



# Quality Improvement – Clinical Quality Team

Monthly Jam Session and Tech Spec Series

# Introduction



The QI Clinical Quality Team has interpreted and broken down the Measurement Year (MY) 2023 Technical Specifications.

They then organized them in a way to make them informative, interesting and in some cases, they even made learning HEDIS and Risk **FUN!!**

This year we are excited to add two new sessions to our series!

▶ HEDIS 101 & Provider Resources

- <https://healthplanofnevada.com/Provider/HEDIS-Measures>

▶ Risk Adjustment 101:

- Risk Adjustment Factor (RAF)
- Risk Adjustment Data Validation (RADV)

# HEDIS® Lunch & Learn Series



## 2023 Monthly Jam Session and Tech Spec Series

- ▶ ~~June 14: HEDIS 101 & Provider Resources (*new offering*)~~
- ▶ ~~July 12: Coding and Closing Gaps in Care~~
- ▶ ~~August 9: Pregnancy and Pediatric Measures~~
- ▶ ~~September 13: Behavioral Health Measures~~
- ▶ **October 11: Adult Measures**
- ▶ **November 8: Risk Adjustment 101; RAF and RADV (*new offering*)**

**For more information or to receive the link to attend, email  
Cheri.Levine@uhc.com**

# Introduction



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UnitedHealthcare-Nevada Market

# Adult Measures



Colorectal Cancer screening (COL)  
Controlling High Blood Pressure (CBP)

**Replacing Comprehensive Diabetes Care (CDC)**  
Glycemic Status Assessment for Patients with Diabetes (GSD)  
Blood Pressure Control for Patients with Diabetes (BPD)  
Eye Exam for Patients with Diabetes (EED)

Cervical Cancer Screening (CCS)

# Colorectal Screening (COL)

## Colorectal cancer

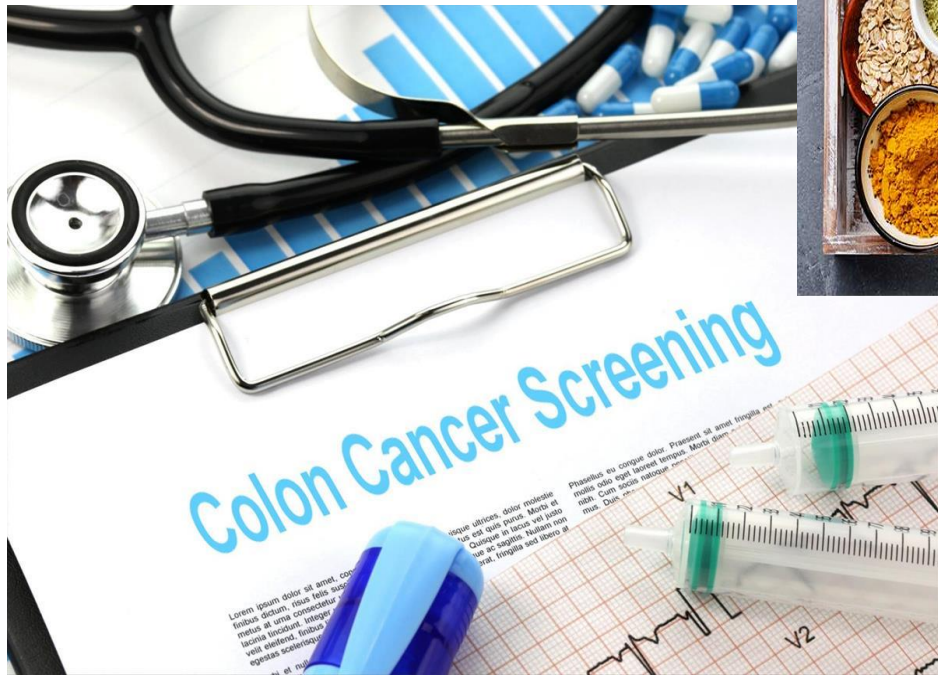
- 3<sup>rd</sup> most common cancer
- 2<sup>nd</sup> leading cause- cancer deaths
- Overall lifetime risk- 1 in 21 for men and 1 in 23 for women

### 2023 Colorectal Cancer Estimates

**153,020 new cases**  
**52,550 deaths**



# Colorectal Screening (COL)



- ▶ Education
- ▶ Diet
- ▶ Lifestyle Choices
- ▶ Early Screening

# Colorectal Screening (COL)

Commercial, Medicaid, and Medicare  
45-75 years of age

Colonoscopy

Flexible  
Sigmoidoscopy

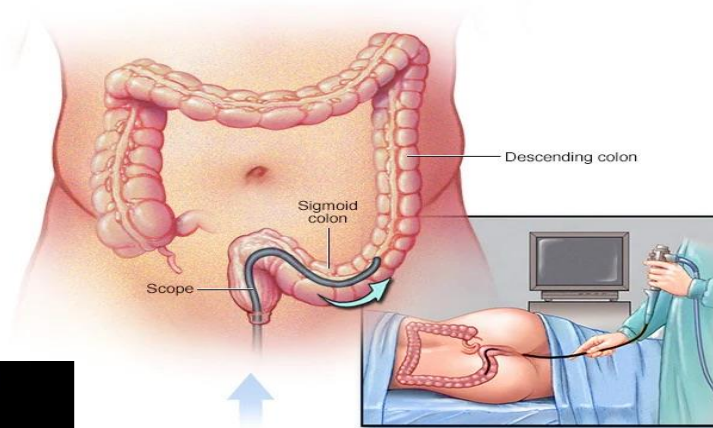
CT  
Colonography

FIT-DNA  
Cologuard

FOBT (FIT IA)



# Colorectal Screening (COL)



## Colonoscopy

- Prep needed
- Sample collection
- Most accurate

## Flexible Sigmoidoscopy

- Requires prep
- Sample collection
- Examines rectum and sigmoid colon only

## CT Colonography

- Prep needed
- Less uncomfortable and invasive



# Colorectal Screening (COL)

**FIT-DNA Cologuard**  
Stool specimen; can be completed at home  
Detects cancerous DNA  
No prep needed

**FOBT/FIT**  
Stool specimen  
Detects blood



# Colorectal Screening (COL)

**Pathology Reports**  
Indicates procedure performed  
Results

**Self-Reporting**  
Real time audio/visual visits  
Telephone  
E-visits  
Online-assessments

## Compliance



# Colorectal Screening (COL)

## Non-Compliant Documentation

C-scope  
CSP/Colon  
Colo

Partial  
Colectomy

Colonoscopy  
UTD

Stool  
Sample  
taken by  
DRE

Screening colonoscopy was performed (V76.51)

Colonoscopy  
Due 2028

FIT/FOBT  
Cologuard-No  
result for compliant  
year

Colorectal cancer screening results documented and reviewed 6.2010

# Colorectal Screening (COL)

## Compliant Documentation

a. When was the last time you had the following tests performed? (please check all that apply)

	Past Year	2 Years	10 years	Never
Colonoscopy		2014		
Routine Physical		2014		
Eye Exam		2014		
Breathing Test		2014		
Bone Density				
Cholesterol Check		2014		
Flu Shot				
Pneumonia Vaccine		2014		
<b>Women's Health</b>				
Mammogram		2014 (2yrs)		
PAP Smear		2014 (2yrs)		

# Colorectal Screening (COL)

## Appropriate Documentation

### PSH

1. History of Tonsillectomy
2. History of Total Abdominal Colectomy

Members in hospice or using hospice services anytime during the measurement year (MY) are excluded.

# Colorectal Screening (COL)

## Tips and Best Practices to Close the Gaps in Care

- Always include a date of service.
- Submit codes to show history of colorectal cancer malignancy (Z85.038 and Z85.048).
- Member refusal will not make them ineligible for the measure.
- DRE or FOBT performed in the office setting will not meet compliance.

# Controlling Blood Pressure (CBP)

47% or 116 million with high blood pressure

Hypertension was the leading cause of 691,095 deaths (2021)



Only 1 in 4 adults (24%) with hypertension is well-controlled

Costs- \$131 billion annually



# Controlling Blood Pressure (CBP)

Commercial, Medicaid, Medicare

The Percentage Of Members Ages 18-85 Who

Had A Diagnosis Of Hypertension and

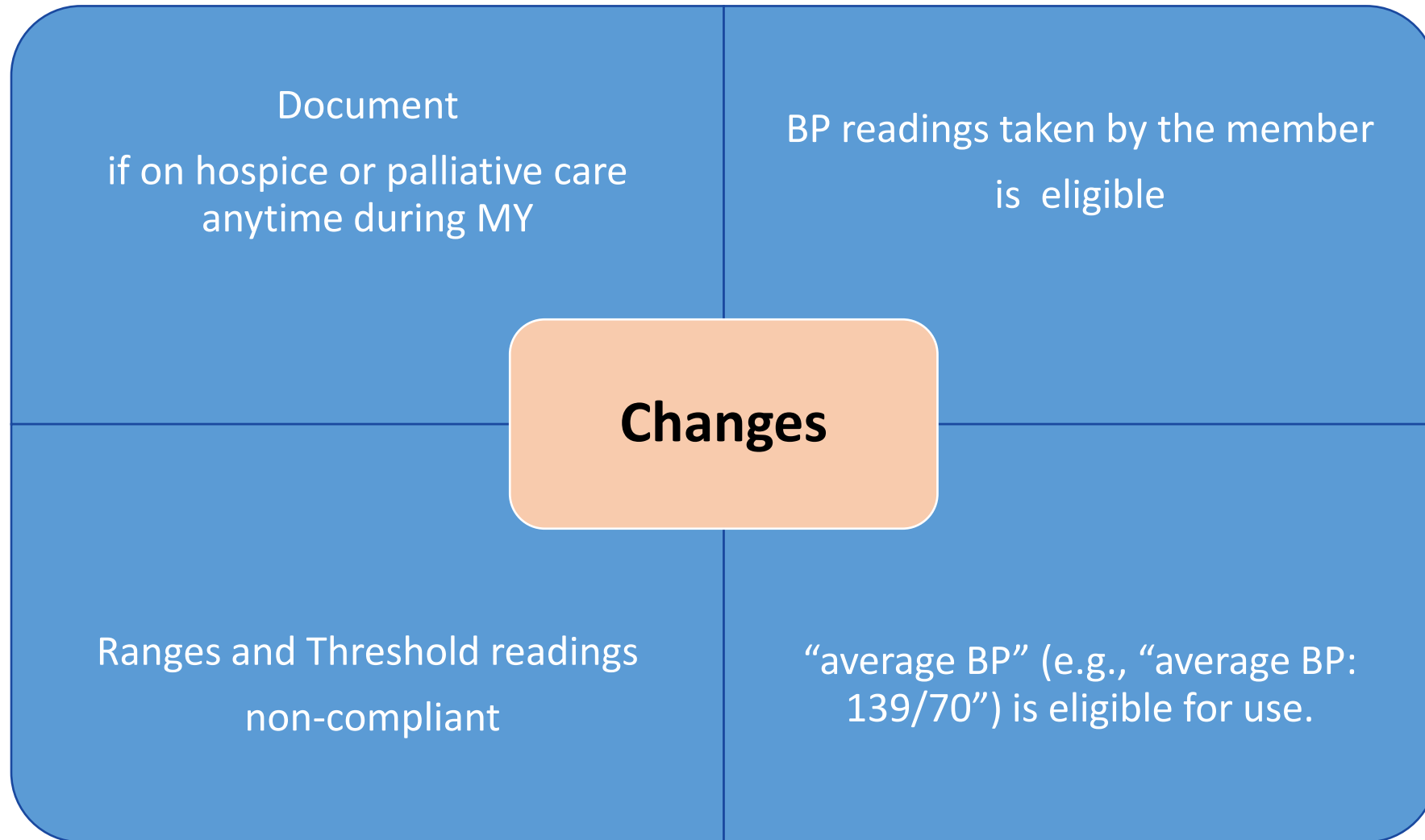
Adequate Control:  $\leq 139/89$  mmHg

Last Eligible BP Of The Measurement Year



**BLOOD PRESSURE**

# Controlling Blood Pressure (CBP)



# Controlling Blood Pressure (CBP) and (BPD)



## Tips and Best Practices to Close the Gaps in Care

- ▶ Document vital signs.
- ▶ List date of service and BP readings.
- ▶ Follow-up BP checks after initial diagnosis.
- ▶ Talk with members-lower BP goal (e.g., 130/80 mmHg).
- ▶ Remind members-nothing by mouth on fasting labs to still take meds.
- ▶ Always repeat BP.
- ▶ Encourage record sharing between providers.

# Controlling Blood Pressure (CBP) and (BPD)

## NCQA Codes and Requirements

### Controlling High Blood Pressure (CBP)

Dx of HTN & BP adequately controlled;  $\leq 139/89$  mm HG Systolic: 3074F, 3075F, 3077F;  
Diastolic: 3078F, 3079F, 3080F

### Blood Pressure Control For Patients With Diabetes (BPD)

Systolic: 3074F, 3075F, 3077F Diastolic: 3078F, 3079F, 3080F

Blood pressure reading: Result of  $\leq 139/89$  mm HG

# Diabetes Measures

Most Costly and  
Highly Prevalent

Costs \$327  
billion

## Fast Facts

37.3 million with  
diabetes

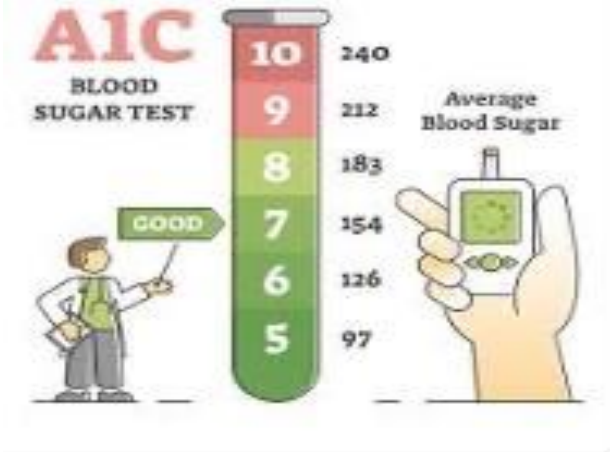
96 million Pre-  
Diabetes



# Diabetes Measures



**Blood Pressure Control for Patients with Diabetes**



**Glycemic Status Assessment for Patients with Diabetes**



**Eye Exam for Patients with Diabetes**

# Blood Pressure Control Patients with Diabetes (BPD)

Last eligible BP of the MY  
(measurement year)

Adequate Control  $\leq 139/89$

Can use Telehealth Visits for  
Self Reported Blood Pressure



# Glycemic Status Assessment for Patients with Diabetes (GSD)

- Last or most recent A1c MY
- Include Date and Result
- Lab Report or Provider Note
- Can Be Listed As:
  - ✓ Hemoglobin A1c
  - ✓ Glycohemoglobin A1c
  - ✓ Glycosylated Hemoglobin
  - ✓ Glycated Hemoglobin
  - ✓ Glycohemoglobin
  - ✓ A1c, HbA1c, HgbA1c, HB1c





# Glycemic Status Assessment for Patients with Diabetes (GSD)

Lab Test	Results	Units
FBS/Glucose	185 H	mg/dL
HbA1c	9.0 H	%
BUN		mg/dL

## Tips and Best Practices

HbA1c test during measurement year

List important details

Consider point of care testing

# Glycemic Status Assessment for Patients with Diabetes (GSD)

## NCQA Codes and Requirements

HbA1c Control  
3044F, 3051F, 3052F, \*3046F

Date & Result  
< 8.0 for control  
>9.0 poor control



# Eye Exam for Patients with Diabetes (EED)

## A Compliant Eye Exam Has 3 Components:

- ▶ 1. Exam date
  - ▶ 2. By an eye care professional
  - ▶ 3. The result
- 
- ▶ Positive Retinopathy
  - ▶ Negative Retinopathy
  - ▶ Fundus Photography
  - ▶ Bilateral Eye Enucleation excluded the member from the measure
  - ▶ Documentation Does Not Have To State Specifically “No Diabetic Retinopathy”.



# Eye Exam for Patients with Diabetes (EED)

## Non Compliant Documentation

**Fundus Exam:**

	<b>OD</b>	<b>OS</b>
<b>View</b>	No view	Hazy view
<b>Lens used</b>		60
<b>C/D</b>		0.3
<b>Macula, other</b>		retina appears attached

# Eye Exam for Patients with Diabetes (EED)

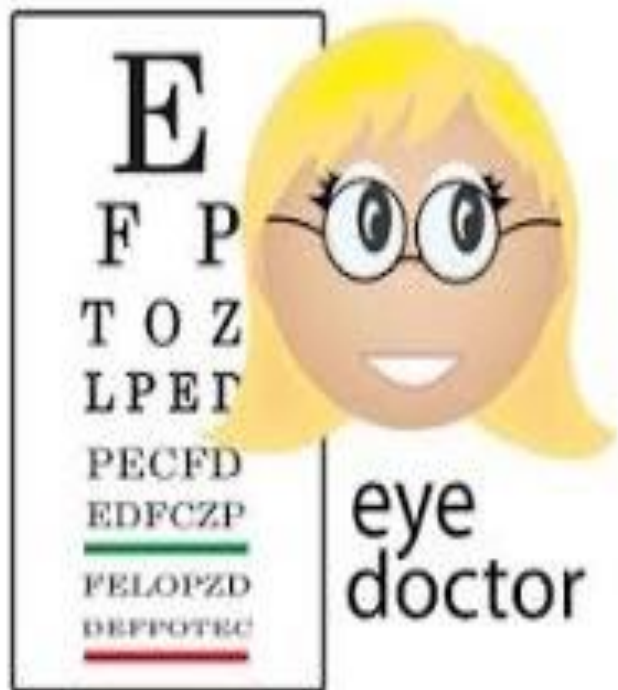
## Compliant Documentation

### Fundus Exam:

The fundi were examined.

	OD	OS
View	clear view	clear view
Lens used	60 and 20	60 and 20
Vitreous	clear	clear
Optic Disc	good color with healthy rim	good color with healthy rim
c/D	0.35	0.35
Macula	flat, no hemorrhages, exudates, or pigmentary changes	flat, no hemorrhages, exudates, or pigmentary changes
Vessels	normal, no diabetic retinopathy	normal, no diabetic retinopathy
Periphery	no holes or tears seen	no holes or tears seen

# Eye Exam for Patients with Diabetes (EED)



## Tips and Best Practices

List important details

Words “dilated” or “retinal” exam

Slit lamp examination criteria

Chart or photograph of retinal abnormalities

Artificial Intelligence (AI) System

# Eye Exam for Patients with Diabetes (EED)



## NCQA Codes and Requirements

Retinal Eye Exam: 2022F, 2024F, 2026F 2023F, 2025F, 2033F

Negative Retinal Screening Prior Year: 3072F

Automated Eye Exam: 92229

# Eye Exam for Patients with Diabetes (EED) Voucher Initiative

Get **PRIORITY SERVICE** to  
**PROTECT** your vision.



Visit any Center for Sight location listed on the back of this voucher to receive priority service for diabetic retinopathy screening. The early stages of diabetic retinopathy can occur without any symptoms.

This ticket is valid for members ages 18-75 with diabetes (Type 1 or Type 2), who have not had a diabetic retinopathy screening in the last 12 months. To confirm your copay amount you can call the number on the back of your health plan ID card.

▶ Get screened for diabetic retinopathy today!

Center for Sight has 4 locations with walk-in availability.\*

<b>330 S. RAMPART BLVD., STE. 360</b>	<b>2870 S. MARYLAND PKWY. STE. 300</b>
Las Vegas, NV 89145	Las Vegas, NV 89109
<b>871 CORONADO CENTER DR., STE. 130</b>	<b>5871 W. CRAIG RD.</b>
Henderson, NV 89052	Las Vegas, NV 89130

Clinic hours are 7:30 a.m. to 5 p.m.

\*If you prefer to schedule an appointment, call **702-724-2020** or visit **CenterforSightLV.com**.

Health plan coverage provided by Health Plan of Nevada.  
Insurance coverage provided by Sierra Health and Life.

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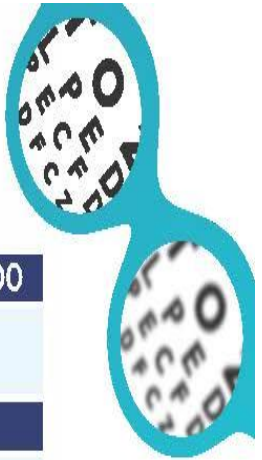


**Health Plan of Nevada**  
A UnitedHealthcare Company

**Sierra Health and Life**  
A UnitedHealthcare Company



**Center  
FOR  
Sight**







# Cervical Cancer Screening (CCS)



Age 21-64 Pap Smear

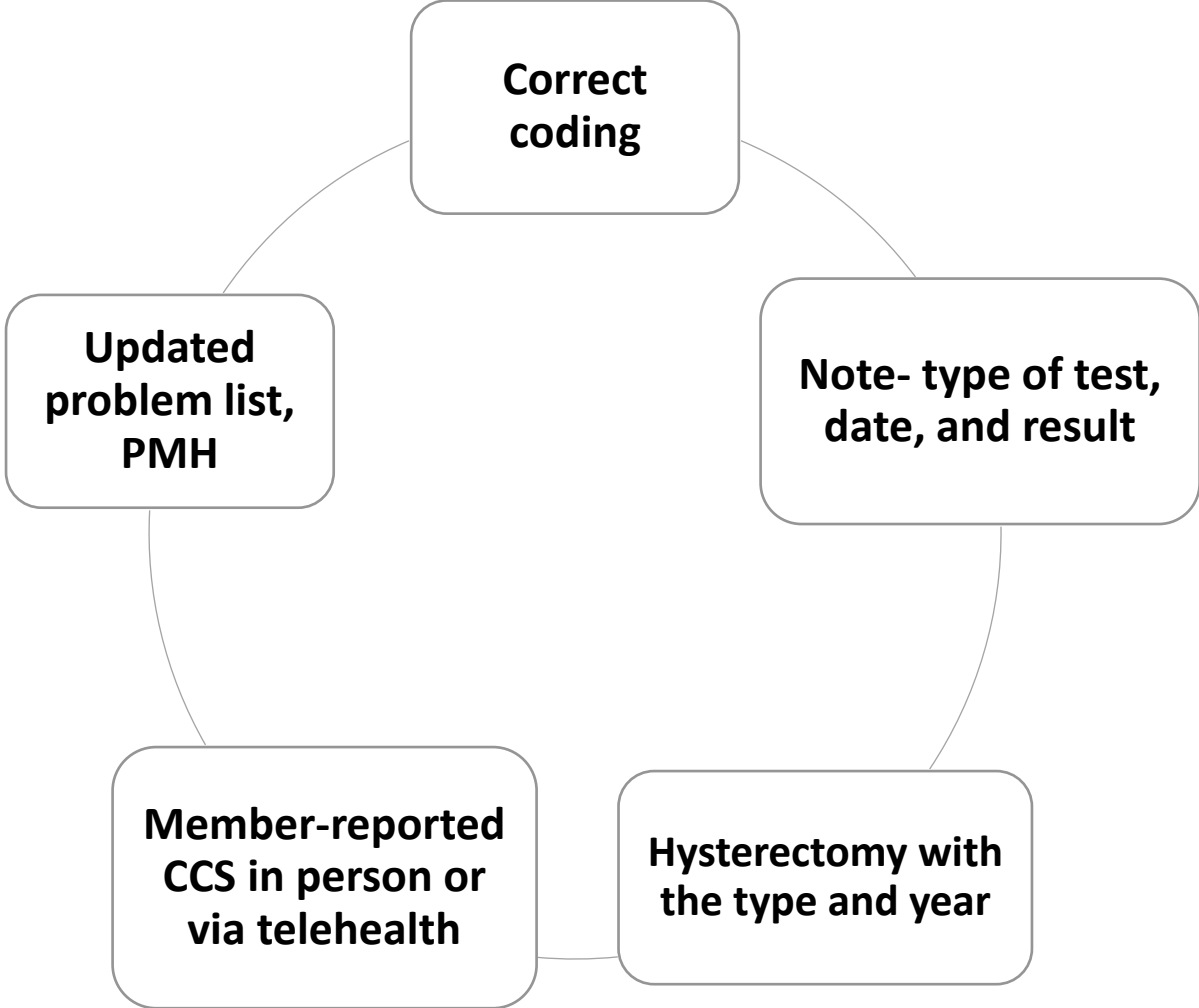


Age 30-64 Pap Smear + HPV test

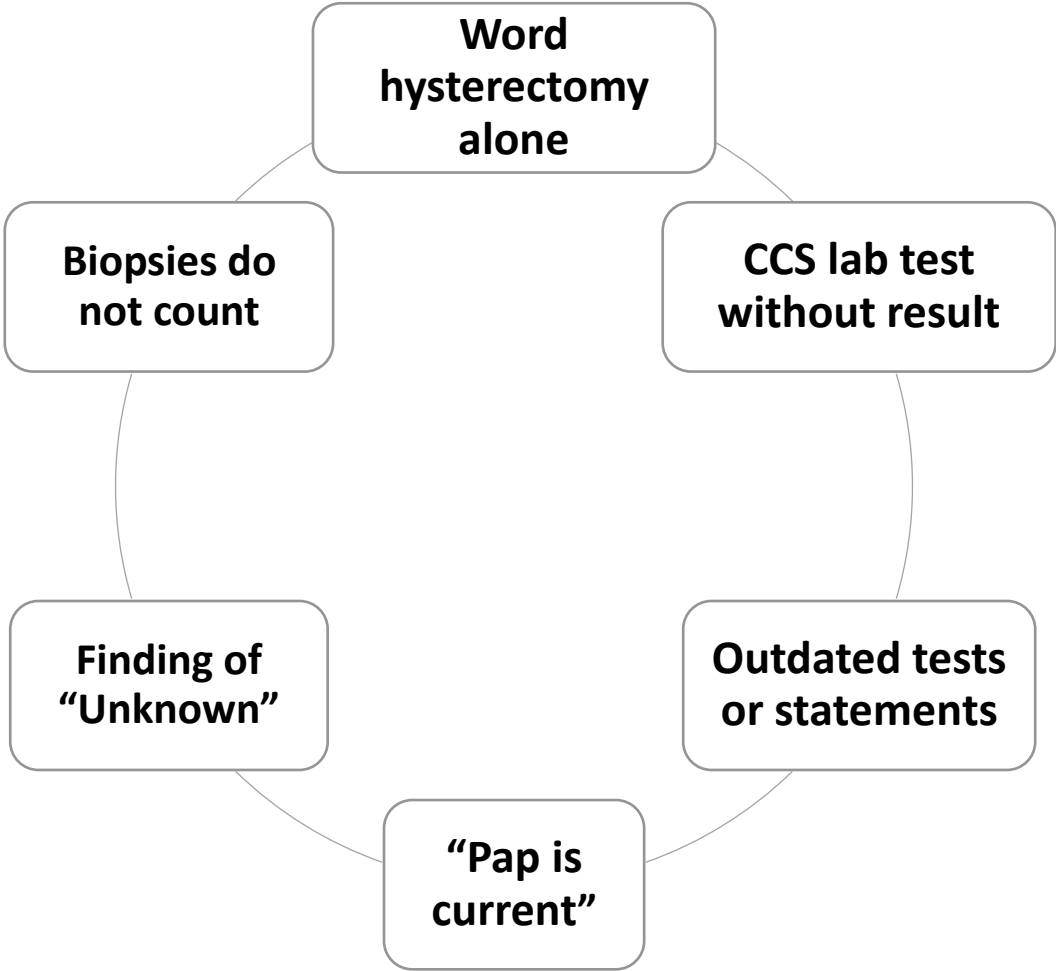


Age 30-64 hrHPV test

# Cervical Cancer Screening (CCS)



# Cervical Cancer Screening (CCS)



# Cervical Cancer Screening (CCS)

## Compliant Codes

### PAP Test

(88141, 88142, 88143, 88147, 88148, 88150, 88152, 88153, 88154, 88164, 88165, 88166, 88167, 88174, 88175)

### hrHPV

(87624, 87625)

### Absence of Cervix

(Q51.5, Z90.710, Z90.712)

### Hysterectomy

(51925, 56308, 57530, 57530, 57531, 57540, 57545, 57555, 57556, 58200, 58550, 59135, 58954, 58573, 58291, 58280, 58570, 58548, 58572, 58575, 58951, 58953, 58954)

ICD10



"I hear there's a new ICD-10 code for carpal tunnel syndrome caused by clicking too many times in an EMR system."

# Electronical Clinical Data System (ECDS) Reported Measures



**Adult Immunization Status (AIS-E)**

**Social Need Screening and  
Intervention (SNS-E)**



**Breast Cancer Screening (BCS-E)**

# Adult Immunization Status (AIS-E)

Influenza

Tetanus,  
Diphtheria,  
Acellular  
Pertussis  
(Tdap) or  
Tetanus  
Diphtheria (Td)

Zoster

Pneumococcal



# Adult Immunization Status (AIS-E)

## NCQA Codes and Requirements

### Influenza

90630, 90653, 90654, 90656, 90658, 90660, 90661, 90662, 90672,  
90673, 90682, 90686, 90689, 90694, 90756

### Pneumococcal

90670, 90671, 90677, 90732, G0009

### Td/Tdap

90714, 90715, 90718

### Herpes Zoster

90736, 90750



3 Main types of Medical codes that **YOU MUST KNOW!**



# Social Need Screening and Intervention (SNS-E)



# Breast Cancer Screening (BCS-E)

- About 13% (roughly 1 in 8) women-invasive breast cancer
- New cases -297,790
- Deaths-43, 700.



# Breast Cancer Screening (BCS-E)



- Early detection for breast cancer
- Allows for early treatment
- No out-of-pocket costs
- Takes less than 30 minutes

# Breast Cancer Screening (BCS-E)



This measure evaluates the use of imaging for early breast cancer detection for all women 50-74 years of age.

## NCQA Codes

Bilateral Mastectomy  
Z90.13

Absence of Left Breast  
Z90.12

Absence of Right Breast  
Z90.11

# Breast Cancer Screening (BCS-E) Voucher Initiative

## Get priority service with this **MAMMOGRAM VOUCHER**

Visit any Southwest Medical (SMA) radiology location listed on the back of this voucher to receive your mammogram.

**Valid for members ages 50-74 who haven't had a mammogram in the last 24 months.** No copay if you meet the criteria. To confirm, call Member Services at the number on the back of your health plan ID card.

### ▶ Southwest Medical Radiology Locations

Wait times may still occur. Mammography is closed from noon to 12:30 p.m. (W. Oakey is closed from noon to 1 p.m.) If you prefer to make an appointment, call **702-877-5390**.

<b>2704 N. Tenaya Way</b> Mon-Sun 8 a.m. to 4:30 p.m.	<b>540 N. Nellis Blvd.</b> Mon-Fri 9 a.m. to 3:30 p.m.	<b>4475 S. Eastern Ave.</b> Mon-Fri 9 a.m. to 3:30 p.m.
<b>4825 S. Durango Dr.</b> Mon-Fri 9 a.m. to 3:30 p.m.	<b>2845 Siena Heights Dr.</b> Mon-Fri 9 a.m. to 4:30 p.m.	<b>4750 W. Oakey Blvd.</b> Mon-Fri 9 a.m. to 3:30 p.m.

No appointment needed. Expires December 31, 2023.

Health plan coverage provided by Health Plan of Nevada.  
Insurance coverage provided by Sierra Health and Life.

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**Health Plan of Nevada**  
A UnitedHealthcare Company

**Sierra Health and Life**  
A UnitedHealthcare Company

# References



<https://www.ncqa.org>

<https://www.diabetes.org>

<https://www.heart.org>

<https://www.cancer.org>

Cancer Facts & Figures 2023

HEDIS Measures - Doctor / Provider - Health Plan of Nevada

Centers for Disease Control and Prevention. National Diabetes Statistics Report website.  
<https://www.cdc.gov/diabetes/data/statistics-report/index.html>. Accessed [5/17/2023].

# Clinical Quality Nurse Visits

## 2023 Monthly Jam Session and Tech Spec Series

### Recommendations

- ▶ When screenings or preventive modalities may be indicated:
  - Colonoscopy, Cologuard® and/or FOBT
  - Mammography
  - Pap Smear and/or HPV testing
  - Immunizations

### Teaching/Coaching


- ▶ How to perform an appropriate blood pressure screening and when to repeat if indicated
- ▶ What elements may be necessary to complete measure compliance
  - Point of care testing and/or recommendations for lab orders
  - Obtaining height or weight for BMI calculations

### Advisement

- ▶ Documentation elements that may have been captured during visits
  - History taking and recording; medical, surgical
  - Problem list updating; current vs historical
  - Diagnosis/Assessment awareness
- ▶ Coding for capturing compliance

### Specialty Visits

- ▶ Primary Care / Family Medicine
- ▶ Pediatrics
- ▶ Women's Health
- ▶ Cardiology
- ▶ Endocrinology
- ▶ Nephrology
- ▶ Urgent Care Clinics



An RN subject matter expert in HEDIS can visit your office and provide support for your provider(s) and staff in real-time!



**Thank you!**  
**Questions?**

If you have questions, please contact [ClinicalQualityNV@uhc.com](mailto:ClinicalQualityNV@uhc.com)