

CareFirst Quality Rewards-Surgeons

2009 EXTERNAL ORGANIZATION QUALITY PROGRAMS

CareFirst Quality Rewards-Surgeons (CQR-S) is a voluntary program that recognizes and provides financial rewards to physicians for providing quality and affordable health care. CQR-S uses existing Physician Quality Measurement programs and service-oriented business practices to identify and reward providers offering health care that is effective and affordable.

Physician Quality Measurement Programs recognized by CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc., include:

- Bridges to Excellence (BTE)
- National Committee for Quality Assurance (NCQA) Physician Recognition programs
- Physician Quality Reporting Initiative (PQRI) offered by the Centers for Medicare and Medicaid Services (CMS)
- Maintenance of Board Certification – Part IV module (CQR-S requires an annual update)
- Certification Commission for Healthcare Information Technology (CCHIT) - use of a certified Electronic Health Record (EHR)
- NCQA Healthcare Effectiveness Data and Information Set - Physician Measurement (HEDIS-PM)

Achievement in the above-referenced programs can earn surgeons up to 80 effectiveness points toward the 100 point maximum.

Inside is a brief summary of the programs. For more information, please direct your inquiries to the specific organization.

American Board of Surgery



The American Board of Surgery (ABS) has partnered with CareFirst in designing the CareFirst Quality Rewards – Surgeons program (CQR-S). The ABS is collaborating with CareFirst to identify meaningful quality measures for CQR-S, including outcomes

tracking and quality improvement programs approved by the ABS for Part IV of Maintenance of Certification (MOC). By participating in these programs, general surgeons can receive effectiveness points from CareFirst toward further reimbursement. The ABS will continue to work with CareFirst in identifying additional measures as CQR-S develops.

For more information about ABS MOC requirements, please visit www.absurgery.org or contact the ABS office at 215-568-4000.

American Board of Medical Specialties



**American Board
of Medical Specialties**
Higher standards. Better care.®

The ABMS® Patient Safety Improvement Program is a Web-based education and quality improvement (QI) module that

provides knowledge, tools and techniques so that improvements to practice can be successfully identified, designed and implemented, improving the care delivered to patients.

For 2009, this program has been designated as a stand-alone CareFirst Quality Rewards (CQR) program.

The ABMS Patient Safety Improvement Program contains leading edge patient safety curriculum and tools required to achieve improvements in practice. Sample improvement activities provided apply to all specialties and practice settings.

A blue-ribbon panel of nationally recognized leaders in patient safety and QI guided the program's development. The program fulfills requirements of ABMS Maintenance of Certification™.

The ABMS Patient Safety Improvement Program includes:

- Scenarios that highlight key patient safety themes
- Curriculum sections on Epidemiology, Systems, Communication and Safety Culture
- Quality Improvement Fundamentals to identify and set appropriate change goals
- Improvement Activities to apply and implement changes in your practice. Interactive charts track your improvement and show comparisons to Joint Commission standards

For more information, log on to www.abms.org/psip.aspx or email abms@healthstream.com.

Bridges to Excellence (BTE)

For more information, please visit www.bridgestoexcellence.org and click *Physicians* for an outline of all programs and requirements.

CAQH Universal Credentialing Datasource®

simplifying healthcare administration



The CAQH Universal Credentialing Datasource® (UCD) is achieving its vision of simplified credentialing by reducing paperwork and millions of dollars of annual

administrative costs for more than 600,000 providers and over 350 health plans and networks across the United States.

Launched in 2002 by CAQH, UCD enables registered physicians and other health professionals in all 50 states and the District of Columbia to enter their credentialing information free of charge into a single, uniform online application that meets the credentialing needs of health plans, hospitals and other health care organizations. Approximately 10,000 – 12,000 new providers begin using the service each month.

The provider data-collection service streamlines the initial application and re-credentialing processes, reduces provider administrative burdens and costs, and offers health plans and networks real-time access to reliable provider information for claims processing, quality assurance and member services, such as directories and referrals.

Based on figures from a Medical Group Management Association cost analysis, CAQH estimates that UCD is effectively reducing provider administrative costs by nearly \$60 million per year or 2 million man-hours (the equivalent of 1,000 full-time employees) – the amount of time required to complete and send the application forms.

UCD has eliminated more than 1.5 million legacy credentialing applications to date.

UCD is supported by America's Health Insurance Plans, the American Academy of Family Physicians, the American College of Physicians, the American Health Information Management Association, the American Medical Association, the Healthcare Administrative Simplification Coalition, the Medical Group Management Association and other provider organizations, and recognized by a number of state legislators and insurance commissioners.

Visit www.caqh.org or call (202) 861-1492 for more information.

Centers for Medicare & Medicaid Services (CMS)



For information on the CMS Physician Quality Reporting Initiative, visit www.cms.hhs.gov/PQRI.

The Center for Provider Education & Training

The Center for Provider Education & Training

CareFirst offers surgeons and their office staff access to quality, self-paced training via www.carefirst.com through our training portal, The Center for Provider Education and Training (CPET). Simply log on to www.carefirst.com > *Providers & Physicians Center for Provider Education & Training*. View the listing of available courses and simply click on hyperlinks to select an online learning module.

Acknowledging continuing education as a value to patient care, Continuing Medical Education (CMEs) courses are also available at CPET. Providers can earn points recognized by CQR-S by completing the Cultural Diversity training course. The course can take as little as two hours and upon completion you receive 2.5 CME credits.

The Certification Commission for Healthcare Information Technology (CCHIT®)



The Certification Commission is the officially “recognized certification body” in the United States for EHR products—a private, nonprofit

organization that is to electronic health records (EHRs) what Underwriters Laboratories is to electrical products. The Commission is the official agency to apply standards, test products, and award a “seal of compliance” to EHR software. The Certification Commission brings together panels of volunteers – many of them physicians and nurses – with expertise in EHRs to develop certification requirements and to update them annually.

CCHIT Certified® seal assures that an EHR product meets basic requirements for:

- Functionality (ability to create and manage electronic records for patients, as well as automate the workflow in the office)
- Interoperability (ability to receive and send electronic data to other entities such as pharmacies and laboratories)
- Security and Privacy (ability to keep patients’ information safe)

Many reimbursement incentive, malpractice premium discount or safe harbor programs are now linked to use of certified EHRs. If you buy an electrical product, you expect to see the UL® seal. If you buy an EHR, you should look for the CCHIT certification seal. More information on the Commission and CCHIT Certified® products is available at www.cchit.org.

National Committee for Quality Assurance (NCQA)



NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes physicians in key clinical areas.

Back Pain Recognition Program

Treatment for uncomplicated low back pain varies widely. While most physicians follow the recommended approach of pain management and gradual return to physical activity, some prematurely prescribe costly imaging, epidural steroid injections or refer their patients to surgery.

NCQA’s new Back Pain Recognition Program (BPRP) seeks to recognize physicians and chiropractors who deliver superior care to millions of Americans who suffer from low back pain. The BPRP program consists of 13 clinical measures and three structural standards such as the elements of the physical exam and advice for the return to normal activities. These requirements address the broad spectrum of low back pain and focus on underuse, misuse and overuse of treatment modalities.

NCQA developed BPRP requirements from widely accepted medical evidence, with significant input from physician specialists and health plan and employer representatives.

Physician Practice Connections® Program

Providing quality care to patients is a top priority for physicians, but practicing medicine in today’s environment is more challenging than ever. Physicians find themselves managing a full office schedule, responding to the increasing demands of insurers, and are often left with less time to spend with patients delivering the care they truly need and deserve.

Physician Practice Connections (PPC®) recognizes practices that use systematic processes and information technology to enhance the quality of patient care. Meeting PPC standards shows practices have established connections to information, patients and other providers that allow them to:

- Know and use patient histories
- Follow up with patients and other providers
- Manage patient populations and use evidence-based care
- Employ electronic tools to prevent medical errors.

There are nine PPC standards and three levels of recognition. Practices seeking PPC Recognition will complete a Web-based data collection tool and provide documentation that validates responses.

Diabetes Physician Recognition Program

To provide physicians with tools to support the delivery and recognition of consistent high quality care, NCQA in partnership with the American Diabetes Association (ADA) have developed the Diabetes Physician Recognition Program (DPRP). This voluntary program is designed to recognize physicians who use evidence-based measures and provide excellent care to their patients with diabetes.

The DPRP Program has 10 measures which cover areas such as

- HbA1c control
- Blood Pressure control
- LDL control
- Eye and foot examinations
- Nephropathy Assessment
- Smoking status and cessation advice or treatment

Physicians who achieve DPRP Recognition show their peers, patients and others in the Diabetes community that they are part of an elite group that is publicly recognized for its skill in providing the highest level of diabetes care.

Heart Stroke Recognition Program

The Heart/Stroke Recognition Program, jointly developed by NCQA and the American Heart Association (AHA/ASA), was launched in 2003. This voluntary program is designed to recognize physicians who use evidence-based measures and provide excellent care to persons with cardiovascular disease (CVD) or who have had a stroke.

The Heart Stroke Recognition Program (HSRP) assesses key quality performance measures that are based on AHA/ASA and American College of Cardiology guidelines for secondary prevention of cardiovascular disease and stroke. Program measures include:

- Blood pressure control
- Complete lipid profile
- Cholesterol control
- Use of aspirin or another antithrombotic
- Smoking status and cessation advice or treatment

HSRP Recognition provides assurance that physicians are providing high quality, evidenced-based care for their CVD and stroke patients.

Physician Practice Connections® – Patient-Centered Medical Home

The PPC-PCMH™ program reflects the input of the ACP, AAFP, AAP, and AOA and others in a revision of the PPC® 2006 Version to assess whether physician practices are functioning as medical homes. Building on the joint principles developed by the primary care specialty societies, the

PPC-PCMH standards emphasize the use of systematic, patient-centered, coordinated care management processes.

The Patient-Centered Medical Home is a health care setting that facilitates partnerships between individual patients and their personal physicians, and, as appropriate, the patient's family. Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.

There are nine PPC standards, including 10 must pass elements, which can result in one of three levels of recognition. Practices seeking PPC- PCMH complete a Web-based data collection tool and provide documentation that validates responses.

Visit www.ncqa.org or call Customer Resources at 888-275-7585 for more information.



CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. are independent licensees of the Blue Cross and Blue Shield Association. ® Registered trademark of the Blue Cross and Blue Shield Association. ®' Registered trademark of CareFirst of Maryland, Inc.