



Dear Valued Provider,

At Aetna Better Health® of Illinois (ABHIL), the way health care services are delivered to our members is constantly evolving. As the COVID-19 pandemic continues, our members and providers remain a top priority and we continue to assist our partners with the changing needs of our communities.

Enhancing Pay for Performance

ABHIL is enhancing our Pay for Performance (P4P) program by issuing all P4P funds earned in 2021 in a single payout. The payment includes funds that have been earned for performance through August 31, 2021, with a 50% increase for performance through December 31, 2021. There will be no further reconciliation for 2021 P4P payouts. Payments will be sent to eligible providers starting in early December 2021. Providers must meet the eligibility threshold for payout. The goal is to ensure that all P4P funds are received by year-end to support your efforts to provide the best possible care to our members. **Please note that a current W-9 must be on file before payment can be distributed.**

Closing care gaps

As we close out 2021, the ABHIL Quality team will continue to work closely with providers to help close Quality and HEDIS care gaps with the following services:

- Share SDS flat feeds information with the health plan about the care provided to members
- Partner with MXO Tech for Electronic Data Exchange (SDS)
- Manage women's health, children's health, behavioral health, cancer screenings and chronic conditions
- Share quality metric performance scorecards and assist with care gap closure
- Request access to members' medical records when needed for mandatory state and national auditing purposes

We hope that receiving your 2021 P4P payment by year end will help you to better serve your patients and your community. Thank you for your partnership.

Kind regards,

Aetna Better Health of Illinois

FAQ: 2021 Quality Pay for Performance Revised Program

Q: What is the Quality Pay for Performance (P4P) Revised Program?

A: The Quality Pay for Performance Revised Program is the P4P program for 2021, where all eligible providers are being paid for the P4P program prior to the end of year.

Q: How was the P4P revised payment calculated?

A: The P4P payment was calculated based on the Provider's 2021 HEDIS incentive performance through August 31, 2021 with a 50% increase for funds that could have been potentially earned through December 31, 2021.

Q: Will the 2021 Bonus for Early Completion be included in the payment?

Yes, the bonus for early completion was an incentive to encourage timely completion of important services including: Breast Cancer Screenings, Cervical Cancer Screenings, Comprehensive Diabetes Care (A1c<8), and compliant blood pressure (<140/90). The bonus added 50% to payments for gaps closed with a date of service on or before August 31, 2021.

Q: Will ABHIL facilitate a reconciliation if our results exceed or underachieve our targets?

A: ABHIL will not facilitate a reconciliation.

Q: Will there be additional payouts in 2022 for the 2021 P4P program?

A: No, the 2021 P4P payment is a one-time payout program being offered for the entire 2021 calendar year.

Q: Where can I review my payment details?

A: A HEDIS scorecard report of 2021 P4P earnings is available on the Availity Provider Portal under the Business Intelligence Reports. If you are not registered, we recommend that you go to the Availity Landing Page at www.availity.com/AetnaMedicaidProviders.

Then, go to the Get Started with Availity Provider Portal microsite for free tips and training on how to register with Availity. If you need registration assistance, please call Availity Client Services at 1-800-282-4548 between the hours of 8:00 am and 8:00 pm ET, Monday-Friday (excluding holidays).

Q: How can receiving the P4P payment by 12/31/2021 result in increased quality performance?

A: The P4P prepayment can enhance the quality of care by incentivizing PCPs to focus on preventive and screening services. ABHIL can also set up SDS feeds which automate reporting and increase performance and related incentives.

Q: If I have any questions, who can I contact?

Please work with your Provider Experience Representative or assigned Quality Consultant Representative to address any questions or concerns. If you need additional assistance, please contact the Quality team at 833-216-7279 or ABHILQualityOutreach@AETNA.com.