BCBSTX –Bridges to Excellence® Cardiac Care Program Guide

Blue Cross and Blue Shield of Texas (BCBSTX) is pleased to offer an innovative program that recognizes Texas physicians who deliver excellent care to patients diagnosed with cardiac disease. Partnering with the Bridges to Excellence (BTE) Cardiac Care Recognition program offered by Altarum and the Center for Value in Health Care, BCBSTX demonstrates our commitment to making health and wellness a priority for our members. This program financially rewards network physicians for their performance and their BTE Cardiac Care recognition status.

Goals of the Cardiac Care Program

- Improve patient outcomes and their quality of life
- Financially reward physicians who provide excellent care to members with Cardiac Care
- Reduce the economic burden of caring for members with Cardiac Care
- Link into other established BCBSTX Blue programs that work with members to improve their health.

BCBSTX Cardiac Program Model

There are **two steps** to take to participate in this incentive program:

Step One: Become a BTE recognized Cardiac Care provider. Although BCBSTX provides guidance and instruction, this first step is between the physician and the BTE organization.

BTE collects specific data from your medical records for patients with cardiac disease. This data is scored by Altarum. A score of 60 out of 100 allows a physician to become recognized for Cardiac Care. There are two pathway options for submitting the data to be scored.

Option One: Have your Electronic Medical Record (EMR) vendor pull the data and submit it for scoring. You have this option if you use one of the following EMR providers that partners with BTE: Athena Health, eClinicalWorks, MediTab or Meridios. The EMR will submit data for all your patients with Cardiac Care who meet the program parameters. EMR contact information is listed below.

Vendor	Contact Information
Athena Health	bte@athenahealth.com
eClinicalWorks	incentiveprograms@eclinicalworks.com
Meridios	info@meridios.com
MediTab	info@meditab.com

Option Two: Submit data directly via Altarum's BTE Web Portal www.bridgestoexcellence.org. For this option, clinicians must have a minimum of 25 patients for the denominator for individual clinician applicants, and a minimum of 10 patients for the denominator for each individual clinician in a practice level applicant, with a minimum practice average of 25 patients per clinician. There are no fees associated with this option.

Instructions for Option Two for a New User:

1. Go to www.bridgestoexcellence.org and either register as a new user
2. Enter your email address and required information
3. Go to your email to complete your registration
4. Once you have completed this step it will take you back to the web portal
5. Enter your email and associated password to proceed
6. The Web Portal will prompt you to set up your account by entering your Practice/Facility Information and Provider(s)
7. Select the "Click here!" button to begin your submission
8. In the Program Name dropdown, select BTE Cardiac Care Program
9. Enter the reporting date range for the data you are submitting for
10. Indicate whether the data is for an individual provider or a group of providers
11. If selecting an individual select the drop-down menu to select the name of the provider, if reporting for a group of providers, multiselect the providers by selecting each provider name
12. Indicate whether your data was extracted from an Electronic Health Record (EHR) system
13. If no, you may move on to the next step
14. If yes, enter the name of the EHR and the corresponding Centers for Medicaid and Medicare Services(CMS) EHR Certification ID. If you do not have your EHR you may find it via the following link: https://chpl.healthit.gov/#/search
15. Select the "Next" button on the lower right corner
16. You may now upload or drag and drop the csv. file that contains the data you wish to have assessed
    <u>Drag and Drop</u>:
    - Select the file
    - Drag the file to the up arrow ↑
    <u>Upload</u>:
    - Select on the up arrow ↑
    - Select the file
    - Select enter
17. Select the Submit button on the lower right corner.
18. Select the "Upload" button on the lower left corner.
19. Select the "Submit Data" on the lower right corner.
20. Select the "Next" Button on the lower right corner.
21. Check the box on the upper right-hand corner, then select the "Submit" button on the lower right corner.
22. Select the "Close" button.

Instructions for Option Two for an Existing User:

1. Go to www.bridgestoexcellence.org
2. Enter your email and associated password to proceed
3. Select the "Submissions" tab
4. Select the "Click here!" button to begin your submission
5. In the Program Name dropdown, select BTE Cardiac Care Program
6. Enter the reporting date range for the data you are submitting for
7. Indicate whether the data is for an individual provider or a group of providers
8. If selecting an individual select the drop-down menu to select the name of the provider, if reporting for a group of providers, multiselect the providers by selecting each provider name
9. Indicate whether your data was extracted from an Electronic Health Record (EHR) system
   - If no, you may move on to the next step
   - If yes, enter the name of the EHR and the corresponding CMS EHR Certification ID. If you do not have your EHR you may find it via the following link: https://chpl.healthit.gov/#/search
10. Select the "Next" button on the lower right corner
11. You may now upload or drag and drop the csv. file that contains the data you wish to have assessed
    <u>Drag and Drop</u>:
    - Select the file
    - Drag the file to the up arrow ↑
    <u>Upload</u>:
    - Select on the up arrow ↑
    - Select the file
    - Select enter
12. Select the Submit button on the lower right corner.
13. Select the "Upload" button on the lower left corner.
14. Select the "Submit Data" on the lower right corner.
15. Select the "Next" Button on the lower right corner.
16. Check the box on the upper right-hand corner, then select the "Submit" button on the lower right corner.
17. Select the "Close" button.

Option Three: Become recognized for Cardiac Care the through National Committee for Quality Assurance (NCQA) at www.ncqa.org. Data from a sample of 25 of your patients is required. Pricing is available on the NCQA website. There are no fees associated with Option 2, however physicians who choose this option can achieve both NCQA and BTE recognitions with one data submission. Your NCQA accreditation will last for three years, however BTE recognition must be renewed after two years.

Patient Eligibility Criteria

An eligible Cardiac care patient is one who meets all three criteria:

1. Is between 18 and 63 years of age.

2. Has had a documented diagnosis of Cardiac care (as defined in Table 3 below) for at least 12 months, from the last day of the reporting period. Eligible diagnosis categories exclude causes of secondary Cardiac Care.

3. Has been under the care of the applicant for at least 12 months. This is defined by documentation of one or care between the clinician and the patient: one within 12 months of the last day of the reporting period.

BTE Cardiac Care Recognition Program Measures, Performance Criteria and Scoring

The following table outlines the measures and criteria used to assess physician performance by the BTE organization when determining Cardiac Care Recognition status. The scoring is not per patient but for your entire submission. For example, if you had discussed Body Mass Index with 10 of your 25 patients you would receive 2 out of 5 points for that measure. (10 is 40% of 25 patients and 2 is 40% of 5 possible points.)

Table 1: HF Care Measures, Performance Criteria and Scoring

Measure	Total Possible Points	Level of Evidence	Source
Beta Blocker Therapy	20	1A	AHA
ACEI/ARB Therapy	20	1A	AHA
Blood Pressure (BP) Control	15	1A	AHA
Clinical Assessment of Fluid Status	10	1B	AHA
Documentation of Tobacco Use Status	7.5	1C	AHA
Documentation of Tobacco Cessation Counseling if user – and Treatment	7.5	1C	AHA
Body Mass Index Calculated	5	1C	AHA
Documentation of Counseling for Diet, Salt Intake and Physical Activity	5	1A	AHA
Documentation of Type of Heart Failure	5	Expert Opinion	AHA
Documentation of Severity of Heart Failure	5 (Bonus)	Expert Opinion	AHA
Total Possible Points	100		

AHA= American Heart Association

Step Two: Participate in the BCBSTX incentive program
- After a physician achieves recognition, he/she is automatically included in the BCBSTX incentive program
- BCBSTX obtains a Bridges to Excellence recognized provider list from Altarum each month
- BCBSTX attributes our members with cardiac to their BTE recognized physicians
- BCBSTX loads the patient information on www.txproviderportal.com and mails username and password to first time portal users
- Physician logs in to portal, enters and submits biometric information
- Authorization to file claims is produced on portal once biometric information is submitted
- Physician files claims on the approved patients. BCBSTX pays the incentive through the claims payment system

An explanation of these steps is provided below.

"Attribution" is the process of linking a member to a physician for this program. A member is attributed to physician(s) every 12 months. How are BCBSTX members attributed to physicians?

Members:
- Must have a Texas address
- A diagnosis code from Appendix A
- Must be 5 years of age or older
- Must have at least one inpatient claim or one face-to-face visit in the last 15 months
- Must be a BCBSTX Blue Choice PPO℠ or a Blue Essentials℠ member
- Program excludes Blue Card (BCBS members from other states), Federal Employee Program (FEP), Blue Advantage HMO℠ (Retail), Medicaid and Medicare eligible members

Physicians:
- Must be an MD or DO and non-Hospital Based
- Must have at least one face to face claim with Evaluation and Management (E&M) code
- If member sees multiple providers, then the following hierarchy will apply
- If there are multiple providers, then greatest number of claim service dates determines selection
- If still multiple providers, then most recent service date claim
- If still multiple providers, then select the provider with the largest total allowed dollars
- If still multiple providers, select the provider using the highest provider identification (ID)

Biometrics requested by BCBSTX:
- Blood Pressure
- Complete Lipid Profile
    - Triglycerides
    - Low Density Lipoprotein (LDL)
    - High Density Lipoprotein (HDL)
    - Total Cholesterol

To receive the incentive payment for a patient all measures must have been performed during the 12 months before the attribution date stated on the form up to three months after the attribution date.

Filing claims for incentive payment

Once the questionnaires are faxed back to BCBSTX they are reviewed and authorizations to file claims are faxed or emailed back to the physician. Incentive money is paid through the normal claim filing system—file these claims to BCBSTX as you would any other claim. Instructions are provided with the authorizations including:

- Use the authorization date provided as the Date of Service (DOS) on the claim. This date does not represent a visit to your office, it matches the date in our system for a BTE claim
- Use Current Procedural Terminology (CPT®) code 99367 on the claim. BCBSTX uses this code for BTE payments
- Use patient's Cardiac care ICD-10 code from your medical records
- Amount billed is $100.00
- Only file this one service line on BTE claims
- Timely claim filing rules apply to these claims which is one year from the DOS provided

BCBSTX BTE Incentive Program "Good to Know"

- Your first patient list will be available on www.txproviderportal.com ⬀toward the end of the month following your recognition month
- New patients are posted on the portal every six months
- Incentives are paid per patient per year

Contact Information

Most questions can be answered at BCBSTX
Email: bridges_to_excellence@bcbstx.com
Phone: 972-766-6397

BTE Program Questions - Applying for BTE Recognition
Email: bte@altarum.org
Phone: 956-200-6721 or 734-205-6104

BTE Web Portal Technical Questions/Issues
Email: bte@altarum.org. Please include the following information in your email:
- Your Name
- Physician's Name
- Physician's NPI
- Email Address
- Phone Number
- Email associated to the BTE Web Portal and
- Describe the problem you are experiencing.

Appendix A

Cardiac Care Program Codes

For Step One—BTE Recognition: When submitting patient data on www.bridgestoexcellence.org one diagnosis code with at least one CPT code from the following lists must have been billed in the past 12 months for a patient to be qualified.

For Step Two—Attribution: BCBSTX patients who have one of the following diagnosis codes and at least one of the listed CPT codes in the previous 15 months will be attributed to a physician.

CPT Encounter Codes	ICD-10 Codes
99201 – 99255	I20 – I259 I278 – I279
99291	I34 – I39 I42 – I429
99354 - 99360	Z950 – Z959
99381 - 99397	Z9861-Z9862