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AETNA BETTER HEALTH®

The webinar will begin shortly.

Brian Clark

Diana Charlton

January 2018

"Reducing the burden of medical record review - Preparation for HEDIS 2018"

Dates of webinar offerings:

January 10, 2018   10:00 AM EST

January 17, 2018   3:30 EST

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Housekeeping

- **Mute on/off**

- **Participate**
  - Type Responses in Chat Box to "All Panelists"

- **WebEx Q&A**
  - Send to "All Panelists"

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Our values

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Today's agenda

Agenda

- Description & purpose of HEDIS®

- Medical record review 2018

- Preferred method of record returns

- Closing Gaps via MRR

- Preparation for 2019

- NCQA coding

- Health plan point of contact

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Description & purpose of HEDIS®

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HEDIS®

What does HEDIS® stand for?

Healthcare

Effectiveness

Data and

Information

Set

What is HEDIS®?

HEDIS® (Healthcare Effectiveness Data and Information Set) is:

- Developed and maintained by the National Committee for Quality Assurance (NCQA)

- A standardized way for health plans to document health care services provided to members

HEDIS® 2018 collects data for care given primarily in 2017.

Who uses HEDIS® data?

- The public may use HEDIS ratings when choosing a health plan

- Regulatory bodies may use HEDIS data for accreditation or enrollment purposes

- Provider pay-for-quality programs are often tied to HEDIS scores.

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How is HEDIS® data gathered?

HEDIS® data is collected two ways:

❑ Claims and other administrative data

- Pharmacy

- Labs

- Diagnostics imaging

- Encounters

- Inpatient/ED admissions

- Immunization registries

❑ Medical Record Review
- (Hybrid review)

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Medical record review 2018 (February – May 2018)

Medical record review/collection

❑ List dissemination

- Fax Blast
- Secure Email
- Mail

Question – please type response in the chat box.

What is your practice's preferred method of list dissemination?

Medical record review 2018

Medical record review/collection

❑ Record returns

- Secure Fax/ Email

- Portal Upload

- Remote access / Data share

- Third party copy services

- Mail

- Onsite

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Question – please type response in the chat box.

Which method do you use to submit records during HEDIS®
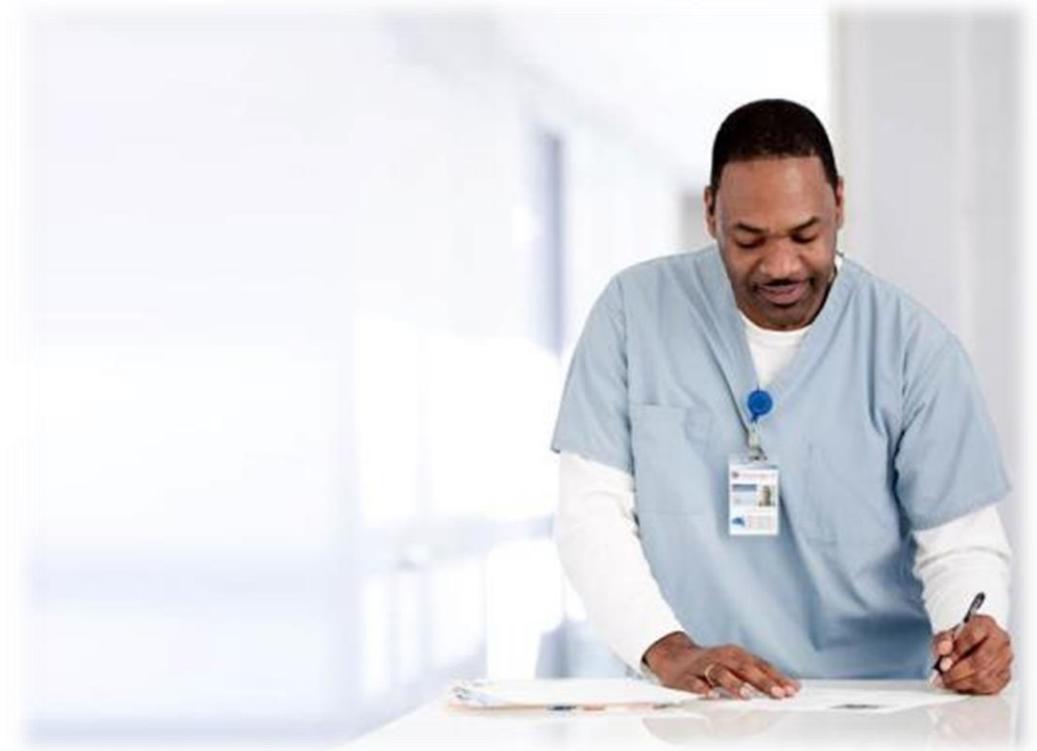
A- Secure Fax/ Email

B- Portal Upload

C- Remote access

D- Third party copy services (CIOX, MRO, RSS)

E- Mail (paper, disc)

F- Onsite

Questions?

Please type any questions that you may have at this time in to the Q/A box.

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Closing gaps via MRR

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HEDIS® Measures Covered Today

Pediatric Measures

- Well Care & Weight Assessment – (AWC, W34, WCC)
- Well Care- (W15)
- Immunizations- (CIS, IMA)

Adult Measures

- Adult BMI Assessment (ABA)
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC)

Women's Health Measures

- Cervical Cancer Screening (CCS)
- Frequency of Ongoing Prenatal Care (FPC)
- Prenatal and postpartum Care (PPC)

Closing HEDIS® Gaps via MRR

❑ What to send for pediatric measures

Well Care & Weight Assessment – AWC; W34; WCC
- Outpatient visits with PCP/Pediatrician in 2017

Well Care- W15
- Outpatient visits from birth with PCP/Pediatrician.

Immunizations- CIS; IMA
- CIS- Immunization record and evidence of lead screening
- IMA- Immunization record

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Closing HEDIS® Gaps via MRR

❑ What to send for adult measures

Adult BMI Assessment - ABA
- 2016 or 2017 progress notes indicating height, weight, BMI

Controlling High Blood Pressure - CBP
- Diagnosis/problem list indicating hypertension
- Progress/office notes from 2016 through 6/30/2017 indicating diagnosis of hypertension
- Documentation showing last blood pressure in 2017

Closing HEDIS® Gaps via MRR

❑ What to send for members with diabetes

Comprehensive Diabetes Care – CDC

- All lab reports for 2017
  - A1c and urine tests for protein
- Documentation showing last blood pressure in 2017
- Medication list for 2017
- Eye exam report from 2016 and 2017

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Closing HEDIS® Gaps via MRR

❑ What to send for women's health measures

Cervical Cancer Screening – CCS

- All PAP reports from 2013-2017
  - Documentation must include the DOS and test results.
- 2013-2017 progress/office notes from PCP or Ob/Gyn visits
  - Notations of refusal of PAP screening or PAP screening DOS and results
- Problem list and past surgical history

FPC and PPC

- All prenatal and postpartum care for deliveries between 11/6/16-11/5/17
  - Labs and progress notes
  - Notation of non-live birth

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Questions?

Please type your question in the
Q/A box.

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Preparation for 2019

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Fully code in 2018 to decrease medical record review burden in 2019

Gaps in Care Report Access
- Provider Report Management Tool
- Tableau

Additional support
- Point of contact
- Monthly webinar
- Educational documents

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Question – please type response in the chat box.

How often do you access your gaps in care reports for member outreach and gaps in care closure?

A - Weekly

B - Monthly

C - Quarterly

D – Rarely or never

E - I don't know how to access our gaps in care reports

NCQA Coding Tips

NCQA Coding Tips

Fully coding on claims

- Reduces the burden of medical record requests during HEDIS season.

NCQA Coding Tips

Closing gaps through coding in 2018

Breast Cancer Screening (BCS)

Test	Code Class	Codes
Mammography	CPT	77055-77057; 77061-77063; 77065-77067
Mammography	HCPCs	G0202; G0204; G02026

Chlamydia Screening (CHL)

Test	Code Class	Codes
Chlamydia Test	CPT	87110; 87270; 87320, 87490-87492; 87810

Follow-up Care for Children Prescribed ADHD Medication

Visit Type	Code Class	Codes
ADD Stand Alone Visits	CPT	96150- 96154, 98960- 98962, 99078, 99201- 99205

NCQA Coding Tips

☐ Closing gaps through coding in 2018

Well Care

Visit	Code Class	Codes
Well-care	CPT	99381-99385,99391-99395, 99461

ABA (Adult BMI assessment)

Test	Code Class	Codes
BMI Value	ICD-10	Z68.1; Z68.20- Z68.29; Z68.30- Z68.39; Z68.41- Z68.45

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NCQA Coding Tips

❑ Closing gaps through coding in 2018

WCC (Weight assessment and counseling for nutrition and physical activity for children/adolescents)

Test	Code Class	Codes
BMI Percentile	ICD-10	Z68.51-Z68.54
Nutrition Counseling	CPT	97802-97804
Physical Activity Counseling	HCPCs	G0447; S9451

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NCQA Coding Tips

☐ Closing gaps through coding in 2018

CDC (Comprehensive Diabetes Care)

Test	Code Class	Codes
HbA1c Tests	CPT	83036; 83037
HbA1c Results	CPT	3044F; 3045F; 3046F
Urine Protein	CPT	82042; 82043; 82044; 84156; 3060F; 3061F

CCS (Cervical Cancer Screening) ICD 10 diagnosis code will not count if submitted alone. ICD 10 diagnosis code must be accompanied by CPT code from the lab.

Test	Code Class	Codes
Cervical Cytology	CPT	88141, 88142, 88143, 88147, 88148, 88150
HPV Tests	CPT	87620, 87621, 87622
Absence of cervix	CPT	59125, 56308, 57540, 57545

NCQA Coding Tips

☐ Closing gaps through coding in 2018

Maternity

(FPC) - Frequency of ongoing prenatal care

✓ Retired HEDIS measure (some states may require FPC as a performance measure)

(PPC) – Prenatal and postpartum care

Visit Type	Code Class	Codes
Standalone prenatal visit	CPT	99500; 0500F; 0501F; 0502F
Postpartum visit	CPT	57170; 58300; 59430; 99501; 0503F

Questions?

Please type your question in the
Q/A box.

End of Webinar Q/A

How to access your health plan point of contact

- **Utilize the Q/A box now!**

- **Type in your name, your comment/question, your state, county, and your email to "All Panelists"**

- **Someone will be in touch with you within 24 hours after the Webinar**

Who is my point of contact in my state?

Point of contact by state

- Florida
  - **Michelle Delarosa**
  - Health Care Quality Management Consultant (DelarosaM1@aetna.com)

- Texas
  - **Joanna Rhodes** (RhodesJH@aetna.com)
  - TXProviderEnrollment@aetna.com
  - Director Provider Relations

Who is my point of contact in my state?

- Pennsylvania
  - **Diana Charlton**
  - Quality Management Nurse Consultant (CharltonD@AETNA.com)

- Louisiana
  - **Frank Vanderstappen**
  - Manager Health Care QM (VanderstappenF@aetna.com)

- Kentucky
  - **Kathy Recktenwald**
  - Quality Management Nurse Consultant (kmrecktenwal@aetna.com)

Who is my point of contact in my state?

- Ohio

- **Sara Landes**

- Director Quality Management (LandesS1@aetna.com)

- **Valerie Smith**

- HEDIS Manager (SmithV4@aetna.com)

- Michigan

- **Dante' Gray**

- Manager Health Care Quality Management (dagray@aetna.com)

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Who is my point of contact in my state?

- Illinois
- Anya Alcazar
- Director Quality Management AlcazarA@aetna.com

- Maryland
- Donald Miller
- Health Care QM manager (MillerIiiD@aetna.com)

- New Jersey
- Sami Widdi
- Health Care Quality HEDIS manager (WiddiS@aetna.com)

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Next month's webinar

"HEDIS measures of care affecting 21 and older male and female members"

Two offerings: morning and afternoon

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Thank you for attending today's Webinar

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