

# QUICK REFERENCE GUIDE:

# Understanding Your PRP Scorecard



The Provider Recognition Program (PRP) is a Passport Health Plan (PHP) program designed to reward primary care providers (PCPs) who demonstrate excellence and/or improvement in the following program measures:

- PCP Profile
- Access to Care/ER Utilization
- EPSDT Screening Rates
- EPSDT Participation Rates
- Breast Cancer Screening Rates
- Cervical Cancer Screening Rates
- Chlamydia Screening Rates
- Member Satisfaction

Payouts for successfully achieving improvement goals are made quarterly, beginning each year in September, followed by payments in November, February and May.

## What are Tier One versus Tier Two achievements?

According to the level of excellence and/or improvement achieved, providers will receive either Tier One or Tier Two level rewards in each measure:

- **Tier One** – rewards providers who meet their improvement goal based on the previous year's performance. Tier One is paid at one (1) times the share of total rewards.
- **Tier Two** – rewards providers who are in the top 10% of all providers participating in the PRP (excellence category). Tier Two is paid at one and one half (1.5) times the share of total rewards.

## What is the PCP Profile Index?

The PCP Profile Index is a quarterly measurement of the health care resources utilized by each provider's panel of members. The PCP Profile Index is calculated by comparing each panel's utilization to the average utilization by all other Plan members and is controlled for age, sex, and principle diagnosis. Two separate comparisons are made based on urban versus rural locations. All of these calculations result in the measurement known as the PCP Profile index.

### How do I achieve rewards for this measure?

To achieve rewards in this measure, your group must have at least 450 member months per quarter and your PCP Profile Index must be at or below 1.00. An index of 1.00 represents the average utilization of health care resources by all Plan members assigned to participating PHP PCP groups.

- To earn **Tier One** rewards in this measure, your group must have an index at or below 1.00 but not below one standard deviation below 1.00.
- To earn **Tier Two** rewards in this measure, your group must be at or below one standard deviation below 1.00.

### What does the scorecard contain for this measure?

To enable you to evaluate your progress, the scorecard displays your group's most recent PCP Profile index by quarter, as well as your previous PCP Profile index by quarter and the range required for obtaining Tier One rewards.

## What is Access to Care/ER Utilization?

Access to care is an annual measurement of emergency room utilization for your panel of members. The ER rate on your scorecard represents the number of ER visits that occurred for every 1,000 member months of your panel membership.

### How do I achieve rewards for this measure?

- To earn **Tier One** rewards in this measure, your group must demonstrate an improvement from the previous year by decreasing ER utilization for panel members and meeting your identified improvement goal.
- To earn **Tier Two** rewards in this measure, your group must be in the top 10% of all providers participating in the PRP.

### What does the scorecard contain for this measure?

The scorecard displays your improvement goal for this measure, which is based on your performance from the previous year.

## What are the EPSDT Screening, EPSDT Participation and Women's Health Outcome Measures (Breast, Cervical and Chlamydia Screenings)?

All of these measures are calculated annually and represent the number of panel members eligible to receive screenings during the measurement period, as well as the number of screenings completed within the measurement period.

### How do I achieve rewards for these five measures?

- To earn **Tier One** rewards in each measure, your group must increase the number of required screenings and meet your identified improvement goals.
- To earn **Tier Two** rewards in each measure, your group must be in the top 10% of all providers participating in the PRP.

### What does the scorecard contain for these five measures?

The scorecard displays your improvement goals for each measure, which are based on your performance from the previous year.

## What is Member Satisfaction?

PHP documents and analyzes complaints related to member experiences with a provider. Member complaint data is measured every six months. This measure is based on a mean determined by the performance of all Plan providers within this measurement period. For statistically appropriate peer group comparison, PCP groups are stratified into peer groups by panel size.

### How do I achieve rewards for this measure?

- To earn **Tier One** rewards in this measure, your group's member complaint data must be at or below the average number of complaints when compared to other PHP providers in your peer group.
- To earn **Tier Two** rewards in this measure, your group must not receive any documented member complaints during a six month period.

## Questions?

For further information on how your improvement goals are calculated, please see the *Understanding Your Improvement Goals* document available on the PRP pages of our web site, [www.passporthealthplan.com/providercenter](http://www.passporthealthplan.com/providercenter).

If you have questions regarding the PRP or would like to request onsite training, please contact the Provider Recognition Program representative at (502) 585-7946.