



Quality Ribbon Transparency (QRT) Program

Frequently Asked Questions

What is the QRT Program?

This quality program compares provider's scores to Healthcare Effectiveness Data and Information Set (HEDIS) quality metrics. It was designed for public transparency about how Select Health-contracted providers perform on HEDIS metrics, which:

- > Improves the trust members have with the providers they choose
- > Fosters better outcomes and patient satisfaction
- > Promotes clinical quality improvement among healthcare providers by comparing their rates to their peers

How are performance scores reported?

The performance scores for each quality measure are reported over a rolling 12-month period from the last available report date. Typically, data has a 45- to 60-day lag to allow for claim processing. However, scores that are publicly facing have been maintained as year-end 2019 scores due to difficulties the COVID-19 pandemic caused in quality metrics. Select Health is actively working on updating these metrics to current year measurements.

You can see your public facing, year-end 2019 ratings by searching your name on our online [Provider Search](#) page.

What does the QRT program measure?










We measure in four main areas:

1. Preventive screenings
2. Diabetes screenings
3. Medication adherence
4. Pediatric monitoring

As members view scores in each area, we encourage them to remember that their compliance can impact a physician's score. For example, if a physician recommends a specific test, and the patient chooses not to have that test, the physician does not receive "credit" for that recommended care. This can negatively impact provider scores and is intended to encourage patient-provider collaboration in healthcare.

What are the thresholds used?

The blue-ribbon thresholds below are used to reflect the breakdown of provider quality performance compared nationally:

 	1 blue ribbon < 25th percentile
 	2 blue ribbons ≥ 25th percentile and < 50th percentile
 	3 blue ribbons ≥ 50th percentile and < 75th percentile
 	4 blue ribbons ≥ 75th percentile and < 90th percentile
	5 blue ribbons ≥ 90th percentile

How can I access my report?

If you have 30 qualifying attributed members in the QRT program, you may [access your provider report here](#) (secure login required) to see your current ratings. Member attribution is primarily based on the provider who has seen the member most in the last 18 months (based on claims data). For help navigating this report, you can access the [Quality Transparency Provider Report Example](#) in the [Tools area](#) of our website.

What else might I need to know?

If a provider does not have a quality rating, this usually means that they do not have enough patients who are Select Health members to gather data for the measures. **Note that it does not mean that the provider performs below those with ratings.**

If you participate in the [Quality Provider Program \(QPP\)](#), this data will look very similar. Note that the work you do in that program will reflect in your rates for the QRT program. You do not need to double your efforts.