

## Step by Step Instructions for Retrieving and Correcting Patient Information Used in the CPPI Report

### Step 1: Visit [www.cchri.org/cppi](http://www.cchri.org/cppi) to download the CPPI “Request List of Commercial Patients” form.

- To obtain a copy of the request form, click on “Request List of Commercial Patients Included in Physician Performance Report.”

### Step 2: Complete the CPPI “Request List of Commercial Patients” form.

- Enter the 10 Digit BQID number located on the bottom of CPPI Physician Report that you received by mail. (If you did not receive a notice by mail, your data was not included in this project.)
- Enter the health plan assigned physician ID number for at least one of the commercial plans listed. (Note: You may have to obtain this number from the commercial plan directly, and you only need to request information from one health plan to obtain all of your patient data from other payors.)
- Make sure to TYPE the information on the patient request form (this form is in a Microsoft Word format so it can be done via computer.)
- Note: By default, the patient list will be sent to you via e-mail in an Excel spreadsheet format. If you do not have e-mail or Excel, make sure to indicate this on the request form.

### Step 3: Send the CPPI “Request List of Commercial Patients” form via fax or mail.

- Sign the request form and send to Amanda Mummert at Thomson Reuters via fax (805/681-5810) or preferably via certified mail (5425 Hollister Avenue, Suite 140, Santa Barbara, CA 93111).
- Thomson will send your patient lists within 5 business days of receipt.
- Note: If the specialty designation you used on the “Request list of Commercial Patients” form did not match the designation used to calculate your scores, then Thomson may not send you a patient list. In such a case, Thomson will void the physician result entirely and notify the physician of this action.
- If you do not receive anything from Thomson, contact [cpqi@cchri.org](mailto:cpqi@cchri.org).

### Step 4: Check the information received from Thomson Reuters.

- Verify that the patient names match with your internal files.
- Check the patient file to determine if the service provided or not provided matches your records.
- Double check that the CPPI specialty designation matches with your internal file.
- If any of the data does not match, indicate this in the fields provided.
- CMA urges you to include specific explanation (on a separate piece of paper) about why a particular service was NOT provided. Some of the many common explanations might be:
  - » Comorbidities, preexisting conditions, or other information about your patient counseled against a particular procedure;
  - » A patient did not undergo a procedure you ordered;
  - » You addressed the issue through a different procedure or approach.

It is very important that PHYSICIANS, not staff, address these issues.

### Step 5: Mail the corrected and any additional information to Thomson ASAP.

- Make sure to mail corrected information (again, we recommend certified mail) back to Thomson as soon as possible, but no later than 30 days after you received. (Note: A physician must submit the corrected information within 30 days after receiving the initial patient information. After 30 days, corrections will not be considered.)
- Save a copy of the corrected information for your records.
- Step 5 is CRITICAL as it will help CMA’s advocacy efforts in determining the credibility of the CPPI project.

### Step 6: Be mindful of key deadlines.

- December 5, 2008, is the last day to request patient information.
- As noted above, physicians will only have 30 days to submit corrected information to Thomson after receiving the initial patient information.
- January 30, 2009, findings will be reviewed with CPPI Physician Advisory Group.

### Step 7: Take CMA survey. (VERY IMPORTANT)

- Fill out CMA’s online survey to tell us what if anything was wrong about your performance scores. This step is important to ensure that CMA has the information needed to advocate on your behalf. The survey is available at <http://www.cmanet.org/cppi>.