






# ICAN! Quality Hub Network Request for Engagement (RFE)

**APPLICATION DUE: Friday, March 4, 2022**

## BACKGROUND

Illinois Contraceptive Access Now (ICAN!) is a five-year (2021-2025) statewide initiative to advance reproductive health equity by improving the quality and coverage of contraceptive care. ICAN! seeks to create a national model for establishing high-quality contraceptive care as an essential and routine part of whole-person preventive and primary care by supporting community health centers to improve the delivery of patient-centered contraceptive care; empowering patients to seize their right to the highest quality of care; and removing financial barriers through innovative policy reform.

 <p><b>Vision</b> The change we hope to see</p>	Every person in Illinois has the ability to decide if, when, and under what circumstances to be pregnant and parent.		
 <p><b>Mission</b> Our reason for being</p>	To advance reproductive health equity in Illinois by improving the quality and coverage of contraceptive care.		
 <p><b>Goals</b> What we are trying to accomplish</p>	Improve the delivery of patient-centered contraceptive counseling at community health centers to advance reproductive well-being.	Decrease the number of people without health coverage for contraceptive care.	Expand points of access to contraceptive care and education.

## THE NEED: CONTRACEPTIVE EQUITY IN ILLINOIS

The historic stigmatization and siloing of sexual and reproductive health from primary care services has resulted in inequitable access for Black, Indigenous, and People of Color (BIPOC) and those with fewer resources. Voluntary, informed access to a full range of modern contraception enables people to **determine whether, when, and under what conditions to have children**, addressing health disparities and improving perinatal outcomes.

In Illinois, nearly one-third of contraceptive users lack coverage for contraceptive services and supplies. An estimated 800,000 women live in counties without health centers that offer the full range of contraceptive methods. Where contraceptive care is accessible, quality varies widely. Among patients seeking contraceptive care at Illinois community health centers, only one in five receives contraceptive counseling. These barriers are compounded by patient-driven factors, including distrust of the healthcare system due to experiences of discrimination, racism, and/or contraceptive coercion.

Women of reproductive age (15-49) comprise the vast majority of Federally Qualified Health Center (FQHC) patients (63%) and adult Medicaid enrollees (65%). Working together, we can ensure that **TRUER Contraceptive Care becomes an essential and routine part of whole-person preventive and primary care.**

THE TRUER CONTRACEPTIVE CARE APPROACH	
<b>T</b>	<b>Trauma-informed:</b> Understanding the widespread impact of trauma and actively resisting re-traumatization.
<b>R</b>	<b>Respectful:</b> Providing dignified care with shared decision-making at the core of every visit.
<b>U</b>	<b>Unconscious bias-aware:</b> Challenging one's mental shortcuts in organizing information and decision-making to truly hear the patient.
<b>E</b>	<b>Evidence-based:</b> Using scientifically validated methods to meet individual patient needs. Not perpetuating myths or directing decisions based on personal beliefs.
<b>R</b>	<b>Reproductive well-being assessed:</b> Supporting the achievement of reproductive life goals through routine screening for contraceptive needs and desires

## PARTNER WITH US!

ICAN! is pleased to announce a competitive funding opportunity to build health centers capacity to **provide the full range of FDA-approved contraceptive options to all people, regardless of ability to pay.** This award will support clinical training, technical assistance, and capacity building to elevate and sustain TRUER Contraceptive Care as a standard of routine care for people of reproductive age. Upon achievement of key milestones (see below), participating health centers will be invited to join the ICAN! Quality Hub (QH) network, earning a designation as a Quality Hub in ICAN!'s [online provider directory](#) and receiving in-kind marketing support to drive patient volume to the health center.

### WHY BECOME AN ICAN! QUALITY HUB?



**Elevate your reputation** in your community by becoming known statewide as a Quality Hub where any person can access patient-centered contraceptive care.



**Increase the number of new, unduplicated patients/visits** through offering contraceptive services as a gateway to primary care.



**Improve financial performance** with more diversified payor sources and stronger reimbursement practices to offset the cost of providing care for the truly uninsured.



**Increase healthcare coverage for uninsured/underinsured** patients so more patients can access primary/preventive care services without financial barriers.



**Improve the total health of your community** with TRUER Contraceptive Care.

## ELIGIBILITY REQUIREMENTS

ICAN! health center partners believe in the vision of ICAN! and are eager to be part of this innovative approach to expand access to TRUER Contraceptive Care. Health centers must demonstrate core practices consistent with high-quality contraceptive care and be able to have achieved or are on the road to achieving the following elements of clinical and operational performance to qualify for partnership:

## 1. Clinical Elements:

- Practice evidence-based care consistent with *CDC's Quality Family Planning Guidelines*, including use of the [Medical Eligibility Criteria](#). Evidence based care include evidence-based screening, treatment, and management for STI/HIV
- Offer all options for pregnancy counseling/referral.
- Provision of all FDA-approved contraceptive options for all patients to obtain same-day contraceptive services (except tubal ligation and vasectomy).

## 2. Operational Elements:

- Ability to provide timely appointments for contraception (ex: emergency contraception pills or IUD within 120 hours).
- Unduplicated patient volume is greater than 20,000 per year.
- Over 30% of patients are Medicaid payors and/or <50% are commercial/private payors.
- Enrolled with all geographically relevant Medicaid managed care organization plans.
- Able to counsel, accept, verify and bill for commercial/private insurance.
- Provide basic financial counseling to support enrollment and coverage verification.
- Policies support never turning away a client due to inability to pay, including offering a sliding scale for noninsured/underinsured.
- Access 340B pricing for buy and bill contraceptives when applicable.
- Provide appropriate service accommodations for low literacy and non-English speakers, people with disabilities, LGBTQIA, minors, and homeless/at risk of homelessness.

## PARTNERSHIP BENEFITS

### 1. Clinical training to support person-centered contraceptive counseling and provision of same-day services for all FDA-approved contraceptive methods.

Clinical providers (MD, DO, PA, APRN) and support staff (RN, LPN, MA) working with people of reproductive age will receive ongoing training to practice TRUER Contraceptive Care including:

- Required Foundational training: *Reproductive Justice and Modern Contraception* provides an in-depth review of the full range of contraceptive methods available and reproductive justice-informed applications for contraceptive care delivery. *CME/CEU approval pending*.
- On-demand trainings:
  - *Introduction to Contraceptive Screening and Counselling* offers an overview of using the [PATH framework](#) to screen for contraceptive needs and desires, providing person-centered contraceptive counselling, and integrating screening into routine clinic workflows (i.e., EMR capture).
  - Hands-on training and clinical proctorship for intrauterine device (IUD) and/or implant insertion and removal.
- Provision of clinical tools and resources to provide patient-centered education (handouts, demonstration models, etc).

## **2. Technical assistance for enrollment, billing, and reimbursement to support same-day delivery for all FDA-approved contraceptive methods.**

All billing and financial team members (providers and support staff) who work with people of reproductive age can receive support including:

- On-demand training for accurate billing and coding to maximize revenue:
  - *Outpatient Evaluation and Management (E/M) Coding Overview*
  - *2022 Prospective Payment System (PPS) and Telehealth Update*
  - *Coding for Four Common Family Planning Scenarios*
  - *Coding LARCs and Depo-Provera: An Overview*
  - *Coding Barrier and Hormonal Birth Control Methods: An Overview*
  - *Surprise Billing Sliding Fee and Prompt Pay Considerations*
- Identifying process improvements to increase public and private payor source coverage and enrollment including assessing all patients for sliding fee scale.
- Offering same-day provision (buy and bill) for IUD and Implant.
- Collecting, analyzing, and applying data-driven decision-making to improve health center coding and billing practice to improve revenue.

## **3. Capacity building to support KPI improvement and achievement of milestones needed to become part of the ICAN! Quality Hub network.**

Health centers will submit key performance indicators (KPIs) monthly related to improving contraceptive quality and access (see below). All awarded health centers will have the opportunity to become Quality Hubs by achieving the following milestones:

- Frontline staff from key clinical areas (Women’s Health, Family Medicine, Pediatrics, and Internal Medicine) have completed foundational training.
- Demonstrate an increase in the number of contraceptive encounters from baseline.
- Demonstrate ability to offer all contraceptive methods through improved method mix.
- Decrease the number of uninsured patients for contraceptive care.
- Consistently receive an “Excellent” patient-reported experience metric (PREM) rating.

Health center clinical and operational team members will receive support to improve KPIs and achieve milestones including:

- Growth opportunities through monthly communications between ICAN! and the ICAN! Champion and health center key clinical leads.
- Partnership with fellow ICAN!’s Quality Hub network and providers.
- Best practices for collecting PREM and applying data to improve quality of care.
- Increased patient volume through ICAN-deployed marketing and outreach spend.
- Assistance to expand telehealth infrastructure and leverage door-to-door delivery.

## APPLICATION AND AWARD CRITERIA

ICAN! partnering health centers must be able to provide monthly data for Key Performance Indicators (KPIs) through the duration of the partnership. Applications must include deidentified baseline data for three KPIs for the previous full calendar year:

- Method mix percentage for all family planning methods (i.e. pill, patch, ring, shot, IUD, implant, barrier methods, natural family planning, and others).
- Payor mix percentages for all people of reproductive age (15-49) and contraceptive encounters.
- Total number of contraceptive visits (ICD-10, Z30.XX) and pro-creative visits (ICD-10, Z31.XX) for all people of reproductive age (15-49) with gender, sexual orientation, race/ethnicity, and age breakdown.

**An initial award of \$25,000 will be issued in July 2022** once 60% of frontline staff from key clinical areas (i.e., Women's Health, Family Medicine, Pediatrics, Internal Medicine) have completed the ICAN! foundational training and demonstrate knowledge of reproductive justice and modern forms of contraception. Health centers must also be able to provide a fully executed Business Associate Agreement (BAA) to enable adequate data sharing.

**Two subsequent awards of \$25,000 each will be issued in January 2023 and October 2023** contingent upon demonstrated improvement and participation in the following areas:

- **Access to care:** Submission of monthly KPI reports, demonstrating improvement in providing all methods, decreasing the number of uninsured patients, and *increasing the number of contraceptive encounters compared to baseline by at least 30%*.
- **Quality of care:** Collection of a *minimum of 50 Patient Reported Experience Measure (PREM)* surveys by the end of CY2022. Ongoing PREM capture aims to solicit response from >10% of contraceptive patients. ICAN!'s PREM survey includes the National Quality Forum (NQF)-endorsed [Patient Centered Contraceptive Counseling \(PCCC\)](#) four-question quality of care measure.
- **Partnership:**
  - Engage an ICAN! Champion to serve as a liaison between ICAN! and the health center & to support the development and implementation of an ICAN! action plan.
  - Participate in monthly meetings to analyze KPI and PREM data; quarterly ICAN! Quality Hub Network meetings to share lessons learned and promising practices; and ad hoc exchanges with health centers, external experts, or ICAN! leadership.
  - Engage a leader from each clinical team serving people of reproductive age including Women's Health, Family Medicine, Pediatrics, and Internal Medicine (as applicable) to routinely engage with ICAN! staff and steward the ICAN! initiative within their clinical teams.

## QUESTIONS

[Informational and Q&A session appointments](#) are available January 19<sup>th</sup>-27<sup>th</sup>. Final applications and additional questions can be submitted to ICAN!'s Program Director, Jordan Hatcher, at [JHatcher@alliancechicago.org](mailto:JHatcher@alliancechicago.org).

