



BlueCross BlueShield
of Illinois

January, 2009

Dear Contracted Provider,

To assist you in improving the quality and efficiency of care delivered to Blue Cross and Blue Shield of Illinois (BCBSIL) members, enclosed is your 2008 BCBSIL PPO Practitioner Profile. The Profile summarizes results of quality, cost efficiency and administrative efficiency analyses, Radiology Quality Initiative compliance and ABMS Patient Safety Physician Education Program participation.

So that you can compare your performance to that of your peers, specialty-specific comparison results for cost efficiency and quality measures are provided. **BlueChoice primary care practices should note that the PPO network is larger than the BlueChoice network. Therefore, there may be differences between this report and the BlueChoice Profile report.**

The following components are included in the 2008 BCBSIL PPO Practitioner Profile:

I. Cost Efficiency -The Cost Efficiency report provides information on costs of care for your BCBSIL PPO and BlueChoice patients compared to your peers. Cost Efficiency is reported using Thomson Reuters' Medstat Medical Episode Grouper[®] (MEG). MEG uses demographic and diagnosis data from claims to link inpatient, outpatient and pharmacy services into disease-related episodes of care, and to classify the severity of disease within an episode using the Medstat Disease Staging[®] patient classification system. A Cost Efficiency score above or below 1.00 (average) indicates higher or lower resource usage when compared to your peers for treatment of patients with similar conditions. A Case-Mix score above or below 1.00 indicates a patient panel with a higher or lower level of severity than your peers.

II. Quality - Results are reported on Clinical Quality Indicators for BCBSIL PPO and BlueChoice members. BCBSIL offered physicians the option of supplementing claims data with medical record information through HBI^{Online} from August 1, 2008 through September 30, 2008. You can access member-specific results and the Clinical Quality Indicator abstracts on the HBI^{Online} secure Web site, <https://data.healthbenchmarks.com/BCBSIL>. Use the username and password printed above.

III. Administrative Efficiency - The Administrative Efficiency indicator is the percentage of claims submitted electronically. Electronic claims are more efficient, faster and finalized more quickly than paper claims.

IV. Radiology Quality Initiative (RQI) - BCBSIL utilizes American Imaging Management to manage a statewide quality improvement program for outpatient diagnostic imaging services. The percent of requested tests considered to be "appropriate at intake" is noted on the PPO Practitioner Profile.

V. American Board of Medical Specialties Patient Safety Improvement Program (ABMS) - In 2008, BCBSIL promoted the ABMS Patient Safety Improvement Program. PPO physicians who completed the program by October 1, 2008, are listed on your PPO Practitioner Profile.

For details regarding the indicators included in the Practitioner Profile, please see enclosed criteria document.

BCBSIL is considering the public release of quality and cost efficiency data in 2009. We encourage you to share the enclosed report with all of the practitioners who submit claims using the Blue Shield number printed on the Profile. If you have questions or comments regarding your 2008 BCBSIL PPO Practitioner Profile, please call the profile hotline at (312) 653-5005.

Sincerely,
BCBSIL Health Care Management