



PHARMACY QUALITY SOLUTIONS

Managing Performance Information in a Quality Driven World

A grayscale photograph of a modern office environment. In the foreground, a man with a beard and a checkered shirt is seated at a desk, looking at a computer monitor. The desk is equipped with multiple monitors, a keyboard, and a mouse. In the background, other office workers are visible, some standing and talking, and others seated at desks. The office has large windows and a contemporary design.

## Green Shield Canada / PQS False Outliers Release Communication

### OUTLIERS UPDATE

## **False Outlier Release Instructions**

Pharmacy Quality Solutions continues to work with pharmacies and payors in the Canadian market and we continue to learn and adjust to the intricacies of the Canadian Healthcare system.

On an ongoing basis PQS monitors our Quality measurements and recently we identified some edge cases that have created false positive outliers.

PQS has developed a solution within EQuIPP® for both individual stores managing their information as well as Corporate offices managing their store data.

As stated, these situations are rare and the false positive outlier solutions provided by EQuIPP® is only meant to be used by pharmacies to remove false positive outliers when clear documentation can be provided to support the removal of the patient from the measure. Each time the false outlier indicator is set to “Option 2” under the Primary Barrier section via EQuIPP® My Programs outlier documentation, that pharmacy information will be subject to audit by the payer based on the information provided.

An example of an edge case that could warrant the use of the false positive outlier solution is below.

### **Example.**

Measure-Statin use in Diabetes  
Patient Male age 66

Patient has been receiving eligible diabetic and cholesterol (statin) medication from their pharmacy. Both claims are submitted to the public drug plan (primary payor) for payment but only the diabetic medication claim is subsequently sent to the PQS payor for payment of the remaining amount. The statin claim instead is sent to a non-PQS payor (i.e. loyalty brand card) and as a result no amount is left to send over to the PQS payor (tertiary payor in this specific scenario). As a result, the PQS payor only has record of a diabetic medication claim.

Under the measure rules, a patient taking diabetic medication will be an outlier when a statin claim is absent from the claims data. In the situation described above the result is a false positive outlier in the measure.

## Solution

Green Shield Canada in conjunction with Pharmacy Quality Solutions have enabled a solution for identification and reporting of false positive outliers such as the example above. This solution allows the pharmacy to find that patient as an outlier and complete a series of steps to remove them from the measure. For details on the process, see instructions below.

Note this new procedure is available in the My Programs Tab for pharmacies, it is not available in the Performance dashboard. A similar reporting solution is available for corporate stores via a monthly file. Details of the file format are available through PQS.

## Example of the Available Solution to Pharmacies

In the EQuIPP® dashboard go to the My Programs Tab



Find measure with the false outlier and select outliers



Patient Outliers for Statin Use in Diabetes

[Download this Report](#)

Performance Data Date Range: Jan 2020 - Jul 2020  
Show:

Patient						
Prescription Number	Date of Birth	Designations	Provided By	Type	Status	Action
1260210	08/09/1958		Green Shield Canada	Outlier	Not Started	

Find the patient that is the false outlier and click on action

Action (select all that apply)

Medication history check

Patient consulted

Prescriber consulted

No action - Patient deceased

Primary Barrier (select one)

Previous fill identified, false positive

Previous fill identified, false positive - This false positive reporting will result in removal of the patient from the measure and will be subject to audit by GSC. If you agree to proceed, you are required to submit the following supporting information in the Notes section found at the end of this form: 1) date of dispensing, 2) prescription number, 3) DIN, 4) drug name, 5) dispensed quantity, 6) day supply, 7) payor name.

Clinical contraindication to statin therapy

Unable to identify/contact prescriber

No longer fills at this location - Patient moved or transferred prescription

Outcome (select one)

Filled/Refilled existing prescription

Recommended new therapy, new Rx filled

Recommended new therapy, Not accepted by prescriber

Discontinued, contraindication

Discontinued, not tolerated

Previous fill through other payer

Previous fill through cash program

Temporary change in medication regimen

Not Applicable

Note (Free text box for pharmacy note/tracking purposes only)

Clear Form Cancel **SUBMIT**

Under the primary barrier select the **second option** for *Previous fill identified, false positive*. The first option for *Previous fill identified, false positive* will not remove patient from measure

For a patient to be excluded from the measure, this section **MUST** be completed the following details:  
*For claim(s) dispensed but not sent to the PQS payor, specify*  
 1) date(s) of dispensing  
 2) Prescription #(s)  
 3) DIN #(s)  
 4) drug name  
 5) dispensed quantity  
 6) days' supply  
 7) other payors name (i.e., ODB, Innovicare loyalty card)

Upon pressing the submit button the transaction will be recorded, and the patient will be removed from the measure in the following month's refresh. The information is sent to Green Shield Canada and may subject to audit.

**Important:**

- Pharmacies utilizing this new feature a) may be subject to audit for each patient they remove from a measure, and b) agree to make available to GSC proof of claims paid by other payors to support the false outlier reporting.
- A patient that is removed from a measure will be removed from both 6-Month and Year-to-Date periods for the rest of the year and will reappear the following year.
- A patient that has been removed cannot be added back in by the pharmacy.
- A patient that is removed from the measure prior to the refresh will be reflected in the next month; a patient removed after the refresh will be reflected in 2 months. For example, a patient removed on Sept 1, refresh Sept 15, Patient will be removed in Oct 15 reports. A patient removed Sept 16 will be removed in the Nov 15 refresh.