



Coventry Workers' Comp Services
TRAC Team
750 Riverpointe Dr.
West Sacramento, CA 95605

5/20/2016

CPD ID: 1901039
Michael D Gilmore, MD
710 Hospital Dr
CRESTVIEW, FL 32539

Dear Michael D Gilmore, MD,

Congratulations! As a top performing provider in the Coventry Integrated Network®¹, we would like to inform you that you have been selected to be a part of Coventry Workers' Comp Outcomes-based Network program. This program was developed to identify providers who are statistically shown to contribute to quality patient outcomes, lower overall claims costs and improved return-to-work outcomes.

Physicians are identified for the program through rigorous statistical and qualitative analysis. This analysis includes a mix of quality and financial measures that have the potential to impact the outcome of a workers' compensation case such as measurements on medical utilization, clinical performance, return to work and financial performance. You were selected due to your current demonstrated experience and efficacy in treating and managing workers' compensation cases. Nothing additional is required of you in treating injured workers as a result of your selection for this program.

Again, I want to congratulate you on your selection into the program. We appreciate your contribution to treating workers' compensation and your partnership with Coventry. Please feel free to contact us at 877-522-6904 or OBN@cvty.com with any questions.

Sincerely,

Melissa McGarry
Program Coordinator

1. The Coventry Integrated Network® is a comprehensive network of providers who are directly contracted with Coventry and/or with one of Coventry's select network partners.



Coventry's Outcomes-based Network Program Frequently Asked Questions

What is the Outcomes-based Network program?

Coventry's Outcomes-based Network program (OBN) aims to identify healthcare providers who demonstrate a depth of experience in treating workers' comp injuries and exhibit consistently better measures of clinical outcomes, medical utilization, pharmacy utilization, return to work and financial outcomes when compared to their peers. Coventry utilizes client claim, payment, indemnity, medical billing, utilization review, pharmacy, and quality data in its measurement of providers. Providers must meet Coventry's proprietary methodology standards; based on specific measures of efficiency, effectiveness, and consistency in order to receive an OBN designation within our client's channeling tools.

Why was I selected for this program?

You were selected for this program because you were identified as a provider statistically shown to be associated with high-quality outcomes for workers' compensation cases.

What provider specialties are included in the OBN?

Coventry's OBN program is only inclusive of primary treating providers and orthopedic surgeons – those provider specialties that Coventry has deemed most common in the long term management of an injured worker's claim. Primary treating providers are defined as having one of the following provider specialties: Family Practice, General Medicine, Internal Medicine, Occupational Medicine, Occupational Medicine Clinic, Multispecialty Group, Multispecialty Clinic, and Urgent Care Center.

Where is the OBN Program offered?

Currently Coventry offers its Outcomes-based Network program in 37 states: AL, AZ, AR, CA, CT, FL, GA, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MO, NE, NV, NH, NJ, NM, NC, OH, OK, PA, SC, TN, TX, UT, VT, VA, WA, WV and WI.

How are providers identified for the Outcomes-based Network program?

Coventry's proprietary methodology for provider measurement is dependent on three main principles:

- Claim attribution (ie: which provider the claim is attributed to)
- Outcome measurement, and
- Factoring in a claim's specific characteristics in order to create valid comparisons.

Claim attribution at the provider level lies in the premise that the provider who manages the majority of the claim is responsible for the care and treatment plan the injured worker receives even when the care is not directly performed by the "managing" provider. The managing provider directs the injured worker

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to specialists as needed and those providers often follow a specific set of interventions at the managing provider's recommendation. An underlying assumption is that the managing provider is going to send injured workers to other medical providers whose practice patterns are in line with their own standards of care as the case will eventually end up back with the original provider to finish and close the cycle of treatment. For our measurement purposes, Coventry requires that a provider must have a minimum of 15 or more claims attributed to them within the five year analysis period or 9 or more claims within the immediate past three years in order to be included in the OBN program. It is important to note that many providers will not be ranked simply because they see too few workers' compensation claims in order to have the requisite number of claims attributed to them during the measurement period. Additionally, the current program only applies to primary treating providers and orthopedic surgeons.

A defensible measurement program must incorporate multiple facets of claim outcomes and still be sensitive to the nuances of each individual claim's characteristics. Coventry utilizes multiple measures of quality, efficiency, and consistency that fall under four primary categories:

- Utilization
- Clinical
- Financial
- Return to Work

Each of a provider's claims are measured against a population of claims with similar characteristics to account for differences such as claim type, severity, geography, comorbidities, etc., Claims are indexed by each category and these indices are then aggregated and averaged to deliver an overall provider index. Only those providers who meet or exceed Coventry's proprietary indexing requirements are identified for the Outcomes-based Network program.

Why are some physicians, groups, or clinics associated with a particular FTIN included in the Outcomes-based Network program while others are not?

Not all clinic locations or individual physicians within a group or clinic that are associated with an FTIN and specific location are included in the OBN program. This could be due to multiple factors including a lack of sufficient workers' comp claims attributed to them in the measurement period, not possessing the requisite provider specialty to be measured, becoming contracted with Coventry Workers' Comp after the measurement period, or not meeting the OBN criteria after being measured.

Coventry makes every attempt to measure providers at the individual physician level which may not necessarily mean by FTIN. Additionally, if Coventry does not have sufficient claim volume in an analysis period to measure an individual physician within a group or clinic but there is sufficient volume at the group or clinic level, Coventry will measure the provider at that level. This means that some clinics, groups, and/or physicians with the same FTIN, location, or name are designated as OBN while others are not.

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