



Provider Link

To: CPMG Providers

From: Children's Physicians Medical Group, Inc. (CPMG)

Date: May 9, 2018

Re: Healthy Planet Quality Dashboard

We are extremely excited to announce the arrival of our long-awaited provider quality dashboards, which can help your practice to proactively identify children with gaps in care! **Healthy Planet Link** has been more than a year in development, and while we will continue to refine the dashboards over time, they will be available for your use on **Wednesday, May 9th, 2018**.

You can access Healthy Planet Link, via the same CareLink portal you've had access to previously. Great thanks to our provider relations team of Rhonda and Taylor, who have worked tirelessly to make sure that all of our affiliate offices have active CareLink accounts, so that you will be able to take advantage of this great resource! As they mentioned to you during this process, we are anticipating offering either trainings or a webinar to help providers begin using this resource. However, we'd like to ask that you first log in using the **attached tip sheet** and provide feedback so that we can target the most appropriate aspects in designing our further training/resources.

Please be aware of the following key points as you explore your dashboards:

- This information is entirely based on claims data, unless a child received an applicable service (like a flu shot) at Rady Children's Hospital.
- There will be a lag in services being reflected. Factors affecting this lag include how quickly claims are submitted to us, and where in the upload cycle from our claims system to Rady we received the information.
- Claims data is uploaded to Epic monthly.

Also, as with P4P/HEDIS metrics, the care is attributed to the provider listed as the PCP on the child's health plan. If this presents a real challenge for your individual practice, it can be minimized by making sure that that health plan PCP assignment aligns with the patients' actual primary providers.

Having said that, these numbers will not line up perfectly with your Pay for Performance (P4P) reports. We designed these dashboards to support patient care, not target reportable data, therefore children who might not meet the criteria for P4P reporting (for example, continuous enrollment) will be included in this data.

Additionally, we have tweaked some of the details in order to make these measures more clinically useful. For example, the P4P/HEDIS Well Child measures look at calendar years. This means that all children are non-compliant in January. Our dashboard looks back at the last twelve months to identify children who are truly due. We also identify children who will be due in the near future, rather than waiting until a child has missed criteria. This means that there will be children on your list who have upcoming appointments. We've tried to balance the advance warning, with not including too broad a timeframe in order to avoid overwhelming your lists with children who are fully compliant for their age.

Because we do not have primary care claims for your Molina and CHG members, they are not included in the dashboards of providers who do not use Epic as their EHR. In working with our pilot practices during development, it is clear that different offices are planning on using this resource in different ways. Some practices are identifying a single provider, staff member or small team to work the provider dashboards for the entire practice, identifying patients who need to be seen, reaching out and scheduling them. Others are delegating each provider to be responsible for managing his or her own panel. We're happy to support whatever model works best for your practice.

Thank you,
Whitney Carr Edwards, MD
CPMG Senior Medical Director

Should you have any questions concerning this notification, please contact the CPMG Provider Relations department as below:

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