

PHYSICIAN SCORECARD

The Physician ScoreCard reports provider performance from six perspectives.

The ScoreCard

✓ plays a major role in evaluating the managed care organization and its physicians. Decisions on new member assignments, financial and performance incentives, and effectiveness at achieving the organizational goals are determined from the ScoreCard. Physicians with high scores are able to participate in new programs and business arrangements that may be established by the organization. Physicians with low scores are expected to improve.

✓ does not duplicate other quality activities, but incorporates widely accepted quality indicators with other performance measures. It is based on the trendsetting work of other organizations such as General Electric Company, where it measured the performance of 23 HMOs that care for its United States employees and dependents. The Applicable Standards adopted by the health care industry from the National Committee for Quality Assurance and the American Association of Health Plans (AAHP) are included in the areas of clinic quality and member satisfaction.

✓ process is a dynamic learning experience for the organization and physicians. Feedback and refinement of the indicators used in the ScoreCard will assure physician commitment to the process and organization's goals.



Commercial Enrollment
PERFECT HEALTH CARE, INC.
 Cost & Utilization Study by
Intelligent Healthcare LLC
 Calendar Year 1999

9/1/2000

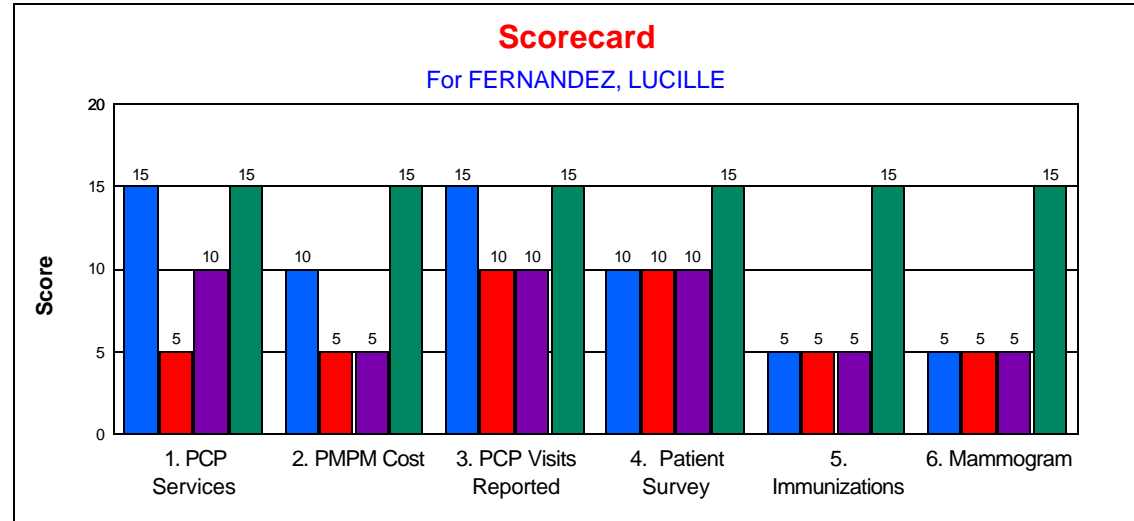
PRIMARY CARE PHYSICIAN QUALITY AND COST SCORECARD

Primary Care Physician:
FERNANDEZ, LUCILLE

Specialty:
Family Practice

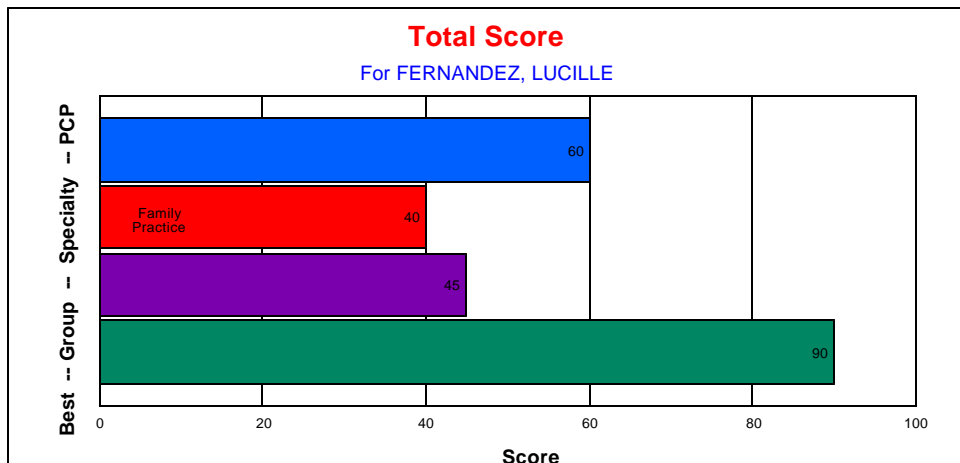
ID Number:
00FP11

Average Enrollment:
1,400



LEGEND

- PCP
- Specialty
- Group
- Best



Number of patient satisfaction survey responses: 13

Children ages 1 to 2 in study: 8 ; Number immunized: 7

Women ages 52 to 64 in study: 22 ; Number with mammograms: 10

Note 1 -- Total Scores are calculated for the indicators applicable to each physician. Member Satisfaction is only included if enough surveys were returned. Immunizations and Mammogram scores only appear for those physicians with enough qualified members.

Note 2 -- Sources: Intelligent Healthcare standard reports and claims/encounter data

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Member (Customer) Satisfaction Perspective

- ✓ Evaluates the processes of clinical care from the patient's perspective.
- ✓ Is designed to show customer satisfaction.
- ✓ Satisfied members become ambassadors for the organization and the physician to increase the size of the population served
- ✓ See "4. Patient Satisfaction Survey" on ScoreCard sample.

Scoring - 15 Points

- ✓ Uses the member satisfaction survey

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Service Perspective

- ✓ Evaluates processes and services of the physician from the organization's perspective, including member service, grievance, and problem solving.
- ✓ Supports a more successful organization where its physicians are working with, rather than against, its mission and goals.
- ✓ See "3. PCP Visits Reported" on ScoreCard sample.

Scoring - 15 Points

- ✓ Problem Resolution & Innovation
- ✓ Accountability
- ✓ Voluntary Disenrollments
- ✓ Grievances
- ✓ Accurate Submissions (forms: claims, encounters, & referrals)
- ✓ Timely Submission (forms: claims, encounters, & referrals)

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Cost Perspective

- ✓ Measures the physician's ability to manage the cost and frequency of care, and the ability to service a larger member population.
- ✓ Cost effective physicians that can manage the care of growing enrollment assure the success of the organization.
- ✓ See "1.PCP Services" & "2.PMPM Cost" on ScoreCard sample.

Scoring - 30 Points

- ✓ PMPM Cost
- ✓ PMPM Cost Trend
- ✓ Referral Rates
- ✓ Referral Rate Trends
- ✓ Enrollment
- ✓ Enrollment Trends

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Care Perspective

- ✓ Measures the effectiveness of the physician's service.
- ✓ This information will allow the organization to grow as a quality leader within its community and the healthcare industry.
- ✓ See "5. Immunizations" & "6. Mammograms" on ScoreCard sample.

Scoring - 30 Points

- ✓ Preventive care indicators (HEDIS 3.0)
- ✓ Utilization of Selected Procedures (HEDIS 3.0)
- ✓ Outcomes

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Quality Indicators Measured

✓ Quality Indicators are measured across six Perspectives. The Perspectives reported include:

Access (to medical services),
Service (patient communication),
Problems (with the delivery of medical services),
Care (indicators and outcomes),
Claims (and encounter data), and
Cost.

✓ Within each of these areas, there are several Quality Indicators measured. For example, under Access are appointment availability, waiting times at the physician's office, ease of getting care, courtesy, communication and responsiveness.

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PHYSICIAN SCORECARD QUALITY INDICATORS MEASURED					
Access	Service	Problems	Care	Claims	Cost
Wait for Appointments	Problem Resolution	Grievances	Preventive Care Indicators	<i>Claims, Encounters & Referrals</i>	PMPM Cost (age/sex adjusted)
Wait in the Office	Accuracy of Information	Confusion about Coverage or Service	Utilization Indicators	Accurate Submissions	PMPM Cost Trend
Ease of Getting Care	Accountability	Delays in Providing Care	Explanation of Medical Care	Timely Submissions	Enrollment Trend
Courtesy	Voluntary Disenrollments	Difficulty in Receiving Care	Outcomes		Referral Trend
Communication and Responsiveness			Appropriateness		