

We Want to Help You Boost Your Quality Score Into Our Gold Reward Level!



Provider Name/ID:

End of Year 2023 Quality Score:



Wellcare is offering the 2024 Stars Quality Score Boost Program to participating providers. This initiative aims to recognize providers delivering quality care to our members.

What is the 2024 Stars Quality Score Boost Program?

Last year your quality score was **equal to or greater than 3.3** and it looks like this year you are on track to outpace that number and reach our Gold reward level. To assist in your quality improvement efforts we are offering a program, where you can earn additional incentives as defined below for year over year improvement:

2024 EOY Quality Score	PMPY Qualified Members
3.75	\$100
4	\$150

What Do I Do as a Provider?

- 1 Review the gaps in care report provided by your Wellcare Provider Engagement Representative. Work with Wellcare members to schedule appointments and conduct/order tests and screenings, as applicable, to ensure the member completes the needed tests and screenings by **December 31, 2024**.
- 2 Upon completion of the examination, document care and diagnosis in the patient's medical record and submit the appropriate electronic data submission (claims, encounter files and/or approved NCQA supplemental electronic flat files containing all relevant ICD-10, CPT and CPT II codes) by **January 31, 2025**.
- 3 Review tests and screening results with the member.

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For more than 20 years, Wellcare has offered a range of Medicare products, which offer affordable coverage beyond Original Medicare. Beginning Jan. 1, 2022, our affiliated Medicare product brands, including Allwell, Health Net, Fidelis Care, Trillium Advantage, and 'Ohana Health Plan transitioned to the newly refreshed Wellcare brand. If you have any questions, please contact Provider Relations.



- By Allwell
- By Fidelis Care
- By Health Net
- By 'Ohana Health Plan
- By Trillium Advantage

Payment Information

Quality scores will be based on data received between January 1, 2024 and January 31, 2025. Wellcare must receive claims, encounter files and/or approved NCQA supplemental electronic flat files containing all relevant ICD-10, CPT and CPT II codes by **January 31, 2025**.

The 2024 Stars Quality Score Boost Program will have one (1) payment cycle no later than Q1 2026.

Qualified members are defined as members who have one or more gap(s) in care during MY 2024. Example, if a member has seven (7) gaps in care, and another member has two (2) that would total two (2) qualified members. Qualified gaps in care are:



Breast Cancer Screening (BCS)



Controlling High Blood Pressure (CBP)



Care for Older Adults – Pain Assessment*



Care For Older Adults – Medication Review*



Colorectal Cancer Screen (COL)



Diabetes – Eye Exam



Follow up after an Emergency Department Visit



Diabetes HbA1c Controlled



Kidney Health for Patients with Diabetes



Osteoporosis Management in Woman Who Had a Fracture (OMW)



Statin Therapy for Patients with Cardiovascular Disease (SPC)



Transition of Care – Medication Reconciliation Post Discharge



Transition of Care – Patient Engagement after Inpatient Discharge

*Special Needs Plan members only

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Additional Conditions

Additional conditions for eligibility to receive a bonus under the 2024 Stars Quality Score Boost Program are:

1. All 2024 Stars Quality Score Boost Program providers must: (a) be in a participation agreement with Wellcare, either directly or indirectly through a vendor, from the effective date and continually through the dates the bonus payments are made, and (b) be in compliance with their participation agreement including the timely completion of required training or education as requested or required by the plan.
2. Bonuses are paid to the Qualified Member's Provider of record in accordance with 2024 Stars Quality Score Boost Program.
3. Any bonus payments earned through the 2024 Stars Quality Score Boost Program will be in addition to the compensation arrangement set forth in your participation agreement, as well as any other Wellcare incentive program in which you may participate. At Wellcare's discretion, providers who have a contractual or other quality incentive arrangement with Wellcare either directly or through an IPA/Vendor may be excluded from participation in this bonus program.
4. The terms and conditions of the participation agreement, except for appeal and dispute rights and processes, are incorporated into this program, including without limitation, all audit rights of Wellcare, and the provider agrees that Wellcare or any state or federal agency may audit his/her/its records and information.
5. The program is discretionary and subject to modification due to changes in government healthcare program requirements, or otherwise. Wellcare will determine if the requirements are satisfied, and payments will be made solely at Wellcare's discretion. There is no right to appeal any decision made in connection with the program. If the program is revised, the plan will send a notice to provider by email or other means of notice permitted under the participation agreement.
6. Wellcare reserves the right to withhold the payment of any bonus that may have otherwise been paid to a provider to the extent that such provider has received or retained an overpayment (any money to which the provider is not entitled, including, but not limited to, Fraud, Waste or Abuse) from the plan, or the plan's eligible member. In the event Wellcare determines a provider has been overpaid, Wellcare may offset any bonus payment that may have otherwise been paid to the 2024 Stars Quality Score Boost Program provider against overpayment.
7. Plan shall make no specific payment, directly or indirectly under a provider incentive program, to a 2024 Stars Quality Score Boost Program provider as an inducement to reduce or limit medically necessary services to an enrollee, and this 2024 Stars Quality Score Boost Program does not contain provisions that provide incentives, monetary or otherwise, for withholding medically necessary care. All services should be rendered in accordance with professional medical standards.



Important Contact Information

If you have questions about our 2024 Stars Quality Score Boost Program, please contact your Wellcare Quality or Provider Engagement representative.