



P.O. Box 898842  
Camp Hill, PA 17089-8842

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**Quality Metrics Added  
to Highmark Specialist  
Efficiency Report**

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Dear Specialist:

Highmark is pleased to announce the addition of quality metrics to the Highmark Specialist Efficiency Report (SER) to complement the established Cost Efficiency score and provide greater insights to help your practice monitor quality as well as care cost. Effective in July 2019, the quality metrics will be provided as part of the SER to assess specialist quality performance. **The SER Quality Assessment is for informational purposes only.** Specialists are a critical part of effective care delivery for patients, so we feel it is important to share quality and cost information with you in a useful and transparent manner to allow you to gain understanding into your practice's quality measures, variability in care delivery in your specialty, and adherence to care protocols.

The SER Quality Assessment will evaluate **cardiologists, orthopedic specialists, gastroenterologists, and neurologists** on All-Cause Readmissions and Emergency Department (ED) Utilization. **Endocrinologists** will be evaluated on ED Utilization only. **Dermatologists** are not included at this time.

In addition to these "scored" metrics used for the evaluation under the SER Quality Assessment, **cardiologists, orthopedic specialists, gastroenterologists, neurologists, and endocrinologists** will have a variety of specialty-specific profiled metrics. Profiled metrics are for information only and are not included in the evaluation under the SER Quality Assessment. The quality metrics will be included in your secure, encrypted, and password-protected report that is accessible to you online. If you have not already created an account to access the SER, please contact your assigned Provider Account Liaison or Clinical Transformation Consultant for assistance. If you do not have an assigned contact you may submit your inquiry to [SpecialistSEI@highmark.com](mailto:SpecialistSEI@highmark.com).

The chosen metrics are supported by nationally recognized, evidence-based guidelines from the National Committee for Quality Assurance, Centers for Medicare and Medicaid Services, as well as numerous medical societies. All-Cause Readmissions and ED Utilization also align with the quality assessment in Highmark's True Performance program for PCPs.

As you are aware, a simplified SER is also shared biannually with True Performance-participating primary care practices to help them make more informed referral decisions and to help them succeed in delivering value-based care. These simplified reports for PCPs will include the SER Quality Assessment information **beginning in January 2020**.

*(Over, please)*

Below are some important notes about the SER Quality Assessment:

- Quality reporting under the SER Quality Assessment is informational only.
- Specialists are compared to their peers on All-Cause Readmissions and ED Utilization.
- All-Cause Readmissions and ED Utilization performance are represented as pass (greater than 25<sup>th</sup> percentile) or fail (bottom 25<sup>th</sup> percentile). Performance thresholds are set by specialty and are not impacted by the region in which the specialist practices (Pennsylvania, Delaware, or West Virginia).
- In addition to the two “scored” measures, each specialty has a variety of additional metrics which will be profiled. Profiled measures are not included in the evaluation under the SER Quality Assessment.
- Your practice will also receive data on whether or not your patients are attributed to a PCP.
- Eligible population for metric denominators is determined using ranked episode attribution logic.
- Your practice must have a minimum denominator of 10 to be scored on a metric.
- Scores will only be supplied on scored measures with denominators  $\geq 10$ .
- Score is calculated at the individual metric level.
- Your practice will receive Quality information on all metrics, even if you don’t meet the denominator threshold for scoring on a particular metric. Measures that don’t meet the denominator threshold are represented in gray on the SER.
- Your practice will receive quality reporting on a bi-annual basis, starting July 2019.
- Quality scoring **won’t be shared with PCPs participating in True Performance until January 2020**.

The attached FAQ document provides additional details. If you have other questions regarding the SER, please contact your assigned Provider Account Liaison or Clinical Transformation Consultant. If you do not have an assigned contact you may submit your inquiry to [SpecialistSEI@highmark.com](mailto:SpecialistSEI@highmark.com).

We look forward to providing this important information and working with you on ways you can use this data to enhance the value you provide to our members in terms of quality outcomes with lower costs.

As always, thank you for your continued support of Highmark products, programs, and services, and most importantly, for the quality care and value you provide to our members.

Sincerely,



Charles DeShazer, MD  
Senior Vice President and Chief Medical Officer  
Highmark Inc.