



**Blue Cross and Blue Shield
of New Mexico**

Bridges to Excellence® Diabetes Care Recognition Program Provider Frequently Asked Questions

What is Bridges to Excellence?

Bridges to Excellence (BTE) is a family of programs to reward recognized physicians and other practitioners who meet certain performance measures for certain conditions including diabetes care. The BTE programs are administered under the parent company of Health Care Incentives Improvement Institute (HCI3), a non profit, national organization.

Is BTE a national program?

BTE is a national program offered in more than 20 states and recognizes thousands of physicians across the United States. Refer to [BTE's website](#) for additional details on all programs offered.

What is the Diabetes Care Recognition program?

BCBSNM has collaborated with BTE to implement the Diabetes Care Recognition program. BCBSNM has established a program in which BTE recognized physicians who are contracted with BCBSNM can be financially rewarded for excellent care provided to our members with diabetes.

Why should I become a BTE Diabetes Care recognized physician?

BCBSNM Diabetes Care Recognition program offers you the opportunity to evaluate and demonstrate the level of quality of care you deliver. Participating in the program gives you tools to continuously improve your practice, receive national recognition and positive incentives. In addition, your patients will know that they are receiving care from a physician who has demonstrated he or she delivers excellent care. Being BTE diabetes care recognized automatically ensures your participation in the BCBSNM Diabetes Care program and the potential to earn financial incentives.

Does obtaining BTE recognition improve the quality of health care?

The program is designed with an understanding that patients may seek the care of various types of primary care physicians (PCPs) and endocrinologists for treatment and management of their diabetes. BTE's Diabetes Care Recognition requirements assess process measures and outcomes representing high standards of care for patients with diabetes. BTE believes that the Diabetes Care Recognition program has the potential to significantly improve the quality of care experienced by many patients with diabetes and to reduce the financial and patient burden of unnecessary hospitalizations and complications.

As seen in historical results, BTE believes that if physicians participate in programs where they follow proven, evidence based guidelines and submit data to validate performance, the quality of care of patients with chronic disease states will improve.

What measures are evaluated to achieve BTE recognition in Diabetes Care?

To earn recognition, physicians must meet benchmarks on measures such as:

- Blood pressure
- LDL levels
- HgBA1c levels
- Ophthalmologic and podiatry exams
- Nephropathy assessment

How do I become BTE Diabetes Care recognized?

To attain recognition in the BTE Diabetes Care Recognition program, eligible physicians voluntarily submit medical record data demonstrating that they provide high levels of diabetes care. There are four different paths available to physicians for diabetes care recognition. Additional details about these options are available at the [BTE website](#) and in the [Diabetes Care Program Guide](#).

How does the BCBSNM BTE program work?

Once a physician becomes BTE diabetes care recognized, BCBSNM will identify our members with diabetes that the physician manages. Communications will be sent to the physician to obtain biometric information about the member. When that information is received at BCBSNM, the physician will be advised that he/she can submit a claim with CPT[®] codes 99367 and 99368 for reimbursement.

What are the plans to grow the number of physicians that are BTE diabetes care recognized?

BCBSNM will identify physicians that treat our members with diabetes and encourage those physicians to become BTE diabetes care recognized so they can receive rewards through this program.

Are members assigned to multiple physicians?

No, a member is assigned to only one physician during a rolling 12 month period.

How much is the physician incentive for the BCBSNM Diabetes Care Recognition program?

BCBSNM contracted physicians are eligible to receive \$100 per selected patient per program year.

Are BlueCard members included in the BCBSNM diabetes program?

BlueCard members are not included in the program at this time.

How often will BCBSNM acknowledge new BTE diabetes care recognized physicians and include them in the program?

BTE will send BCBSNM a file on a monthly basis of the newly recognized physicians. BCBSNM will identify the patients for these physicians and send communications to the physician to initiate the process for this program.

How do BCBSNM members know if a physician is BTE recognized?

When members use the [Provider Finder](#) tool on the BCBSNM website, BTE recognized physicians are indicated with the BTE logo beneath their certifications and recognitions listing.

Additionally, all BTE recognized physicians are promoted on BTE's physicians list on the [HealthGrades Physician Quality Ratings](#) website. Physicians who completed NCQA's Diabetes Physician Recognition Program (DPRP) are promoted as recognized practices and physicians through [NCQA's Recognized Physician Directory](#).

Who should I contact for additional information about BCBSNM BTE Diabetes Care Recognition program?

Additional information can be obtained by contacting your Network Representative at 1-800-567-8540 or (505) 837-8800.