



We're in this together:
Quality Health Care

2017–2018 Star Measures At-A-Glance Guide

This guide alerts you to important preventive care and services that you can provide to patients to help boost Star Ratings.

At Easy Choice, we value everything you do to deliver quality care to our members – your patients – to make sure they have a positive health care experience. That’s why we’re emphasizing significant new measures that will impact 2017-2018 Star Ratings in the At-A-Glance Guide below. You can do even more to improve Star Ratings by encouraging patients to have preventive health care visits, screenings and tests, educating them about medication adherence and side effects, and reaching out to those who do not comply with their care plan.

Quality care is a team effort. Thank you for playing a starring role!

Measure	Provider Actions	Sample Codes Used*
<p>Hospitalization for Potentially Preventable Complications (HPC) Rate of discharges for ambulatory care sensitive conditions (ACSC) per 1,000 members and the risk-adjusted ratio of observed to expected discharges for ACSC by chronic and acute conditions. (Lower rate reflects better performance.) An ambulatory care sensitive condition includes:</p> <ul style="list-style-type: none"> Chronic ACSC: <ul style="list-style-type: none"> Diabetes short-term complications Diabetes long-term complications Uncontrolled diabetes Lower-extremity amputation among patients with diabetes COPD Asthma Hypertension Heart failure Acute ACSC: <ul style="list-style-type: none"> Bacterial pneumonia Urinary tract infection Cellulitis Pressure ulcer <p><i>Performed: Jan. 1–Dec. 31</i> Age: 67 years and older *STAR Weight: 1</p>	<p><i>Ensure appropriate access to care</i></p> <ul style="list-style-type: none"> Evaluate office wait times Offer open access appointments Offer evening and weekend appointments Evaluate and assist with patient transportation needs Provide comprehensive services at one primary location (i.e., lab and diagnostics) <p><i>Provide high-quality care coordination</i></p> <ul style="list-style-type: none"> Identify patient’s needs and preferences Organize patient care activities Share information among all participants involved in your patient’s care (at the right time to the right people) Assist with care transitions <p><i>Focus on chronic disease self-management for the patient</i></p> <ul style="list-style-type: none"> For CM Referrals, please call Customer Service at 1-866-999-3945 <p><i>Connect patient to community resources</i></p> <ul style="list-style-type: none"> For CommUnity Assistance Line, please contact 1-866-775-2192 	<p>Intentionally left blank</p>

*Indicates STAR Measures. *Please refer to the Adult or Behavioral Health Resource Guide for additional information. Reimbursement for these services is in accordance with the terms and conditions of your provider agreement. Coding is in accordance with the current HEDIS® Guidelines & Specifications; please use most recent CPT, HCPCS, or ICD-10 codes. HEDIS® is a registered trade mark of the National Committee for Quality Assurance (NCQA). *Please refer to the Pediatric or Behavioral Health Resource Guide for additional information.



Measure	Provider Actions	Sample Codes Used*
<p>Statin Therapy for Patients with Cardiovascular Disease (SPC)</p> <p>Those identified as having atherosclerotic cardiovascular disease (ASCVD) and have met the following criteria:</p> <ul style="list-style-type: none"> • Received Statin Therapy. Members who were dispensed at least one high- or moderate-intensity statin medication during the measurement year. • Statin Adherence 80%. Members who remained on a high- or moderate-intensity statin medication for at least 80% of the treatment period. <p><i>Performed: Jan. 1–Dec. 31</i> Ages: Males 21–75 & Females 40–75 *STAR Weight: 1</p>	<ul style="list-style-type: none"> • Select lowest tier medication on formulary that will treat the patient – Visit www.wellcare.com to utilize our formulary search tool • Consider prescribing the medication electronically to the patient's pharmacy of choice • Make it easier for the patient to adhere to treatment by suggesting a 90-day supply, mail order or auto-refills – especially for patients stable on therapy. • Assess health literacy to determine need for additional support in medication management • Educate the member on the role the medication plays in their disease process and what to do if they experience a side effect • Focus on chronic disease self-management for the patient <ul style="list-style-type: none"> – For CM Referrals, please call Customer Service at 1-866-999-3945 – Connect patient to community resources – For CommUnity Assistance Line, please contact 1-866-775-2192 <p>For Providers engaged in RxEffect:</p> <p>RxEffect FAQ https://s3.amazonaws.com/rxeffect/wellcare/pdf/WellCare%2BFAQ%2BUpdate-5+8+17.pdf</p> <p>For Providers not yet engaged in RxEffect:</p> <p>RxEffect Overview https://s3.amazonaws.com/rxeffect/wellcare/pdf/RxE%2BQuick%2BGuide%2BWC+1+8+17.pdf</p> <p><i>Why you should use RxEffect?</i></p> <ul style="list-style-type: none"> • Providers may not always have insight into how compliant their patients are with their medications once they leave the office • RxEffect can be insightful for providers to see whether or not their patients are filling their prescriptions • If patients are not taking their medications as prescribed, this could lead to short-term and long-term complications such as strokes and heart attacks • Use of RxEffect can help practices perform better on quality measures and drive Star Ratings • RxEffect can help improve the member experience (CAHPS®) by providing real time data to the prescriber, allowing for timely, meaningful discussions on medication management. 	<p>During the measurement year, patients were dispensed high- or moderate-intensity statin medications:</p> <p>Please refer to HEDIS® 2017 Final NDC Lists</p> <p>www.ncqa.org/hedis-quality-measurement/hedis-measures/hedis-2017/hedis-2017-ndc-license/hedis-2017-final-ndc-lists</p> <p>Table SPC-B: High- and Moderate-Intensity Statin Medications</p>

	Measure	Provider Actions	Sample Codes Used*
Part D Effectiveness of Care: Medication Management	<p>Statin Use in Persons with Diabetes (SUPD) Those who were dispensed at least two diabetes medication fills who received a statin medication fill during the measurement period.</p> <p><i>Performed: Jan. 1–Dec. 31</i> Ages: 4 –75</p> <p>*STAR Weight: 1</p>	<ul style="list-style-type: none"> • Select lowest tier medication on formulary that will treat the patient – Visit www.wellcare.com to utilize our formulary search tool • Consider prescribing the medication electronically to the patient’s pharmacy of choice • Make it easier for the patient to adhere to treatment by suggesting a 90-day supply, mail order or auto-refills – especially for patients stable on therapy. • Assess health literacy to determine need for additional support in medication management • Educate the member on the role the medication plays in their disease process and what to do if they experience a side effect • Focus on chronic disease self-management for the patient <ul style="list-style-type: none"> – For CM Referrals, please call Customer Service at 1-866-999-3945 • Connect patient to community resources <ul style="list-style-type: none"> – For CommUnity Assistance Line, please contact 1-866-775-2192 <p><i>For Providers engaged in RxEffect:</i> RxEffect FAQ https://s3.amazonaws.com/rxeffect/wellcare/pdf/WellCare%2BFAQ%2BUpdate-5+8+17.pdf</p> <p><i>For Providers not yet engaged in RxEffect:</i> RxEffect Overview https://s3.amazonaws.com/rxeffect/wellcare/pdf/RxE%2BQuick%2BGuide%2BWVC+1+8+17.pdf</p> <p><i>Why you should use RxEffect?</i></p> <ul style="list-style-type: none"> • Providers may not always have insight into how compliant their patients are with their medications once they leave the office • RxEffect can be insightful for providers to see whether or not their patients are filling their prescriptions • If patients are not taking their medications as prescribed, this could lead to short-term and long-term complications such as strokes and heart attacks • Use of RxEffect can help practices perform better on quality measures and drive Star Ratings • RxEffect can help improve the member experience (CAHPS®) by providing real time data to the prescriber, allowing for timely, meaningful discussions on medication management. 	<p>A claim for at least one statin medication of any intensity: Please refer to HEDIS® 2017 Final NDC Lists www.ncqa.org/hedis-quality-measurement/hedis-measures/hedis-2017/hedis-2017-ndc-license/hedis-2017-final-ndc-lists</p> <p>Table SPD-A: High-, Moderate-, and Low-Intensity Statin Prescriptions</p>
	<p>Medication Reconciliation Post-Discharge (MRP) Those whose medications were reconciled the date of discharge through 30 days after discharge (31 total days).</p> <p>Medical Reconciliation: A type of review in which the discharge medications are reconciled with the most recent medication list in the outpatient medical record.</p> <p><i>Performed: Date of Discharge</i> Ages: 18 years of age and older</p> <p>*STAR Weight: 1</p>	<ul style="list-style-type: none"> • Outreach to your patient and see them within 30 days of discharge • Document in the patient’s chart indicating: <ul style="list-style-type: none"> – Patient’s discharge medications were reviewed with the current outpatient medications and/or – No medications were prescribed upon discharge • Submit a claim to Easy Choice for the services noted above 	<p>CPT: 99495, 99496, 1111F</p>

	Measure	Provider Actions	Sample Codes Used*
Effectiveness of Care: Utilization	<p>Plan All-Cause Readmissions (PCR) Those with an acute inpatient stay during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission. (Lower rate reflects better performance.)</p> <ul style="list-style-type: none"> Count of Index Hospital Stays (IHS) (denominator) Count of 30-day readmissions (numerator) Average adjusted probability of readmission <p>Ages: 18 years and older as of the Index Discharge Date *STAR Weight: 3</p>	<p><i>Post-Discharge</i></p> <ul style="list-style-type: none"> Outreach to your patient and see them within 7 days of discharge Reconcile current and discharge medications when applicable If medications are prescribed, provide education to the patient including side effects, importance of adherence, etc. <p><i>Provide high-quality care coordination</i></p> <ul style="list-style-type: none"> Identify patient's needs and preferences Organize patient care activities Share information among all participants involved in your patient's care (at the right time to the right people) Assist with care transitions <p><i>Focus on chronic disease self-management for the patient</i></p> <ul style="list-style-type: none"> For CM Referrals, please call Customer Service at 1-866-999-3945 <p><i>Connect patient to community resources</i></p> <ul style="list-style-type: none"> For CommUnity Assistance Line, please contact 1-866-775-2192 	Intentionally left blank
Health Outcomes Survey (HOS)	<p>Improving Bladder Control Those who reported having a urine leakage problem in the past six months and who received treatment for their current urine leakage problem</p> <p>*STAR Weight: 1</p>	<p>Overactive bladder issues are often underreported by patients. Be sure to:</p> <ul style="list-style-type: none"> Encourage your patient to inform you if they have any urine leakage issues <ul style="list-style-type: none"> Ask your patient if bladder control is a problem If so, ask if it interferes with sleep or daily activities Gather a complete medical history and physical examination Provide education on bladder control issues and treatment options Evaluate ongoing symptoms to determine best course of treatment 	Intentionally left blank