

# Practitioner Instructions



*Information for a Healthy Oregon*

## Overview

This document provides instructions on how to:

- Access your quality measurement results and patient-level information online
- Review data and provide feedback
- Request quality improvement support
- Find more information and technical help

## How to Access Online Reports at the Clinic, Practitioner, and Patient Level

Additional quality measurement reports about your clinic, your own information, and patients in your medical group are available online to view, print or download into spreadsheets. Protecting patients' and practitioners' privacy and security is essential. **For this reason, these additional quality measurement reports and patient-level data are available only from a secure website.**

Please follow the instructions below to receive a username and password to access the secure site.

1. Each medical group will assign a single designee who has control of and responsibility for managing user names and passwords. This designated administrator will likely be the medical group manager, medical director, or administrator for your medical group. Contact the designated administrator for your medical group to request a username and password. If you are not sure who the designated administrator is, please call 503-241-3571 for this information.
2. Once you have identified the designated administrator, s/he will verify your identity and be able to assign a username and password for accessing the secure site. Only the data services vendor, Milliman, and the medical group's designated administrator will know your username and password.
3. To access secure data and information, go to [www.PartnerForQualityCareForPractitioners.org](http://www.PartnerForQualityCareForPractitioners.org). Select the button that says, "I want to see my reports / patient-level detail." You will be prompted for your username and password. If you need help logging into the secure site or forget your username or password, first contact your designated administrator.

*If you need additional help logging into the secure site, forget your username or password, or have other **website access questions**, call 877-514-8465 or email [medinsight.support@milliman.com](mailto:medinsight.support@milliman.com).*

4. Once on the secure site, your quality measurement reports can be accessed. 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.

NOTE: If you do not wish to go through your medical group designated administrator for access to the secure website, download the documents "Instructions for Medical Group Managers," the "Participating Medical Group Agreement," and the "Business Associate Agreement (BAA)" located on our web page: [www.PartnerForQualityCareForPractitioners.org](http://www.PartnerForQualityCareForPractitioners.org). Follow the instructions for medical group managers to obtain a username and password. You will be required to have your identity verified by a notary.

## How to Review Data and Provide Feedback

The goal of this quality measurement initiative is to improve patient care, which requires making the data more accurate, timely, and useful. Some of the data are incomplete or inaccurate due to errors in claims submission, inaccurate assignment of patients to a primary care practitioner, insurance eligibility restrictions, denied claims, and many other reasons. Your feedback will help to improve the data for future reporting cycles and may identify system issues that, when corrected, will improve the process.

1. To submit feedback about the quality measurement reports or the *Partner for Quality Care* initiative, please contact us:  
Email: [info@PartnerForQualityCareForPractitioners.org](mailto:info@PartnerForQualityCareForPractitioners.org)  
Fax: (503) 548-4849  
Phone: (503) 241-3571  
Mail: Oregon Health Care Quality Corporation  
Attn: *Partner for Quality Care* Initiative  
619 SW 11<sup>th</sup> Avenue, Suite 221  
Portland, OR 97205
2. To check the information on the secure website (practitioner and patient-level detail) and make comments, you will first need a username and password (see previous instructions, "How to Access Online Reports at the Clinic, Practitioner, and Patient Level"). Once you have a username and password, go to: [www.PartnerForQualityCareForPractitioners.org](http://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. **Comments and corrections for the online information must be submitted through the secure website by February 5, 2010.** An interactive tool for submitting comments is on the secure site.
3. If, in the process of checking the online data, inaccuracies are found that may change the clinic/medical group public reporting category, please contact your medical group manager or medical director to submit a "Request for Reconsideration" form. This form is part of the document called, "Results Reconsideration Process and Policy" and can be found at: [www.PartnerForQualityCareForPractitioners.org](http://www.PartnerForQualityCareForPractitioners.org).
4. Milliman, the data vendor, will investigate issues and tabulate the frequency and nature of feedback. Comments and findings will be summarized and reported to *Partner for Quality Care*. Committees will consider and recommend changes for the next round of reporting based on the feedback.
5. *Partner for Quality Care* will report back to each medical group and practitioner that provided feedback with a summary of results and suggestions of system level changes that can improve data quality.

## How to Request Quality Improvement Support

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

To request QI support, call 503-241-3571 or send an email to:  
[info@PartnerForQualityCareForPractitioners.org](mailto:info@PartnerForQualityCareForPractitioners.org).

## Where to Find More Information and Technical Help

- To find forms, instructions, and more information about the *Partner for Quality Care* initiative, go to: [www.PartnerForQualityCareForPractitioners.org](http://www.PartnerForQualityCareForPractitioners.org).

- If you need help logging into the secure site, forget your username or password, or have other **website access questions**, call 877-514-8465 or email: [medinsight.support@ Milliman.com](mailto:medinsight.support@Milliman.com).
- For all other assistance and additional questions, please call 503-241-3571 or send us an email at [info@PartnerForQualityCareForPractitioners.org](mailto:info@PartnerForQualityCareForPractitioners.org).