Frequently Asked Questions

Quality-Based Physician Incentive Program (QPIP)

As a UnitedHealthcare network care provider, you have options on where your patients who are our plan members receive their surgical care — in the office, at an ambulatory surgical center, or in an in-patient hospital setting. Like you, we’re always looking for new ways to better achieve positive outcomes, which is one of the reasons we created and are piloting the Quality-Based Physician Incentive Program (QPIP) for care providers in select markets.

With QPIP, you have the opportunity to earn an incentive payment by performing clinically appropriate procedures at designated facilities and meeting certain quality metrics. The following frequently asked questions offer more details about the program and how to earn your reward.

Eligibility & Enrollment

Q1: Is QPIP available everywhere?
A. No. QPIP is only offered in select markets right now. To see if your market’s included in the incentive, please review the list of designated facilities at UHCprovider.com > Menu > Reports and Quality Programs > Quality-Based Physician Incentive Program (QPIP).

Q2: If the program is in my market, am I eligible for the incentive?
A. To participate in QPIP, you must have a Participation Agreement with UnitedHealthcare that includes eligible commercial products. If you’re invited to join, you’ll receive an invitation letter and QPIP Amendment to your Participation Agreement.

Please be aware that care providers reviewed as part of UnitedHealthcare’s Premium Designation program who didn’t pass the quality portion of the evaluation may not be eligible to participate in QPIP. If you have any questions, please contact your Provider Advocate.

Q3: How can I enroll?
A. Simply review the QPIP Amendment sent to you in your invitation letter — be sure to check that your contact information is correct. If required, sign and return to us at the listed address. If you have questions, your Provider Advocate can help.

Q4: Do physician assistants (PAs) or co-surgeons qualify?
A. No. At this time, QPIP is only available to primary surgeons.
Q5: Is there an enrollment period, or can I join at any time?
A. Please review your QPIP Amendment for the program’s effective date. You can then start to earn your incentive after the effective date.

New physicians at your practice or those who missed the launch deadline are welcome to join the program on a rolling quarterly basis.

Incentive Administration

Q6: When will I be paid?
A. QPIP payments will be distributed on a quarterly basis.

Q7: Will I receive a quarterly statement?
A. Yes. Care providers participating in QPIP will receive a report with a comparison of their clinical performance against the program thresholds, along with the incentive amount they earned.

Q8: Does QPIP affect my Participation Agreement with UnitedHealthcare?
A. No. Your existing relationship with UnitedHealthcare will stay as is and the current rates for providing services to our plan members will be unchanged, regardless of the incentive amount you earn.

If your UnitedHealthcare Participation Agreement is terminated for any reason, your participation in QPIP will also end. On the other hand, the termination of QPIP or your participation in the program’s pilot will not automatically terminate your UnitedHealthcare Participation Agreement.

Q9: How long will the program last?
A. Right now, QPIP is a pilot and we aren’t sure how long it will last.

We’re committed to growing successful, value-based programs for physicians and their patients who are our plan members. We’ll use QPIP results and feedback to make adjustments and/or decisions related to the program and how long it’ll last.

Q10: Do all of my cases qualify, or just my UnitedHealthcare ones?
A. QPIP is sponsored by UnitedHealthcare, so only procedures performed for your patients who are our commercial plan members are eligible. The program doesn’t include Medicare Advantage or UnitedHealthcare Community Plan (Medicaid) cases.

Certain UnitedHealthcare commercial cases also may not qualify for the incentive. Some self-funded benefit plans administered by us may choose not to participate in value-based incentive programs like QPIP. Products purchased on the Exchanges also aren’t eligible. For more information, please contact your Provider Advocate.

Q11: Do I need to tell plan members about QPIP?
A. Yes, we recommend you share a disclosure statement with your patients who are UnitedHealthcare plan members – certain state laws require you to do so. Copies of our suggested disclosure statement to have signed or posted in your office are available at UHCprovider.com > Menu > Reports and Quality Programs > Quality-Based Physician Incentive Program (QPIP).

Q12: Where can I find out more information on outpatient groupers referenced in the QPIP Amendment?
A. To learn more about outpatient groupers, please visit UHCprovider.com > Menu > Claims, Billing and Payments > View Outpatient Procedure Grouper (OPG) Exhibits.
Q13: How were the designated facilities chosen?
A. To be selected as part of QPIP, designated facilities must meet certain criteria including, but not limited to:

- Being an ambulatory surgical center credentialed and contracted with UnitedHealthcare for the applicable commercial products.
- Being accredited with the Accreditation Association for Ambulatory Health Care (AAAHC), Joint Commission on Accreditation of Healthcare Organizations (JCAHO), or American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF).
- Having an in-network anesthesiologist available.

Q14: What are the designated facilities in my area?
A. For a list of designated facilities near you, please visit [UHCprovider.com > Menu > Reports and Quality Programs > Quality-Based Physician Incentive Program (QPIP)]. Please keep in mind that QPIP is a voluntary program. Our list is meant to illustrate facility options where your patients who are our plan members may receive a lower cost, higher quality health care experience for clinically appropriate procedures. Any final decision about where a procedure is performed is ultimately up to the discretion of the primary surgeon and their patient.

Q15: Does QPIP apply to other surgery centers where I operate?
A. QPIP was created to help promote quality care and an enhanced patient experience in a cost-effective care setting appropriate for UnitedHealthcare plan members. That’s why the QPIP payment only applies to procedures performed at designated facilities.

Q16: Are my practice partners eligible if they don’t currently work at a designated facility?
A. All in-network care providers interested in performing procedures at a designated facility are eligible for QPIP. To become credentialed at a designated facility, they’ll need to reach out directly to a facility contact and complete the enrollment process. This may take anywhere from four to six weeks.

Q17. Are there quality metrics I have to meet?
A. Yes. To be successful with QPIP, you need to meet a set of quality metrics based on National Quality Forum (NQF) measures when performing procedures at a designated facility. The table on the next page gives more detail on the measures, their definition and the maximum threshold not to exceed per quarter. Designated facilities will notify us if any of these metrics are missed.

Q18. Do the metrics differ by specialty?
A. At this time, the metrics will be the same across all specialties during this pilot phase.

Q19: What happens if I don’t meet any of the quality metrics?
A. Participating care providers who don’t meet one or more of the quality metrics will be ineligible to receive any QPIP payments for procedures performed in that quarter.

If any metrics are disputed, we’ll follow the procedures in the “Dispute Resolution” section of your provider contract, along with those outlined in the UnitedHealthcare Administrative Guide available at [UHCprovider.com > Menu > Administrative Guides].
<table>
<thead>
<tr>
<th>Measure</th>
<th>Definition</th>
<th>Threshold</th>
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<tbody>
<tr>
<td>Wrong</td>
<td>Not in accordance with the intended site, side, patient, procedure or implant</td>
<td>Exceeding zero per quarter</td>
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<td>Burn</td>
<td>Unintended tissue injury caused by any of these six recognized mechanisms:</td>
<td>Exceeding two incorrect timings for one quarter and zero for the following two quarters</td>
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<tr>
<td></td>
<td>✓ Chemical</td>
<td></td>
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<td></td>
<td>✓ Contact</td>
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<td></td>
<td>✓ Electrical</td>
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<td></td>
<td>✓ Fire</td>
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<td></td>
<td>✓ Radiation</td>
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<td></td>
<td>✓ Scalds</td>
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<td>Example:</td>
<td>Burn from warming devices, prep solutions, electrosurgical unit or laser</td>
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<tr>
<td>Antibiotic Timing</td>
<td>Antibiotic must be administered on time:</td>
<td>Exceeding two incorrect timings for one quarter and zero for the following two quarters</td>
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<td></td>
<td>✓ Infusion initiated within one hour before the initial surgical incision or the beginning of the procedure — for example, introduction of endoscope, insertion of needle, inflation of tourniquet</td>
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<td>OR</td>
<td>✓ Infusion initiated two hours before if vancomycin or fluoroquinolones are administered</td>
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<td>Timing begins at the time antibiotic infusion is started.</td>
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<tr>
<td>Infection</td>
<td>A superficial incisional, deep incisional or organ space surgical site infection (SSI), as defined by the Centers for Disease Control and Prevention (CDC)</td>
<td>Exceeding one for one quarter and zero for the following two quarters</td>
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<td>Infection tracking for 30 or 90 days depending on the type of procedure — for example, presence of implant, etc.</td>
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<tr>
<td>Transfer</td>
<td>Any transfer/admission from an ambulatory surgical center (ASC) directly to an acute care hospital, which includes a hospital emergency room</td>
<td>Exceeding one for one quarter and zero for the following two quarters</td>
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<tr>
<td>Return to Operating Room (OR)</td>
<td>Any secondary procedure performed on the same day as the primary procedure because of a complication from the primary procedure</td>
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Comply with all applicable laws, rules and regulations, and credentialing requirements outlined in the medical staff bylaws of your designated facility.

Make sure you have an executed Participation Agreement with UnitedHealthcare and be in compliance with that contract.

If required, sign and return your QPIP Amendment to us at the address listed in your invitation letter.

Continue to participate in good standing in our applicable commercial plan networks.

Use UnitedHealthcare in-network ancillary care providers including anesthesiologists.

Conduct yourself competently and professionally with care providers and patients as required in the rules, regulations and medical staff bylaws at your designated facility.

Participate in performance improvement and peer review activities as required by UnitedHealthcare or your designated facility.

Take part in quality assurance, utilization review and risk management programs developed by UnitedHealthcare and/or your designated facility.

Contact us to learn more.

For more information about QPIP or other programs that can help support your patients who are UnitedHealthcare plan members, please contact your Provider Advocate. Thank you.