

PROFILE STATS

- Covered period: Jan '08 – Dec '09
- Nine indicators (9th indicator available on the Web site)
- 11th semi-annual Profile release
- 206 providers have gone paperless
- 1,890 providers receive individualized Profiles

WHAT'S AVAILABLE ON THE WEB SITE?

www.FamilyPACT.org

- Your Profile
- Interpretation of the Provider Profiles
- Frequently Asked Questions
- Methodology
- Program-wide Profile
- **PROFILETALK** Newsletter [in color!](#)

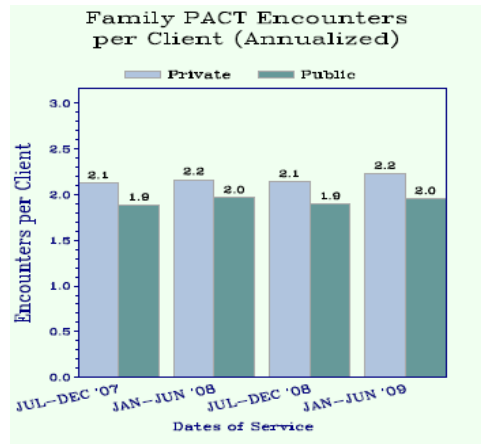
Don't surf the net?

Contact us and we will fax or mail these documents to you.

DATA SOURCE

The OFP monitors program data through contracts with the UCSF Bixby Center for Global Reproductive Health and with HP Enterprise Services. Sources include:

- Provider enrollment data
- Client enrollment data
- Claims data



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Welcome to PROFILETALK, the first Provider Profiles (Profiles) Newsletter from the Family PACT (Planning, Access, Care, and Treatment) Program. Each newsletter will focus in depth on a different aspect of the Profiles. This first newsletter provides an overview of the Profiles, with information about how to understand and use them. Family PACT is the only family planning program that offers this information for their enrolled providers. We hope that you benefit from the information in this and upcoming newsletters. Please send your suggestions for featured articles to the Office of Family Planning (OFP) by e-mail to FamPACT@cdph.ca.gov.

Sincerely,

Laurie Weaver, Chief
Office of Family Planning



Profile Overview

The Family PACT Provider Profiles offer you a way to view your practice patterns. The Profiles are similar to "report cards" commonly used by health plans, providing data on nine indicators that are directly attributable to providers. The intention is that this information will both encourage the delivery of high-quality clinical services while promoting responsible use of funding resources. Information about your peer group's median overall practice pattern

is shown in comparison to your data to give you a reference point. While the Profiles offer valuable information for medical directors and practice managers, they are most valuable when shared with clinicians and staff in the practice.



FEATURED ARTICLES

First time receiving a Profile?

There are two types of Provider Profiles:

Program-wide profiles

- Labeled “Family PACT Provider Profile” on selected measures”
- Compares public sector with private sector providers
- Issued to providers who do not receive an individualized profile
- Accessible online by all providers and by the public

Individualized profiles

- Compares your practice’s performance to your peer group (either public or private sector)
- Issued to you when you have seen at least 50 Family PACT clients in any of the observation periods included in the profile
- Accessible online only with the NPI used to bill Family PACT

COMMENTS?

UPDATES?

QUESTIONS?

Use the Provider Response Form to:

- Go “paperless”
- Update your contact information, including e-mail address
- Request contact from the OFP

Understanding the Indicators

To assess your performance in the program, you need to know how you compare to your peers, either in the public (governmental, non-profit, and community clinics) or private sector. An individualized Provider Profile has three data points on the graph for comparison:

- The bars are your performance measure over four observation periods, using data associated with your billing National Provider Identifier (NPI)
- The solid line represents the peer group median or 50th percentile
- The broken line indicates the peer group 95th or 5th percentile, depending on the indicator

The *Interpretation of the Provider Profiles* is available to assist you in understanding each performance indicator. Find it near the bottom of our Web site’s Provider, Provider Profile subpage (<http://www.familypact.org/en/Providers/provider-profiles.aspx>).

What do I do with this information?

The OFP hopes that this information will be useful to you in reviewing your utilization management and quality of care practices. Some options for using this information are:

- Developing an internal quality improvement plan
- Developing additional staff and biller training
- Assessing communications among front-office staff, clinicians, and billers
- Instituting chart prompts
- Improving intake practices, client eligibility screening, and certification information entered into the Health Access Program (HAP) system
- Improving oversight of services ordered

Future newsletters will focus on one indicator and will give examples of how your profile information can be used in your practice to improve both clinical quality and utilization management.

Going “Paperless”

What does it mean?

You will be able to view and download your profile and all related materials from our Web site (www.FamilyPACT.org) and will not receive Profile materials in the mail.

Why do it?

To reduce the expense and “carbon footprint” involved with receiving a paper profile and related documents.

How does it work?

You will receive an e-mail notification that your profile and all related materials are available on the Web site.

Where do I sign up?

Check “Yes, I wish to go paperless” on the enclosed Provider Response Form and fax or mail it to the OFP.

How do I access my profiles online?

1. Go to the Family PACT Web site (www.FamilyPACT.org)
2. Select “Providers” at the top of the screen
3. Choose “Provider Profiles” from the bar on the left or from the drop down menu
4. On the “Provider Profiles” subpage, “Click here to access your Family PACT Provider Profile”
5. Enter the NPI registered with Family PACT for your location and click “Log in”
6. Select “download” to the right of your profile file name

How does the OFP use this data?

The OFP uses the profiles to develop Quality Improvement (QI) - focused technical assistance and provider-specific QI/Utilization Management action plans. When practice patterns reflect consistently significant outliers in relation to peer groups, referrals for additional review may be made to the California Department of Health Care Services, Audits and Investigations.

Contact us at (916) 650-0414 or by e-mail to fampact@cdph.ca.gov
Visit our Web site at www.FamilyPACT.org