



Healthy Behaviors Evaluation 2024-2025

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

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Overview: Community Care Plan began the Member Rewards program 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, fill out the online form at ccpcares.org/healthyreward, 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. In June 2022 CCP added an incentive for Follow Up Visit After Behavioral Health Admission. The Follow Up Visit After Behavioral Health Admission reward does not have the call or email component. In October 2022, CCP added the Healthy Behavior for Health Risk Assessment and Health Risk Assessment with MyChart Enrollment and December 2022 a web form option to report a Healthy Behavior was added to the CCP website. In June 2023 CCP added an incentive for Postpartum Care between seven days (7) and seven (7) weeks after their baby is born.

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CCP has incentive rewards in place for:

- Pregnancy: Complete timely prenatal and postpartum visit and postpartum visit only
- 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
- Follow Up Visit After Behavioral Health Admission
- Health Risk Assessment
- Health Risk Assessment with MyChart Enrollment

The reward amount differs based on the complexity of the healthy behavior. For the Healthy Behavior Programs that are not being utilized, CCP is looking into ways to increase participation.

Behavior	Incentive Amount	Goal	Enrolled in Program / Participation	Evaluation
Pregnancy	\$50.00	Complete timely prenatal and postpartum visit	9/9=100%	With a HEDIS CY 2024 Pregnancy population of about 650, the participation rate for the pregnancy incentive is extremely low. Pregnancy participation stayed about the same from SFY 2023-2024 to SFY 2024-2025. CCP is evaluating our messaging strategies to our Pregnant members to increase the participation going forward.

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Pregnancy	\$20.00	Complete timely postpartum visit.	13/13=100%	With a HEDIS CY 2024 Pregnancy population of about 650, the participation rate for the postpartum incentive is extremely low. Since this is the second of the Healthy Behavior, CCP will continue to evaluate messaging strategies to increase participation.
Behavior	Incentive	Goal	Participation	Evaluation
Well Child Visits	\$50.00	Seven completed visits in the first 15 months of life	8/8=100%	With a HEDIS CY 2023 W30, 0-15 months population of over 1400, the participation rate for the pregnancy incentive is extremely low. Although it low, it was higher than the participation rate to SFY 2023-2024. CCP is evaluating our messaging strategies to educate the parent/guardian of these members about the rewards program.
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 2024 Diabetes population of about 400, the participation rate for the pregnancy incentive is extremely low. Although it low, SFY 2023-2024 did not have any participants. CCP is evaluating our messaging strategies to educate these members about the rewards program.

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Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$10.00	Annual well visit ages 2 – 11	44/44=100%	With a HEDIS CY 2023 W30 and WCV population of about 12,000, the participation rate for the pregnancy incentive is extremely low. Although it low, increased from SFY 2023-2024. CCP is evaluating our messaging strategies to increase the participation going forward.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$20.00	Annual well visit ages 12 – 19	24/24=100%	With a HEDIS CY 2024 WCV population of over 6,000, the participation rate for the incentive is extremely low. Although it low, participation doubled from SFY 2023-2024. CCP is evaluating our messaging strategies to increase the participation going forward.
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Adult Visits	\$20.00	Annual well visit ages 20 +	21/21=100%	With a HEDIS CY 2024 Adult Access to Primary Care population of over 4400, the participation rate for the Well Adult Visit incentive is extremely low. The participation rate tripled from SFY 2023-2024. CCP is evaluating our messaging strategies to increase the participation going forward.

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Behavior	Incentive Amount	Goal	Participation	Evaluation
Substance Use Disorder	\$40.00	Completion of the Substance Use Disorder Program	None	NA
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	3/3=100%	NA

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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
Behavior	Incentive Amount	Goal	Participation	Evaluation
Follow Up Visit After Behavioral Health Admission	\$25.00	Completion of a visit to a behavioral health provider within 7 days of discharge	85/85=100%	The Follow Up Visit After Behavioral Health Admission participation increased from SFY 2023-2024. Since this is the third year of the Healthy Behavior, CCP will continue to monitor to see if additional messaging and partnerships are needed to increase participation.

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Behavior	Incentive Amount	Goal	Participation	Evaluation
Health Risk Assessment	\$15.00	Completion of HRA within 45 days of enrollment or upon CCP request.	3832/3832=100%	The participation rate for Health Risk Assessment is high compared to the other Healthy Behavior programs. The number of participants more than doubled. CCP will continue to evaluate messaging strategies and try to incorporate some of the strategies used for the Health Risk Assessments for the other Healthy Behavior Programs.
Health Risk Assessment with MyChart Enrollment	\$20.00	Completion of HRA within 45 days of enrollment or upon CCP request with enrollment in MyChart.	2/2= 100%	The participation rate for Health Risk Assessment with MyChart Enrollment is extremely low compared to the general Health Risk Assessment completion and less than 2023-2024. Since this is the third year of the Healthy Behavior, CCP will continue to evaluate messaging strategies to increase participation.