



## WHAT YOU CAN DO TO IMPROVE HEDIS

HEDIS® can help providers save time and potentially reduce health care costs by helping:

- Proactively manage patients' care
- Monitor patients' health
- Identify issues that may arise with their care
- Identify non-compliant members to ensure they receive preventive screenings

### HEDIS Resources Available

#### HEDIS Toolkit:

- Provides valuable information on specific HEDIS measures
- Explains the intent of each HEDIS measure
- Educates providers on correct coding to reflect HEDIS services provided
- Will be distributed to providers by early 2015

#### HEDIS Care Gap Reports:

- Identifies patients who are missing HEDIS services (gaps in care)
- Report includes:
  - Patient Name, Subscriber ID, DOB
  - Phone number (when available)
  - HEDIS measures still needed
  - Date by which the HEDIS service is needed

### Capitalizing on a Visit

When the patient is at the office, you should capitalize on the visit. Review the patient's care gap and close the gap in care. Consider the following:

- Turn a "sick" visit into a "well-child" visit. Example: Patient comes in with a diaper rash.



- Treat the diaper rash
- Conduct a well-child visit
- Code visit as a well-child visit only (diaper rash was minor problem)
- Turn a “sports physical” into an “adolescent well-care” visit. Example: Patient comes in for a sports physical.
- Conduct a sports physical
- Conduct an adolescent well-care visit
- Document both of them
- Bill for the adolescent well-care visit (Reimbursement for this visit is higher than reimbursement for a sports physical!)

#### **Reach Out to Patients**

- Contact patients with care gaps to schedule appointments
- If transportation is an issue, direct patient to call our Member Services Department to determine eligibility for the transportation benefit.

We’re here to help, and we continue to support our provider partners with quality incentive programs, quicker claims payments and dedicated local market support. Please feel free to contact your provider representative if you have questions or need assistance.

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

