



May 14, 2024

Dear Keystone First VIP Choice Provider,

Our health plan is committed to continuous quality improvement. We recognize that our members and providers are the ultimate judges of our success. I want to take this opportunity to share with you our annual evaluation of our 2022 Model of Care program.

The Model of Care program is an important tool used to define goals, objectives, and analysis in order to make recommendations to improve the health outcomes of our members. Keystone First VIP Choice must evaluate the effectiveness of Model of Care activities to assess performance of the program by measuring progress toward program goals and objectives.

The medical director and director of Quality Management, coordinating with additional Model of Care stakeholders, will annually evaluate the Model of Care. This evaluation includes input from multiple departments and Quality Management committees. Data from this evaluation will subsequently be used to develop recommendations for improvement and to propose goals and objectives for the following year's Model of Care program.

This evaluation assesses progress and goals in the following areas:

- Goal 1 - Improving Access to Essential Services.
- Goal 2 - Improving Access to Affordable Care.
- Goal 3 - Improving Coordination of Care through an Identified Point of Contact.
- Goal 4 - Improving Seamless Transitions of Care.
- Goal 5 - Improving Access to Preventive Health Services.
- Goal 6 - Improving Beneficiary Health Outcomes.
- Goal 7 - Improving Appropriate Utilization of Services.

The 2022 Model of Care evaluation is available on our website at www.keystonefirstvipchoice.com under the About Us link in the top right corner. If you have questions or comments about our Model of Care evaluation, you may contact our Quality Department by email at VIPQuality@amerihealthcaritas.com.

Sincerely,



Christopher McDade
President Medicare Markets