

Navigator Office Visit Plan Design Overview

**Massachusetts Academy of Dermatologists
May 2, 2007**

Agenda

- ◆ **Introductions**
- ◆ **History of Tufts Health Plan Dermatology Provider Profiling**
- ◆ **History of Navigator by Tufts Health Plan™**
- ◆ **Review of July 2007 physician office copayment plan design development process**
- ◆ **Future of Navigator by Tufts Health Plan™ physician office copayment plan design**

Introductions

- ◆ Dr Dan Rome, Vice President for Medical Affairs
- ◆ Renee Nefussy, Manager for Special Programs
- ◆ Mary Poulin, Manager, Provider Profiling
- ◆ Lynette Nealon, Senior Project Manager
- ◆ Leslie Carver, Provider Management Consultant

Provider Profiling History

- ◆ **Dermatology provider profile developed by Tufts Health Plan in 2003**
 - Claims data was grouped into episodes Symmetry's Episode Treatment Group™ (ETG) software
 - Each dermatologist's resource utilization was compared to the resource utilization of their peers
 - For reporting purposes only, no impact to member copayments
- ◆ **Dermatology Advisory Committee convened to support profiling effort**

Navigator History

- ◆ **Navigator is a PPO benefit plan designed in response to the Group Insurance Commission's (GIC) Clinical Performance Improvement Initiative (CPII).**
- ◆ **July 2004 – Navigator created with inpatient hospital tiering**
- ◆ **July 2006 – Introduced Blue Ribbon recognition program for primary care groups and lower copayment level for surgical specialist based upon primary hospital affiliation**

Navigator History, continued

- ◆ **July 2007 – Will no longer tier surgical specialists based upon hospital affiliation. Individual physicians in specialties identified below were given an opportunity to be in lower copayment level based upon resource use and quality measures.**

- Blue Ribbon and inpatient hospital tiering will remain part of overall plan design.

- ◆ **Cardiology**

- ◆ **Dermatology**

- ◆ **Endocrinology**

- ◆ **Gastroenterology**

- ◆ **Neurology**

- ◆ **Ophthalmology**

- ◆ **Orthopedics**

- ◆ **Otolaryngology**

July 2007 Office Visit Copayment Plan Design

- ◆ **Tufts Health Plan approached this effort collaboratively as we did with other Navigator copayment design changes**
- ◆ **Convened a panel of locally and nationally recognized quality experts whose role was to:**
 - Evaluate metrics that differentiate quality of care provided by subset of physician specialties
 - Advise THP on the merits of these metrics; consult with specialist colleagues on merits of measures
 - Advise on methodology of measure aggregation and weighting
 - Advise on provider communication and reporting

Dermatology Quality Measures

- ◆ **Tufts Health Plan utilized Donabedian's quality assessment triad¹ as a framework for quality measurement**
 - **Process**
 - **Structure**
 - **Outcome**

1 Donabedian A. Evaluating the quality of medical care. *Milbank Memorial Fund Quarterly*, 1966, 44: 166–206.

Dermatology Quality Measures, continued

◆ Process

- Pregnancy and Accutane use ^{1, 2}

◆ Structure

- Self reported EMR and ePrescribing ²
- NCQA Physician Practice Connections recognition program ³

◆ Outcome

- Tufts Health Plan member satisfaction survey

1 Measure created by Resolution Health, Inc. (RHI) from multi-plan data set created by Mercer Human Resource Consulting (Mercer).

2 In late January/early February 2007, Tufts Health Plan provided individual physicians the opportunity to validate numerator compliance for selected quality measure and also requested confirmation/proof of EMR or ePrescribing use.

3 For additional information, refer to NCQA website at <http://web.ncqa.org/tabid/58/Default.aspx>

Resource Use Measure

- ◆ **Casemix-adjusted index based on claims data from six Massachusetts health plans, assembled by Mercer Human Resource Consulting (Mercer) for the GIC.**
- ◆ **Claims data have been:**
 - Adjusted for the contracted rates used to pay providers who care for Navigator members
 - Grouped into episodes Symmetry's Episode Treatment Group™ (ETG) software

Creating the Overall Physician Rating

- ◆ **Resource use score and overall quality score were equally combined to establish an overall score**
 - Each physician is compared to the average for all eligible physicians in their specialty
- ◆ **Physicians were eligible for Specialist Copayment Level 1 designation if the following criteria were met:**
 - At least 30 episodes of care for the resource use measure existed
 - The physician or group was not being monitored by Tufts Health Plan for quality reasons
- ◆ **Tufts Health Plan sought natural break points in the data such that approximately 30% of all physicians in the eight selected specialties were placed in Specialist Copayment Level 1.**

Creating the Overall Physician Rating, continued

- ◆ **Specialists not in the lower copayment level, will be in the standard copayment level, Specialist Copayment Level 2:**

Copayment Level	Copayment Amount	Physician Designation
Specialist Copayment Level 1	\$15	Physicians in the selected specialties whose value rating qualified for the lower copayment.
Specialist Copayment Level 2	\$25	Physicians in the selected specialties whose value rating did not qualify for the lower copayment. Physicians in the selected specialties who did not have enough data upon which to be measured. Physicians whose speciality was not selected for evaluation.
PCP Copayment Level	\$15	PCPs, PCP/Specialists, Obstetrician/Gynecologists

Additional Information

◆ Tufts Health Plan website:

www.tuftshealthplan.com/providers

- Navigator specialist data report FAQ
- Copayment level placement methodology
- Where to locate background information on ETGs

◆ Massachusetts Medical Society website:

www.massmed.org//AM/Template.cfm?Section=Home

- Comparison of the six health plan's Navigator products

Future of Navigator Office Visit Copayment Plan Design

- ◆ **Tufts Health Plan is in the process of looking for and evaluating additional clinical quality measures to consider in future evaluation processes**
 - Ongoing and collaborative effort to build on current process and enhance inputs
 - Continued alignment with the GIC's Clinical Performance Improvement Initiative