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MEMORANDUM

To: Sharon Winn, BCBSVT
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Peter Albert, PrimariLink
Shelia Grant-Gold, CBH

From: Pat Jones, Director, Health Care Quality Improvement

Re: Conducting High-Volume Provider Performance Appraisals During Recredentialing

Date: August 2, 2010

cc: Tim Bigelow (BCBSVT), Dawn Bennett and Doreen Chambers (BISHCA), Michael Bailit and Marge Houy (Bailit Health Purchasing), Laurie McGovern and Nancy Tingley (MBH)

The Department would like to share its response to a question we received regarding the conduct of high-volume provider performance appraisals during recredentialing.

For now, if an MCO conducts performance appraisals of high-volume PCPs, OB/GYNs and mental health/substance abuse providers -- and brings issues from such appraisals to the attention of the MCO's credentialing committee for review and action -- the Department will consider the MCO to meet the requirements for conducting and using such appraisals for high volume primary care providers and specialists, as specified in Rule H-2009-03, Section 6.3(F).

However, because this was one of the more difficult requirements for MCOs to achieve under Rule 10, the Department will be convening a work group with MCOs in the fall to explore ways to improve the use of performance appraisal information during recredentialing of high-volume PCPs and other specialist providers.

Please let us know if you have any further questions about this.

