Quality Non-Compliant Patient Criteria

The Quality Non-Compliant Patient Criteria document will help you complete the Patient Exclusion Worksheet which is used to identify patient(s) and record information needed to complete the online UnitedHealth Premium reconsideration process. This document will help you determine when to select the reason “Patient satisfies Quality Non-Compliant Patient criteria.” The following criteria must be satisfied to exclude a patient from a Premium assessment. If both of the criteria listed below are met, up to 20 percent of the physician’s attributed patients for quality may be excluded from their Premium assessment.

Criteria

1. More than 50 percent of an individual patient’s evidence-based, medicine-sourced quality measures must be non-compliant.
2. The patient(s) that you want to exclude must have non-compliant measures that equal or exceed more than 50 percent of your total non-compliant measures.

Note: All of the patient’s quality measures (both compliant and non-compliant), cost efficiency episodes (regardless of percentile within peer group), and attributed patients’ population costs (if applicable) will be removed from your assessment if the exclusion is approved.

For further assistance, please call 866-270-5588.

Important notes about the UnitedHealth Premium® Physician Designation Program

The information from the Premium physician designation program is not an endorsement of a particular physician or health care professional’s suitability for the healthcare needs of any particular member. UnitedHealthcare does not practice medicine nor provide health care services. Physicians are solely responsible for medical judgments and treatments supplied. The quality and/or cost efficiency designation of a physician does not guarantee the quality of health care services members will receive from a doctor and does not guarantee the outcome of any health care services members will receive.

Likewise, the fact that a physician may not be designated by this program does not mean that the physician does not provide quality health care services. All physicians in the UnitedHealthcare Network have met certain minimum credentialing requirements. Regardless of whether a physician has received a designation, members have access to all physicians in the UnitedHealthcare Network, as further described under the member’s benefit plan.

The assessment result “Not Enough Data to Assess” is not an indicator of the total number of patients treated by the physician or the number of procedures performed by the physician. Rather, it reflects the statistical requirements of the Premium designation program, which includes only health plan claims associated with specific program measures and relevant to the physician’s designated specialty. In some cases, there may not be enough data to complete the analytic process from a statistical standpoint.
UnitedHealthcare informs members that designations are intended only as a guide when choosing a physician and should not be the sole factor in selecting a physician. As with all programs that evaluate performance based on analysis of a sample, there is a risk of error. There is a risk of error in the claims data used in the evaluation, the calculations used in the evaluation, and the way the program determined that an individual physician was responsible for the treatment of the patient’s condition. Physicians have the opportunity to review this data and submit a reconsideration request. UnitedHealthcare uses statistical testing to compare a physician’s results to expected or normative results. There is a risk of error in statistical tests when applied to the data and a result based on statistical testing is not a guarantee of correct inference or classification. We inform members that it is important that they consider many factors and information from as many sources as possible when selecting a physician. We also inform our members that they may wish to discuss designations with a physician before choosing him or her, or confer with their current physician for advice on selecting other physicians.

*The information contained in this Quality Non-Compliant Patient Criteria document is subject to change.*