



## Comprehensive Annual Visit (CAV) Incentive Program Q&A

### 1. What is ATRIO's Comprehensive Annual Visit (CAV) program?

ATRIO's Comprehensive Annual Visit (CAV) program maximizes provider's time while allowing for all vital documentation that is necessary during an ATRIO member's face-to-face examination.

Not all members are eligible for this incentive program. ATRIO members eligible for this program will be identified and a list will be distributed to providers.

### 2. Why should I participate?

This program is designed to help providers identify HEDIS gaps in care, guide documentation for maximum risk score benefit and decrease the number of charts ATRIO will request for annual reporting.

### 3. How do I participate in the program?

You will be supplied with a "Hot List" of members we would like you to see for this program.

The face-to-face office visit must be performed and CAV form completed by a licensed physician, nurse practitioner or physician assistant.

Submit completed form and applicable encounter chart notes to ATRIO's Quality Department via fax (866) 255-1032 or secure email to CAV@atriohp.com within 10 days of the date of service.

### 4. Should I submit a claim?

Yes, please submit a claim via normal claim submission process. Claims may be billed with Comprehensive Examination CPT's 99381-99397 (normally Medicare Non-Covered). These codes were included in our annual bid to Medicare, and ATRIO will cover payment for these, if billed. We have also created a Documentation and Coding Guide to assist in reporting quality measures.

### 5. How is payment structured?

Once the claim is processed, you will be paid your contracted allowable amount.

ATRIO's Quality Department will review the chart notes submission to ensure documents meet CMS audit standards. If the chart notes and claim are accurate, ATRIO will pay an additional \$325 incentive.

### 6. What is expected for incentive payment?

If there are discrepancies in CAV documentation or claim submission by ATRIO's Quality Department, feedback will be sent to the provider. We ask providers to acknowledge they have read ATRIO's feedback and make necessary amendments to documentation and/or submit a corrected claim. Amended chart notes will need to be sent to ATRIO's Quality Department for re-review. We are happy to assist with documentation or coding questions. We want to ensure guidance and training is applicable for all.

### 7. When will I receive payment?

Review of documentation and claim will be performed by ATRIO's Quality Department for incentive payment authorization. Incentive payments are processed monthly and will be sent to the recipient and address identified on the CAV form.

### 8. Where and who should I follow up with?

If you have questions about the process, please email CAV@atriohp.com. Also, you can contact Adena Bailey, Quality Improvement Program Manager, at adena.bailey@atriohp.com

### 9. Where can I obtain program information?

CAV information and forms are posted on the ATRIO website: <http://www.atriohp.com/Providers.aspx>