

COMPLIANCE STATISTICS

Active Physicians

As of July 12, 2021 the New York Physician Profile (NYPP) database contains **110,149** active physicians, of which **93% (102,950)** have submitted profiles. **7,199** have not responded to date, **841** of which are still within the 90-day grace period.

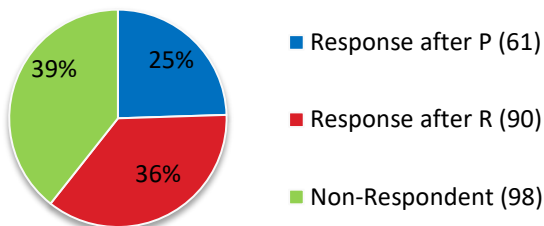
Completion of Initial Profile

When examining the compliance rate of physicians whose 90-day grace period expired in June, **249** initial letters sent on **3/10/2021**, **142** out of **249** physicians responded *within* 90 days and **9** physicians responded after 90 days – making the total number of respondent physicians = **151 (61%)**. The remaining **98** physicians have not responded to date (see *Attachment A* for a list of non-compliant physicians for June).

The pie chart below shows the distribution of physician responses by mailing type. As mentioned above, there were a total of **151** respondent physicians: **61** physicians responded to the (P) Initial Letter (**60** via web, **1** via *hardcopy*), **186** received a (R) Reminder Letter (on **4/13/2021**), and **90** responded to (R) Reminder Letters (**79** via web and **11** via *hardcopy*).

Total via web = **139** Total via *hardcopy* = **12**

Compliance By Mailing



Biennial Update

The following is a summary of the number of physicians who registered their licenses in June. Of these physicians, we provide the number of those who:

- Updated within the specified time periods prior to re-registration and since re-registration
- Those who have not updated their profiles
- Those who have never submitted their initial profiles (non-compliant)

Re-Registered in June	3,160
Non-Compliant	134
9-10 Months	30
7-8 Months	16
1-6 Months	748
On or After Re-registration	241
Did not Update	1991

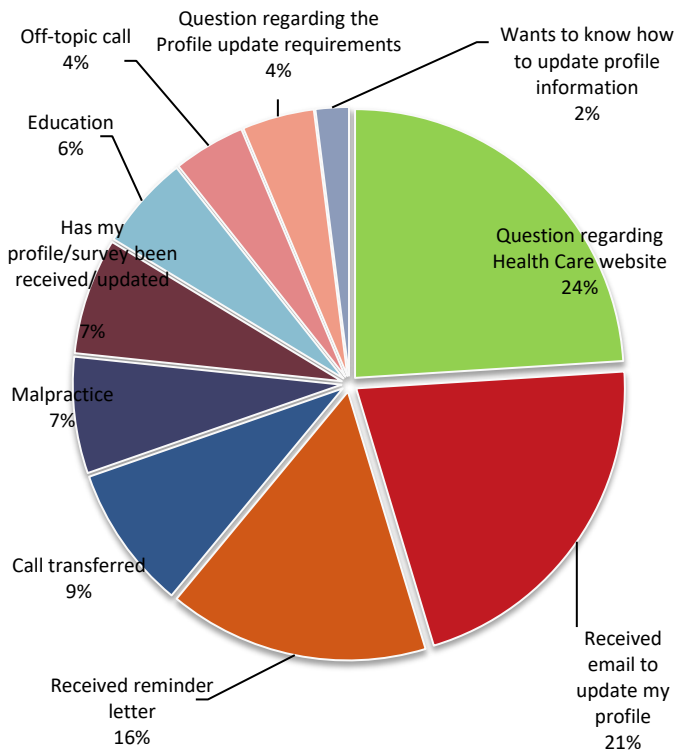
CALL CENTER REPORTS

The Call Center answered **597** calls in June (physicians **485**; consumers **112**). The average talk time was **5 minutes and 9 seconds**, and the abandoned rate was **1.63 %**.

Physician Line

Physician calls accounted for **81% (485)** of all answered calls. Of these calls, the top ten physician call categories are as listed below.

Top 10 Physician Call Reasons



June 2021	
Total Visitors	11,687
Total # of Visits	47,154
Total # of Page Views:	1,905,670
<i>Education</i>	186,694
<i>Legal Actions</i>	15,633
<i>Practice Information</i>	165,613
<i>Professional Activities</i>	7,091
<i>Physician Statement</i>	5,402
<i>Other</i>	1,525,237

Consumer Line

Consumer calls account for **19% (112)** of all answered calls. The majority of calls pertained to:

- Seeking profile information from website
- Physicians calling the Consumer Line

Outbound Calls

The Call Center made **11 outbound** calls with an average talk time of **5 minutes** and **15 seconds**. Outbound calls primarily pertained to:

- Outreach to Physicians (medical malpractice, data verification, profile updates)
- Respond to messages left on voicemail

WEBSITE REPORTS

The chart below breakdowns the June 2021 web statistics by **Visitors, Visits and Page Views**.

Visitors: Correspond to unique visitors, where each unique IP address is counted once toward the total number.

Visits: The number of times the website was visited by the visitors. One visitor can make multiple visits.

Page Views: The number of times a specific page has been viewed.

OUTBOUND MAIL

Mailing Type	Format	Count
(P) Initial Letter	Hardcopy	622
(S) Survey	Hardcopy	106
(V) Review Copy	Hardcopy	65
(R) Reminder Letter	Hardcopy	487
Medical Malpractice Letters	Hardcopy	59
Severity Letters	Hardcopy	21
DV & Data Notification Letters	Hardcopy	2

CALL CENTER PROCESSES

Call Center Activities	Count
Surveys Received	168
Keyed	168
QC'd	168
Documents Indexed	123
E-mail Responses to Physicians	382

Data Verification

The Data Verification CSR performed OPMC daily checks on **24** physicians and mailed out **2** data notification letters.

Medical Malpractice

The Medical Malpractice Department received **102** claims in June – **7** self-reported by physicians and **95** from OPMC.

A breakdown of malpractice claims received/processed to date is:

Outcome of Medical Malpractice Claims	Total
Active Claims in Database	10,175
Claims on the Web	6,726
Claims Did Not Meet Posting Criteria	3,449
Claims Disputed	1
Appeals Received	3
Appeals Denied	0
Appeals Granted	0
Appeals currently pending review	9