

### Additional Indicators Definitions

**Patient-Centered Medical Home (PCMH)** - The medical home, also known as the patient centered medical home, is a team based health care delivery mode led by a physician, physician assistant (PA), or nurse practitioner (NP) that provides comprehensive and continuous medical care to patients with the goal of obtaining maximized health outcomes. It provides comprehensive primary care for children, youth and adults and may allow better access to health care, increase member satisfaction and improve health.

**Electronic Medical Records (EMR)** - A digital version of the traditional paper-based medical record for an individual. The EMR represents a patient medical record within a single facility, such as a practitioner office or clinic.

**Wheelchair Accessibility** - Provider office or facility has the facilities to accommodate wheelchair users (i.e. parking, entrances, ramps, restrooms).

**HIV/AIDS Specialty Care** - Provider offers comprehensive care to HIV Positive patients while empowering these patients to make good decisions about their care to promote health and well-being.

**Gold Star Primary Care Physician** - Provider is identified as one of our highest-performing PCPs. These PCPs meet our standards for quality and efficiency based on their performance relative to overall medical cost ratio, emergency department utilization, inpatient admissions, HEDIS compliance rate, and Patient-Centered Medical Homes (PCMH) designation.

**Gold Star OB/GYN** - Provider is identified as an Ob/Gyn that meets the qualification standards for inclusion in the Managed Medical Assistance (“MMA”) Physician Incentive Program (“MPIP”). Qualified MPIP providers demonstrate better performance relative to prenatal and postpartum care.

**Cultural Competency Training** - Provider has training in providing customized health to meet the patient’s social, cultural, and linguistic needs. Health care will be delivered with consideration for each patient’s diverse values, beliefs, and behaviors.

**Translation Services** - Provider office or facility has interpretive services available for any patient who does not speak English.

**Extended Hours** - Provider office or facility offers appointments between 5PM and 8AM local time Monday through Friday, or offers appointments on Saturday, Sunday, or state holidays.