Frequently Asked Questions—from the FPSC web-site

Access Rights/Passwords

Q: I've forgotten my password. How do I get a new one?
A: From the Home page, hover over "member services" and select the "Forgot My Password" option. Simply enter your email address, and your username and new password will be sent to you within a few minutes.

Q: I want to provide access to the FPSC for a new user at my institution. How do I arrange access rights for this individual?
A: You may request this additional access through your institution's FPSC project coordinator. To ensure that the individual should be granted access rights, FPSC staff will verify the person's eligibility through the institutional contact.

Q: How many usernames is my institution offered with its subscription?
A: There is no restriction on the number of users your institution may have.

Data Collection/Transfer

Q: How are data collected from FPSC participants?
A: Participants extract the CPT- and physician-level data directly from their billing systems using a specified file layout (see Operating Guide for the layout). The file is encrypted and transmitted to FPSC staff via FTP (Internet).

Q: The FPSC file layout contains fields of data that have HIPAA implications, like zip code and date of birth. How are we able to avoid HIPAA violations?
A: Each participant signs a business associate agreement that covers the transfer of these types of information. Furthermore, data must be encrypted and sent via FTP, which meet HIPAA requirements for transfers of data. A copy of our encryption software is provided at no charge.

Q: How does the FTP data transfer process work?
A: A secure folder is provided within our network for each participant to send the encrypted data files. FPSC staff is available to train participant staff in the use and nuances of the FTP process.

Q: How often are my data updated?
A: Participants subscribe to the FPSC for one of two levels of service: quarterly or monthly. The majority of participants subscribe to the quarterly option. This means that participants transmit data to the FPSC at the close of each quarter or month, depending on the level of service chosen.

Q: Once data are transmitted to the FPSC, how long will it take for the data to be available online?
A: For established FPSC participants, the validation and posting period generally only takes a couple of weeks from the time we receive your data file at the end of the quarter/month. For new participants, the ramp-up period is a little longer, several weeks to a couple of months, as the initial data extraction process is developed internally and a number of data mapping issues are completed.

FPSC Reports

Q: I'm getting an error when I run a report. Whom should I call?
A: Please contact Jan LaRocco (larocco@uhc.edu or 630/954-1718), FPSC Member Support Specialist, for assistance with any report errors.

Q: I don't see a "Back" button. How can I go back to a previous page?
A: If the "Back" button isn't available on your Web browser, simply click your right-mouse button and select "Back". Note: if you are in the process of creating a report using the reporting tool prompts, the "back" feature may not work. Instead, use the "bread-trail" feature (denoted by the "You are here:" caption) near the top of the page to go back to a particular prompt.

Q: How do I drill to the physician-level for more than one specialty at a time?
A: For all reports except the E&M Analysis and Charge Lag Report, you can right-click over the Division/Specialty column header for more options and select drill to physician name.

Q: What is the Imputed CFTE in the Productivity Summary Report and how is it calculated?
A: The imputed clinical full-time equivalent is a relative measure of a physician's productivity as compared to the selected benchmark value (the default benchmark is the specialty mean value). It is calculated by dividing the actual RVUs generated by the physician by the benchmark value.

Q: What is the Reported CFTE in the Productivity Summary Report and how do I change it for my physicians?
A: The reported clinical full-time equivalent is a value that participants are able to provide for each of their physicians. This is the expected clinical effort of the physician. If values are not provided to the FPSC, the default value of 1.0 is entered in the Reported CFTE column for each physician. Note: some institutions have elected to have 0.0 be the default CFTE value for their physicians.

Q: Since I haven't provided a Reported CFTE value, are the benchmark values calculated incorrectly then?
A: No. There is a separate CFTE-collection process for calculating the specialty-specific benchmarks. The Reported CFTE column is for the participant's use in comparing relative productivity (Imputed CFTE) to expected productivity (Reported CFTE). For more information about CFTE methodologies, please see "Clinical FTE" found on the Home page navigation bar under "benchmark methods".

Q: I appear to be missing some physicians in my reports, and/or I'm seeing physicians from other specialties from my institution in my department/division. How do I correct this?
A: It is not uncommon, especially for new FPSC participants, to have a few physicians mapped to incorrect specialties. It is a very simple process to map physicians to the appropriate specialties. Please notify Jan LaRocco (larocco@uhc.edu or 630/954-1718), FPSC Member Support Specialist, if you find this occurring among your data.

Q: Physicians that left my organization are still appearing in my reports. How can I remove these physicians?
A: Oftentimes, this occurs when some small level of billings is still trickling through or the Reported CFTE value is still 1.0. If you would like to remove physicians appearing in the reports, please contact Jan LaRocco (larocco@uhc.edu or 630/954-1718) and provide the physician name(s) and the date to no longer report the data. For example, if Dr. Timothy Smith left on June 30, 2003, we could begin hiding Dr. Smith in any report after June 30, 2003, if this is the date elected.

Q: How can I save a report that I have run?
A: There are a few options. First, after completing the initial report prompts and the report is generating, you can select the "Add to History List" option. Second, if your report completed before you selected this option, click on the "Report" drop-down menu and select "Add to History List". Finally, you can export the report to Excel or PDF file and save it to your hard drive.