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Please retain a copy of the completed Quality Improvement Strategy (QIS) Implementation Plan form so that it is available for future reference for reporting on activities conducted to implement the QIS. For detailed instructions, please refer to the QIS Technical Guidance and User Guide for the 20XX Plan Year.

QIS Submission Type

Part A. New, Discontinuing, or Continuing QIS Submission

This field is required, but will not be scored as part of the QIS evaluation.

1. Type of QIS Submission

Select the option that describes the type of QIS submission, and follow the instructions to complete the submission.

Type of QIS	Instructions
☐ New QIS¹ with No Previous QIS Submission	Complete the Background Information Section (Parts A, B, and C) and the Implementation Plan Section (Parts D and E).
 New QIS after Discontinuing a QIS Submitted during a prior Qualified Health Plan (QHP) Application Period² 	Complete a new/separate form to submit the new QIS, including the Background Information Section (Parts A, B and C) and the Implementation Plan Section (Parts D and E). (Must also submit a form to close out the discontinued QIS; see "Discontinuing a QIS").
☐ Discontinuing a QIS Submitted during a prior Qualified Health Plan (QHP) Application Period	Complete a form to close out the discontinued QIS, including the Background Information Section (Parts A, B, and C) and the Implementation Plan Section (Parts D and E), with the discontinued QIS information. Include the Progress Report (Part G) to report on progress of the QIS up to the point it was discontinued. (Must submit at least one QIS to cover all eligible QHPs; see "New QIS after Discontinuing a QIS Submitted during a prior QHP Application Period").
☐ Continuing a QIS with No Modifications	Complete the Background Information Section (Parts A, B, and C), Implementation Plan Section (Parts D and E), and the Progress Report Summary (Part G). Do not complete the QIS Modification Summary (Part F).
☐ Continuing a QIS with Modifications³	Complete the Background Information Section (Parts A, B, and C), Implementation Plan Section (Parts D and E); Modification Section (Part F), and the Progress Report Section (Part G).

¹ A "new QIS" is defined as a QIS that has not been previously submitted to an Exchange, or is a QIS that is based upon a different market-based incentive(s) and/or topic area(s) than the issuer's previous QIS.

² A new QIS is required if an issuer: changes its QIS market-based incentive type or sub-type, changes its QIS topic area, reaches one or more of its QIS performance targets, the QIS is not having the expected impact, or the QIS results in negative outcomes or unintended consequences.

³ An issuer may continue with an existing QIS even if it changes the following: activities, goals, and/or performance measures.

2. Targets All Health Plans and Product Types Offered Through an Exchange (Must Pass)
Please indicate the number of forms that will be submitted: This is form of
2a. Indicate if this QIS is applicable to <u>all eligible</u> QHPs you offer or are applying to offer through the Exchanges, or to a subset of eligible QHPs.
☐ All QHPs
☐ Subset of QHPs ^{4*}
* If "Subset of QHPs" was selected above, an additional QIS Implementation Plan(s) (Parts D and E of this form) must be submitted for eligible QHPs not covered by this QIS.
2b. Select the relevant product types to which the QIS applies. Check all that apply. To update a prior QIS submission by changing product types, use Criterion 28b in the Modification Summar section (Part F)
☐ Health Maintenance Organization (HMO)
☐ Point of Service (POS)
☐ Preferred Provider Organization (PPO)
☐ Exclusive Provider Organization (EPO)
☐ Indemnity

⁴ An issuer that previously covered all eligible QHPs with a single QIS may choose to cover a subset of QHPs with its existing QIS in subsequent years, but must submit an additional QIS form(s) to cover its remaining eligible QHPs. Similarly, an issuer that previously covered subsets of its eligible QHPs with different quality improvement strategies may discontinue one or more of its strategies by submitting QIS forms to close them out. The issuer must also ensure all eligible QHPs are covered by an existing or new QIS.

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Background Information

Part B. Issuer Information

These fields are required, but will not be scored as part of the QIS evaluation. Issuers may update the information in Part B from year to year, as needed.

3. Issuer Legal Name	4. Company Legal Name	
5. HIOS Issuer ID	6. Issuer State	
7. QIS Primary Contact's First Name	QIS Primary Contact's Last Name	
8. QIS Primary Contact's Title	9. QIS Primary Contact's Phone	Ext.
10. QIS Primary Contact's Email	J [
11. QIS Secondary Contact's First Name	QIS Secondary Contact's Last Name	
12. QIS Secondary Contact's Title	13. QIS Secondary Contact's Phone	Ext.
14. QIS Secondary Contact's Email		
15. Date Issuer Began Offering Coverage Thi	rough the Exchange	

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16. Current Payment Model(s) Description

Select the category(ies) of payment models that are used by the issuer across its Exchange product line. Provide the percentage of payments in each payment model category⁵ used by the issuer across its Exchange product line. The total percentage of payments across all four payment model types should equal approximately 100 percent.⁶

Payment Model Type	Payment Model Description	Provide Percentage
☐ Fee for Service – No Link to Quality and Value	Payments are based on volume of services and not linked to quality or efficiency.	%
☐ Fee for Service – Linked to Quality and Value	At least a portion of payments vary based on the quality or efficiency of health care delivery.	%
☐ Alternative Payment Models Built on Fee for Service Architecture	Some payment is linked to the effective management of a segment of the population or an episode of care. Payments are still triggered by delivery of services, but there are opportunities for shared savings or two-sided risk.	%
Population-based Payment	Payment is not directly triggered by service delivery so payment is not linked to volume. Clinicians and organizations are paid and responsible for the care of a beneficiary for a long period (e.g., more than one year).	%
Total	Please confirm the total percentage of payments across all four payment model type categories equals approximately 100%.	%

⁵ Categories of payment models are defined in the *Alternative Payment Model Framework and Progress Tracking (APM FPT) Work Group – Alternative Payment Model (APM) Framework Final White Paper,* available at: https:// https:// https://

⁶ To calculate the percentage of payments for Fee for Service payments linked to quality or value, and/or Alternative Payment Models tied to quality or value, issuers should use the calculation methodologies defined in the *Measuring Progress: Adoption of Alternative Payment Models in Commercial, Medicare Advantage, and State Medicaid Programs (APM Measurement Effort) Final Paper, available at: https://hcp-lan.org/groups/apm-fpt/apm-report/. See Table 1 (p. 7-10) for instructions to calculate the percentage of payments for these two payment model categories.*

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Part C. Data Sources Used for Goal Identification and Monitoring Progress

These fields are required, but will not be scored as part of the QIS evaluation. Issuers may update the information in Part C from year to year, as needed.

17. Data Sources

Indicate the data sources used for identifying QHP enrollee population needs and supporting the QIS rationale (Element 22). Check all that apply.

Data Sources
☐ Internal issuer enrollee data
☐ Medical records
☐ Claim files
☐ Surveys (enrollee, beneficiary satisfaction, other)
☐ Plan data (complaints, appeals, customer service, other)
Registries
☐ Census data
Specify Type [e.g., block, tract, ZIP Code]:
☐ Area Health Resource File (AHRF)
☐ All-payer claims data
☐ State health department population data
Regional collaborative health data
☐ Other: Please describe. Do not include company identifying information in your data source description.
(100 character limit)

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QIS Implementation Plan Section

Part D. QIS Summary

These fields are required, but will not be scored as part of the QIS evaluation.

18.	QIS Title		
	Provide a short title for	or the QIS.	
	(200 character limit)		
19.	QIS Description		
	Provide a brief summincentive type and top		ne QIS. The description must include the market-based ents 20 and 21).
	(1,000 character limit)	
	Is the QIS described	above part of a mar	ndatory State initiative?
	☐ Yes	□ No	·
	Is the QIS submission and/or for other produ		e issuer currently has in place for its Exchange product line
	☐ Yes	☐ No	
7 le	suers may use existing s	trategies employed in	non-Exchange product lines (e.g., Medicaid, commercial) if the
			lee populations and meet the QIS requirements and criteria.

pa. 6

If "yes" was checked for either/both of issuer strategy.	the above, please describe the State initiative and/or current
(1,000 character limit)	
Describe the overall goal(s) of th	e QIS (no more than two)
	ement 21 and the measures described in Element 24 should be
QIS Goal 1	
(500 character limit)	
QIS Goal 2	
(500 character limit)	

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Part E. QIS Requirements

The Elements in Part E will be scored as part of the QIS evaluation. All elements must receive a "meets" score during the QIS evaluation. If any elements are scored as "does not meet" in the QIS evaluation, the issuer must revise those elements and resubmit its Implementation Plan for re-review.

20. Market-based Incentive Type(s) (Must Pass)

Select the type and sub-type of market-based incentive(s) the QIS includes. Check all that apply. If either "In-kind incentives," "Other provider market-based incentives," or "Other enrollee market-based incentives" is selected, provide a brief description in the space provided.

Provider Market-based Incentives
☐ Increased reimbursement
☐ Bonus payment
☐ In-kind incentives (Provide a description in the space below.) (500 character limit)
Other provider market-based incentives (Provide a description in the space below.) (500 character limit)
Enrollee Market-based Incentives
Enrollee Market-based Incentives □ Premium credit
☐ Premium credit
☐ Premium credit ☐ Co-payment reduction or waiver
 □ Premium credit □ Co-payment reduction or waiver □ Co-insurance reduction
 □ Premium credit □ Co-payment reduction or waiver □ Co-insurance reduction □ Cash or cash equivalents □ Other enrollee market-based incentives (Provide a description in the space below.)
 □ Premium credit □ Co-payment reduction or waiver □ Co-insurance reduction □ Cash or cash equivalents □ Other enrollee market-based incentives (Provide a description in the space below.)

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21. Topic Area Selection (Must Pass)

Select the topic area(s) this QIS addresses, as defined in the Affordable Care Act.⁸ Check each topic area that applies.

QIS Topic Area	Example Activities Cited in the Affordable Care Act
☐ Improve health outcomes	 Quality reporting Effective case management Care coordination Chronic disease management Medication and care compliance initiatives
☐ Prevent hospital readmissions	 Comprehensive program for hospital discharge that includes: Patient-centered education and counseling Comprehensive discharge planning Post-discharge reinforcement by an appropriate health care professional
☐ Improve patient safety and reduce medical errors	 Appropriate use of best clinical practices Evidence-based medicine Health information technology
☐ Implement wellness and health promotion activities	 Smoking cessation Weight management Stress management Healthy lifestyle support Diabetes prevention
☐ Reduce health and health care disparities	Language servicesCommunity outreachCultural competency trainings

⁸ Implementation of wellness and health promotion activities are cited in Section 2717(b) of the Affordable Care Act. All other activities are cited in Section 1311(g)(1) of the Affordable Care Act.

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22. Rationale for QIS (Must Pass) Provide a rationale for the QIS that describes the issuer's current QHP enrollee populations and how the QIS will address the needs of the current QHP enrollee population(s). (1,500 character limit) 23. Activity(ies) that Will Be Conducted to Implement the QIS (Must Pass) 23a. List the activities that will be implemented to achieve the identified goals. (1,500 character limit) 23b. Describe how the activities relate to the selected market-based incentive (see Element 20). (1,500 character limit)

	23c.	Describe how the activities relate to the topic area(s) selected (see Element 21).
		(1,500 character limit)
	23d.	If the issuer did not choose health and health care disparities as a topic area in Element 21, but
		the QIS does include activities related to addressing health and health care disparities, describe the activities below. If (1) health and health care disparities is one of the topic areas
		selected in Element 21; OR (2) health and health care disparities are not addressed in this QIS,
		check Not Applicable.
		(1,500 character limit)
24.	Goal	(s), Measure(s), and Performance Target(s) to Monitor QIS Progress (Must Pass)
	Resta	ate the goal(s) identified in the QIS description (see Element 19).
	QIS (Goal 1
	(500	character limit)
	,	<u> </u>

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For this goal, identify at least one (but no more than two) primary measure(s) used to track progress toward meeting the goal.

24a.	Measure 1a
	Measure 1a Name:
	Provide a narrative description of the measure numerator and denominator. (500 character limit)
	Is this a National Quality Forum (NQF)-endorsed measure? ☐ Yes ☐ No
	If yes, provide the 4-digit ID number:
	If yes, did the issuer modify the NQF-endorsed measure specification?
	☐ Yes ☐ No
24b.	Describe how [Measure 1a] supports the tracking of performance related to [Goal 1].
	(1,000 character limit)
	eline Assessment. Provide the baseline results by calculating the rate and providing the
а	associated numerator and denominator, if applicable.
	Calculated Rate:
	Numerator:
	Denominator:

	If the measure is not a rate, but another data point, enter the number in the space provided.
	Data Point:
24d.	Note the performance period (i.e., month and year when data collection began and ended)
	covered by the baseline data assessment:
24e.	Provide the numerical value performance target for this measure:
24f.	Measure 1b
	Measure 1b Name:
	Provide a narrative description of the measure numerator and denominator. (500 character limit)
	(500 Glaracter limit)
	Is this a National Quality Forum (NQF)-endorsed measure? Yes No
	If yes, provide the 4-digit ID number:
	If yes, did the issuer modify the NQF-endorsed measure specification?
	☐ Yes ☐ No
24g.	Describe how [Measure 1b] supports the tracking of performance related to [Goal 1].
	(1,000 character limit)

∠4n.	 Baseline Assessment. Provide the baseline results by calculating the rate and providing the associated numerator and denominator, if applicable. 						
	Calculated Rate:						
	Numerator:						
	Denominator:						
	If the measure is not a rate, but another data point, enter the number in the space provided.						
	Data Point:						
24i.	Note the performance period (i.e., month and year when data collection began and ended) covered by the baseline data assessment:						
24j.	Provide the numerical value performance target for this measure:						
QIS (Goal 2						
(500	(500 character limit)						
	his goal, identify at least one (but no more than two) primary measure(s) track progress towards ting the goal.						
24k.	Measure 2a						
	Measure 2a Name:						
	Provide a narrative description of the measure numerator and denominator. (500 character limit)						

Is this a National Quality Forum (NQF)-endorsed measure?
If yes, did the issuer modify the NQF-endorsed measure specification?
☐ Yes ☐ No
24I. Describe how [Measure 2a] supports the tracking of performance related to [Goal 2]. (1,000 character limit)
24m. Baseline Assessment. Provide the baseline results by calculating the rate and providing the associated numerator and denominator, if applicable. Calculated Rate:
Numerator:
Denominator:
If the measure is not a rate, but another data point, enter the number in the space provided. Data Point:
24n. Note the performance period (i.e., month and year when data collection began and ended) covered by the baseline data assessment:
24o. Provide the numerical value performance target for this measure: 24p. Measure 2b
Measure 2b Name:
Provide a narrative description of the measure numerator and denominator. (500 character limit)

Is this a National Quality Forum (NQF)-endorsed measure? Yes No If yes, provide the 4-digit ID number: If yes, did the issuer modify the NQF-endorsed measure specification?
☐ Yes ☐ No
24q. Describe how [Measure 2b] supports the tracking of performance related to [Goal 2]. (1,000 character limit)
24r. Baseline Assessment. Provide the baseline results by calculating the rate and providing the associated numerator and denominator, if applicable.
Calculated Rate:
Numerator: Denominator:
If the measure is not a rate, but another data point, enter the number in the space provided. Data Point:
24s. Note the performance period (i.e., month and year when data collection began and ended) covered by the baseline data assessment:
24t. Provide the numerical value performance target for this measure:

25.	Timeline for Implementing the QIS 25a. QIS Initiation/Start Date:					
	25b.	desc	cribe the milestone(s) and provide the date(s) for each milestone (e.g., worlbed in Element 23 will be implemented). At least one milestone is required character limit per milestone)	hen activities ired.		
		•	<u>Milestone(s)</u>	<u>Date for</u> <u>Milestone(s)</u>		
		1.				
		2.				
		3.				
		4.				
		5.				
		6.				
		7.				
		8.				
		9.				
		ð.				
		10.				

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26.	Risk	Assessment

26a.	List all known or anticipated barriers to implementing QIS activities. (750 character limit)
	If no barriers were identified, describe how you assessed risk.
	(750 character limit)
26b.	Describe the mitigation activities that will be incorporated to address each barrier identified in
	Criterion 26a.
	Criterion 26a.



If "New QIS with No Previous QIS submission," STOP HERE.

If "New QIS after Discontinuing," STOP HERE.

If "Discontinuing a QIS," SKIP to page 21 (Part G. Progress Report Summary).

If "Continuing a QIS with Modifications," continue to next page 19 (Part F. Modification Summary).

If "Continuing a QIS with No Modifications," SKIP to page 21 (Part G. Progress Report Summary).

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QIS Progress Report Section

Part F. QIS Modification Summary

27. Modifying Goals, Measures, and Activities (Must Pass)

If "Continuing a QIS with Modifications" was selected in Part A, Element 1, please indicate what type of modification(s) the issuer is making to its QIS and provide a rationale for the modification(s). Note that modifications only apply to elements in Part D (Implementation Plan).

27a. QIS Goals: W that apply.	hich Goals, if any, are modified from the most recent QIS submission? Select all
☐ Goal 1	☐ Goal 2
Describe Modification	s to Goals (500 character limit)
27b. QIS Measures Select all that	s: Which Measures, if any, are modified from the most recent QIS submission? apply.
☐ Measure 1a	☐ Measure 1b ☐ Measure 2a ☐ Measure 2b
Describe Modification	s to Measures (500 character limit)
27c. QIS Activities	: Are Activities modified from the most recent QIS submission?
☐ Yes ☐ No	
If Yes, describe modif	ications to activities (500 character limit)

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Are the prod	ying Product Types (500 chara uct types modified from the most rece or removing any product types to the C	nt QIS	submission? Indicate			
	ntenance Organization (HMO)		Add		Remove	
Point of Sei	rvice (POS)		Add		Remove	
Preferred P	Provider Organization (PPO)		Add		Remove	
Exclusive P	Provider Organization (EPO)		Add		Remove	
Indemnity			Add		Remove	
 Part G. Progress Report Summary The elements in Part G will be scored as part of the QIS evaluation. All elements must receive a "meets" during the QIS evaluation. If any elements are scored as "does not meet" in the QIS evaluation, the issuer must revise its Progress Report and submit it for re-review. 29. Analyze Progress Using Baseline Data, as Documented in the Implementation Plan (Must Pass) Restate the Goal(s) identified in the most recent Implementation Plan. For each Goal, restate the Measure(s) information identified in Element 24, and complete the fields below. 						
QIS Goa	al 1 aracter limit)					
Measure	e 1a					
	29a. Note the baseline performance period (i.e., month and year when data collection began and ended) covered by the baseline data assessment:					
	29b. Note the Progress Report performance period (i.e., month and year when data collection began and ended) covered by the progress update data assessment:					

29c.	Measure 1a Name:						
29d.	Restate the baseline results from Criterion 24c of your most recent QIS submission, including the rate and associated numerator and denominator, if applicable. Calculated Rate: Numerator: Denominator:						
	If the measure is not a rate, but another data point, enter the number in the space provided. Data Point:						
29e.	Provide the follow-up results by calculating the rate and providing the associated numerator and denominator, if applicable.						
	Calculated Rate:						
	Numerator:						
	Denominator:						
	If the measure is not a rate, but another data point, enter the number in the space provided.						
	Data Point:						
	Was the performance target (Criterion 24e) achieved?						
	☐ Yes ☐ No						
Meas	sure 1b						
29f.	Note the baseline performance period (i.e., month and year when data collection began and ended) covered by the baseline data assessment:						
29g.	Note the Progress Report performance period (i.e., month and year when data collection began and ended) covered by the progress update data assessment:						
29h.	Measure 1b Name:						

291.	the rate and associated numerator and denominator, if applicable						
	Calculated Rate:						
	Numerator:						
	Denominator:						
	If the measure is not a rate, but another data point, enter the number in the space provided.						
	Data Point:						
29j.	Provide the follow-up results by calculating the rate and providing the associated numerator and denominator, if applicable.						
	Calculated Rate:						
	Numerator:						
	Denominator:						
	If the measure is not a rate, but another data point, enter the number in the space provided.						
	Data Point:						
	Was the performance target (Criterion 24j) achieved?						
	☐ Yes ☐ No						
QIS (Goal 2						
(500	character limit)						
Meas	sure 2a						
	Note the baseline performance period (i.e., month and year when data collection began and						
,,,,,	ended) covered by the baseline data assessment:						

29l. Note the Progress Report performance period (i.e., month and year when data collection began and ended) covered by the progress update data assessment:
29m. Measure 2a Name:
29n. Restate the baseline results from Criterion 24m of your most recent QIS submission, including the rate and associated numerator and denominator, if applicable.
Calculated Rate:
Numerator:
Denominator:
If the measure is not a rate, but another data point, enter the number in the space provided.
Data Point:
29o. Provide the follow-up results by calculating the rate and providing the associated numerator and denominator, if applicable.
Calculated Rate:
Numerator:
Denominator:
If the measure is not a rate, but another data point, enter the number in the space provided.
Data Point:
March and formation (O. Santa and A.) and Santa 10
Was the performance target (Criterion 24o) achieved?
☐ Yes ☐ No
Measure 2b
29p. Note the baseline performance period (i.e., month and year when data collection began and ended) covered by the baseline data assessment:

29q. Note the Progress Report performance period (i.e., month and year when data collection began and ended) covered by the progress update data assessment:	
-	
29r. Measure 2b Name:	
29s. Restate the baseline results from Criterion 24r of your most recent QIS submission, including the rate and associated numerator and denominator, if applicable.	
Calculated Rate:	
Numerator:	
Denominator:	
If the measure is not a rate, but another data point, enter the number in the space provided. Data Point:	
29t. Provide the follow-up results by calculating the rate and providing the associated numerator and denominator, if applicable.	
Calculated Rate:	
Numerator:	
Denominator:	
If the measure is not a rate, but another data point, enter the number in the space provided.	
Data Point:	
Was the performance target (Criterion 24t) achieved?	
☐ Yes ☐ No	

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30. Summary of Progress (Must Pass)

Indicate why progress was or was not made toward the performance target(s) documented in Element 24. Include a description of activities that led to the outcome, and if applicable, indicate whether the information provided here affects the decision to modify the QIS (Part F).

If the issuer selected "Discontinuing a QIS Submitted During a Prior QHP Application Period" in Element 1, provide the rationale for discontinuing the QIS.

If applicable, provide information about changes made based on Post-Certification Assessment

(PCA) Reports from the previous year.
(3,000 character limit)
31. Barriers
31a. Were barriers encountered in implementing the QIS?
☐ Yes ☐ No
If "Yes," describe the barriers.
(1,500 character limit)
31b. Were there problems meeting timelines as indicated in Element 25?
☐ Yes ☐ No

	If "Yes," describe the problems in meeting timelines.
	(1,500 character limit)
32.	Mitigation Activities 32a. If "Yes" was selected in 31a, describe the mitigation activities implemented to address each barrier. Also, describe the result(s) of the mitigation activities. If "No" was selected in 31a, check Not Applicable. (1,500 character limit)
	32b. If "Yes" was selected in 31b, describe the mitigation activities implemented to address each problem in meeting the timeline. Also, describe the result(s) of the mitigation activities. If "No" was selected in 31b, check ☐ Not Applicable. (1,500 character limit)