

Withhold Recovery Sprint

A 90-day, measure-focused push to recover what's still recoverable in the 2026 quality withhold, and to start 2027 ahead of target.

90 days

baseline to results

2%

of capitation withheld in Contract Year 6

1–2 measures

focused where the dollars move

THE PROBLEM

NC Medicaid withholds 2% of each Standard Plan's capitation against 9 scored measure components in calendar year 2026. Health-related resource needs (HRRN) screening is now pay-for-performance, and well-child and adolescent immunization measures are scored separately for Black/African American members.

Full credit requires closing 10% of the gap to goal, and the measurement year ends December 31.

BUILT FOR

- NC Medicaid Standard Plan quality and population health teams
- Leaders who need a measurable result, not another report
- Teams preparing their 2027 quality work plan

BEST-FIT MEASURES

- HRRN screening completed by the plan
- Well-child visits (priority population)
- Prenatal and postpartum care

HOW IT WORKS

Days 1–15

Baseline and target

Your 2024 baseline and current 2026 rates, the exact gap-closure target for each measure, and which measures can still move before December 31.

Days 16–30

Root-cause analysis

Process mapping, care manager and provider interviews, and member-barrier review for the chosen measures.

Days 31–75

Intervene and track weekly

Workflow fixes, outreach scripts, and care manager and provider training, with a weekly run chart shared with your team.

Days 76–90

Evaluate and hand off

Results against target, review-ready documentation, and a 2027 plan built on what worked.

What you get.

Target calculator

Baseline, goal and the rate needed for 100%, 75%, 50% and 25% earn-back

Root-cause analysis

Barriers ranked by impact and fixability

Intervention plan

Workflow, outreach and ownership, week by week

Training module

For care managers and provider-facing staff, ready to reuse

Weekly run chart

Rate tracking against target, by priority population

Final report

Results, review-ready documentation and a 2027 roadmap

YOU PROVIDE

- A quality lead as point person
- Measure-level data (member-level for gap lists)
- Access to 4–6 care managers and 2–3 provider partners
- A standing 30-minute weekly check-in

NOT INCLUDED

- Calculating official HEDIS rates or auditing them
- Direct member outreach by our team
- A guarantee of withhold earn-back (that depends on your data and execution)

INVESTMENT

\$22,500

one measure, 90 days

Additional measure: \$7,500 each (same 90-day window).

Payment: 50% at signing, 50% at the final report.

Timing: start by mid-November to act before the 2026 measurement year closes.

Let's look at your nine lines together

A free 30-minute call to see which measures can still move.

[Book a call](#)

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Based on NC Medicaid's 2026 Standard Plan Withhold Program guidance (Contract Year 6, July 2026 – June 2027; measurement year CY2026). Connected Consultants is not affiliated with NC Medicaid. Pricing valid through March 31, 2027. Charlotte-based; in-person sessions available in North Carolina.