

CLOSING HEDIS-BASED CARE GAPS, VIRTUALLY

Reference Guide for Medicare Providers

Now more than ever, it's important to know how your practice can positively impact HEDIS measures in-person *and* virtually – via telehealth, telephone and e-visit appointments.

Cigna supports you and your Medicare patients by providing up-to-date HEDIS data and resources to help close gaps, improve patient care and positively impact overall Star Quality Ratings.

Please use this Reference Guide to know which HEDIS measures can – and cannot – be completed during telehealth appointments. And as always, thank you for your unwavering commitment to improving quality of care.

What is HEDIS?

The Healthcare Effectiveness Data and Information Set (HEDIS) is a group of performance metrics that rate provider compliance related to preventive screenings and clinical activities.

Based on claims, medical records and lab data, HEDIS results are calculated by health plans and reported to the National Committee for Quality Assurance (NCQA).

HEDIS measures that can be completed during telehealth visits:

- › **Controlling High Blood Pressure** – Patient-reported blood pressure readings taken with a digital device may be documented in the medical record and used as a basis for advice and prescriptive treatment.
- › **Transitions of Care** (including Medication Reconciliation) – This gap can be closed by completing the following:
 - Notification of admission to the PCP on day of or two days after admission
 - Receipt of discharge information by the PCP on the day of or two days after discharge
 - Patient engagement within 30 days post-discharge (can be by telephone, telehealth, or e-visit)
 - Medication reconciliation within 30 days post-discharge (the patient does not have to be present).
- › **Care of Older Adults:**
 - **Functional Status Assessment** – Documentation of at least 5 ADLs, 4 IADLs, or completion of a standardized functional status assessment tool anytime in the current year. CPT II 1170F can be used to identify a completed Functional Status Assessment.
 - **Medication Review** – Medication list present in the medical record along with evidence of medication review conducted by a pharmacist or prescribing practitioner anytime in the current year. CPT II 1159F and 1160F can be used together to identify medication list and a completed medication review. The patient does not have to be present or involved in the medication review process.
 - **Pain Assessment** – Documentation that patient was assessed for pain anytime in the current year. CPT II 1125F or 1126F can be used to identify a completed Pain Assessment.

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- › **Osteoporosis Management** – Eligible patients are prescribed an osteoporosis medication, if appropriate for the patient.
- › **Statin Therapy for Patients with Cardiovascular Disease** – Eligible patients are prescribed a statin medication, if appropriate for the patient.
- › **Comprehensive Diabetes Care:**
 - **Nephropathy Monitoring** – Eligible patients are prescribed an ACE/ARB medication, when appropriate for the patient.



Questions about telehealth? Contact your Cigna Network Operations Representative

HEDIS measures that cannot be completed during telehealth visits:

- › **Breast Cancer Screening** – Mammogram must occur every 2 years. Appropriate coding for bilateral or two unilateral mastectomies excludes patients from this HEDIS measure.
- › **Cardiac Rehabilitation** – Patients with a qualifying cardiac event must have four rates reported for this measure:
 - Initiation – 2 sessions within 30 days
 - Engagement 1 – 12 sessions within 90 days
 - Engagement 2 – 24 sessions within 180 days
 - Achievement – 36 sessions within 180 days
- › **Comprehensive Diabetes Care:**
 - **Eye Exam** – Retinal eye exam completed anytime in the current year; or retinal eye exam with evidence of negative retinopathy completed in the prior year. Any provider can submit one of the following CPT II codes indicating eye exam and retinopathy status: 2022F, 2023F, 2024F, 2025F, 2026F, 2033F, 3072F
 - **A1c Control** – Lab test for HbA1c must occur anytime during current year. Providing diabetes education to patients who have A1c values > 9% could help with diabetes management.
- › **Colorectal Cancer Screening** – Evidence of one of the following screenings: colonoscopy in the past 10 years; Flex Sig /CT 5 Years; Cologuard (FitDNA) in the past 3 years; or FOBT in the current year.
 - Customers may be eligible for mail-in FitDNA or FOBT.

