

PROVIDERFACTS



Physician Quality and Transparency Program Phase II

Quality Indicator Scores Preview and Additional Measures

Physicians now have the opportunity to preview their Quality Indicator scores for an additional 27 measures. These scores are being shared to give physicians an advanced look into the types of indicators that may be added in the future for consumer view. To view your scores for these additional measures, go to *ProviderAccess* and select “Additional Measures for Physician Preview” in the reporting period drop-down box in the “Quality Scorecard” section of the Health Benchmarks[®] Inc. (HBI) Online Tool. **Five of these new measures have been targeted as the next quality indicators to add in April 2010 to the list of 15 that are currently found on our web site for public view.** ([Click here](#) to view the new measures.)

Specialties with Related Quality Indicators

It should be noted that all measures do not apply to all specialties. To see which measures apply to your specialty, go to the Physician Quality and Transparency Program web site located at www.bcbsal.org/providers/physicianqualityandtransparencyprogram/index.cfm and click on “Specialties with Related Quality Indicators.” Also on the Physician Quality and Transparency Program web site, detailed specifications for these additional measures can be found by clicking on “View List of Physician Quality Indicators.”

Physician Scores, Star Ratings and Self-Reporting

Physician scores and star ratings for the next measurement year (July 1, 2008, through June 30, 2009) are scheduled to be published to consumers in April 2010 and at that time will also include the five additional measures mentioned above. Physicians will have an opportunity to preview their scores and self-report information 60 days before the public view in April. This 60-day preview/self-report window will begin in January 2010. Please continue to monitor the Physician Quality and Transparency Program web site for periodic updates concerning the program.

Patient Satisfaction Surveys

Patient Satisfaction Surveys will be released to members in early January 2010. Based on usability testing, patients expressed a desire to rate how satisfied they were with the services of their physicians, and the majority rated patient satisfaction reviews as an important decision making tool in selecting a healthcare provider. The ability to submit a survey for a particular provider is based on the submission of a claim for that patient, by that provider. The surveys can only be accessed and completed electronically. There will be no more than ten questions in the survey. For a sample of questions to be included, [click here](#).

Surgical Care Improvement Program

Hospital performance on Surgical Care Improvement Program (SCIP) measures will be attributed to the physicians that perform SCIP eligible procedures at that hospital. A physician has to perform more than five procedures combined in any of the surgeries matching a SCIP surgery to be attributed to a hospital. Blue Cross and Blue Shield of Alabama will use seven procedures from the Surgical Episode Profile Information (currently available on the Doctor Finder) to determine if the physician has the volume to be attributed. For more information on the SCIP program, [click here](#).

Important Information

The following disclaimer is applicable to all telephone inquiries and automated communications systems (i.e., InfoSolutions[®], telephone, and fax) to Blue Cross and Blue Shield of Alabama:

The information provided is only general benefit information and is not a guarantee of payment. Benefits are always subject to the terms and limitations of the plan and no employee of Blue Cross and Blue Shield of Alabama has authority to enlarge or expand the terms of the plan. The availability of benefits is always conditioned upon the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur under certain circumstances. There will be no benefits available if such circumstances occur.

Note: Please refer to our web site, www.bcbsal.com, for the most current benefit and policy information.