



Healthy Behaviors Evaluation 2019-2020

MCO Name: [South Florida Community Care Network dba Community Care Plan](#)

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Time Period Referenced: 07/01/2019 – 06/30/2020

Overview: Community Care Plan's Member Rewards program has been in place since in March 2017. Members were notified of the program during onboarding calls, member flyers, CCP website, direct outreach calls, case managers, member services, and texting campaigns. As of March 2019, an added step was implemented that members had to call or email (ccpreward@ccpcares.org) to receive the award. This encouraged engagement and afforded the health plan an opportunity to engage the member in added services such as care coordination, preventive health reminders, and enrollment into other healthy behavior programs such as obesity, smoking cessation, and/or substance use disorder.

CCP has incentive rewards in place for:

- Pregnancy: Complete timely prenatal and postpartum visit
- Well Child Visits: Seven completed visits in the first 15 months of life and annual well visit ages 2 – 19
- Well Adult Visits: annual well visit ages 20+
- Diabetes: Annually complete hemoglobin A1c, urine for microalbumin, and dilated eye exam
- Substance Use Disorder
- Tobacco Cessation
- Obesity Management

The reward amount differs based on the complexity of the healthy behavior.

Behavior	Incentive Amount	Goal	Enrolled in Program / Participation	Evaluation
Pregnancy	\$50.00	Complete timely prenatal and postpartum visit	Rewards 5/5=100%	With a HEDIS CY 2019 Pregnancy population of over 850, the participation rate for the pregnancy incentive is extremely low. CCP has to look at our messaging strategies to increase the participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$50.00	Seven completed visits in the first 15 months of life	4/4 = 100%	With a HEDIS CY, 2019 Well Child 15 Months population of over 1200, the participation rate for the well-child visits incentive is extremely low. CCP has to look at our messaging strategies to increase the participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Diabetes	\$30.00	Annually complete diabetes screenings: Hemoglobin A1c Urine Microalbumin Dilated Retinal Exam	1/1= 100%	With a HEDIS CY 2019 Diabetes population of over 400, the participation rate for the diabetes incentive is extremely low. CCP has to look at our messaging strategies to increase the participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$10.00	Annual well visit ages 2 – 11	22/22=100%	Of the 22 members who completed the healthy behavior, 17 members had no ED visits in the SFY. Some members had more than 1 ED visit in the SFY. With a low participation rate, CCP is unable to correlate these results to the general population. CCP has to look at our messaging strategies to increase the

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				participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$20.00	Annual well visit ages 12 – 19	15/15=100%	Of the 15 members who completed the healthy behavior, 10 had no ED visits in the SFY. Some members had more than 1 ED visit in the SFY. With a low denominator, CCP is unable to correlate these results to the general population. CCP has to look at our messaging strategies to increase the participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Adult Visits	\$20.00	Annual well visit ages 20 +	7/7=100%	With a HEDIS CY 2019 Adult Access to Primary Care population of over 3500, the participation rate for the diabetes incentive is extremely low. CCP has to look at our messaging strategies to increase the participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Substance Use Disorder	\$40.00	Completion of the Substance Use Disorder Program with Carisk	9/9 = 100%	With a HEDIS CY 2019 IET population of over 250, the participation rate for the diabetes incentive is extremely low. CCP has to look at our messaging strategies to increase the participation going forward. The 2019-2020 SFY will be compared to SFY 2020-2021 to see if COVID-19 has affected participation rates.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Tobacco Cessation	\$50.00	Complete a tobacco cessation program and submit proof of completion from the AHEC Tobacco Cessation Counselor or Instructor	None	NA
Behavior	Incentive Amount	Goal	Participation	Evaluation

Obesity Management	\$50.00	Complete six (6) month program including 2 PCP visits and 3 visits with a Registered Dietician in combination with Case Management	None	NA
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