



PRACTITIONER PERFORMANCE AND SYSTEMS SCORES

P Score	Definition	Action/Follow-up
P0	Care is appropriate.	No action required.
P1	Minor opportunity for improvement. Potential for or actual minor adverse outcome to member.	The reviewer will send a letter and/or secure email to the provider. Response may or may not be required.
P2	Moderate opportunity for improvement and/or care deemed inappropriate. Potential or actual minor or moderate adverse outcome to member.	Send certified letter and secure email to provider of concern, requiring a response. May impose a CAP and/or other interventions.
P3	Significant opportunity for improvement and/or care deemed inappropriate. Potential for or actual significant adverse outcome to member.	ASAP communication by certified letter, secure email and/or direct phone call to provider of concern requiring a response. Requires a CAP and/or other interventions. May be referred to Credentials Committee with recommendations from the PRC.
PUTD	Use whenever the PQI cannot be scored through the usual process.	Referral to Peer Review Organization (PRO) of the Facility of Concern (FOC) or the Provider of Concern (POC). If none identified, may be through direct contact with management of the FOC or with oversight of the POC. Refer to the appropriate licensing entity, if indicated.

S Score	Definition	Action/Follow-up
S0	No system issue.	No action required.
S1	Minor opportunity for improvement. Potential for or actual minor adverse outcome to member.	The reviewer will send a letter and/or secure email to the provider. Response may or may not be required.
S2	Moderate opportunity for improvement and/or care deemed inappropriate. Potential for or actual minor or moderate adverse outcome to member.	Send certified letter and secure email to provider of concern, requiring a response. May impose a CAP and/or other interventions.
S3	Significant opportunity for improvement and/or care deemed inappropriate. Potential for or actual significant adverse outcome to member.	ASAP communication by certified letter, secure email and/or direct phone call to FOC/POC, requiring a a response. Requires a CAP and/or other interventions. May be referred to Credentials Committee with recommendations from the PRC.
SUTD	Use whenever the PQI cannot be scored through the usual process.	Referral to the PRO of the FOC or the system of concern (SOC). If none identified, may require direct contact with management of the FOC or with oversight of the SOC. Refer to the appropriate licensing entity, if indicated.