

Blue Care Network of Michigan Noncompliant (Failure to Comply) Member Policy for 2010 Base PRP (See the list of 2010 Base PRP measures below)

DEFINITION: Noncompliance refers to patients who do not follow the primary care physician's recommendations for appropriate screening or treatment.

Effective Date: January 1, 2010

Reporting Noncompliance to BCN: We will only accept noncompliant entries between *October 1 and December 31, 2010*. The attached form must be filled out completely and all proper documentation from the member's chart or EMR must be included.

SCOPE: A flat amount of \$20 per member will be paid for noncompliant members who meet specific conditions:

Blue Care Network will accept the following four reasons for the noncompliant (failure to comply) exclusions:

- 1) Patient has not responded to three attempts to provide the appropriate care - Patient noncompliant three or more times in a 12-month period. The three or more attempts to provide the member with the appropriate care can be made through documented phone calls, office visits, or written communications. **At least one of the attempts must be a written communication to the member and one attempt must be a phone call where there is a conversation with the member or parent. The written communication must state the specific noncompliant services needed and the medical need for regular follow up.**
 - Documentation of attempts to provide members with the appropriate care must be in the member's chart or electronic medical record.
 - There must be at least 15 days between each attempt made to provide needed services.
- 2) Terminal illness

- 3) Waiver - If a member signs a waiver in the office stating he or she does not want to receive a service for the following measures, that is sufficient documentation for the PCP to earn credit for that service. Three attempts are not required.
 - Immunizations
 - Breast cancer screening
 - Cervical cancer screening
 - Colorectal cancer screening

- 4) Unable to reach - For members who have never been seen in the PCP's office and the member address and phone number are incorrect. This should be well documented in the patient's chart.

PROCEDURE: If the member meets the above criteria and the PCP would like noncompliance credit, the PCP office must document the noncompliant member information in Health e-BlueSM **AND** fax the attached form with all appropriate documentation to BCN Provider Affairs at 1-800-431-9358.

- Reports will be available to providers who submit names of noncompliant members. The report will list names of members submitted for noncompliance and the status of the submission. This report will be available to providers by contacting their BCN provider representative.
- Noncompliance outliers: BCN reserves the right to audit all provider data submissions.
- Credit will be given for a member who has been identified as noncompliant as long as appropriate documentation has been sent to BCN and the information is entered into Health e-Blue.
- Credit for a member is for the current year only. Efforts must be undertaken every year to provide appropriate care to the member.
- The Noncompliant Member Policy does not apply for Blue Reward^{\$SM}, Pay As You Go measures or other incentives BCN may offer to PCPs and specialists.

2010 BASE PRP MEASURES:

- Adolescent immunizations – Combo 1
- Breast cancer screening
- Cervical cancer screening
- Childhood immunizations – Combo 3
- Cholesterol management for patients with cardiovascular disease – LDL-C testing
- Cholesterol management for patients with cardiovascular disease – LDL-C level <100 mg/dL
- Colorectal cancer screening
- Diabetes – HbA1c testing
- Diabetes – HbA1c control <8%
- Diabetes – LDL-C testing
- Diabetes – LDL-C level <100 mg/dL
- Diabetes – monitoring for nephropathy
- Diabetes – retinal eye exam
- Well-child visits – 15 months
- Well-child visits – 3-6 years