

HEDIS Alert



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Tips to improve Adult Access to Primary Care (ages 20-44 years)

1. IVR calls and/or Text messaging to non-compliant members.

- a. Login to CHG's web portal and download your HEDIS gap in care report. If you are having difficulty downloading your report, please contact Gabriela Rubalcava or Adrian Arce.
- b. Filter the report for HEDIS measure Adult Access to Primary Care- 20-44 years.
- c. Import HEDIS gap in care report into your IVR call or text message system.
 - i. Texting vendors used by some providers: CareMessage, ConsejoSano,
- d. Initiate calls/texts.
- e. Document call/text in the member's electronic medical record.
- f. For members who are not yet registered, create an account so you may record all outreach attempts.

2. Postcard

- a. After IVR or live calls are completed, send a postcard to members.
- b. Postcards reinforce outreach attempts.



Sample postcard

3. Prioritize your non-compliant list

- a. Download your non-compliant list from CHG's web portal (HEDIS gap in care report).
- b. Based on your medical record, determine the most recent PCP visit for each member.
 - i. Work with your IT team avoid a manual look-up for each member.
- c. Sort your list of non-compliant members by
 - i. No visit ever
 - ii. Most recent visit was prior to January 1, 2016
 - iii. Most recent visit in 2016
- d. Focus on members with no visit at all and those with a visit prior to January 1, 2016.



4. New members

- a. CHG's web portal allows provider to view and download their new member listings
- b. New member listings are refreshed on the first of the month and have a 12-month rolling history.
- c. All new members must have a complete initial health assessment.
 - i. Medi-Cal members must have IHA and IHEBA within 120 days of enrolment
 - ii. Cal MediConnect members must have IHA and IHEBA within 90 days of enrollment.
- d. Always document your outreach attempts.
- e. Always complete the Staying Healthy Assessment (SHA) form. Link to forms: <http://www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthy.aspx>
- f. Ensure your billing team uses the appropriate codes document the IHA and IHEBA.
 - i. New Patient code: 99381 – 99387 or
 - ii. Established Patient code: 99391 – 99397 AND
 - iii. 96160 for IHEBA (SHA Form)

5. Incentives

- a. Offer member incentives to motivate members to make an appointment.
- b. Track incentive and success of intervention.
- c. Ensure gift cards cannot be used to purchase alcohol or tobacco.

6. Encounters

- a. Ensure all encounters are submitted timely to CHG.
- b. Submit encounters no later than 30 days of date of service.
- c. Timely submission of encounters avoid delays in your HEDIS gaps in care reports.
- d. Have a designated team member responsible for oversight of encounters.
- e. Verify your encounter rejection reports are being worked! Correct and re-submitted all rejected encounters.
- f. Verify your billing department is using the appropriate HEDIS codes to close gaps in care. Refer to our HEDIS reference guide

7. EMR access

- a. Partner with CHG to allow remote access to your EMR system to reduce the administrative burden for your staff.
- b. Contact Gabriela Rubalcava or Adrian Arce to coordinate access.
- c. CHG is knowledgeable on the following EMR platforms; eClinical, NextGen, Epic, Intergy, Success EHS, Practice Fusion, and Athena.
- d. CHG staff is trained annually on HIPPA.
- e. CHG has BAA on file for all contracted providers

8. Timing

- a. Consider the member's work/school schedule as a barrier to the visit.
- b. Offer extended evening or weekend hours.

9. Exclusions- report to CHG if a member meets any of these exclusions:

- a. Other Health Coverage
 - i. Send member info and other insurance information to Enrollment Manager; Judith Fernandez (jferna@chgsd.com).
 - ii. Allow 3-4 weeks for member to be removed from the HEDIS gap in care reports.



- b. Members who live outside of San Diego County to CHG.
 - i. Send member info and other insurance information to Enrollment Manager; Judith Fernandez (jferna@chgsd.com)
- c. Members in hospice.
 - i. Report member information to Gabriela Rubalcava or Adrian Arce.
 - ii. Allow 3-4 weeks for member to be removed from the HEDIS gap in care reports.

10. College students

- a. Target college age members before semester begins and schedule exams.
- b. Typical college/university student age is between 20-29 years.
- c. Perform outreach from June to August.
- d. Important to target this age band before these students move to another county/state.
- e. If member is unable to schedule an appointment, ask if they were seen on campus and request a copy of the medical record.

If you have any questions or need assistance, please do not hesitate to contact:

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