

IMPORTANT MEMO TO PHYSICIANS AND PRACTICES
BRIDGES TO EXCELLENCE
PAY-FOR-PERFORMANCE PROGRAM

Bridges to Excellence (BTE) is a not-for-profit organization created to encourage significant leaps in the quality of care by recognizing and rewarding health care providers who demonstrate that they deliver safe, timely, effective, efficient, equitable and patient-centered care. BTE is referred to as a Pay for Performance (P4P) program and physicians often become interested in performance measurement through the NCQA as a result of P4P programs like BTE launched in their area. As such please read this document carefully as it will help you make sure 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 60-90 days prior to reward cut off dates. There can be weeks of follow up between the NCQA and the applicant to get the application deemed "complete" and ready for review. NCQA's review period, depending on the size of the practice, is between 30-60 days. Also, there is the potential for audit that can delay a decision. NCQA sends recognition information to BTE monthly. If you wait until the last minute to submit it is likely you'll miss 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. Physicians 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, physician date of birth, full spelling of 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 physicians 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 BTE web site under the Physician Participation section: www.bridgestoexcellence.org.
5. **Communicate your recognition to your patients.** BTE currently posts physician recognition information on HealthGrades www.healthgrades.com. Promote your status as a recognized physician to your patients. Employers and health plans that participate in BTE want their employees to see recognized physicians and understand the importance and you can help reinforce the message.