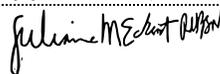


Policy Title:	Evaluation of Chronic Care Improvement Program (CCIP)				
Department:	Clinical Quality Improvement				
Policy Number:	CQI-8			Approved By:	
Issue Day: 02/01/16	Effective Date: 01/27/16				12/2/20
Next Review Date: 12/2/20	Revision Dates: 11/15/19, 11/15/20			Julianne Eckert, RN, BSN - Director of Clinical Quality Improvement	Date
REFERENCE:	<a href="#">MMCM CH 5, Quality Assessment, Section 20.1.1 Chronic Care Improvement Program;</a> <a href="#">42 CFR§ 422.152 (a)(2)</a>				

**Purpose:** To state the components and steps necessary to carry out the Chronic Care Improvement Program evaluation.

**Scope:** Medicare Advantage

**Policy:**  
 Clover Health must develop, implement, monitor, and evaluate a Chronic Care Improvement Project (CCIP) as part of its Quality Improvement Program. The CCIP must have a method for identifying members with multiple or sufficiently severe chronic conditions who meet the criteria for participation in the program, as well as a mechanism for monitoring members' participation in the program and a set of industry accepted performance indicators to measure outcomes.

Clover will develop the CCIP utilizing the quality improvement model adopted by CMS based on the Plan-Do-Study-Act (PDSA) quality improvement model. PDSA is an iterative, problem-solving model used for improving a process or carrying out change. The four steps of the PDSA cycle provide a systematic, step-by-step, ongoing approach for quality improvement initiatives. Components of the PDSA are as follows:

- **Plan:** Describes the processes, specifications, and output objectives used to establish the CCIP/QIP

- **Do:** Describes the progress of the implementation and the data collection plan
- **Study:** Describes the analysis of data to determine what impact the program has had on members
- **Act:** Summarizes action plan(s) based on findings; describes, in particular, the differences between actual and anticipated results, and describes specific actions or steps taken or planned based on current results

Additionally, as part of the evaluation of the CCIP, the following criteria used to develop the CCIP are demonstrated:

- Methods for identifying MA enrollees with multiple or sufficiently severe chronic conditions that would benefit from participating in a chronic care improvement program.
- Mechanisms for monitoring MA enrollees that are participating in the chronic improvement program and evaluating participant outcomes such as changes in health status.
- Performance assessments that use quality indicators that are objective, clearly and unambiguously defined, and based on current clinical knowledge or research.
- Systematic and ongoing follow-up on the program effectiveness.

**Definitions:**

Not Applicable

**Procedure:**

1. The Clinical Quality Improvement team is responsible for the development, and implementation of the Chronic Care Improvement Program (CCIP).
2. The Director of Clinical Quality Improvement will attest in HPMS annually, that Clover Health has an ongoing CCIP and maintains internal documentation regarding the status of their CCIP.
3. The Director of Clinical Quality Improvement will submit upon CMS request for information on the status and results of ongoing projects.

**Related Policies:**

**Attachments:**

<b>New, Revised or Reviewed/ No Changes</b>	<b>Previous Policy Name, If Applicable/Description of Changes</b>	<b>Department Lead Approval (Name)</b>	<b>Date Department Lead Approved</b>	<b>Date Policy Committee Approved</b>
Revised	Revisions to reflect current CMS guidance, template change, formatting and minor grammatical revisions.	Julianne Eckert	11/11/19	11/15/19
Review	Annual Review	Julianne Eckert	11/15/20	12/2/20