

Resource: CareFirst's PCP Scorecard

Directions: Use CareFirst's sample physician rubric to inform your own design of PCP incentives and weights for pay-for-performance or other quality initiatives. As shown below, 50% of CareFirst's PCP incentives are based on PCP engagement, and referring to cost-efficient specialists is its own requirement on the scorecard.

Engagement Scorecard	Points
Engagement with and Knowledge of PCMH and TCCI Programs	12.5
Overall, PCP is an active, willing, constructive, partner in achieving PCMH Program goals, helps create an environment in his/her practice that is conducive to conducting the PCMH Program and instructs his/her staff to this end.	2.5
PCP demonstrates overall comprehension of the PCMH Program through actions, behaviors and words.	2.5
PCP attends and actively/constructively participates in PCMH Panel meetings.	2.5
PCP reviews Panel and PCP level data, understands relative performance of PCPs within the Panel.	2.5
PCP uses the categories in HealthCheck to take action that leads to better cost and quality outcomes.	2.5
PCP Engagement with Care Plan	15.0
PCP actively and constructively reviews top 50 and other target lists on a timely basis to identify appropriate Care Plan eligible Members.	2.5
PCP actively seeks to work with the LCC to schedule Members appropriate for Care Plans.	2.5
PCP clearly and effectively explains to Care Plan eligible Members the benefits of Care Plans, effectively obtains the Member's "Election to Participate" and sets clear goals and targeted "State of Being" for Care Plan Members.	2.5
PCP is responsive to requests of LCC when consultation about a Member is needed and works actively on Care Plan compliance with Members.	2.5
PCP takes due care to review a Member's medication list and cooperates with the LCC and pharmacist as part of CMRs.	2.5
PCP ensures LCC has access to needed clinical information to identify a Member that is appropriate for a Care Plan and collaborates with the LCC to complete the Care Plan on a timely basis.	2.5
Practice Transformation	22.5
PCP identifies and refers to cost-efficient specialists in the top specialty categories.	10.0
PCP has an effective plan for after-hours care, including active use of telemedicine and nurse hotline capabilities to enhance Member access and avoid unnecessary emergency room visits or breakdowns.	5.0
PCP actively refers Members to TCCI Program Elements through LCCs assigned to Panel.	5.0
PCP actively collaborates with hospitalists on Members prior to and after admission.	2.5
Total Points	50.0

Adult Panel Clinical Category and Measure	Points
Care Coordination / Member Safety	12.5
All-Cause Readmissions, Use of Imaging Studies for Low Back Pain, Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis, Medication Reconciliation	
At-Risk Population	12.5
Controlling High Blood Pressure, Persistent Beta Blocker Treatment After a Heart Attack, Ischemic Vascular Disease: Use of Aspirin or Another Antithrombotic, Diabetes, Depression, Medication Management for People with Asthma	
Preventive Health	12.5
Breast Cancer Screening, Colorectal Cancer Screening, Cervical Cancer Screening, Body Mass Index Screening and Follow-Up, Tobacco Use: Screening and Cessation Intervention	
Member, Caregiver Experience of Care	12.5
PCMH Member Survey, CAHPS scores	
Total	50.0