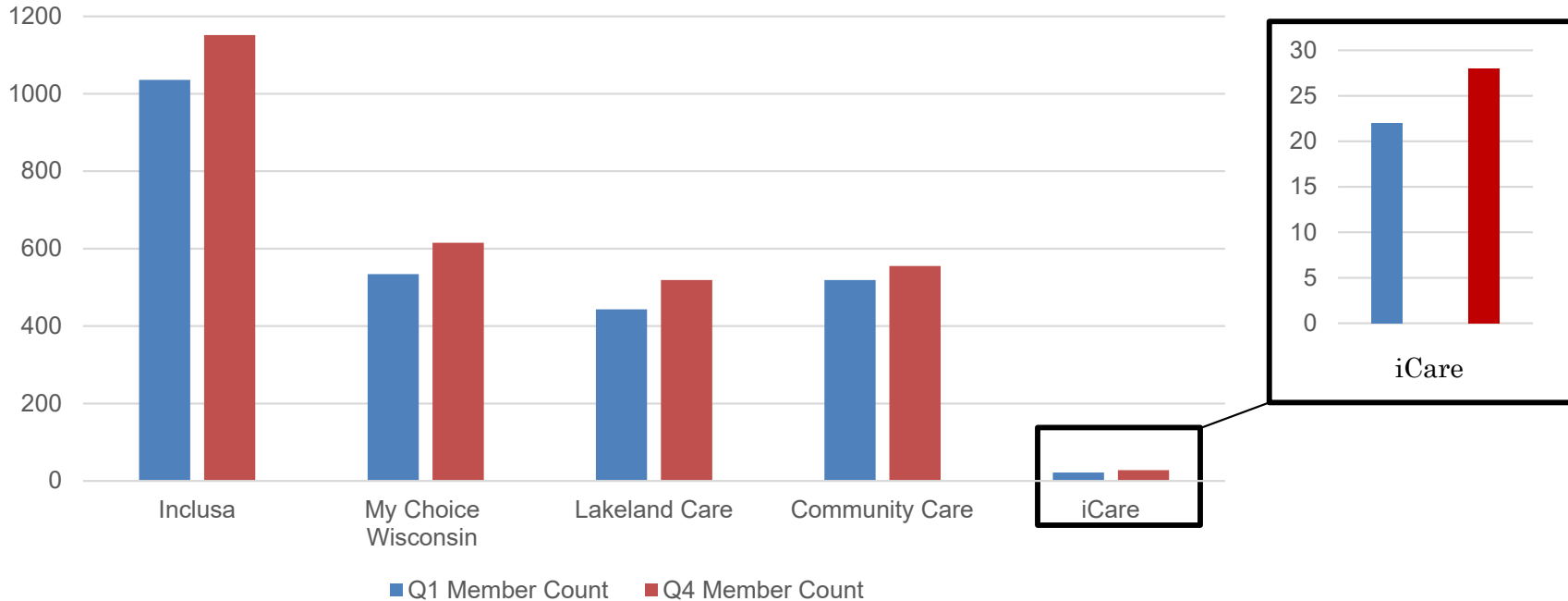
Or 0.05% Incentive

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

CIE:2022 Results

All MCOs increased the number of members employed in CIE between Quarter 1 (Q1) and Quarter 4 (Q4) by more than 4% and earned the .10% incentive

of Members Ages 18-45 in CIE



CIE:2022 Results

| MCO Name: | Quarter 1 | Quarter 4 (Q4) Results | | | Required Q4 Member Count MCO must meet to obtain each Withhold and Incentive Threshold | | | | % Increase Q1 to Q4 |
|-----------|--------------|------------------------|-----------------------|--------------------|--|--------------------------|---------------------------|---------------------------|---------------------|
| | Member Count | Member Count | Median Hours per Week | Median Hourly Wage | Target for .125% Withhold | Target for .25% Withhold | Target for .05% Incentive | Target for .10% Incentive | |
| Inclusa | 1036 | 1152 | 14.5 | \$11.00 | 829 | 932 | 1057 | 1077 | 11% |
| MCW | 534 | 615 | 15 | \$11.00 | 427 | 481 | 545 | 555 | 15% |
| LCI | 443 | 519 | 15 | \$10.40 | 354 | 399 | 452 | 461 | 17% |
| CCI | 519 | 555 | 16 | \$11.00 | 415 | 467 | 529 | 540 | 7% |
| iCare | 22 | 28 | 13.75 | \$11.16 | 18 | 20 | 22 | 23 | 27% |

CIE Results by Hours Worked

Percentage of Members by Average Hours Worked: Quarter 4 2022

