EQuIPP™

Outlier Frequently Asked Questions

1. How do I know that I have access to patient outliers?
   a. There will be an "OUTLIERS" button present under the "Gap" column for the measure on your EQuIPP dashboard.

2. My score is less than 100% for the adherence measures but I don't have an "Outliers" button available, is there something wrong?
   a. Despite having less than a 100% overall score, the "OUTLIERS" button is only available when you have less than 100% adherence for the specific data providers (i.e. health plans, PBMs, etc.) that are offering outliers.
   b. A list of data providers who have enabled the Outliers feature is available on the FAQ tab of the EQuIPP website.

3. My overall score is less than 100% for the adherence measures and my score for the specific plan offering outliers is less than 100% but I still don't have an "OUTLIERS" button available, is there something wrong?
   a. Despite having less than a 100% overall score, the "OUTLIERS" button is only available when you have less than 100% adherence for the specific data providers (i.e. health plans, PBMs, etc.) that are offering outliers.
   b. A list of data providers who have enabled the Outliers feature is available on the FAQ tab of the EQuIPP website.
   c. Also keep in mind that outliers are only displayed to users that have pharmacy-level access. If you have access to regional, district, corporate, or health plan access you will not be able to access the Outliers feature.

4. My overall score is 100% for the adherence measures but I still have an "OUTLIERS" button available, is there something wrong?
   a. Due to the different "types" of outliers being currently provided (i.e. Outlier, Late to Refill, First-Fill), there may be some patients that display as "Late to Refill" or "First-Fill". Be sure to look at the "Type" of Outlier that is listed.

5. I have patient outliers in multiple measures, can I view them altogether?
   a. Users can either print or export the patient outlier lists to an Excel spreadsheet format then combine the lists for each measure to review all outliers together.

6. How often are the patient outlier lists in EQuIPP updated?
   a. The patient outlier lists are updated at *least* monthly, concurrent with the release of updated performance data in the EQuIPP dashboards. This occurs approximately the 15th of each month. Certain health plans may provide EQuIPP with an updated outlier list more frequently (i.e. weekly, daily) than monthly. Be sure to check the EQuIPP dashboard and review patient outliers on a regular basis to be determined by your pharmacy team.

7. Can I get paid for performing interventions with the patients in the Outlier list?
   a. No. The performance information that is made available through EQuIPP is done so in an outcomes-focused manner. This means that a set fee-for-service is *not* attached to each Outlier opportunity. The goal of new value-based arrangements is to focus on the attainment of population-level goals. We encourage pharmacists to utilize various MTM vendor lists of patient cases as they may provide payment for interventions through their platform(s).

Pharmacy Quality Solutions works with payer partners to establish programs and strategies that are focused on improving performance on key quality measures or maintaining high levels of performance. Our payer partners are responsible for their specific programs and any payment or incentive that may be associated with participation in the program. Not all payer partners that work with EQuIPP provide incentives as part of their engagement.

Our goal is to keep you and your organization informed about your performance and key opportunities related to the improvement of important quality measures.