

Medical Group Manager Instructions



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Section 1: How to Access Online Reports at the Clinic, Practitioner, and Patient Level

Protecting patients' and practitioners' privacy and security is essential. For this reason, additional quality measurement reports and patient-level data are available only from a secure website. Reports about the clinics, primary care practitioners, and patients in the clinic/medical group are available to view, print or download. By accessing the secure website, medical group managers will have an opportunity to see how their clinic/medical group information will be displayed prior to the public report in February 2010.

Please follow the instructions below to obtain and complete legal documents that are necessary in order to receive a username and password to access the secure site.

1. First, assign a single designee who will have control of and responsibility for managing usernames and passwords within the clinic/medical group. Please note that the designated administrator will have access to all the data for clinics, adult primary care practitioners and patients. This designated administrator will complete the registration process, be authorized by the *Partner for Quality Care* project staff to act on the behalf of practitioners, and be responsible for assuring that information is managed appropriately by the medical group. Once registered, the designated administrator will be able to assign other people in the clinic/medical group a username and password so that they may also access the site.
2. Go to www.PartnerForQualityCareForPractitioners.org.
 - a. Download and complete the "Participating Medical Group Agreement," found under "Fill out these forms." This agreement between the clinic/medical group and the *Partner for Quality Care* initiative establishes the general terms for accessing secure data for medical group, clinics, practices, primary care physicians and other practitioners.
 - b. Download and complete the "Business Associate Agreement" (BAA). The purpose of the BAA is to authorize the exchange of data, including protected health information (PHI), between the medical group and the data services vendor, Milliman, Inc. *Partner for Quality Care* contracted with Milliman to receive, aggregate and analyze patient data supplied by participating health plans and data suppliers. Milliman manages the secure website and the security of the data.
3. The "Participating Medical Group Agreement" and the "Business Associate Agreement" (BAA) must be signed by an individual authorized to agree to the terms and conditions of each document.

4. Fax, email or mail the completed and signed agreements to the *Partner for Quality Care* initiative.
Email: info@PartnerForQualityCareForPractitioners.org
Fax: (503) 548-4849
Mail: Oregon Health Care Quality Corporation
Attn: *Partner for Quality Care Initiative*
619 SW 11th Avenue, Suite 221
Portland, OR 97205
5. *Partner for Quality Care* staff will verify the identity of the designated administrator and authorize Milliman to extend secure website privileges. The administrator will receive confirmation of registration after Milliman has also signed the BAA and *Partner for Quality Care* has signed the participation agreement. The designated administrator will receive signed pages of both documents with a confirmation summary page.
6. After registration is complete, the administrator will receive a username via email from Milliman and a password in a separate email. Only Milliman and the designated administrator will know the username and password. *For help logging into the secure site, to retrieve a forgotten username or password, or for other technical questions, please call 877-514-8465 or email medinsight.support@milliman.com.*
7. To access secure data and information, go to www.PartnerForQualityCareForPractitioners.org. Select the button that says, "I want to see my reports/patient-level detail." Follow the prompts that request the username and password.
8. Once on the secure site, reports can be accessed for each clinic/medical group site and adult primary care practitioners. Information about the patients included in each measure is available. All reports can be downloaded into a spreadsheet or other formats. Printer friendly versions of reports are also available online.
9. The designated administrator may now register other users within the clinic or medical group to view and download their reports. The designated administrator can restrict access so that individual practitioners can only view their own data. The designated administrator will be responsible for eliminating privileges when users leave the clinic/medical group. Instructions for how to manage passwords are located on the secure website.

Section 2: Process for Checking and Correcting Data

The goal of this initiative is to improve patient care, which requires making the data more accurate, timely, and useful. The *Partner for Quality Care* initiative is one of the few multi-plan, claims-based measurement systems in the country that provide patient-level data to practitioners. Some of the data may be incomplete or inaccurate, and a principle of this initiative is to give practitioners an opportunity to correct and improve the data. This feedback is very helpful to the initiative and is greatly appreciated. However, corrections made to the data may not result in a higher score and cannot be "held" (at this time) for the next round of data for reasons of patient privacy and security. In addition, the process of checking and correcting data is time-consuming and laborious for clinic staff. To determine whether undertaking this process is worth your effort, please see the document, "Instructions for Reviewing Data and Providing Feedback," available at www.PartnerForQualityCareForPractitioners.org.

1. To check the data on the secure website (clinic, practitioner, and patient-level detail) and make comments, the clinic/medical group administrator will first need a username and password (see instructions above).
2. Once a username and password have been assigned, go to: www.PartnerForQualityCareForPractitioners.org and download and/or print the document, "Instructions for Reviewing Data and Providing Feedback." This document contains detailed instructions about how to give feedback on the reports and patient-level detail.
3. If, in the process of checking the online data, inaccuracies are found that may change the clinic/medical group public reporting category, please submit a "Request for Reconsideration" form. This form is part of the document called, "Reconsideration Process and Policy" and can be found at: www.PartnerForQualityCareForPractitioners.org.
4. **Comments and corrections must be submitted to the *Partner for Quality Care* initiative by February 5, 2010.**

Email: info@PartnerForQualityCareForPractitioners.org
Fax: (503) 548-4849
Mail: Oregon Health Care Quality Corporation
Attn: *Partner for Quality Care Initiative*
619 SW 11th Avenue, Suite 221
Portland, OR 97205

Section 3: How to Provide Feedback on the *Partner for Quality Care Initiative* and Measurement Process

The *Partner for Quality Care* initiative is very interested in receiving feedback from medical groups, clinics, and practitioners and their staffs so that the reporting process can be improved for the future.

To submit feedback about the quality measurement reports included in this packet and the *Partner for Quality Care* initiative; or to correct inaccurate information about practitioners or clinics in the medical group, please send feedback by fax, email or mail.

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Section 4: How to Request Quality Improvement Support

Partner for Quality Care is offering quality improvement (QI) support to interested clinics at no charge. R.N. staff experienced in clinic operations and quality improvement activities are available to assist clinics with interpreting the online and paper reports, identifying opportunities for improvement, and implementing QI strategies. They will be contacting each clinic to answer questions and support quality improvement efforts.

To request QI support, call 503-241-3571 or email: info@PartnerForQualityCareForPractitioners.org.

Section 5: How to Find More Help and Technical Information

- To find forms, instructions, and more information about the *Partner for Quality Care* initiative, go to: www.PartnerForQualityCareForPractitioners.org.
- For help logging into the secure site, retrieving a forgotten username or password, or for other technical questions, please call 877-514-8465 or email: medinsight.support@Milliman.com.
- For all other assistance and additional questions, please call 503-241-3571 or send an email to info@PartnerForQualityCareForPractitioners.org.