

# RIGHT CARE

## FREQUENTLY ASKED QUESTIONS

### **Q - Who leads the Right Care program?**

A - The Right Care program is led in a DYAD model, with Dr. Sri Chalikonda serving as the Medical Director and Nate Bloom as the Administrative Lead. The Right Care team also includes a small analyst and project management team who help design appropriateness analyses and drive interventions.

### **Q - How does Right Care use appropriateness metrics?**

A - Right Care uses appropriateness measures to collaborate with provider systems on joint initiatives to improve appropriateness of care. These initiatives could include educational campaigns, development of new care models or workflows, or peer to peer coaching. Additionally, Right Care works with other programs at Highmark to help ensure the right care of all members by:

- Evaluating measures for inclusion in our Value Based Reimbursement programs.
- Providing insights to primary care physicians to help inform referral decisions. Highmark's Specialist Performance Initiative is an example of this.
- Identify opportunities to better align medical policies used in our health plan products with the latest evidence-based guidelines.

### **Q - How does Right Care develop metrics/ideas?**

A - Right Care partners with our own network clinicians as well as other clinically led organizations, and anchor partners, to identify and measure unwarranted variation in care. Some measures are sourced from industry leading commercially available measure sets, like the Global Appropriateness Measures, while others are developed by clinicians within our network. Once an opportunity is identified, extensive work is done to define the relevant clinical criteria and patient populations to ensure alignment with evidence-based clinical guidelines and an "apples-to-apples" comparison among clinicians. A distribution of clinician performance is then created using either Highmark claims or a national data set of both Commercial and Medicare claims. Right Care provides our network physicians with visibility into the level of variation nationally and their own individual performance relative to peers.

### **Q - What data source is used?**

A - The Global Appropriateness Measures used within Right Care are run on a set of national claims data in partnership with Clarify Health. This is a combined Medicare and Commercial claims data set covering 190 million+ lives nationwide.

For measures that are developed directly with providers within our network, Highmark claims data are used to generate initial results.

**Q - Where can I see how I rank amongst my peers?**

A - Highmark's Provider Facing Analytics Tool. Physicians who qualify for GAMs metrics can log on to the PFA portal via [NaviNet®](#) to see how they perform.

Each metric will have the definition and parameters published as well as a blinded distribution of the individual physicians' performance. You will also be able to see where you specifically fall within the distribution and your performance relative to peers.

**Q - Will my name/NPI be published with the results?**

A - Clinicians will be able to view reports that show their performance against a blinded distribution in the Provider Facing Analytics portal. Leaders within a health system or practice can be granted views that show the results of all clinicians within that organization. Other Highmark programs may use Right Care metrics (e.g., Specialist Performance Initiative) in which the results may be viewable by other participating providers in that program.

**Q - Are there targets associated with individual metrics?**

A - Some Right Care metrics do have thresholds defined indicating appropriate care. You may see these titled as "Pattern of Concern" or "Outlier." These thresholds are developed based on a combination of clinical input and data results. Displayed thresholds have been reviewed with specialists. Thresholds are also used to account for limitations in metrics where patients may need to be excluded and/or are not detectable.

**Q - If I see opportunities to improve appropriateness of care in my daily experience, can I submit my ideas?**

A - Yes! If you have ideas for measure that can assess appropriateness of care or highlight clinical variation, please click here for the Right Care [opportunity template](#).

The [template](#) will walk you through the following categories to complete, fill in, and email to [RightCare@Highmark.com](mailto:RightCare@Highmark.com):

- A brief description (a few sentences) of the opportunity
- How frequently you see this happen (daily, weekly, monthly)
- Rate the level of impact to the patient and provide a brief description (high, medium, low)
- High-level rating on impact to cost (high, medium, low)



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