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## Provider Manual Update: myBlue Primary Care Physicians Responsibilities

Florida Blue has updated the responsibilities of myBlue primary care physicians (PCPs), as outlined in our provider manual, effective immediately.

### 2018 Health Risk Assessment Programs:

#### Quality Engagement Program

The Quality Engagement Program (QEP) focuses on identified Florida Blue members enrolled in an Affordable Care Act *qualified health plan* who have documented chronic conditions that need to be assessed and reconfirmed. Confirmation from a provider in the form of a claim submitted to Florida Blue is required.

QEP outreach to providers occurs by mail at various times during the year. This information is crucial to the patient's clinical quality documentation as well as to the capture of chronic conditions, STARS, HEDIS and new conditions that the physician may not be aware of yet.

QEP action items:

- Contact your patients to schedule an appointment.
- Complete a face-to-face health assessment with your patient and capture any condition assessed or treated within the medical record.
- Submit an encounter claim to Florida Blue with the appropriate diagnosis codes.

*Not all myBlue members will be identified and included in QEP information.*

#### Blue Patient Profile (BP2)

A Blue Patient Profile (BP2) is a one-page snapshot developed for each identified member in an Affordable Care Act *qualified health plan* with ICD-10 coding opportunities and STARS/HEDIS care opportunities. BP2 forms will be provided to physicians throughout the year.

BP2 forms are provided to select group levels as well as individual physician levels so they can easily be disseminated across your organization. Providing this member information to physicians assists them in knowing which chronic conditions need to be assessed and coded (when warranted), and it alerts them to STARS/HEDIS measures that need to be addressed.

The key to success when conducting activities related to risk adjustment and quality is the timely access of BP2 profiles so you have access to the information during face-to-face encounters with their patients.

Here are some examples of how you may use the BP2 profiles in your organization:

- Load ICD-10 coding and care opportunities into your Electronic Medical Record (EMR) alert pop-up for each patient so the provider sees them when seeing patients
- Disseminate the individual physician files to the sites where those members are seen.
- Develop an interoffice process that ensures physicians are seeing the BP2 profile at the time of the patient encounter.

*Not all myBlue Members will be identified and included in the BP2 program.*

If you have any questions about our QEP or BP2 programs, email us at [riskadjustmenttraining@floridablue.com](mailto:riskadjustmenttraining@floridablue.com).