



Dear Valued Provider,

During these unprecedented times, IlliniCare Health recognizes that the way we deliver healthcare services to our members is constantly evolving. Amidst COVID-19, our members and providers remain at the forefront of our concern and we are working to identify even more ways to meet the needs of those we serve.

This year, IlliniCare Health is improving our Pay for Performance (P4P) program by advancing the funds that you would have traditionally received in the next twelve months. The payment methodology is based on your previous year's performance and the payment includes extra funds to account for the changing needs within our communities.

In addition to the traditional P4P funds, we also included a P4P grant in order to invest in your practice and the care of our members. Both of these payments are included in the enclosed check. Our hope is that you begin reinvesting these funds into your practice, your patients, and your community as soon as practical.

We have included an FAQ sheet with this message to answer additional questions you may have regarding this new approach. Also, please go to illinicare.com/providers/P4P.html or to the provider homepage on the IlliniCare Health site, to hear a brief message from one of our medical directors, Dr. Thomas McGill, explaining why now, more than ever, this program is essential to those that we serve.

As always, IlliniCare Health HEDIS coordinators and Provider Relations staff, dedicated to serving your practice, can help answer any questions you may have and we will continue to support your efforts to provide the best care possible to our members by doing the following and more:

- Utilizing SDS flat feeds to share information about the care you are providing with our health plan, as well as investing in shareable electronic medical records systems (EMRs) that would allow our plan to access our members' records when needed for mandatory state and national auditing purposes
- Emphasizing care related to women's health, children's health, behavioral health, and chronic condition management
- Continuing to share your quality metric performance scorecards and assisting with care gap closure

We hope that this advance incentive payment will allow you to better serve your patients and your community. Your relationship is important to us. To this end, we wanted to let you know that this fall, IlliniCare Health will become Aetna Better Health of Illinois. The same team dedicated to the same great network of providers. We're looking forward to continuing to strengthen and build our relationship with your practice. Stay tuned in July for more information on our upcoming name change.

Best regards,

IlliniCare Health