

Summary of Reasonableness Review Process for Medical Groups

Goals of Reasonableness Review Period:

1. Communicate expectations to medical groups and clinics regarding the review process in order to build trust and credibility in the performance report
2. Seek feedback from medical groups and clinics on their clinic roster information, report format, and reasonableness of the draft results
3. Work collaboratively to make revisions if issues are identified

Operational/Technical Steps

1. Prior to the release of the draft results, the Alliance contacted all new and existing medical groups and clinics to prepare them to receive the reports. At the time that groups and clinics were contacted, the following materials were shared:
 - **Project Overview** – Described the Community Checkup project and data processes
 - **Reasonableness Review** - Instructed participants on how to access, review, and provide feedback on the draft measure results
 - **Attribution Methods** - Provided an explanation of how patients are attributed to clinicians
 - **Communication Strategies** - Explained the purpose of the reasonableness review process and provides suggested messages for internal and external audiences
 - **Frequently Asked Questions** - Provided information and answers to questions about the report and related process
2. In **May 2009**, the Alliance made available draft results to each medical group through a secure online portal. Each medical group received access to: 1) blinded medical group and county-level results, 2) confidential results for *their* medical group and clinic location, and 3) confidential clinician-level results for those clinicians within *their* medical group and/or clinic location. Medical groups were asked to benchmark against internal sources for a reasonableness review. The Alliance and Milliman worked with clinics to resolve any identified data issues.
3. In **May 2009**, Medical groups reviewed the draft results, identified issues and provided feedback to the Alliance.

4. In **June 2009**, the Alliance reviewed feedback and worked with Milliman and the medical groups to resolve issues.

5. In **June 2009**, select, volunteer data suppliers and medical groups worked together directly to confirm that specific measure results reflected a given clinic's patients. The data suppliers re-identified patients for medical groups who then verified that the particular patient met the measure criteria and received a particular service from a particular clinician and clinic according to the measure specifications. Medical groups worked with the Alliance and Milliman to resolve any identified data issues.

6. In **July 2009**, The Alliance finalized the results and released an advance, detailed version of the Community Checkup report to the medical groups for final review.