



To: IEHP- Global Quality P4P PCP Participants
From: IEHP – Quality Programs
Date: July 20, 2022
Subject: **2022 Global Quality P4P Program – Provider Directory Verification**

Inland Empire Health Plan (IEHP) would like to remind you about important requirements for the 2022 Global Quality P4P (GQ P4P) measure: **Timely Response to Provider Directory**. The requirements below must be met by your office to be eligible to potentially earn incentive dollars for this measure.

Measure Name: Timely Response to Provider Directory

Measure Description: Providers are encouraged to submit IEHP Provider Directory demographics twice in the measurement year (2022). **IEHP will be providing an incentive to Providers who report timely to IEHP during the Summer Provider Directory Verification process.**

Please note that the following Provider elements are required. Provider Directory Verification submissions that do not include all elements will be considered incomplete and not eligible for the incentive.

- **Race/Ethnicity** – this is the race and/or ethnicity for the provider; if a provider is mixed race and identifies with more than one ethnicity, all should be listed on the verification form. This information will not be published in the Provider Directory; used internally for equity analyses.
- **Language Spoken by Staff and Provider** – Languages spoken by the Providers, clinical staff, and/or administrative staff. Language, proficiency, and fluency all must be included, and a best estimate of fluency is allowed.
- **Other Plan Contracts** – this indicates the other Health Plans besides IEHP, with whom the Provider contracts. This supports IEHP with determining the adequacy of our network. This includes other Plan contracts outside of the Medi-Cal line of business.
- **Panel Size** – This indicates the number of assigned Members with the other Health Plans. This supports IEHP with determining the adequacy of our network. This includes panel size in other Plan contracts outside of the Medi-Cal line of business.

Remember, providers can earn an additional Quality PMPM of \$0.25 for meeting the Timely Response to Provider Directory P4P measure!

Measure Requirement:

- Complete, sign and attest to IEHP Provider Directory Verification Form **by July 29, 2022.**
- Return the complete form to IEHP
- Email: ProviderDirectoryInbox@iehp.org.
- Fax: (909) 477-8573

Provider Directory Timeline:

- July 7, 2022 – July 18, 2022: Verification form sent out through fax/email to Provider offices.
- July 7, 2022 – July 29, 2022: Providers must complete Provider Directory Verification Form and send back to IEHP no later than July 29, 2022

If your office has questions regarding your Provider Directory Verification Form or did not receive the Provider Directory Form by July 18, 2022, please reach out to IEHP's Provider Call Center at 909-890-2054.

Thank you for your continued partnership in providing quality healthcare to IEHP's Members.

To review full details related to the Timely Response to Provider Directory measure, please leverage the 2022 GQ P4P Program Guide located on the IEHP website at:
<https://iehp.org/en/providers/p4p-prop56-gemt>.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at 909-890-2054, (866) 223-4347 or to reach the IEHP's Quality Department at QualityPrograms@iehp.org