

SPECIAL eBULLETIN

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FOR PROFESSIONAL AND FACILITY PROVIDERS

MAY 19, 2022

UPDATED: RIGHT CARE PROGRAM MEASURES AVAILABLE STARTING IN SEPTEMBER 2022

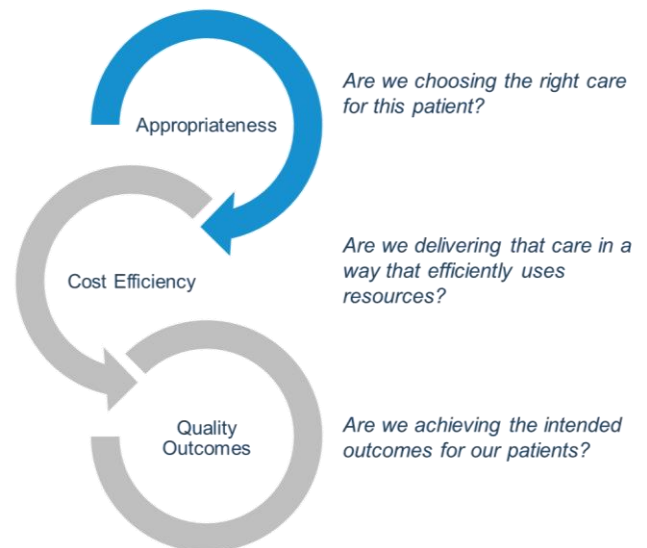
The launch of Highmark's Right Care Program has been rescheduled for **September 2022**. Right Care is a Highmark physician-led program that uses appropriateness measures to ensure members receive the right care, at the right time and in the right setting. The program seeks to reduce overuse of services that expose members to unnecessary risk or cost while promoting use of underutilized proactive, preventative and conservative therapies. As part of the program, providers will be able to see clinician distributions against clinical measures with known variation. These measures typically target one of three care patterns:

- Overuse of unnecessary procedures
- Suboptimal patterns in delivery of care
- Underuse of care that promotes better health

Each of these measures is based on evidence-based clinical guidelines and sourced from industry standards, such as the [Global Appropriateness Measures \(GAM\)](#), or developed under the guidance of practicing physicians within Highmark's networks. They are intended to measure variation in care and include detailed clinical criteria to compare like patient populations.

Appropriateness measures supplement cost and quality outcome metrics to create a more holistic clinical performance management system – one where clinicians are recognized for developing the plan of care that is best suited for the patient's overall health.

Appropriateness within a holistic clinical performance program



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NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

CLARIFY HEALTH

Highmark has partnered with Clarify Health, a technology company whose enterprise analytics cloud transforms healthcare data into actionable insights, to help produce these measures. Clarify Health was chosen in part because they have a national data set of commercial and Medicare claims to supplement Highmark claims data and provide you with as broad a dataset as possible. To do this, Clarify Health is required to provide you with an advance review of metric results that include Medicare data. **You may receive a letter from Clarify in the coming weeks with instructions on how to access this data should you choose to do so.**

VIEW THE MEASURES

The results for the initial set of metrics will be available on the Provider Facing Analytics platform accessible from [NaviNet®](#). Each metric will include the definition and parameters, as well as a blinded distribution of individual physicians' performance so that providers can see where they specifically fall within the distribution and their performance relative to their peers. The names of all other physicians will not be shown, only your own.

LEARN MORE

In advance of the publication of the Right Care metrics, Sricharan Chalikonda, MD, MHA, FACS, medical director of Right Care will present an overview of the program, as well as his perspective on why appropriateness measures are so critical in evaluating quality of care. More information will be shared on Highmark's Provider Resource Center soon.