

May 21, 2020

To all CQI participants,

These past few months have presented us with many new challenges, and we are thankful for all you have done to care for patients during this COVID pandemic. Healthcare workers are rightly being hailed as heroes. We hope the flexibility you were given to shift CQI staff resources to help manage urgent patient care needs, as needed, helped provide your site with some relief in addressing the challenges you faced.

Thankfully, we are now seeing COVID case volumes decrease and the extra patient care burden for participating sites begin to ease. We can now look forward to resuming the important work the CQIs were created to do – improving care in Michigan. As such, we ask that all Blue Cross-funded CQI resources be returned to their positions by June 30, 2020. We hope this will give your site adequate time and support to recall those resources in an orderly fashion.

In the unfortunate event there is a new surge of COVID cases in Michigan, Blue Cross will reconsider the June 30 end date. And if your site continues to struggle with COVID-related patient needs, it should contact its respective coordinating center prior to June 30th to request additional time.

I also want to reaffirm our prior commitment that we will not penalize participating sites with lower P4P scores due to the COVID pandemic, nor will we reduce data abstraction funding for lags caused by this crisis. Over the next few months we will work with each of the coordinating centers to determine how to modify scoring models and data abstraction models to account for disruptions that resulted from the COVID crisis.

We greatly appreciate all you do to improve patient care in Michigan, both during this pandemic and all year long.

Sincerely,

BCBSM Collaborative Quality Initiatives Team