



**Project 2.d.i – Patient Activation Measure (PAM) FAQ**

**1. When does a person become eligible for scoring during P4P years (DY3-5)?**

An individual becomes eligible for inclusion in PAM scoring following the completion of their second PAM survey. An individual's first PAM assigns them to a cohort (for example: if the individual received their first PAM in MY1, they are in Cohort A; if they received their first PAM in MY2, they are assigned to Cohort B, and so on). Individuals who have received only one PAM, while assigned to a cohort, are not yet eligible for inclusion in performance score reporting and thus their PAM score will not be included in any baseline or performance scoring. Once an individual receives their second PAM, which can occur at any time following the first PAM, they then become eligible and their score will be included in performance scoring within the cohort which they were originally assigned.

**2. Does the second PAM need to be completed the same year as the first?**

No. An individual's second PAM can occur at any time following their first PAM.

**3. How is an Individuals Year End Score (IYES) established?**

When an individual becomes P4P eligible, their IYES will always be the last PAM administered within the eligible Measurement Year. For example: if an individual receives their second PAM in a Measurement Year and no subsequent PAMs in that same Measurement Year, then their second PAM is their IYES. However, if an individual receives their second and third PAM during the same Measurement Year, then the third PAM will serve as the IYES. As a reminder, an individual's improvement in PAM score is measured by comparing IYESs across current and previous Measurement Years.

**4. What happens if an individual who is P4P-eligible does not receive additional PAM assessments in subsequent Measurement Years?**

Once an individual is eligible for P4P scoring, that individual's last IYES will carry forward into subsequent reporting years unless a new IYES is established through additional PAMs.

**5. Can more than one PAM be administered within a single MY?**

Yes.

**6. If an individual receives more than one PAM in the same MY, and the second PAM score is higher than the first, does this progress count toward earning an AV?**

No, AVs are awarded based on the change in Cohort Year End Scores (CYES) or the movement in the aggregate means of all IYES between baseline and performance years.

**7. If an individual is a level 4 on their first PAM, can they ever become eligible for P4P scoring?**

No, they are ineligible for performance scoring throughout all years of P4P reporting.

**8. Please provide guidance on performance calculations if an individual is a level 4 on a PAM that is not their first.**

Should an individual complete a PAM (not a first PAM) and receive a score corresponding to a Level 4, and that score ends up as that individual's IYES, then that score will be included in performance scoring for the year in which it was administered. However, if that individual does not receive a PAM in any subsequent years, their IYES which corresponded to a Level 4 will be removed from performance scoring.

Should that individual receive any other PAMs, the new score will be included as an IYES and the previous IYES will also be used in performance calculation (regardless of whether the two IYES are consecutive or not).

**9. Please provide guidance around how to or not to incorporate outlier survey results.**

Any survey that is marked as an outlier should be excluded from performance year scoring. The survey which resulted in the outlier score should also not be counted when determining P4P eligibility status. So if an individual's second ever PAM survey produced an outlier score, then that individual should still be considered ineligible for performance scoring as they will have only completed one successful PAM survey.

**10. Should we continue to PAM individuals that have enrolled in a Health Home?**

So long as the information captured in the PAM survey benefits the planning efforts for that person's care, yes. However, any individual that enrolls in a Health Home is no longer considered NU or LU and therefore is no longer eligible for P4P reporting. The scores from these individuals should not be included in performance scoring, and should be removed from the previous year's scoring as well when submitting performance data.

**11. Should I include individuals who now have commercial insurance?**

No, any individual receiving a PAM and reporting that they have primary insurance coverage outside of Medicaid should not be included in P4P results reporting for the current Measurement Year and the immediately previous Measurement Year. The exception to this are those reporting Medicare as their prime insurer and Medicaid as their secondary insurer (so-called dually-eligible individuals), these individuals should still be considered eligible.

**12. Regarding the patient engagement definition of a completed PAM survey: aside from focusing on the LU/NU population defined by PPS' MCOs, can a PPS implement a pre-screening for individuals to "self-identify" as a Medicaid beneficiary that meets the criteria for a LU or NU, and count these surveys in our Quarterly Patient Engagement Reports?**

Yes, pre-screening is allowed to determine NU/LU/UI status and those patients can be counted toward patient engagement targets.

**13. When and how should I report my MY2 results for performance scoring?**



MY2 performance results will need to be submitted along with MY3 results. MY3 results are scheduled to be submitted through the project 2.d.i reporting module along with DY3Q2 reports.

DOH will be distributing an updated performance year submission template prior to the opening of DY3Q2 reports.

**14. Where can I find more PAM-related resources?**

A PAM policy guidance document and webinar recording have been posted to the DSRIP Digital Library under Webinars & Presentations in the Project Implementation Folder.



# Measurement Definitions

Term	Definition (P4R Years)	Definition (P4P Years)
<b>Eligible</b>	Individuals who have received <b>at least one</b> PAM and <b>were not a level 4</b> on their first assessment	Individuals who have received <b>at least two</b> PAMs and <b>were not a level 4</b> on their first assessment
<b>Individual Year End Score (IYES)</b>	For eligible individuals, the PAM score from the most recently administered survey within the measurement year (MY)	
<b>Cohorts A-E Assignment</b>	Cohort A = individuals who receive first PAM assessment during MY1 Cohort B = individuals who receive first PAM assessment during MY2 Cohort C = individuals who receive first PAM assessment during MY3 Cohort D = individuals who receive first PAM assessment during MY4 Cohort E = individuals who receive first PAM assessment during MY5	
<b>Cohort Year End Score (CYES)</b>	Mean of all eligible IYES within the cohort	
<b>Cohort Year End Change (CYEC)</b>	N/A	$CYES_{(current\ MY)} - CYES_{(previous\ MY)}$