



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



BCBSNM – Bridges to Excellence®

Diabetes Care Program Guide

Blue Cross and Blue Shield of New Mexico (BCBSNM) is pleased to offer an innovative program that recognizes New Mexico physicians who deliver excellent care to patients diagnosed with diabetes. As a sponsor of the Health Care Incentives Improvement Institute (HCI3, formerly Bridges to Excellence [BTE]) organization and their Diabetes Care Recognition program, BCBSNM demonstrates our commitment to making health and wellness a priority for our members. This program financially rewards network physicians for their performance and their diabetes care recognition status.

Diabetes in America

According to the Centers for Disease Control and Prevention, diabetes affects an estimated 24 million Americans – approximately 18 million Americans have been diagnosed with diabetes, and an estimated 6 million Americans are not yet diagnosed with diabetes. The current national prevalence rate for diabetes is 9 percent.

Source: Diabetes At A Glance, 2010.

Long-term complications can evolve from diabetes causing irreversible damage as some conditions can progress for decades before being diagnosed and treated. Complications of diabetes include:

- Cardiac and blood vessel disease
- Stroke
- Nervous system disease
- Amputations/loss of limb
- Kidney disease
- Eye disease
- Dental disease
- Depression

BCBSNM Diabetes Program Model

By implementing the BTE Diabetes Care Recognition program, our goal is to improve the health and quality of care provided to BCBSNM members with diabetes by recognizing and financially rewarding physicians who have implemented comprehensive solutions in the management of diabetes.

Goals of the Diabetes Care Program

- Improve patient outcomes and their quality of life
- Financially reward physicians who provide excellent care to members with diabetes
- Reduce the economic burden of caring for members with diabetes
- Link into other established Blue Care Connection[®] medical and dental programs that interact directly with members to improve their health and disease condition

BCBSNM BTE Diabetes Care Recognition Program

The BCBSNM program includes physicians who are currently recognized by the BTE organization in their Diabetes Care Recognition program. The program process is as follows:

- Obtain the BTE recognized provider list from BTE
- Identify BCBSNM members with diabetes that are treated by BTE recognized physicians
- Send biometric data collection forms to BTE recognized physicians
- Physicians return biometric information to BCBSNM
- BCBSNM reviews the biometric forms, contacts physicians and provides authorizations for claims submission
 - Physicians file a claim with specific CPT[®] codes
 - BCBSNM reimburses the physician for providing excellent care to members with diabetes



BTE recognized physicians will be eligible for a financial reward of \$100 per patient per program year.

BCBSNM Incentives

After the BTE Diabetes Care Recognition program recognizes a physician, BCBSNM will attribute members with diabetes to a BTE recognized physician. BTE recognized physicians are asked to provide clinical biometric information and are eligible for a financial reward of \$100 per selected patient per program year. Members will be attributed to physicians every six months.

Identifying Members with Diabetes

Members with diabetes are identified using the following criteria. They must:

- Be a BCBSNM PPO/POS or HMO fee for service member (BlueCard members are excluded)
- Have a New Mexico address
- Be five years of age or older
- Have at least one claim with a qualifying ICD-9 diagnosis code from the following:
 - ▶ 250.xx - Diabetes
 - ▶ 357.2x - Polyneuropathy in diabetes
 - ▶ 362.0x - Diabetic retinopathy
 - ▶ 648.0x - Diabetes as a complication of pregnancy
 - ▶ 366.41 - Diabetic cataract
- Have submitted a qualified claim within the most recent 15 months of claims history

Members who have drug-induced diabetes or gestational diabetes are not eligible for this program. Additionally, coordination of benefits (COB) claims will not be considered and Medicare eligible members are excluded. Federal Employees are also excluded from this program.


Members with Diabetes - Attribution to a BTE Recognized Physician

Attribution is the process of linking a member to a physician for the BTE Diabetes Care Recognition program. Members are attributed to a BTE recognized physician using the following criteria:

- The physician must be an MD or DO, and non-hospital based.
- The member must have at least one face-to-face claim with an evaluation and management (E&M) code.
- If a member sees multiple providers, the following hierarchy will apply for attribution:
 - ▶ Endocrinologist is the first selected physician;
 - ▶ If the member sees multiple providers, the physician with the greatest number of claim service dates is attributed;
 - ▶ If the member still sees multiple providers, the physician with the most recent service date claim is selected;
 - ▶ If the member still sees multiple providers, the physician with the largest total allowed dollars is selected.
- Members are re-attributed to a physician every 12 months depending on attribution logic.

Becoming a BTE Recognized Physician

There are three avenues in which a physician may choose to become BTE recognized. The following table shows the Performance Assessment Organization (PAO) options, plus the PAO's respective websites where additional information can be found.

Recognition Pathways 				
↓ Pathway	Quantity of Data Submitted	How data is extracted/submitted	Cost to Apply (Individual)	Cost to Apply (Group)
EMR/Registry System www.hci3.org	Full panel of patients with program condition	EMR or registry vendor will extract patient data from electronic medical record system and submit to MNCM or IPRO on their behalf	No BTE or PAO fee	No BTE or PAO fee
IPRO Direct Submission Portal www.pao.ipro.org	Full panel of patients with program condition when possible, otherwise sample of 25	Patient data is manually or electronically extracted into a standard file format and uploaded to the web portal for assessment	\$95	\$295 per practice of 3 or more clinicians
National Committee for Quality Assurance www.ncqa.org	Sample of 25 patients with program condition	Clinicians will extract data from patient charts and submit to NCQA for review	\$80 Program Materials fee \$500 Data Collection Fee (\$400 after BCBSTX 20% discount)	\$400 each with a maximum of \$3,000 for groups of up to 100; For groups over 100, \$10 surcharge for each clinician (Fees as of June 2010)
American Board of Internal Medicine www.abim.org	Submission of practice improvement module for program condition	Completion of cardiac and/or diabetes module	Fee is included in the maintenance certification package – additional IPRO fee of \$95	No group/practice option

Source: www.bridgestoexcellence.org, January, 2011

BTE Diabetes Care Recognition Program Measures, Performance Criteria and Scoring

The following table outlines the measures and criteria used to assess physician performance by the BTE organization when determining Level I Diabetes Care Recognition status.

Clinical Measures	Threshold	Minimum Criteria	Maximum Points
<i>Poor Control Measures</i>			
HbA1c Control	> 9.0	≤ 27.5% of pts in sample	15
Blood Pressure Control	≥ 140/90	≤ 40% of pts in sample	15
LDL Control	≥ 130 mg/dl	≤ 40% of pts in sample	10
<i>Superior Control Measures</i>			
HbA1c Superior Control 1	< 7.0	≥ 40 % of pts in sample	5
HbA1c Superior Control 2	< 8.0	≥ 40 % of pts in sample	5
Blood Pressure Superior Control	< 130/80	≥ 30% of pts in sample	10
LDL Superior Control	< 100 mg/dl	≥ 35% of pts in sample	10
<i>Process Measures</i>			
Ophthalmologic Exam	N/A	N/A	10
Nephropathy Exam	N/A	N/A	5
Podiatry Exam	N/A	N/A	5
Smoking Status and Cessation Advice and Treatment	N/A	N/A	10
Total Points			100
Percentage of Total Points Needed to Achieve Recognition			60

Whom Do I Contact If I Have Questions?

For questions related to BCBSNM's BTE Diabetes Care Recognition program, please refer to:



BCBSNM's Bridges to Excellence on our website at:
<http://www.bcbsnm.com/provider/tools/bte.html>



Bridges to Excellence website at:
www.bridgestoexcellence.org

For all other questions, please contact your local Network Representative at 1-800-567-8540 or (505) 837-8800.