

Special Bulletin

Updated: January 9, 2023

For professional and facility providers

May 19, 2022

Updated: Right Care Measures Now Available

The first set of appropriateness of care measures from Highmark's Right Care program is now available via [NaviNet®](#). Right Care is a Highmark physician-led program that uses appropriateness measures to ensure members receive the right care, at the right time, and in the right setting.

The program seeks to reduce the overuse of services that expose members to unnecessary risk or cost while promoting use of underutilized proactive, preventative, and conservative therapies.

As part of the program, providers are able to see clinician distributions against clinical measures with known variation. These measures typically target one of three care patterns:

- Overuse of unnecessary procedures
- Suboptimal patterns in delivery of care
- Underuse of care that promotes better health

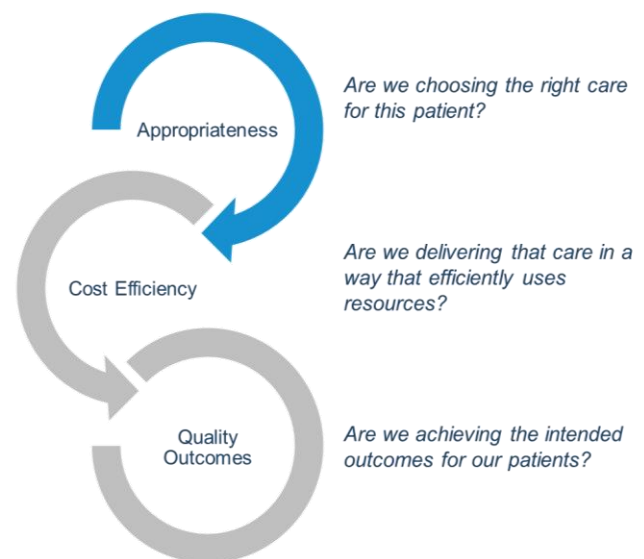
Each of these measures is based on **evidence-based clinical guidelines** and sourced from industry standards, such as the [Global Appropriateness Measures \(GAM\)](#), or developed under the guidance of practicing physicians within Highmark's networks.

The measures are designed with detailed clinical criteria to assess performance on similar patient populations.

Results are generated from an aggregated data set of Highmark claims as well as Medicare and national commercial claims data in partnership with our healthcare analytics partner, Clarify Health.

Appropriateness measures supplement cost and quality outcome metrics to create a more holistic clinical performance management system — one where clinicians are recognized for developing the plan of care best suited for the patient's overall health. Throughout 2023, the Right Care measures will be piloted, and providers will have the opportunity to provide feedback on the measures. Highmark will use that feedback to select measures for incorporation in clinical performance programs, such as Highmark's Specialist Performance Initiative.

Appropriateness within a holistic clinical performance program



View the Measures

The results for the initial set of metrics are available on the Provider Facing Analytics platform accessible via [NaviNet®](#). Each metric includes the definition and parameters, as well as a blinded distribution of individual physicians' performance, so that providers can see how their care patterns compare to peers.

Please note that any metric included in the Specialist Performance Initiative will make a clinician's result visible to other providers participating in that program. If you do not currently have access to the Provider Facing Analytics platform through NaviNet, you can request access via [these instructions](#).

Learn More

For more information on the Right Care program, please visit the Right Care section of the Provider Resource Center, which is available under **CARE MANAGEMENT PROGRAMS** from the left menu.

In the videos located on the site, Dr. Sricharan Chalikonda, Medical Director of Right Care, presents an overview of the program, as well as his perspective on why appropriateness measures are so critical in evaluating quality of care.

This Special Bulletin was originally published on May 19, 2022, and then revised on June 20, 2022. The Right Care measures — previously delayed — are now available for viewing via NaviNet.

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