



BlueCross BlueShield of Alabama

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The Alabama Health Improvement Initiative ***Frequently Asked Questions (Revised June 3, 2010)***

- 1) **I submitted my DPRP package order form, but I have not received any information from NCQA. What should I do?** Please note all materials are sent electronically via email from NCQA. You should have received **two** emails from **publications@ncqa.org** with the following subject lines:
- PHYSICIAN'S NAME Publication Confirmation
 - PHYSICIAN'S EMAIL ADDRESS: Accessing your NCQA product(s) - The information included in this email includes a user ID and password to download the materials.

Note: If you do not recall receiving this email, please contact NCQA at 888 275-7585 to request another electronic DPRP Package.

- 2) **I received an order form for the NCQA Diabetes Physician Recognition Program (DPRP Package). What is included in this package?** The order form allows you to order the DPRP package which includes the DPRP Workbook and the DPRP Standards and Guidelines. There is an \$80 fee for this package.

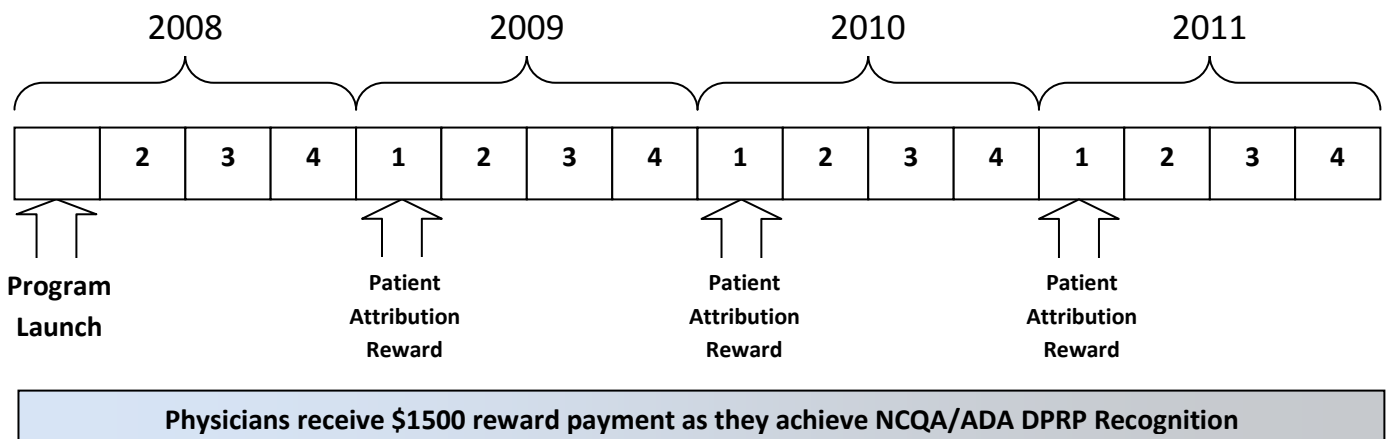
Note: The DPRP workbook is an excel spreadsheet that allows you to enter patient specific information in order to become recognized through the NCQA/ADA DPRP program. You will not receive a hardcopy package in the mail. All materials are sent electronically via email.

- 3) **How do I initiate the recognition process?**
- Physicians submit their DPRP package order form via fax or mail to NCQA.
 - The NCQA Customer Support staff enters the order into their system.
 - The physician will receive **two** emails from **publications@ncqa.org** with the following subject lines: PHYSICIAN'S NAME Publication Confirmation and PHYSICIAN'S EMAIL ADDRESS: Accessing your NCQA product(s)
 - The information included in the second email includes a user ID and password to download the materials.
 - Once the application and workbook are complete, it is sent to NCQA with the application fee.

4) **Do I need to pay the \$ 360 application fee to NCQA?** Yes. Once you have completed the 25 patient chart review process and entered the information into the electronic excel workbook, you will download the information onto a CD and mail to NCQA with accompanying signed agreement and application fee. Blue Cross and Blue Shield of Alabama has negotiated a reduced sponsor's rate of \$360 for the application fee. Once you receive recognition, Blue Cross and Blue Shield of Alabama will present you with a bonus check for \$1500. The intent of this bonus is to provide a reward, while also offsetting some of the cost associated with becoming recognized through the NCQA/ADA DPRP program. In addition, you may become qualified to receive a \$100 reward per eligible attributed patient based on Blue Cross claims data.

5) **Will I have to perform a chart review every year?** No. There is a one-time 25 patient chart review in order to attain NCQA/ADA DPRP recognition. The NCQA recognition is good for 3 years. This coincides with the three year structure of the initial phase of the Alabama Health Improvement Initiative. Once you achieve recognition, you will receive a check for \$1500 and will then become eligible to receive an annual reward payment of \$100 per attributed diabetic patient (Please refer to question # 11 for patient eligibility requirements).

6) **What is the Timeline for the initial phase of the Alabama Health Improvement Initiative?**



7) **Why does the initial physician rewards program focus on improving diabetic care?** In Alabama, nearly 334,000 people are diagnosed with diabetes. By raising the level of diabetic care, we are helping to improve patients' lives and lower long term healthcare cost by reinforcing proper patient care.

- 8) Who was invited to participate in the initial phase of the Alabama Health Improvement Initiative?** All Preferred Medical Doctor (PMD) physicians who have a primary or secondary specialty in Endocrinology, Reproductive Endocrinology, Adolescent Medicine, Geriatric Medicine, Preventative Medicine, Pediatrics, Family Practice, Internal Medicine, and General Practice.

Note: An invitation letter was sent to 4,283 physicians.

- 9) What if I misplaced/did not receive my invitation letter to participate in the initial phase of the Alabama Health Improvement Initiative?** Contact Customer Service at 1 800 206-1049 and we will provide additional information.

- 10) When can I expect to receive a reward payment?** Once a physician obtains recognition through the National Committee for Quality Assurance (NCQA)/American Diabetes Association (ADA) Diabetes Physician Recognition Program (DPRP) a \$1,500 check will be delivered along with a letter recognizing the achievement.

Recognized physicians may then become eligible to receive an annual \$100 reward per attributed diabetic patient. Reward maximums are \$20,000 per physician per year and up to \$50,000 maximum over the initial three year period. An independent contractor will receive claims data and attribute diabetic patients to physicians based on attribution logic. The first patient attribution bonus payment occurred in first quarter 2009.

Note: In order to receive a reward the physician must be a PMD physician in good standing.

- 11) After receiving recognition, which of my patients will be eligible for the annual \$100 reward?** Initially, the eligible patient population will be those classified as diabetic (using NCQA classification methodology) that are Blue Cross and Blue Shield of Alabama non-Medicare members (ages 0 – 64) with underwritten coverage and all members of Blue Advantage, the Blue Cross and Blue Shield of Alabama Medicare Advantage PPO. Please note that this program does not include all Blue Cross and Blue Shield of Alabama members.

- 12) How long does it take to complete the NCQA recognition process?** Once you receive your workbook, complete and submit a 25 patient retro-chart review to NCQA. It is estimated that the review takes approximately one hour per chart; however, this time can vary depending on chart organization. Please contact NCQA Customer Support at 1 888 275-7585 or visit www.ncqa.org for more detailed information about the recognition process. Once a completed packet has been returned to NCQA, it takes approximately 30 days to review and recognize the physician.

- 13) What is the deadline to submit a completed workbook to NCQA in order to become recognized in 2009?** Please submit your completed workbook to NCQA by **October 15, 2009** to allow enough time to score the workbook and post your name as a recognized physician in 2009. You must be recognized in 2009 to qualify for a patient attribution reward in the First Quarter of 2010.
- 14) Will I be eligible for a reward if I submit my completed workbook after October 15, 2009?** Yes. The October 15th deadline will allow NCQA to score the materials and post recognition by December 31, 2009. If you become recognized in 2010, you will still receive a \$1,500 reward check from Blue Cross and Blue Shield of Alabama and you may then become eligible to receive patient attribution reward payments. See timeline in question # 6.
- 15) When applying for recognition in the NCQA Diabetes Physician Recognition Program (DPRP), should I only select Blue Cross patients?** No. NCQA has specific guidelines on how to select your patient sample in order to receive recognition. Please contact NCQA Customer Support at 1 888 275-7585 or visit www.ncqa.org for questions regarding the recognition process.
- 16) Is there a direct correlation between the patient chart review data that I submit to NCQA and the Patient Attribution Reward Payment?** No. The patient reward payment is based on Blue Cross and Blue Shield of Alabama claims data. The patients selected for chart review are simply for achieving recognition through NCQA. Please refer to question # 15 and 11 for additional information.
- 17) In reviewing the NCQA recognition measures for the DPRP program, does NCQA criteria allow for an optometric as opposed to an ophthalmologic examination?** Yes. The measure requires that patients have a dilated eye examination (or retinal photograph). The program requirements do not specify the type of eye care professional that performs the examination.
- 18) Is this program mandatory?** No. This program is designed to reward and reinforce physicians who demonstrate best practices in diabetic patient care. The program is a voluntary way physicians can be recognized and rewarded for superior effort.

- 19) Will there be similar rewards programs in the future?** Yes. Based on physician acceptance and success of this program, future opportunities could include a greater number of physicians through extended focus on quality or value components such as improved wellness through preventative health screenings, increased generic drug utilization, and early adoption of electronic prescribing.
- 20) Does Blue Cross cover the cost of the workbook?** No. Effective July 1, 2009, Blue Cross no longer covers the cost of the workbook.
- 21) Will I be eligible for the \$1500 reward check if I receive my NCQA recognition after March 31, 2010?** In order to qualify for reward payments under the AHII program, eligible PMD physicians must have completed the DPRP recognition with NCQA by March 31, 2010.
- 22) If I am recognized after March 31, 2010, will I be eligible for the 2011 per patient attribution payment?** In order to qualify for the final per patient attribution payment, to be awarded first quarter of 2011, the DPRP recognition would have to be completed on or before March 31, 2010.

Additional Questions?

For questions related to the NCQA Recognition Process, call NCQA Customer Support at 1 888 275-7585 or visit www.ncqa.org.

For all other questions, please contact Blue Cross and Blue Shield of Alabama Customer Service Department at 1 800 206-1049 or contact your Network Services Provider Representative.