



CDPHP® Rewards Quality Care

CDPHP® is committed to recognizing and rewarding physicians who provide high quality and efficient care to our members. We gather information about our physicians' performance, provide the doctors with feedback, and reward high quality with financial incentives. We also make information available to our members to help them select a primary care physician.

Two major provider quality initiatives are: 1) physician incentive programs and 2) the public reporting of our member satisfaction survey results and physician certifications. Physicians throughout our service area can qualify for these initiatives by meeting certain minimum requirements. Members are attributed to primary care physicians based on claims data to determine which physician has provided the most primary care services. A member is attributed to a specialist based on the specialist having submitted at least one claim for services for that member. Both programs are measured and reported at the individual physician level, rather than by practice or group.

Physician Incentive Programs

The physician incentive program is divided by primary care (family practice, internal medicine, and pediatrics physicians) and specialty care (all other specialists, including obstetrics and gynecology) and is available to all physicians in our service areas who meet the eligibility criteria.

The program for primary care physicians includes specific questions from the Member Satisfaction Survey, scores on specific categories of HEDIS® measures, generic prescribing rates, and reporting of body mass index. The specialist incentive program includes generic prescribing rates and an incentive for physicians who see a higher percentage of Select Plan (Medicaid), Child Health Plus, and Family Health Plus members. There are also incentive payments for both primary and specialty physicians who have received certification through the NCQA Physician Recognition Program; report specific administrative information; and/or participate in the CDPHP Radiology Management Prior Notification Program. For general information on the percentage of their overall reimbursement our physicians receive based on performance, please [contact us](#). We cannot provide information on individual physicians.

Member Satisfaction Survey

Each year, CDPHP uses a national vendor to perform the CG-CAHPS survey of members to determine their satisfaction with their primary care physicians. The survey is initially mailed to a random sample of members. Follow-up telephone calls are made to remind members of the importance of completing the survey. Questions on the survey evaluate the individual physician, the office staff, and other aspects of the practice. The vendor calculates the results and provides them to CDPHP without any identifying information as to what members completed the survey, in order to maintain confidentiality.

The survey results are reviewed by our staff to identify opportunities to work with our physician network to improve the care provided to members. Each physician receives individualized results with a statistical comparison to other primary care physicians so they can see what they do well and where they may need improvement. Overall, our physicians do very well on these surveys,

with the average score on many questions indicating that more than 90 percent of members are satisfied with their physician.

HEDIS[®] Measures

CDPHP is accredited by the National Committee for Quality Assurance (NCQA) and, as part of the accreditation, collects data on both plan and physician performance using the Healthcare Effectiveness Data and Information Set (HEDIS[®]) measures. (For more information on HEDIS measures go to www.ncqa.org.) Plan performance on the HEDIS measures is one element used to determine our accreditation status and is used by other independent nonprofit organizations that publish health plan rankings.

CDPHP also calculates performance on those measures for each individual primary care physician with more than 100 members and provides a report to the physicians showing their raw score and how they compare to other physicians in their specialty using a statistical analysis. When doing the comparison we separate out physicians in each specialty with a higher percentage of members from state-funded government programs (Medicaid, Child Health Plus, and Family Health Plus) to adjust for the special needs of this population. The physician reports are based only on claims data, not medical record review, so the data has limitations and is subject to error. Each physician also receives a list of members who do not meet the measured criteria based on the claims data so that they may verify the accuracy of the results and use the information to identify additional needed care for the members. We do allow physicians to submit documentation from their medical records to correct the claims information, and we update their scores accordingly.

Generic Prescribing Rate

Another aspect of care that we report to both primary care and specialist physicians who are eligible for the incentive programs is their prescription of generic (non-brand) drugs. Generics are FDA-approved and must be shown to be equivalent to the brand name. These drugs are usually less expensive than the brand-name drug and most prescription drug plans charge a lower copayment when a member receives a generic drug, saving the member money. CDPHP calculates the percentage of all prescriptions that a physician writes for generic drugs and reports that information to the physician if he or she has written more than 100 prescriptions in the previous year. We also report on the rate of generic prescriptions for specific types of drugs that have generic alternatives available. These classes are reviewed each year and may change based upon review of our current results.

NCQA Physician Recognition Program Certification

NCQA, in addition to accrediting health plans, has developed certification programs to recognize physician practices that meet specific standards related to the delivery of care. The certifications that are included in the incentive program are Patient Centered Medical Home, Diabetes, and Heart/Stroke. Each requires the practice to provide evidence-based care for the related conditions. For more information about these programs, please go to www.ncqa.org and look in the section labeled “Programs.” CDPHP recognizes the value that these certifications represent in delivering quality care to our members and provides payment to physicians who have achieved or maintained certification. These programs also appear in the Provider Directory and on Find-A-Doc. As with any indicator of physician quality, the presence or absence of

certifications represent one aspect of quality and should not be used alone to make decisions regarding physician selection. Members are encouraged to discuss this information with their physician prior to making any decisions about changing or choosing a health care provider.

Radiology Management Prior Notification

There has been a great deal published in both the lay and medical press regarding possible overutilization of high-tech imaging (CT, MR, and PET scans). In order to study the current utilization of high-tech imaging and provide feedback to our physicians regarding their utilization, CDPHP has implemented a prior notification program that allows us to collect data but does not impact payment for these studies. Physicians who participate in the program receive a payment to help offset the cost of compliance.

Public Reporting

CDPHP wishes to provide public recognition of physicians who deliver quality care and believes that members should have useful information when selecting a physician. The results of the Member Satisfaction Survey question on overall satisfaction with a physician are made available to members on the [CDPHP website](#) (please turn off your pop-up blocker to access this site). Each primary care physician with more than 20 responses is assigned up to three stars based on a statistical comparison of their results on this question compared to other primary care physicians. The site also explains more about the methodology and provides important cautions about interpreting and using the results. As previously noted, our network physicians do very well on the survey and even physicians with one star may have more than 70 percent satisfaction. It is important to talk with your physician before making any decisions based on the results of the survey. We encourage you to view the survey results and to provide feedback via an online questionnaire at the site. This feedback will help us improve the site. Please do not leave questions or complaints on the questionnaire as we will not be able to respond to them. Please use the links below for questions or complaints.

The NCQA physician recognition program certifications also appear in the Provider Directory and on Find-A-Doc. As with any indicator of physician quality, the presence or absence of certifications represent one aspect of quality and should not be used alone to make decisions regarding physician selection. Members are encouraged to discuss this information with their physician prior to making any decisions about changing or choosing a health care provider.

We Welcome Your Questions and Input

CDPHP welcomes feedback regarding these programs. All feedback is reviewed by the CDPHP quality department and will be considered in the development of future programs. If you have questions or want a detailed description of any of our quality measurement or incentive programs, please email quality1@cdphp.com and include your name, member number, address, and telephone number or e-mail address.

Physicians and other providers may also contact [provider services](#). Employers are urged to speak with their sales representative about these initiatives. Members may call [member services](#) with questions or concerns.