



SFY12 CPIO Physician Review Process

If you want to receive additional information about how Neighborhood Health Plan arrived at your tier designation, or if you believe that your tier designation was not correctly determined, you may have your tier designation reviewed by the Plan by following the steps outlined below:

To initiate a review your tier designation, please fax your request to Ramona Bourguignon at (617) 526-1915 on or before January 26, 2011.

1. In order to review your tier, The Plan must receive your request by January 26, 2011. To ensure consistency and equity within a specialty, Neighborhood Health Plan is not able to consider data from other sources. A request to review physician data subsequent to this timeframe will not be considered for the upcoming fiscal year.
2. The Plan's review will focus solely on matters related to your quality and efficiency scores. Therefore, be sure to specify the reasons why you are asking the Plan to review your tier designation. Please provide all of your reasons for believing that your tier designation is in error and include a copy of any information supporting those reasons.

Within **20 calendar days** of the Plan's receipt of your written review request and the complete package of supporting documentation, the Plan will review the information or will investigate the factors that contributed to your tier designation and will notify you in writing of the outcome of its review. The Plan's decision will contain the following:

- Your physician link identification code;
- The clinical specialty or field in which you are being scored;
- The date of your request;
- The nature of your review request concerns (i.e., clinical quality, cost efficiency or tier designation); and
- A list of our key findings and rationale for our conclusions.

If the findings could affect your score(s), the Plan will recalculate them. If the recalculated scores affect your tier designation, the Plan will adjust your tier designation accordingly. The Plan's decision is not subject to further review.

Please fax all NHP Tier designation review requests to:

**Ramona Bourguignon
Neighborhood Health Plan
(fax) 617-526-1915**

