

BQPP Website Requirements: 2019

An outline of everything that MUST be on the website to earn points for BQPP elements is outlined below.

Quality:	Element Overview	Website Criteria
Quality Metrics (PQR and Scorecard)	Not needed on website	Not needed on website
Provider Quality Reports Review Monthly *Mandatory	Not needed on website	Not needed on website
Appropriate HCC Coding	Not needed on website	Not needed on website
Improving Patient Experience:	Element Overview	Website Criteria
Advanced Care Team	<p>Advanced Care Team: Health Coach (RN, LPN, MA) PharmD or Pharm Tech LCSW or LPC Psychologist/Psychiatrist Nutritionist/Dietician RN- Triage Case manager/Care coordinator (MA/RN/LPN) Lactation consultant (IBCLC/RN/LPN)</p> <p>Co-Management Agreement with a Behavioral health Provider: In place with a behavioral health provider</p>	<p>Advanced Care Team:</p> <ul style="list-style-type: none"> • Description of what an Advanced Care Team is and the role it plays in the practice to help patients understand this component of Primary Care and its importance to the medical home. • Who the advanced care team members are and their title within the practice (first name only is okay) <p>Co Management Agreement:</p> <ul style="list-style-type: none"> • Description of what a co-management agreement is and the purpose it serves/benefit to the practice and patients • Who/Where the co-management agreement is with (name of provider and/or practice)

		<ul style="list-style-type: none"> • Phone number and other pertinent information about the location/provider
Addressing Social determinants of Health:	Addressing Social determinants of Health: Exercise related activities Chronic disease management Weight-management nutrition Prenatal education classes, breast feeding classes, parenting classes	All classes/activities MUST be listed on the website with information about: <ul style="list-style-type: none"> • Description of class • Purpose/benefits • Where • When • Other important info such as future schedule, leader, etc.
Electronic Patient Survey	Survey addressing patients' needs and practice assessment... provided electronically	Survey link must be on the practice website. If the survey is offered through the EMR then the practice must have a description of this process on their website to inform patients.
Patient Portal *Mandatory	Patient Portal provided to ALL patients with link on practice website: *Mandatory	Patient Portal link must be clearly displayed on website for patients to easily see/access THIS MUST BE FREE FOR ALL PATIENTS INCLUDING ADDITIONAL FUNCTIONALITIES
Access:	Element Overview	Website Criteria
Weekday After Hours	After Hours Criteria: Weekdays After Hours Care Weekdays (Hours after 5 pm and/or before 8am)	Weekday after hours MUST be posted on the website for patients to clearly see. <ul style="list-style-type: none"> • Day(s) hours are offered

		<ul style="list-style-type: none"> Both beginning and ending times of hours must be posted (ie 5pm-7pm) Any additional instructions that may help patient
Weekend After Hours	After Hours Criteria: Weekends After Hours Care Weekend (hours on Saturday and/or Sunday for any patient posted on website)	Weekend after hours MUST be posted on the website for patients to clearly see. <ul style="list-style-type: none"> Day(s) hours are offered (Saturday and/or Sunday) Both beginning and ending times of hours must be posted (ie 9am-12pm) Any additional instructions that may help patient
Co- Management agreement with an urgent care (3 Providers or less)	Co-Management Agreement with Urgent Care <i>(for practices with 3 providers or less only)</i>	Co-Management Agreement: <ul style="list-style-type: none"> Defining what co-management agreement is with an Urgent Care The benefit to practice and patient Where the co-management agreement is (Name and Address) Phone number and other pertinent information about the location/provider (ie hours etc) Instructions for what patients must do to properly utilize the benefits of the co-management agreement (i.e. give certain information to the urgent care)
Telehealth	Telehealth offered to patients at practice	Service offerings must be listed and explained on website
Direct Provider Communication: Real Time	Direct Access to provider via direct phone number or direct provider messaging through portal AFTER HOURS	Direct On Call to Provider: <ul style="list-style-type: none"> Why this is offered and how it should be used (ie not for prescription refills) Must state that this service is for direct access for the patient to a provider and is not a triage phone line Phone number and other pertinent information

		Direct Messaging to Provider: <ul style="list-style-type: none"> • Why this is offered and instructions for use through the portal • Must state that this service is for direct access for the patient to a provider through the patient portal and is NOT a nurse or medical assistant responding • Expectations of response time
Cost: 275 Points	Element Overview	Website Criteria
Reducing Cost: Cost Index Report	Not needed on website	