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## Network Service Provider Incentive Plan

### ***Policy***

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to reward high-performing Network Service Providers (NSPs) on their achievement of specific and measurable criteria, subject to the availability of funds.

### ***Purpose***

The purpose of this policy is to outline: (1) The methodology used to identify high-performing NSPs; and (2) The incentive amount awarded to each of those organizations.

### ***Procedure***

#### **I. Definitions**

- A. *Distribution Allocation Amount* – The amount of dollars available in a fiscal year for distribution to *High Performers* of each *Distribution Group*.
- B. *Distribution Group* – A set of *Eligible Network Service Providers* with comparable numbers of measures on the *Scorecard*.
- C. *Eligible Network Service Providers (NSPs)* – NSPs that had a contract for services at the beginning of the fiscal year and contributed to the behavioral health fee. Exceptions include:
  - 1. Subcontractors that had the total amount of the monthly invoice payment withheld twice in the current fiscal year are ineligible.
  - 2. SIPP subcontractors and proviso only funded NSP are all are ineligible.
  - 3. Subcontractors that no longer have a contract with CFBHN at the beginning of the following fiscal year, due to poor performance or no longer have funding, are ineligible.
- D. *High Performers* – NSPs that have an overall score of 95% or above on the *Scorecard*.
- E. *Overall Distribution Percent* – The average of each *Performance Score Distribution Percent* and *Total Measures Distribution Percent* for each *High Performer* within the same *Distribution Group*. Where the *Performance Score Distribution Percent* and *Total Measures Distribution Percent* are the same, the *Overall Distribution Percent* should be equal among those tied *High Performers*.
- F. *Performance Score* – The percentage of overall performance calculated on the *Scorecard*.
- G. *Performance score Distribution Percent* – The proportion of each *High Performer's Performance Score* relative to the sum of all *High Performers' Performance Scores* within that same *Distribution Group*. This is calculated by dividing each *High Performer's Performance Score* by the sum of all *High Performer's Performance Scores* in each *Distribution Group*. Where the *Performance Scores* are tied, the *Performance Score Distribution Percent* should be equal among those tied *High Performers*.
- H. *Rising Star* – An *Eligible Network Service Provider* who increased their *Performance Score* by 25% or more on the most recent fiscal year's *Scorecard* compared to the previous fiscal year's *Scorecard*.
- I. *Scorecard* – Formally titled "CFBHN Subcontractor Performance Scorecard"; A performance report used to measure CFBHN subcontractors in various areas of compliance.

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**Network Service Provider Incentive Plan** (continued)

- J. Total Incentive Amount – The dollar amount available in fiscal year for distribution to *High Performers*.
- K. Total Measures – The total number of measures by which each Eligible Network Service Provider is measured on the Scorecard.
- L. Total Measures Distribution Percent – The proportion of each *High Performer's Total Measures* relative to the sum of all *High Performers' Total Measures* within that same *Distribution Group*. This is calculated by dividing each *High Performer's Total Measures* by the sum of all *High Performers' Total Measures* in each *Distribution Group*. Where the *Total Measures* are tied, the *Total Measures Distribution Percent* should be equal among those tied *High Performers*.

**II. Plan Review and Approval**

- A. If a change to the current Performance Criteria is recommended, it is brought to the Board Continuous Quality Improvement (CQI) Committee for review and approval.
- B. CFBHN staff present a recommendation to the Board of Directors to implement the Behavioral Health Fee and the amount to be collected from the NSPs.
- C. The Board of Directors may amend, suspend, or eliminate this plan at any time during the fiscal year for which the plan is adopted.

**III. Distribution Methodology**

- A. After the final version of the *Scorecard* has been run, the *Distribution Groups* are assembled by dividing the eligible NSPs into equitable groups, based on their total number of measures.
  - 1. The group of NSPs with the lowest number of measures is *Distribution Group 1*, whereas the group of NSPs with the highest number of measures is *Distribution Group 5*.
  - 2. Each year, the *Distribution Groups* are reviewed by the staff and adjusted according to the maximum number of scorecard measures available to make the distribution as equal as possible among each group.
- B. Columns A-C are updated with any changes to the *Distribution Group*, Number of *Eligible Network Service Providers*, and *Total Measures*.
- C. The Group Weighting (Column D) is updated by adding the Number of *Eligible Network Service Providers* (Column B) in each group with the *Total Measures* (Column C) of the same group.
- D. The Distribution Allocation Percent (Column E) is updated by allocating the percentage to be distributed in proportion to each of the Group Weightings.
- E. Multiply the Distribution Allocation Percent (Column E) by the *Total Incentive Amount* to identify the *Distribution Allocation Amount* for each *Distribution Group*.
- F. For each *Distribution Group*, list the *Eligible Network Service Providers* (Column G) and their *Performance Score* (Column K), highlighting those who are *High Performers* (Column G, 1A through 1K in Sample chart on next page).

**Network Service Provider Incentive Plan** (continued)

**SAMPLE** (Steps A – E)

A		B	C	D (B+C)	E (% of D)	F (same as L)
Distribution Group		Number of Eligible Network Service Providers	Total Measures	Group Weighting	Distribution Allocation Percent	Distribution Allocation Amount
1	1-5 Performance Measure(s)	12	50	62	6.84%	\$27,360
2	6-9 Performance Measures	11	80	91	10.03%	\$40,120
3	10-13 Performance Measures	12	131	143	15.76%	\$63,040
4	14-28 Performance Measures	12	250	262	28.89%	\$115,560
5	29-50 Performance Measures	9	340	349	38.48%	\$153,920
<b>Totals</b>		<b>56</b>	<b>851</b>	<b>907</b>	<b>100%</b>	<b>\$400,000</b>


- G. Calculate the *Performance Score Distribution Percent* (Column N) by dividing the *High Performer's Performance Score* (Column K) by the sum of all *High Performer's Performance Scores* (Column K) in the same *Distribution Population Group*.
- H. Calculate the *Total Measures Distribution Percent* (Column O) by dividing the *High Performer's Total Measures* (Column H) by the sum of all *High Performer's Total Measures* (Column H) in the same *Distribution Population Group*.
- I. Calculate the *Overall Distribution Percent* (Column P) by adding together the *High Performer's Performance Score Distribution Percent* (Column N) and the *Total Measures Distribution Percent* (Column O), then dividing it by the sum of all *High Performers' Distribution Percent* (Column N) and sum of all *High Performers' Total Measures Distribution Percent* (Column O) in the same *Distribution Population Group*.
- J. Calculate the *Individual Award Amount* (Column Q) by multiplying the *Overall Distribution Percent* (Column P) by the *Distribution Allocation Amount* (Column L).

POLICIES & PROCEDURES

Network Service Provider Incentive Plan (continued)

SAMPLE (Steps F – J)

G	H	I	J	K	L (same as F)	M	N (K/ΣK)	O (H/ΣH)	P ((N+O)/ (ΣN+ΣO))	Q
Provider Name	Total Measures	Distribution Population Group	Total Contract Dollars	Performance Score	Distribution Allocation Amount	Percent of Contract Dollars	Performance Score Distribution Percent	Total Measures Distribution Percent	Overall Distribution Percent	Individual Award Amount
IA	5	1	\$328,056	100.00%	\$21,600.00	35.68%	9.09%	17.86%	13.47%	\$2,910.39
IB	4	1	\$144,661	100.00%	\$21,600.00	15.73%	9.09%	14.29%	11.69%	\$2,524.68
IC	2	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	7.14%	8.12%	\$1,753.25
ID	3	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	10.71%	9.90%	\$2,138.96
IE	2	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	7.14%	8.12%	\$1,753.25
IF	2	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	7.14%	8.12%	\$1,753.25
IG	2	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	7.14%	8.12%	\$1,753.25
IH	2	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	7.14%	8.12%	\$1,753.25
II	2	1	\$55,019	100.00%	\$21,600.00	5.98%	9.09%	7.14%	8.12%	\$1,753.25
IJ	2	1	\$34,843	100.00%	\$21,600.00	3.79%	9.09%	7.14%	8.12%	\$1,753.25
IK	2	1	\$26,832	100.00%	\$21,600.00	2.92%	9.09%	7.14%	8.12%	\$1,753.25
IL	5	1	\$334,642	93.10%	\$21,600.00					\$21,600.00
IM	5	1	\$111,690	86.96%						
IN	2	1	\$1,800	62.50%						
IO	5	1	\$96,441	51.72%						

<p><b>Network Service Provider Incentive Plan</b></p> <p>Approval:  Linda McKinnon, President/Chief Executive Officer</p>	<p>Date Issued: <u>11/01/2002</u></p> <p>Last Revision: <u>01/14/2021</u></p> <p>Review Date: <u>01/14/2021</u></p>
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