



An Independent Licensee of the Blue Cross and Blue Shield Association

February 2019

Dear Provider,

Thank you for your patience as we continue to work to fix technical difficulties with our population management system, Coreo™. We know there have been many glitches in our software and we're working to correct them.

We're fully aware that these problems have made it difficult for you to excel at the quality outcomes our new payment methodology was intended to foster. As I communicated to you earlier, it's my pledge to you that we'll take these struggles into account as we devise fair true-ups to our compensation methodology during the evolution of the technology.

Here are several key updates I want you to know about:

- We're currently working to prepare for scoring and payment of the 2018 program and have already decided to lower the threshold for the 2018 Review of Chronic Conditions (RCC) measure to account for any negative outcomes that may have affected you. The specific adjusted minimum and target thresholds will be communicated at a later date.
- For this year, we're in the process of re-evaluating our software and apologize for the delay in publishing the 2019 measure dashboard. Our developers have given us a timeline of several "weeks," but software development isn't always tied to precise timelines. We understand this isn't optimal and we're fully aware of the issues and how they affect providers.
- As with the RCC measure modification, you have my word that we'll provide you with a solution that ensures your compensation is fair and not negatively impacted due to a failure of technology.

Thank you again for your patience as we work to have a system that's fully operational to help you to provide the best care for your patients and our members.

Sincerely,

Mark Mugiishi, M.D., F.A.C.S.  
Executive Vice President and Chief Health Officer

Coreo is a trademark of Navvis.

Navvis is an independent company that provides Coreo™, an online tool providing a virtual integrated health system for HMSA providers on behalf of HMSA.

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