

## Primary Care Clinician Report Card: Frequently Asked Questions

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Ohio's Primary Care Clinician Report Card Initiative Overview

Questions	Answers
<p>What is the Primary Care Clinician Report Card initiative?</p>	<p>Ohio's payment innovation initiative, led by the Governor's Office of Health Transformation (OHT), brings together payers, providers, and other healthcare stakeholders to broadly transform the Ohio health delivery system to achieve better health, better care, and cost savings.</p> <p>The Primary Care Clinician Report Card initiative was created in alignment with OHT's goals of transparency and improved performance by providing meaningful information to those who provide healthcare services in an effort to improve quality of care and health outcomes. Through the Primary Care Clinician Report Cards, clinicians will be able to compare their performance to the performance of other clinicians serving the Medicaid population in Ohio and take important steps to improve health outcomes for Medicaid patients.</p>
<p>Why is this happening now?</p>	<p>Healthcare spending across state and commercial payers in Ohio is growing at an unsustainable rate, leading to higher premiums and higher spend for the state. Even so, health care outcomes for Ohioans are poor: Across all 50 states, Ohio has the 18th highest healthcare spend per person, but ranks 36th in terms of population health. This initiative is being implemented in parallel to the Comprehensive Primary Care Program initiative to replace the trend of growing costs and consistently poor health outcomes with vastly improved population health and more stable costs.</p>
<p>What is the timing for implementation?</p>	<p>Starting in the summer of 2017, the Primary Care Clinician Report Cards will be updated and released on up to a quarterly basis and will continue to evolve over time to include expanded metrics.</p>
<p>How are the Primary Care Clinician Report Card and Comprehensive Primary Care Program Quarterly Report different?</p>	<p>The Primary Care Clinician Report Card aligns with the Comprehensive Primary Care Program Quarterly Report where possible, such as:</p> <ul style="list-style-type: none"> <li>• Report card release schedule</li> <li>• 3M risk adjustment method</li> <li>• Reflects managed care and fee-for-service members</li> <li>• Excludes dual-eligible members</li> </ul> <p>The Primary Care Clinician Report Card differs from the Comprehensive Primary Care Program Quarterly Report in some aspects, such as:</p> <ul style="list-style-type: none"> <li>• Clinician-level reporting</li> <li>• Patients are only linked to clinicians with whom they had a visit (claim)</li> </ul>
<p>How often will the Primary Care Clinician Report Card be published?</p>	<p>The Primary Care Clinician Report Cards will be updated and released on up to a quarterly basis.</p>

Clinician Participation and Eligibility	
Questions	Answers
Which clinicians are included in this initiative?	<p>Primary Care Clinicians, such as Internal Medicine Physicians, Pediatric Physicians, and Family Practice Physicians/Nurse Practitioners, treating Ohio Medicaid patients are included in this initiative.</p> <p>At this time, Licensed Independent Social Workers (LISWs) and Clinical Psychologists should not receive a Primary Care Clinician Report Card.</p>
Why did I receive a Primary Care Clinician Report Card?	<p>Each eligible clinician in Ohio with at least 30 Medicaid patients who had a claim with that clinician during the measurement period, received a Primary Care Clinician Report Card.</p> <p>The goal of distributing these report cards is to provide meaningful information to those who provide healthcare services in an effort to improve quality of care and health outcomes. In addition, clinicians will be able to compare their performance to the performance of other similar clinicians serving the Medicaid population in Ohio.</p>
I received a Primary Care Clinician Report Card. What action should I take now?	<p>The Ohio Department of Medicaid encourages clinicians to use the information presented in the Primary Care Clinician Report Card to take important steps to help reduce unnecessary utilization and costs associated with their Medicaid patients.</p>
Why did I not receive a Primary Care Clinician Report Card?	<p>In order to receive a Primary Care Clinician Report Card, each eligible clinician must have at least 30 Medicaid patients who had a claim with that clinician during the measurement period.</p> <p>During the development of the report card, if you did not have a sufficient number of Medicaid members linked to you during the measurement period, you would not have received a report card. However, you may receive a report card in a future release if you meet the minimum Medicaid member threshold.</p>
Is payment tied to these results?	<p>No. At this time, the Primary Care Clinician Report Card is for informational purposes only.</p>

Data	
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Where can I access the Primary Care Clinician Report Card?	The Primary Care Clinician Report Card will be available to Medicaid clinicians on the Medicaid Information Technology System (MITS) portal.
What data will I receive as part of the Primary Care Clinician Report Card?	Each clinician will be sent a PDF summary of their Medicaid Patients' Characteristics, Utilization, Cost of Care, and Condition Prevalence. A patient-level Excel data file will accompany each report, including information about each Medicaid patient linked to the clinician, such as general patient information, category-specific details, and pharmacy and medical claims.
What patients are represented in this Primary Care Clinician Report Card and its analysis?	<p>Medicaid patients linked to you for the purposes of the Primary Care Clinician Report Card are identified through the use of administrative data (claims data).</p> <p>For the Clinician Report Card, patients were linked to you only if they had a visit (claim) with you during the measurement period.</p> <p>Dual eligible patients were excluded from this analysis. At this time, patients in the neonatal intensive care unit (NICU) are included; however, ODM may consider removing them from the analysis in future report card releases.</p>
Who can see my Primary Care Clinician Report Card results?	Data collected and analyzed for the Primary Care Clinician Report Cards can be seen by the payer who provides any given report. Your Primary Care Clinician Report Card can be accessed only by you and any individual(s) authorized to access and download information through your MITS portal credentials.
How do I find more information about how to interpret the Primary Care Clinician Report Card?	A User Guide for the Primary Care Clinician Report Cards can be found on the Ohio Department of Medicaid's website in the following location: <a href="http://medicaid.ohio.gov/providers.aspx">http://medicaid.ohio.gov/providers.aspx</a> .
What do I do if I think the data are incorrect?	If you believe information in the patient-level data file is incorrect, please contact <a href="mailto:ReportCards@medicaid.ohio.gov">ReportCards@medicaid.ohio.gov</a> or the Provider Assistance call center at (800) 686-1516 for assistance.
Why is the cost field blank in the member-level file?	At this time, ODM cannot present cost information in the member-level file for legal reasons. This field may be populated in the future.



Data	
Questions	Answers
What is the difference between the population streams on page 1 and the condition prevalence on page 3?	<p>Population Streams and condition prevalence is determined using the Agency for Healthcare Research and Quality’s (AHRQ’s) single-level Clinical Classifications Software (CCS) classification system. CCS maps approximately 70,000 International Statistical Classification of Diseases, Tenth Revision (ICD-10) diagnosis codes (and approximately 14,000 ICD-9 diagnosis codes) into mutually exclusive and clinically meaningful categories.</p> <p>Population Streams are mutually exclusive (i.e., a patient can only be grouped into one stream) and are determined using a hierarchical algorithm developed by ODM with the goal of organizing programs around population health.</p>
What is the “National Medicaid Percentile” on page 4?	<p>The National Medicaid Percentiles presented on page 4 of the Primary Care Clinician Report Cards were determined using either the National Committee for Quality Assurance (NCQA) Quality Compass®<sup>1</sup> national Medicaid benchmarks or NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS®)<sup>2</sup> Audit Means and Percentiles. For the HEDIS Audit Means and Percentiles, the “administrative” data only percentiles were used.</p> <p>For further information regarding the measure percentiles, please review the User Guide for the Primary Care Clinician Report Cards can be found on the Ohio Department of Medicaid’s website in the following location: <a href="http://medicaid.ohio.gov/providers.aspx">http://medicaid.ohio.gov/providers.aspx</a>.</p>

<sup>1</sup> Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)