



Dear Practice Manager,

Your practice has chosen to complete the Bridges to Excellence (BTE) Physician Office Link (POL) to achieve your Pathways to Excellence (PTE) ribbon for completion of the Office Systems Survey (OSS). The MMC Physician-Hospital Organization has created this document to assist you in successfully completing this process in a timely fashion.

Follow these steps to achieve recognition:

1. Contact: Masspro, Att: Ellen Burneika, 245 Winter Street, Waltham, MA 02451 or via e-mail at eburneika@masspro.org or by phone (781) 419-2898
 - Request the BTE POL assessment packet which includes the following:
 - Agreement
 - Application process information
 - Pricing structure
 - The Assessment Worksheet
 - Scoring information
2. Review the assessment packet.
3. Sign the agreement and send the appropriate payment back to Ellen Burneika at Masspro.
 - Practices with 1 - 2 physicians \$400
 - Practices with 3 or more physicians \$500
4. Upon receipt of the payment and agreement, Masspro will contact you to schedule a date and time for the onsite assessment and send you the BTE OSS to complete. (30 min.)
5. Enclosed is a worksheet to help guide you in answering the OSS questions.
6. Complete the OSS prior to the onsite assessment. You will need to provide the assessor with the completed OSS during the onsite assessment.
7. Review the Care Management portion of the Assessment worksheet along with this document to help you prepare for the onsite assessment.
8. Onsite Assessment (90 min.):
 - The assessor will review the survey and ask questions for clarification
 - You will be asked to demonstrate ("show and tell") evidence of improved process in care management, patient education and support, and clinical information systems.
9. Masspro will score the responses according to the BTE pre-defined scoring criteria. This will determine the level of practice recognition achieved and they will mail each provider in the practice a letter communicating the results along with a recognition certificate.
 - Results will be processed within 2-3 weeks from the date of the onsite assessment.
 - If the practice fails to meet the recognition requirements, Masspro will include areas for improvement needed in order to achieve recognition.
 - A practice can re-apply 6 months after the original assessment date.
10. Masspro will not share information with BTE or any of their partners regarding practices who have not achieved recognition. Successful results will be shared with BTE and their portal vendor.
11. When your practice successfully achieves recognition, notify the MMC PHO to be reimbursed for the application costs you incurred.

Note: BTE recommends a provider be available during the onsite assessment.

Please contact **Kris Scrutchfield** at (207) 482-7057 or via e-mail at scrutk@mmc.org or **Tracy Callahan** at (207) 482-7053 or via e-mail at callat@mmc.org with any questions or concerns you may have about this process.