ISSUE
03
SUMMER
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UPDATES ON THE FAMILY PACT PROVIDER PROFILES

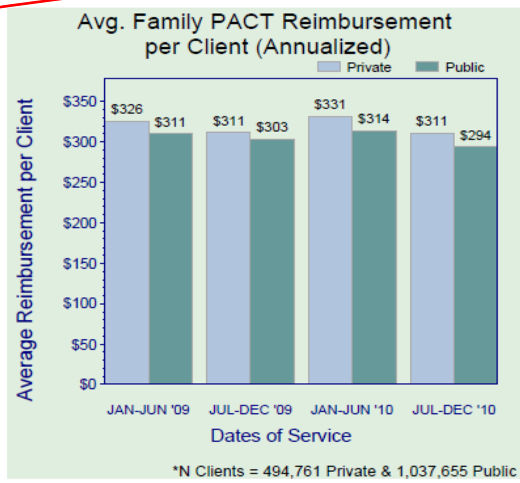
PROFILETALK

PROFILE STATS

- Covered period: Jan '09 – Dec '10
- Seven indicators
- 13th semi-annual Profile release
- 312 providers have gone paperless
- 1,499 providers receive individualized Profiles

PROFILE OVERVIEW

The Family PACT Provider Profiles offer you a way to view your practice patterns. The Profiles are similar to "report cards" commonly used by health plans, providing data on nine indicators that are directly attributable to providers. The intention is that this information will both encourage the delivery of high-quality clinical services while promoting responsible use of funding resources. Information about your peer group's median overall practice pattern is shown in comparison to your data to give you a reference point. While the Profiles offer valuable information for medical directors and practice managers, they are most valuable when shared with clinicians and staff in the practice.



in this issue

Welcome to PROFILETALK, the Provider Profiles (Profiles) Newsletter from the Family PACT (Planning, Access, Care, and Treatment) Program. Each newsletter focuses in depth on one aspect of the Profiles. This newsletter provides information about all the Profile-related resources that are available to you on our Web site (www.FamilyPACT.org). We are pleased to present a new online training module on Provider Profiles. Also, this release of the Profile includes client demographic information—only available on our Web site. Previous newsletters, featuring "How to Read your Profile" and "The How's and Why's of Annualized Indicators," are another benefit of visiting the Provider Profile Web page. Please use the online Provider Response Form to update your contact information and to give us feedback and suggestions for future **PROFILE**TALK topics.

Sincerely,

Laurie Weaver, Chief
Office of Family Planning

Family PACT
Planning • Access • Care • Treatment
OFFICE OF FAMILY PLANNING
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

Online Resources

The Office of Family Planning continues to expand the Web-based resources available for the Profiles.

1. Profile Interpretations and Methodologies describes each indicator in detail, providing information on the indicator type, data set, calculation methodology, and possible interpretations of the data.
2. **PROFILE**TALK newsletter archive allows you to read previous issues.
3. Profile FAQs answers the most common questions about the Profiles and is updated with each Profile release.
4. Program-wide Profile shows the aggregate Profile of all public and private Family PACT providers.
5. Provider Response Form offers the opportunity to update your contact information and provide feedback to the OFP.
6. On-demand training module is explained on the next page.

CDPH

First time receiving a Profile?

There are two types of Provider Profiles:

Program-wide profiles

- Labeled "Family PACT Provider Profile" on selected measures
- Compares public sector with private sector providers
- Issued to providers who do not receive an individualized profile
- Accessible online by all providers and by the public

Individualized profiles

- Compares your practice's performance to your peer group (either public or private sector)
- Issued to you when you have seen at least 50 Family PACT clients in any of the observation periods included in the profile
- Accessible online only with the National Provider Identifier (NPI) used to bill Family PACT

COMMENTS? UPDATES? QUESTIONS?

Use the Provider Response Form to:

- Go "paperless"
- Update your contact information, including e-mail address
- Request contact from the OFP

FEATURED ARTICLES

The online Profiles are always the most current, even when administrative issues delay Profile mailing

Going "Paperless"

What does it mean?
You will be able to view and download your profile and all related materials from our Web site (www.FamilyPACT.org) and will not receive Profile materials in the mail.

Why do it?
The online Profile has all available indicators and demographic information about your client population. Also, you can feel good knowing that you are helping to reduce the expense and carbon footprint involved with receiving a paper Profile.

How does it work?
You will receive an e-mail notification that your profile and all related materials are available on the Web site.

Where do I sign up?
Check "Yes, I wish to go paperless" on the online Provider Response Form and e-mail, fax, or mail it to the OFP.

DATA SOURCE

The OFP monitors program data through contracts with the UCSF Bixby Center for Global Reproductive Health and with HP Enterprise Services. Sources include:

- Provider enrollment data
- Client enrollment data
- Claims data

Client Demographic Profiles

We are pleased to announce the upcoming release of Client Demographic Profiles only available when you download your Profile from our Web site. The additional metrics are based on fiscal years and correlate with the most recent Annual Program Report, which will be posted to our Web site in August. When you download your Profile, you will find eight new demographic charts at the end. There are four pie charts representing the percent of clients served for 2009-10 by Sex and Age, Primary Language, Zip Code, and Race/Ethnicity. These are followed by four bar charts showing client volume trends from fiscal year (FY) 2006-07 to FY 2009-10 by:

- Total Clients Served
- Teen Clients Served
- Male Clients Served
- New Client Enrollments

This information is designed to assist you in your marketing and outreach efforts, and to inform linguistic and cultural competency decisions. We look forward to your feedback.

How do I access my expanded online Profiles?

1. Go to the Family PACT Web site (www.FamilyPACT.org)
2. Select "Providers" at the top of the screen
3. Choose "Provider Profiles" from the bar on the left or from the "Providers" drop-down menu
4. On the "Provider Profiles" Web page "Click here to access your Family PACT Provider Profile"
5. Enter the NPI number registered with Family PACT for your location and click "Log in"
6. Select "download" to the right of your profile file name

On-demand Training Module

Family PACT Provider Profiles:
Interpretation and Utilization of Your Provider Profile

This new online module assists you in better understanding the purpose of your Profile. It also provides you with tools to interpret the content of your Profile and offers suggestions on how to best use your Profile to improve your Family PACT practice.

You can access this PowerPoint Presentation training module either with or without audio narration.

How does the OFP use this data?

The OFP uses the profiles to develop Quality Improvement (QI) - focused technical assistance and provider-specific QI/Utilization Management action plans. When practice patterns reflect consistently significant outliers in relation to peer groups, referrals for additional review may be made to the California Department of Health Care Services, Audits and Investigations.