

January 3, 2022

Dear participating physician:

Care Highlight™ follows the industry standard by establishing physician ratings related to effectiveness and efficiency. Care Highlight physician ratings are determined annually.

Accessing Your Report – Today, we are sharing with you the Care Highlight report based on treatment/therapy services you provided to patients with Humana coverage or Original Medicare (where available). To access your Care Highlight report and physician ratings, use the Clinical Quality and Cost-Efficiency Reports app on Availity Portal, at Availity.com. Sign in to the portal and select “Payer Spaces,” then “Humana.” Next, select “Clinical Quality and Cost-Efficiency Reports” from the list of applications. If the app doesn’t show, contact your Availity administrator for access. For Availity registration tips, visit [Humana.com/PortalRegistration](https://www.humana.com/PortalRegistration).

Request for Clarification/Reconsideration – Please review your report thoroughly to ensure its accuracy. When accessing the report, you will have the opportunity to ask questions about the program and/or submit a request for clarification/reconsideration. **If you choose to request a clarification or reconsideration, it is critical that you send us your request in writing and within 30 calendar days of the date on this letter.** Please submit your clarification/reconsideration request and supporting documents to Humana through the form on Availity. For more information about the clarification/reconsideration process, please review the Physician Effectiveness and Efficiency Manual, which can be found at [www.Humana.com/CareHighlight](https://www.humana.com/CareHighlight).

Public Display of Ratings – Physician ratings will be displayed publicly on Humana’s Find a Doctor tool no sooner than 65 days from the date of this letter and will be specific to your practice’s Tax Identification Number. They will appear in the form of icons next to your listing. For a full description of how the report is compiled, including the measures and methodology used, visit [Humana.com/CareHighlight](https://www.humana.com/CareHighlight).

Humana-covered patients and prospective Humana members use the Find a Doctor tool when searching for an in-network physician. Primary care physicians may use the ratings to guide referrals, and Humana may use them when evaluating physicians for network participation.

If you have questions about this letter, please contact Humana Provider Relations at **800-626-2741**, Monday – Friday, 8 a.m. – 5 p.m., Central time.

Sincerely,



Charles Cox, MD, MPH, MMM
Provider Development - Southeast Division