

IMPORTANT MEMO TO CLINICIANS AND PRACTICES

BRIDGES TO EXCELLENCE PROGRAM

BTE programs are designed around three key lessons gained from our research and experience.

First, it's critical to measure what matters most—the handful of indicators that have truly significant clinical and financial impact. These are the quality measures most predictive of improved patient health.

Second, clinicians who follow those quality measures will consistently provide better care at lower costs. Typically, they outperform their peers on process measures of quality, and have lower average costs per patient and per episode.

Third, incentives only work if they are fair and designed to increase over time, so clinicians who continually improve their practices are rewarded in kind.. As in any industry, the best performers should earn the most and have the biggest market share.

Please read this document carefully, as it will help ensure that your eligibility for BTE remains intact and the administration of rewards is timely and accurate.

1. **Don't wait until the last minute to submit your application.** Plan on submitting your information to NCQA at least 60days prior to reward cut off dates.. NCQA's review period, depending on the size of the practice, is between 30-60 days for a PCMH review and between 15-30 days for NCQAs Clinical Programs. NCQA sends recognition information to BTE monthly. Waiting until the last minute to submit could result in missing the cut-off date for reward eligibility. Contact your health plans for the reward cut off date.
2. **Keep your recognition status current.** BTE's period of recognition is two years. Part of BTE's mission is to continue to promote rapid cycle feedback to physicians so they can deliver high levels of care and continue to improve patient outcomes; therefore the period of recognition is two years. Clinicians and practices are responsible for tracking when their recognition end date is. The end date is two years from the date you were issued a recognition decision from NCQA.
3. **Double check, and then check again your submission.** The information you submit both for performance assessment and on the application, including demographic information must be complete and accurate for you to be eligible for reward programs. For example, address information, clinician date of birth and full spelling of the clinician name is essential for the administration of rewards. BTE matches the data you submit to NCQA to the data from the health plan so that you can be identified as eligible for BTE rewards. The ability to match you correctly is dependent on the information you provide both to the NCQA and to the health plans.
4. **The health plans (and some coalitions) distribute rewards.** Once you achieve recognition and you have patients with participating employers you could be eligible for rewards. Rewards are distributed to clinicians from the health plans. Contact your health plan regarding questions on eligibility and timing of rewards. Aggregate patient counts and reward potential can be found on the web site: www.hci3.org.



- 5. Communicate your recognition to your patients.** BTE currently posts clinician recognition information on its web site: www.hci3.org. Promote your status as a recognized clinician to your patients. Employers and health plans that participate in BTE want their employees to see recognized clinicians and understand the importance and you can help reinforce the message.