

## HELPING INCREASE ACCESS TO CARE: THE DOCTORS AND CLINICIANS PROFILE PAGES ON THE MEDICARE.GOV COMPARE TOOL

- Since 2010, the Centers for Medicare & Medicaid Services (CMS) has helped improve access to care by providing information to patients and caregivers on the Doctors and Clinicians profile pages on the compare tool on Medicare.gov.
- Health equity is advanced by supporting access to care and ensuring that information on the Medicare.gov compare tool is accessible to all.

### HELPING IMPROVE ACCESS TO CARE

We continue to expand the types of information on Doctors and Clinicians profile pages to help improve access to care, particularly among populations facing access barriers.

#### How can I search for a doctor or clinician?

Users can search for a doctor or clinician by geographic location; filter search results by distance and selected doctor or clinician characteristics; and view practice, performance (if data is available), and other information.

#### What information is available?

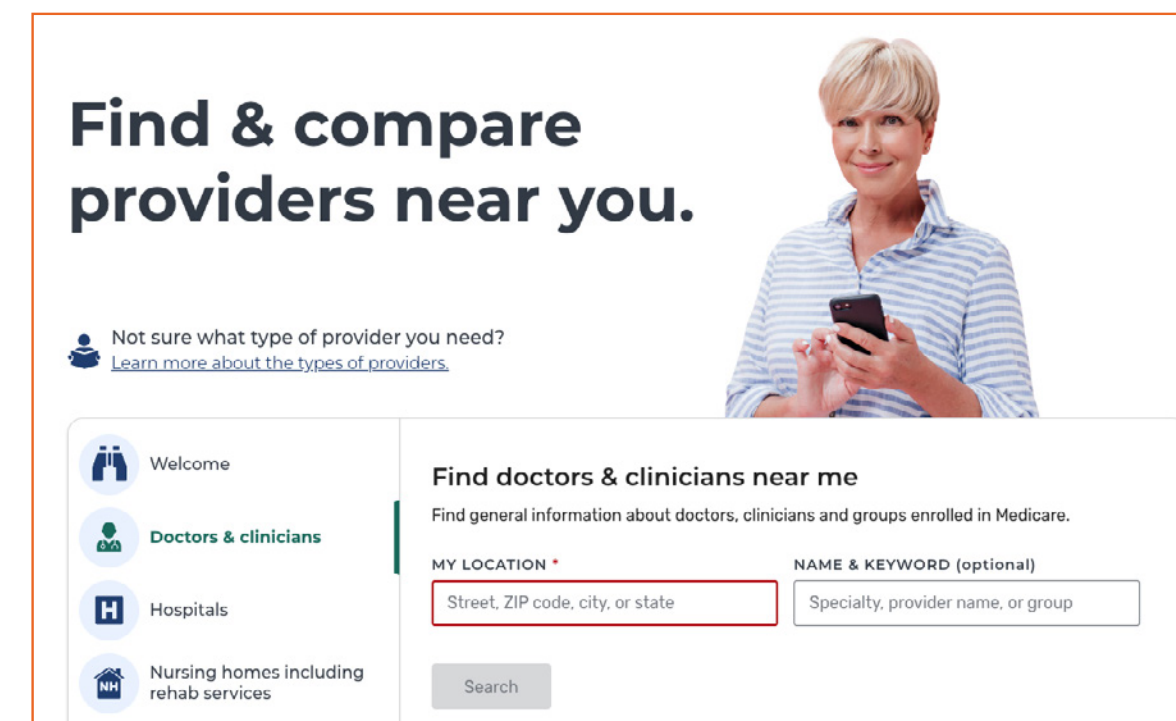
On the Doctors and Clinicians profile pages, users can view:

- **Practice information** such as phone numbers, addresses, specialties, education, board certification, facility affiliations (e.g., hospital), and Alternative Payment Model (APM) participation information
- **Performance information** including a subset of Merit-based Incentive Payment System (MIPS) measure-level star ratings and attestation checkmarks for clinicians, groups, and Accountable Care Organizations (ACOs), if data is available

Doctors and Clinicians profile pages also provide information to help users find providers who:

- Accept **Medicare-approved payment amounts** (i.e., lower out-of-pocket payments)
- Offer services via **telehealth** (i.e., access care without traveling to an office).

Information about payment amounts and the availability of telehealth helps all users access care, and it's **especially valuable to populations facing financial barriers, residing in medically underserved areas, or managing disability**.



### MAKING INFORMATION ACCESSIBLE

We use a robust, health equity-informed approach to ensure that information on Doctors and Clinicians is **accessible to diverse users**. Our approach includes:

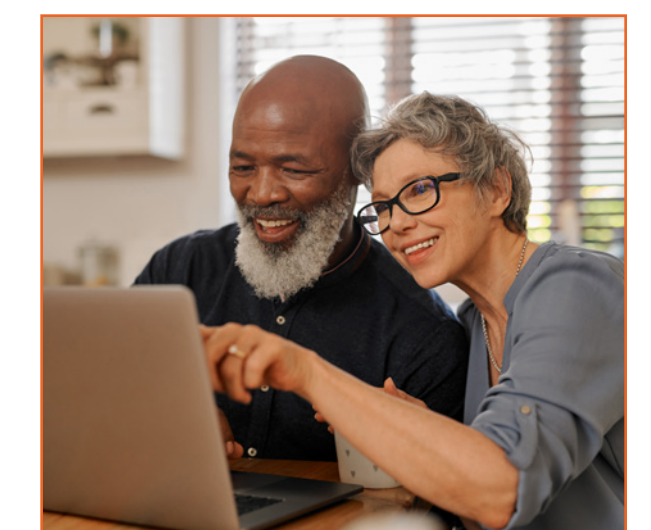
#### Using plain language and graphics

- We use **plain language** to make challenging concepts (e.g., health care quality measures) accessible to users with low literacy.
- We use symbols like star ratings, green checkmarks, and caution signs to aid communication.



#### Conducting user testing with diverse populations

- We support **engagement of underserved populations** in user testing by ensuring modes of testing are accessible, allowing flexible scheduling of testing sessions, and using respondent incentives.
- We include a **diverse mix of testing participants** and ensure that our sample size supports subgroup analyses when appropriate (e.g., rural participants when testing telehealth).



#### Supporting users without internet access

- Patients and caregivers with a **visual impairment or no internet connection** can access the information with the assistance of the 1-800-MEDICARE (1-800-633-4227) helpdesk.
- We routinely coordinate with helpdesk staff to understand the needs of populations who seek information by telephone.



#### Maintaining a Spanish language site

We maintain a Spanish-language version to ensure that information is accessible to Spanish-speaking populations. Available at: <https://es.medicare.gov/care-compare>.

Have questions or feedback about public reporting for doctors and clinicians? Email us at [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov).

Want to learn more about public reporting for doctors and clinicians? Visit the Care Compare: [Doctors and Clinicians Initiative page](#).

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