

October 30, 2017

## BCBS ACO Beginning in November!!

### *Manual Data Collection!! It's time to collect these two measures!*

These measure, which are the same two as last year, require **manual** data collection and submission to BCBS.

They are:

- ◆ **HgbA1c results**
- ◆ **Blood Pressure (BP) reading**

#### **PLEASE NOTE:**

We did not meet this reporting requirement last year as we had several data collection and submission challenges:

- ◆ Didn't submit the last BP reading for the 2016 year.
- ◆ Audit document didn't match what we submitted.

This lesson taught us to wait until the last quarter of the year to obtain the results so we are submitting the "most recent" 2017 results.

Pauline and/or Michelle, our RN Patient Care Coordinators, will be reaching out to obtain this data from the physician offices. Please remember that we can always come to your office and pull the data elements ourselves if that would ease the burden.

We ask that you please ensure your team responds when the nurses reach out to arrange collection of this data.

Please feel free to give Gwen Mask a call at 972-612-7273 x112 with any questions.

### **Patient Experience of Care Surveys**

**New survey links sent to physician offices in September!**

**As a reminder the surveys are a required quality measure for our value based care programs.**

**Offices receiving the best response rate are sending the surveys out via email thru their patient portal.**

### **PPN RN Care Coordinator Introductory Letter**

The PPN RN Patient Care Coordinators (PCC) are a member of your physician's health care team.

It is extremely critical that all the office teams are educated regarding the PCC's so that patients are not told that the office does **not know** who we are.

An introductory flyer was emailed to each office contact person, of the Physicians which have elected to participate in the Value Based Care Programs. We are asking that they share this flyer at your staff meetings; post in the staff breakrooms; and/or place at the front desk to assist your staff in knowing exactly who the PPN Patient Care Coordinators are as they are contacting your patients.

**Much thanks!!!!**



### **Clinical Care Services**

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