

Welcome Providers!

HEDIS PCP Specialty Training

March 26, 2013



EPF-030513-HEDIS PCP Specialty Training March 26 2013

EL PASO FIRST
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El Paso First Quality Care 2013 Initiatives

Presenters:

Kathleen Thompson M.P.H., CHES, Director of Quality Improvement

Janel Lujan, Health Services Director

Irma Herrera, Provider Relations and Credentialing Director

Edgar Martinez, Member Services Director

Our Vision: Your community partner leading the way to
quality healthcare through service and
innovation...because we CARE.



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Objectives

- Overview HEDIS
- Review and discuss El Paso First Quality of Care Initiatives (PIPS)
- Discuss HEDIS Hybrid Medical Record Review and best practices for Hybrid Measures
- Present El Paso First's 2013 efforts to improve identified areas for improvement per division



HEDIS

- Healthcare Effectiveness Data and Information Set (HEDIS)
- Most widely used set of health care performance measures in the U.S.
- 80 measures across 5 domains



HEDIS Domains

- Effectiveness of Care
 - Weight, Counseling and Nutrition
- Access/Availability
 - Prenatal and Postpartum Care
- Experience of Care
 - CAHPS Surveys
- Utilization and Relative Resource Use
 - Well-child visits
 - Adolescent well care visits
 - Ambulatory Care (OP and ED Visits)



HEDIS Data

- Administrative data:
 - Claims, encounters, providers EMR systems, pharmacy, labs
- Hybrid HEDIS (Medical Records Review)



El Paso First Quality of Care Initiatives 2013

	Measure Description	STAR Measures	CHIP Measures
1	Reduce Potentially Preventable ED Visits	X	
2	Well-Child Visits in 3rd, 4th, 5th, and 6th years of life (W34)		X
3	Adolescent Well-Care Visits (AWC)		X
4	*Childhood Immunization Status (CIS)	X	X
5	*Weight, Counseling and Nutrition (WCC)	X	X

*Hybrid measure

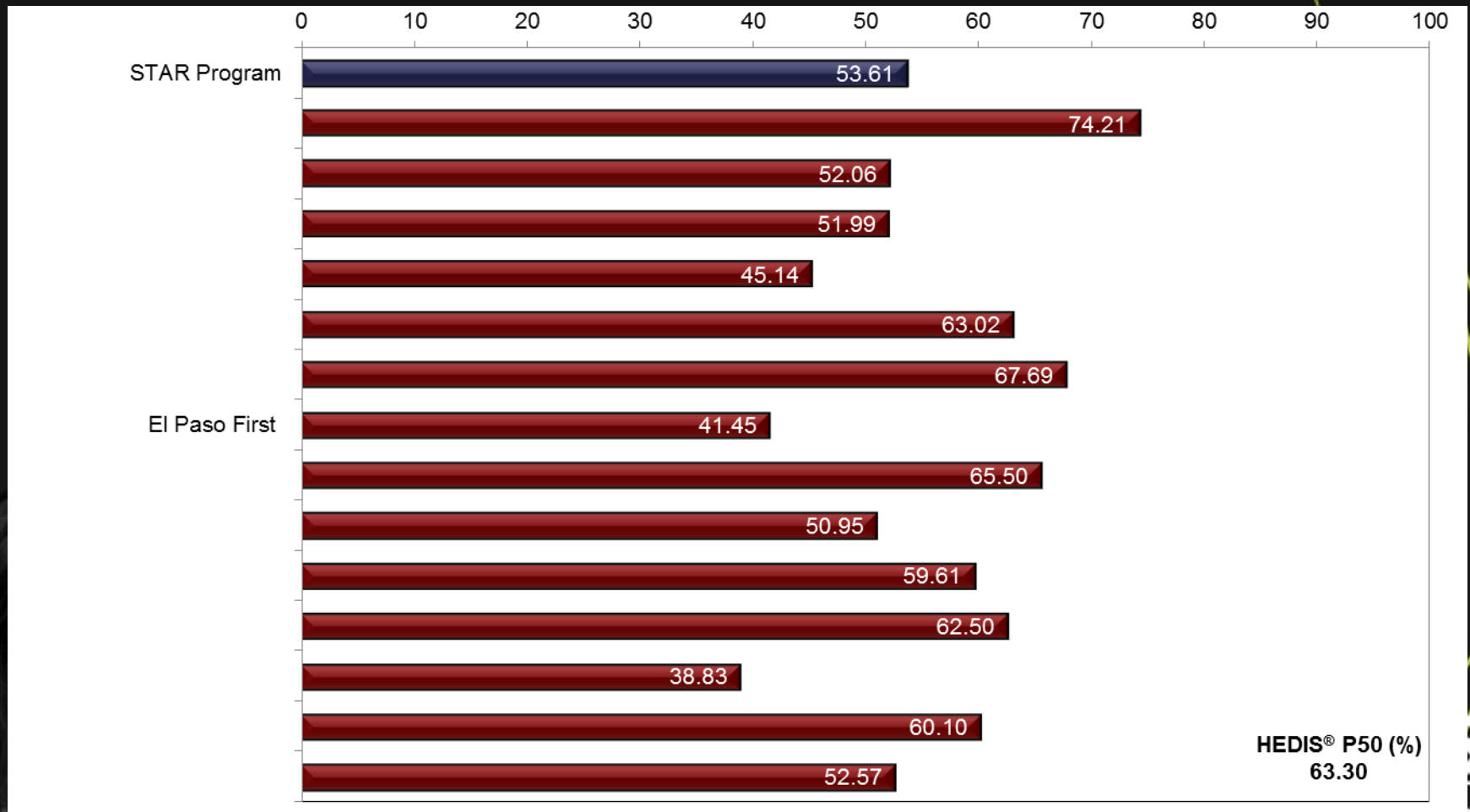


ED Utilization (Over-Use)

- High volume of members who visit ED for
 - Asthma Admission Rate
 - Diabetes Short-term Complications
 - Gastroenteritis
 - Urinary Tract Infections
 - Highest among 1-9 years of age for EP members



STAR Ambulatory Care – ED Visits (Per 1000MM)



Impact on Health Status

- Medical Home is not established for members
- Return rate to the ED for care is high
- Preventive care to the individual is limited for other health concerns
- Potentially Preventable Events (PPE)

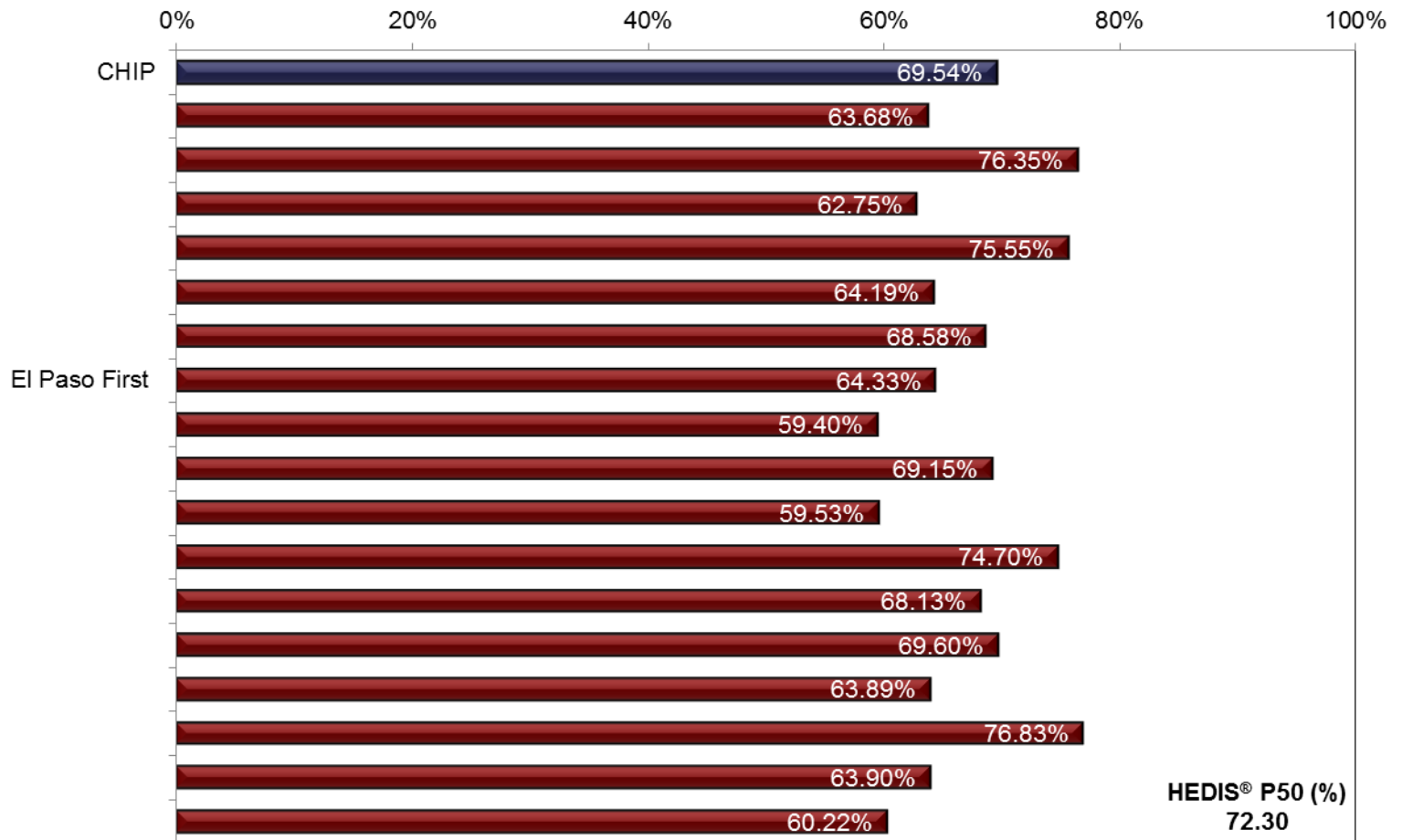


Well-Child and Adolescent Well Care

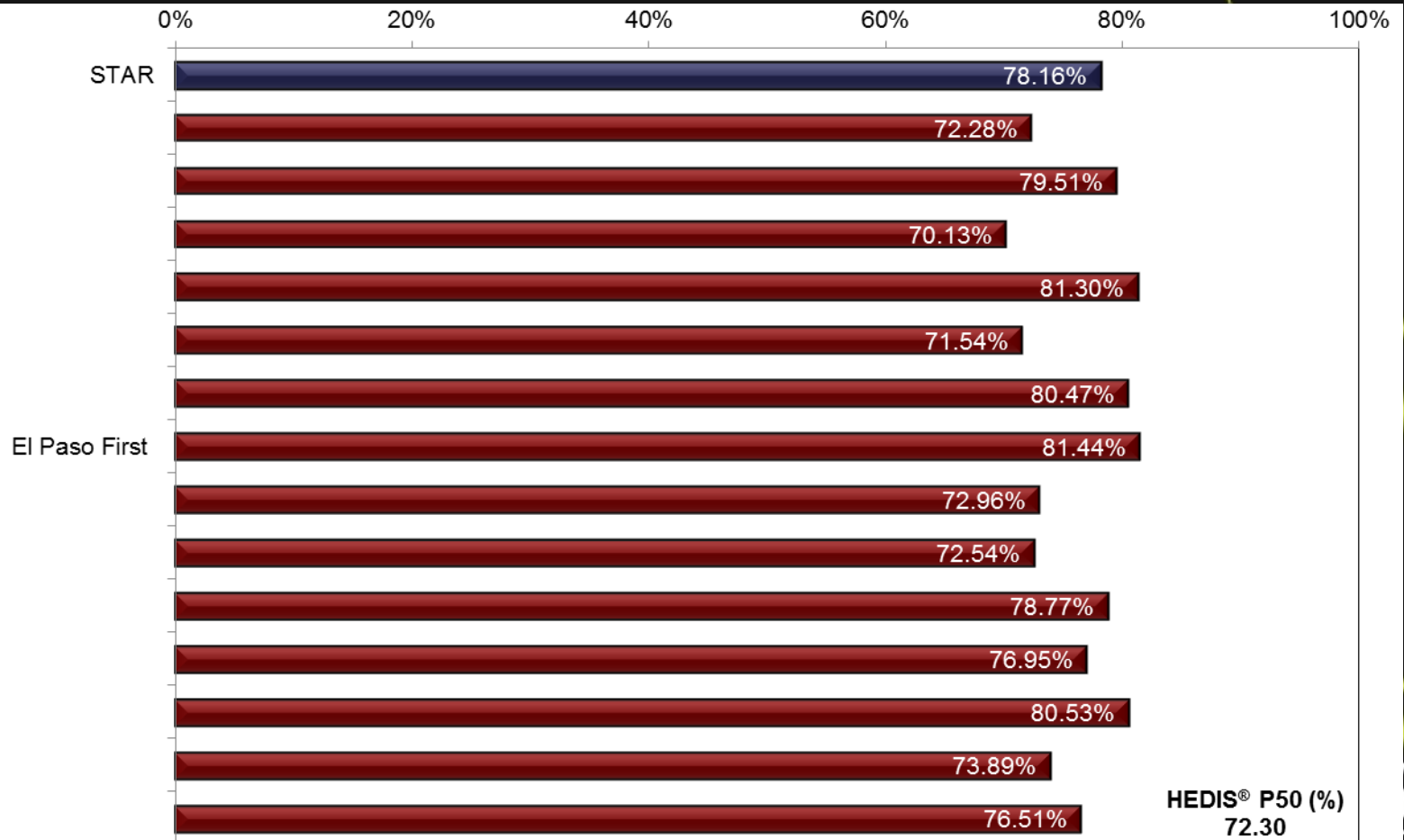
- Health and developmental history (physical and mental)
- Physical exam
- Health education / anticipatory guidance
- Variation from STAR population (data provided)



CHIP Well-Child Visits 3-6 Years of Life



STAR THSteps Visits 3-6 Years of Life

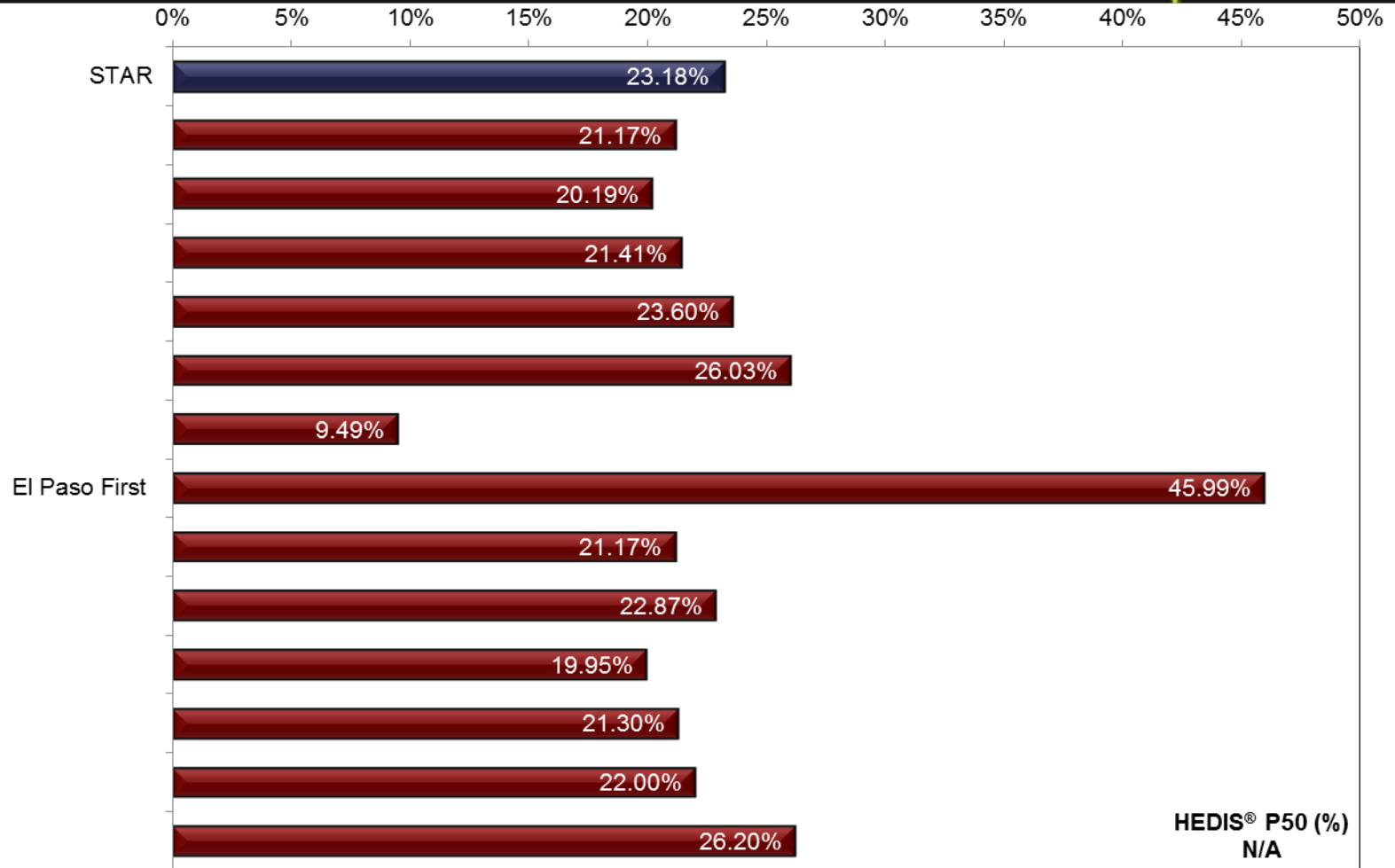


Weight, Counseling and Nutrition

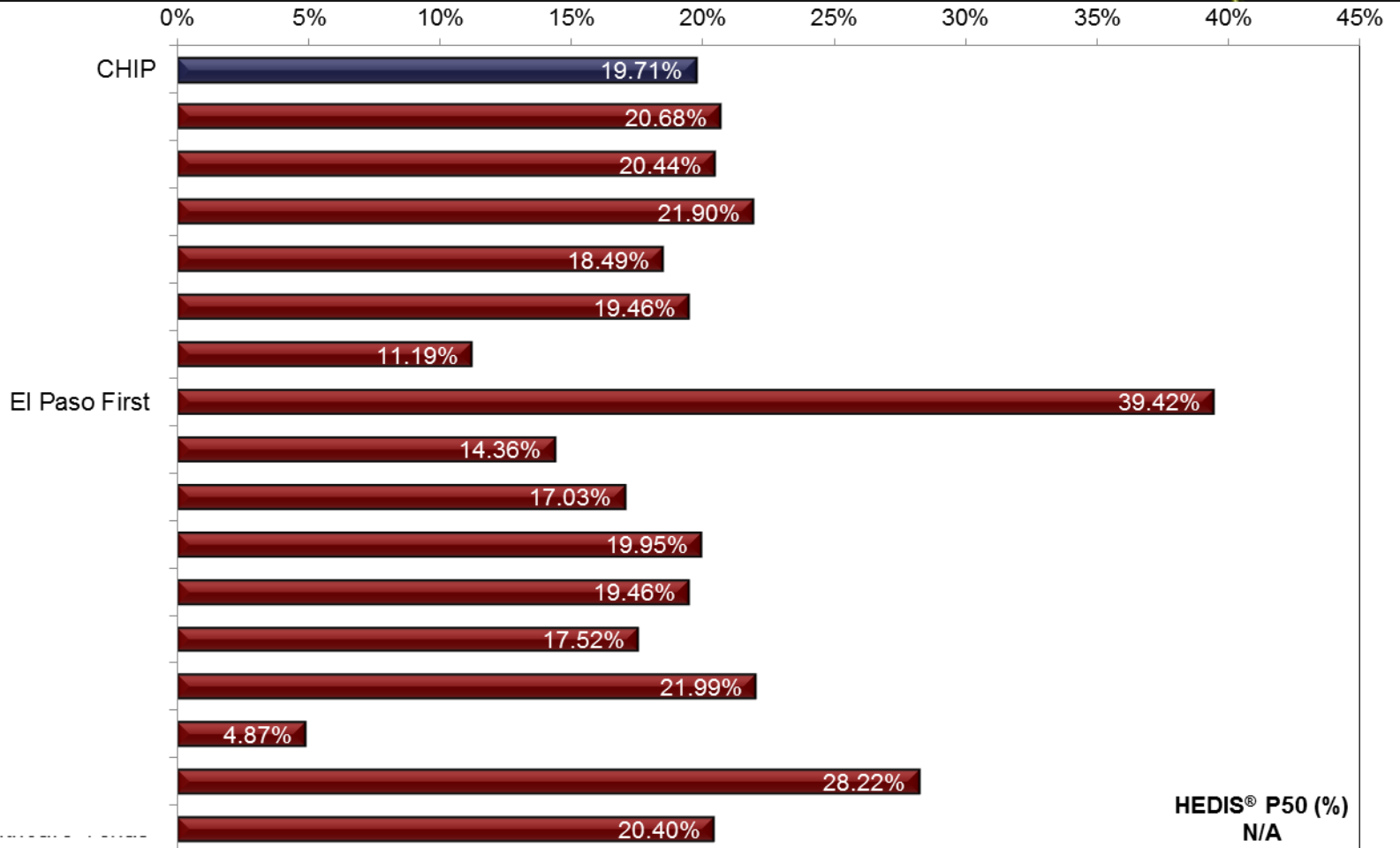
- Obesity and obesity-related diseases have long been an issue in the US and along the border region.
- HEDIS Hybrid measure that assesses
 - BMI percentile documentation or BMI percentile plotted on age-growth chart.
 - Counseling for nutrition
 - Counseling for physical activity



STAR Weight Assessment for Nutrition and Physical Activity for Children/Adolescents (2011)



CHIP Weight Assessment for Nutrition and Physical Activity for Children/Adolescents (2011)



HEDIS Measures & How They Are Captured

- Health Effectiveness Data and Information Set (HEDIS)
- HEDIS = 80 measures across 5 Domains of Care
- Domains include:
 - Prevention and screening,
 - Access and availability,
 - Utilization



HEDIS Hybrid: Medical Record Review

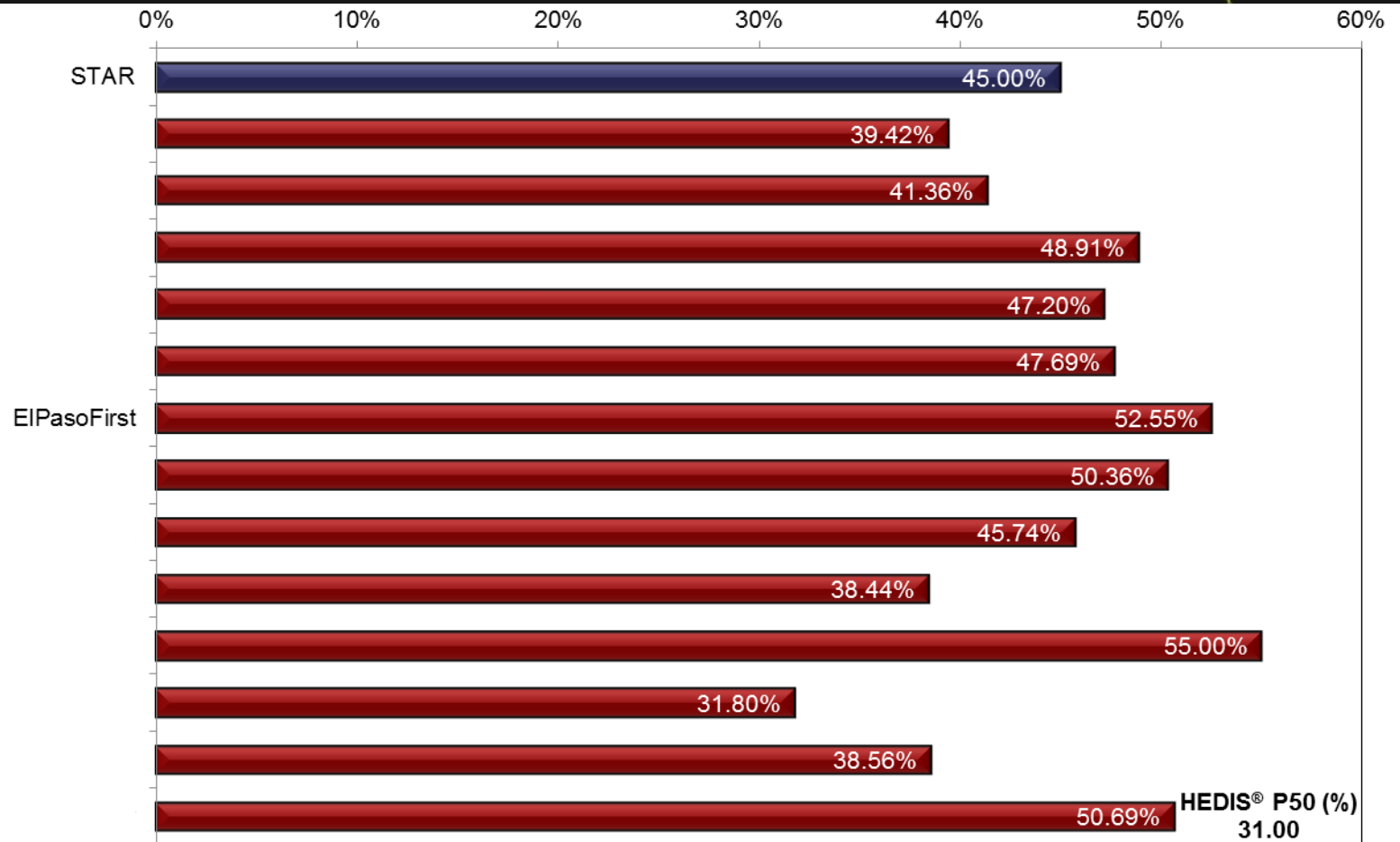
- Childhood Immunizations
- Weight, counseling and nutrition
- Controlling Blood Pressure
- Comprehensive Diabetes Care



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STAR Childhood Immunizations (Combo 4, Hybrid)

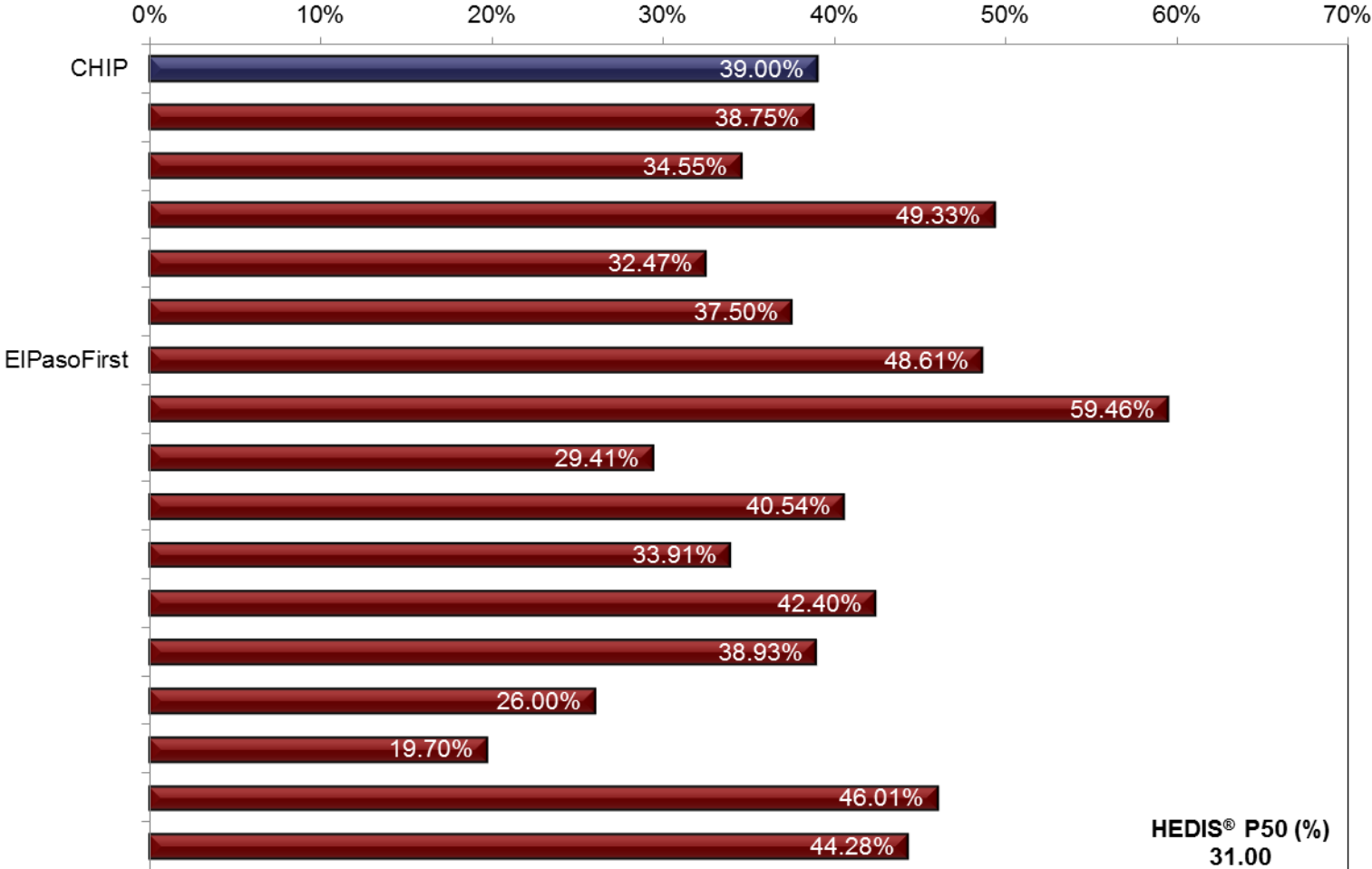
Rates with denominators <30 excluded



CHIP Childhood Immunizations

(Combo 4, Hybrid)

Rates with denominators <30 excluded



Medical Record Best Practice for all HEDIS[®] Measures



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Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents (WCC)

Description: The percentage of members 3-17 years of age who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following during the measurement year :

- BMI percentile documentation
- Counseling for nutrition
- Counseling for physical activity



2 to 20 years Boys

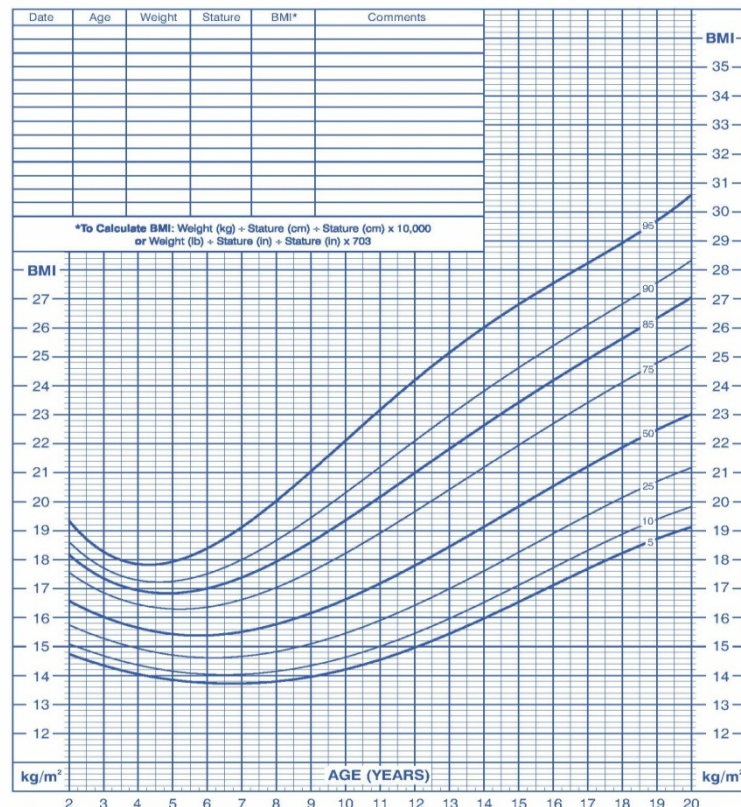
Body mass index- for-age percentile

2 to 20 years: Boys

Body mass index-for-age percentiles

NAME _____

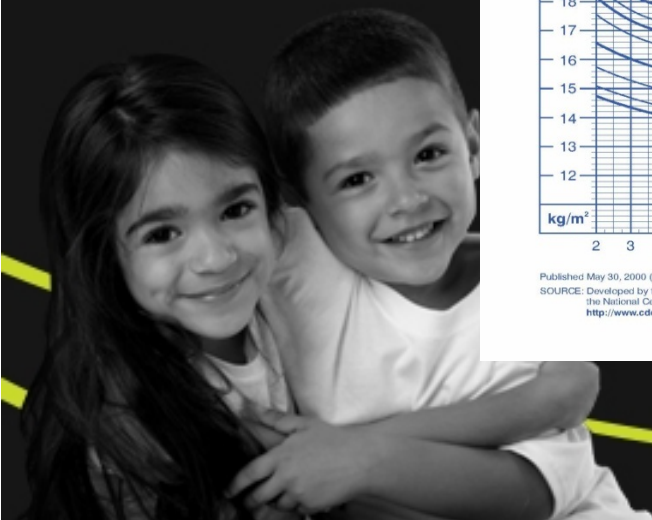
RECORD # _____



Published May 30, 2000 (modified 10/16/00).
SOURCE: Developed by the National Center for Health Statistics in collaboration with the National Center for Chronic Disease Prevention and Health Promotion (2000).
<http://www.cdc.gov/growthcharts>

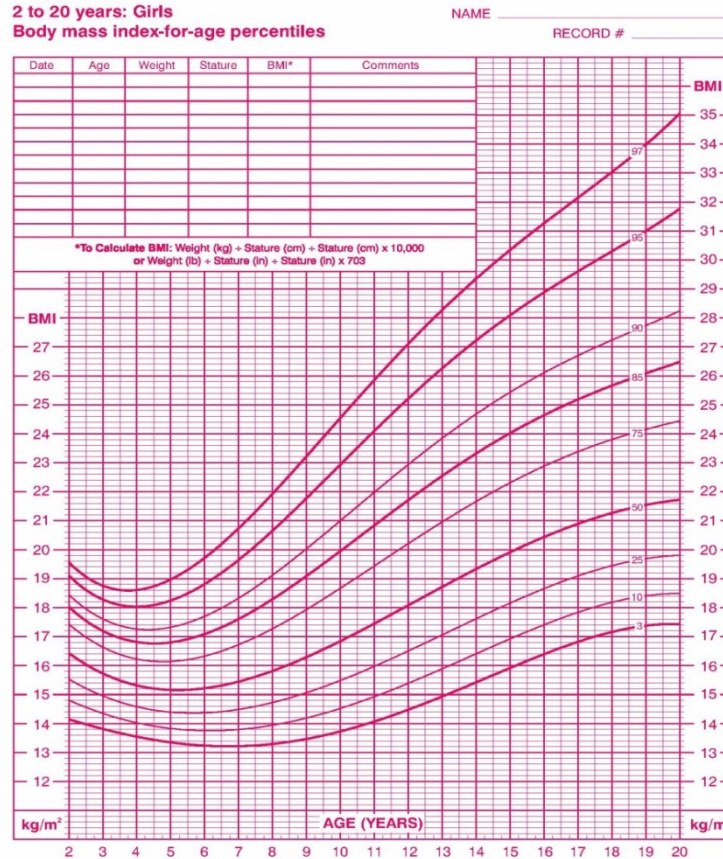


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2-20 years: Girls

Body mass index-for-age percentiles



Published May 30, 2000 (modified 10/16/00).
SOURCE: Developed by the National Center for Health Statistics in collaboration with
the National Center for Chronic Disease Prevention and Health Promotion (2000).
<http://www.cdc.gov/growthcharts>



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Childhood Immunization Status (CIS)

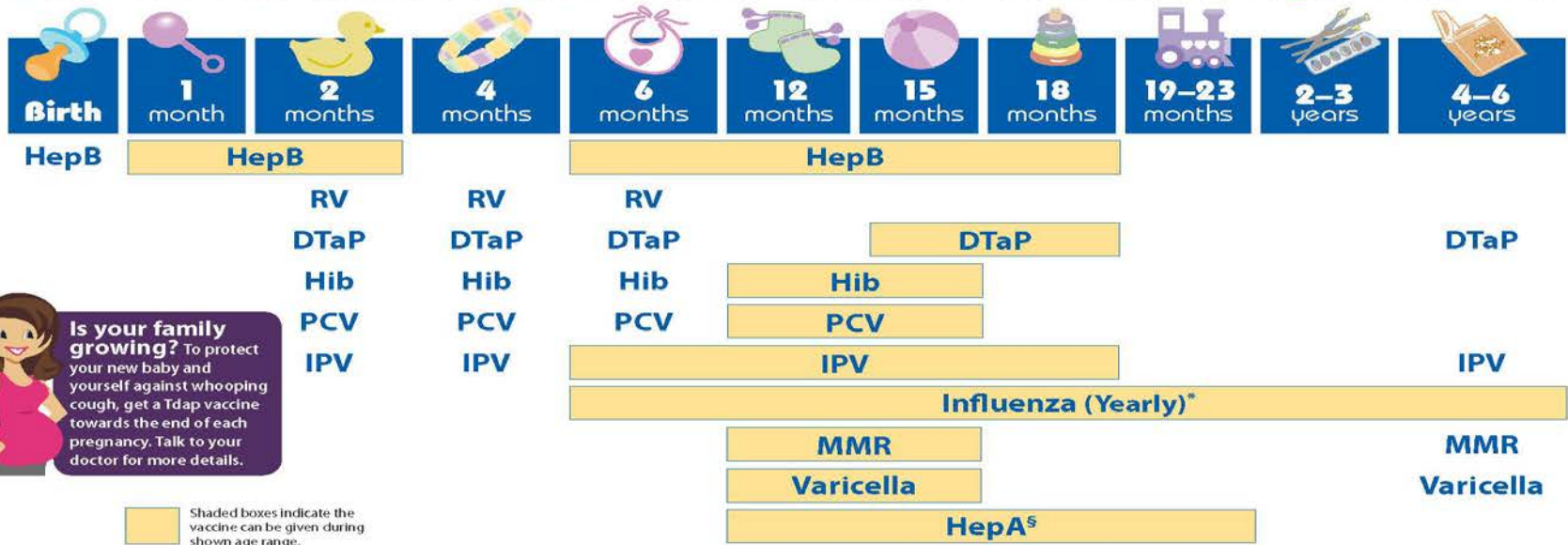
Description: The percentage of children 2 years of age who had the following vaccinations by their second birthday:

- Four Diphtheria, Tetanus and Acclular Pertussis (DTap)
- Three Polio (IPV)
- One Measles, Mumps, and Rubella (MMR)
- Three H Influenza type B (HIB)
- Three Hepatitis B (HepB)
- One Chicken Pox (VZV)
- Four Pneumococcal Conjugate (PCV)
- One Hepatitis A (HepA)
- Two or three rotavirus (RV)
- Two Influenza (Flu)



2013 Recommended Immunizations for Children from Birth Through 6 Years Old

2013 Recommended Immunizations for Children from Birth Through 6 Years Old



Is your family growing? To protect your new baby and yourself against whooping cough, get a Tdap vaccine towards the end of each pregnancy. Talk to your doctor for more details.

NOTE: If your child misses a shot, you don't need to start over, just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

FOOTNOTES: * Two doses given at least four weeks apart are recommended for children aged 6 months through 8 years of age who are getting a flu vaccine for the first time and for some other children in this age group.
[§] Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high-risk, should be vaccinated against HepA.

If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he may need.

SEE BACK PAGE FOR MORE INFORMATION ON VACCINE-PREVENTABLE DISEASES AND THE VACCINES THAT PREVENT THEM.



For more information, call toll free
1-800-CDC-INFO (1-800-232-4636)
 or visit
<http://www.cdc.gov/vaccines>



U.S. Department of Health and Human Services
 Centers for Disease Control and Prevention

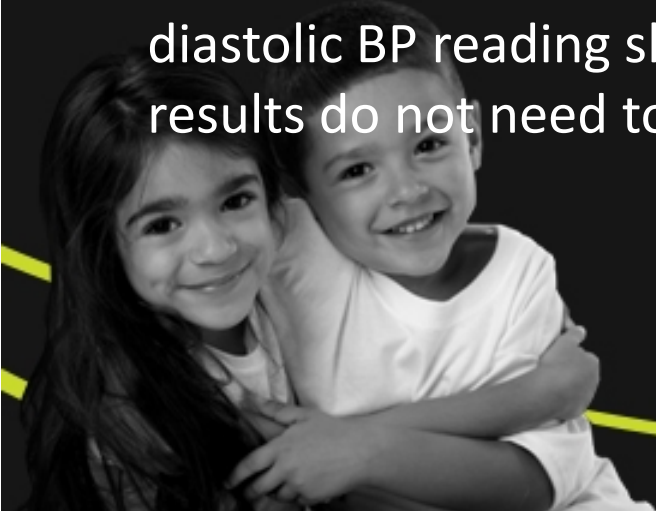


American Academy of Pediatrics
 DEDICATED TO THE HEALTH OF ALL CHILDREN™

Controlling High Blood Pressure (CBP)

Description: The percentage of members 18-85 years of age who had a diagnosis of hypertension (HTN) and whose BP was adequately controlled (<140/90 mm Hg) during the measurement year.

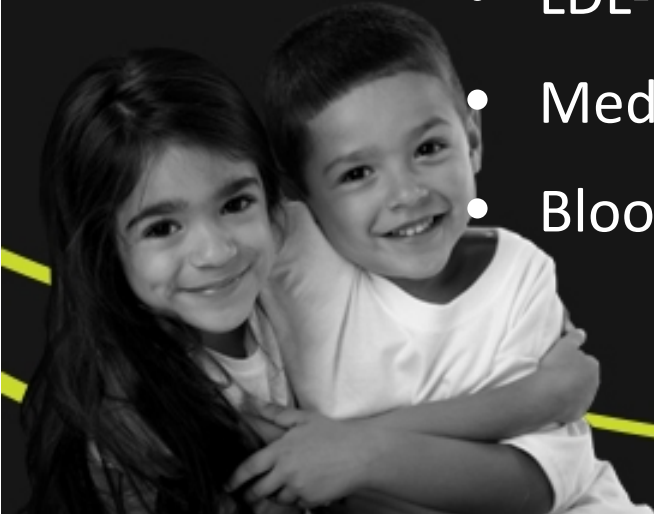
- Representative BP: The most recent BP reading during the measurement year (as long as it occurred after the diagnosis of hypertension was made).
- If multiple BP measurements occur on the same date, or are noted in the chart on the same date, the lowest systolic and lowest diastolic BP reading should be used. The systolic and diastolic results do not need to be from the same reading



Comprehensive Diabetes Care

Description: The percentage of members 18-75 years of age with diabetes (Type 1 and Type 2) who had each of the following during the measurement year:

- Hemoglobin A1c (HbA1c) testing
- Eye exam (retinal) performed
- LDL-C Screening
- Medical attention for Nephropathy
- Blood Pressure control (<140/90 mm Hg.)



Questions?

We are here to help you

If you have questions or concerns please contact the
Quality Department

Kathleen Thompson, QI Director

kthompson@epfirst.com

915.298.7198 ext 1043



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Provider Relations Department

Irma L. Herrera

Director of Provider Relations
& Credentialing



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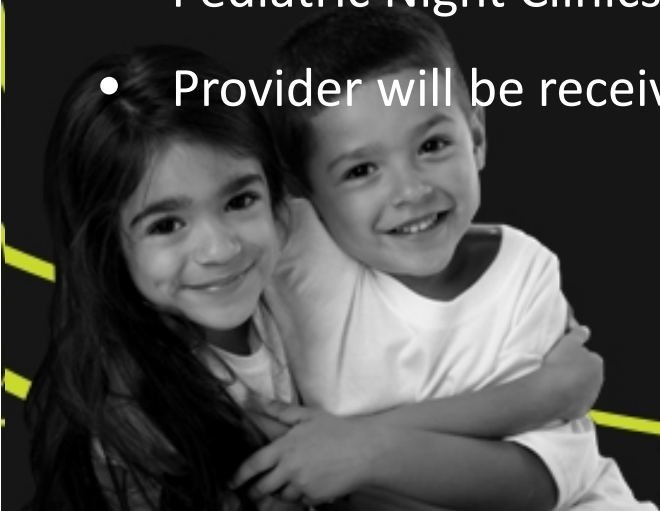
Provider Relations Role

- Provider Relations is the liaison between the health plan and the community providers.
- Our goal is to provide education, resources and guidance.
- Guide to Clinical Practice Guidelines.
- Provider Relations Representatives are available to conduct an in-service to Providers and their staff.



STAR: Reduce ED Use for Members 1-9 Years of Age

- Emergency utilization rosters are provided to Primary Care Providers on a monthly basis.
- This report includes the member name, date of birth, phone number, address, ER service location, date of service and diagnosis.
- Providers are encouraged to follow up with identified members and establish the medical home concept.
- Providers can educate their members on their office hours of availability and alternatives members have such as After-Hours and Pediatric Night Clinics.
- Provider will be receiving a Mid-Year Report.



STAR & CHIP: BMI Assessment and Referral for Counseling

- Educate the importance of the BMI percentile assessments at the well-child visits. Referrals for counseling and nutrition if above the Centers for Disease Control (CDC) recommendations.
- Provider will be provided a Mid-Year Report.



CHIP: Well-Child 3-6 Years Old

- Provide to Primary Care Providers their CHIP Provider Rosters on a monthly basis and they also receive their CHIP Well-Child Visits Due List.
- Mid-Year Provider Report.



CHIP: Adolescent Well-Care Visits

- Provide to Primary Care Providers their CHIP Provider Rosters on a monthly basis as well as their CHIP Well-Care Members Due List.
- Mid-Year Provider Report.



CHIP Well-Child Visits Due Members List

DISNEY PEDIATRICS PA

El Paso First Health Plans, Inc.

EL PASO, TX 79912

ALL LOCATIONS

CHIP Master Roster - Well Child Visits Due Members Only

October 2012

Member#	Member Name	Age	DOB	Sex	Phone	Address	Effective	Well Child Visit	PCPName
New Members									
M00000001	MINERVA MOUSE	82	1/19/30	F	915-555-5555	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
D00000005	DAISY DUCK	72	3/26/40	F	915-444-4444	525 DISNEY LN ANAHEIM, CA	06/01/12	DUE	WALTER DISNEY, MD
M00000002	DONALD DUCK	78	12/4/34	M	915-333-3333	525 DISNEY LN ANAHEIM, CA	10/01/11	DUE	WALTER DISNEY, MD
Member Count	3								
Existing Members									
G00000000	PLUTO THE PUP	82	11/16/30	M	915-222-2222	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
G00000001	MICKEY MOUSE	84	10/10/28	M	915-111-1111	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
G00000002	GOOFY G GOOF	80	10/12/32	M	915-010-0101	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
G00000003	SNOW WHITE	75	2/11/37	F	915-777-7777	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
D00000004	PETER PAN	59	8/23/53	M	915-000-0005	525 DISNEY LN ANAHEIM, CA	12/01/11	DUE	WALTER DISNEY, MD
G00000004	WENDY DARLING	59	2/20/53	F	915-888-8888	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
M00000005	JESSICA RABBIT	24	10/9/88	F	915-999-9999	525 DISNEY LN ANAHEIM, CA	08/01/12	DUE	WALTER DISNEY, MD
M00000006	JIMINY CRICKET	72	4/3/40	M	915-111-2222	525 DISNEY LN ANAHEIM, CA	06/01/12	DUE	WALTER DISNEY, MD
P00000000	ROBIN HOOD	39	11/8/73	M	915-002-3333	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD

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Member Services Initiatives

Edgar Martinez
Director of Member Services



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CHIP: Well-Child Visits

3-6 years of age

On a monthly basis, the Member Service Department is mailing reminder postcards and calling CHIP members ages 3-6 years of age to inform them of their upcoming well-child visit.



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CHIP: Adolescent Well-Child Visits 12-19 years of age

On a monthly basis, the Member Service Department is mailing reminder postcards and calling CHIP members ages 12-19 years of age to inform them of their upcoming well-care visit.



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STAR: Reduce Inappropriate ED Use for members 1-9 years of age

On a monthly basis, the Member Service Department is mailing educational reminder postcards to STAR members ages 1-9 years of age to inform and educate them of alternate services available before using an Emergency Department.



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Health Services Initiatives

Janel Luján, LMSW
Director of Health Services



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STAR: Reduce ED Use for Members 1-9 Years of Age

- Track member high utilization of ED
- Coordinate with Member Services for mail out of OTC box
- Coordinate with Provider Relations to reach out to Providers regarding their ED Rosters



Nutritional Counseling

- Value added services for STAR and CHIP
- Extra nutritional counseling visits
- PCPs may refer to registered dieticians for nutritional counseling
- Dieticians request value added services for members who need extended intervention



Case Management

- Licensed social workers and nurses help with:
 - Service coordination
 - Explaining health plan benefits
 - Linking members with local resources
 - Learning about our members' needs



Health Services Contact Information

Behavioral Health Unit

- Diana Gonzalez
Case Manager
Ext. 1082
- Aurora Arias
Case Manager
Ext. 1131

Health Services Leadership

- Janel Lujan
Director of Health Services
Ext. 1090
- Irma Vasquez
Administrative Supervisor
Ext. 1042

OB Unit

- Edna Martinez
OB Case Manager
Ext. 1078

Questions?



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