

Medicare & Medicaid Quality news

Apr. 1-Jun.30, 2022

Helping you close gaps in care with tools, resources and member engagement campaigns

CAHPS survey season is underway

Across the state, Medicare and Medicaid members are sharing their experiences with their health care providers and plans through the 2022 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, offered to a random sample of members through June.

LEARN MORE ABOUT CAHPS →

Tips to improve your score

Between the 2020 and 2021 CAHPS surveys, Medicaid members reported a 12% dip in satisfaction with their personal doctors. Reflecting on what was a difficult year for everyone, we have a few tips that could help improve your score:

- Make virtual care available during and after the pandemic
- Keep your practice website up to date
- Call patients after their appointments to make sure they understood the outcome of the visit and follow-up steps
- Ask patients to bring a list of all the specialists they are currently seeing and compare with your records
- Partner with us to review your open care gap reports, scheduling preventive care appointments and offering community resources to patients as needed

Medicare Quality Updates

2022 PCP Incentive Program (PIP) additions

We're excited to add the Care for Older Adults (COA) Assessment and the Osteoporosis Management for Women (OMW) measures to our 2022 PIP program. Learn more about these Medicare 5-Star measures and how you can earn incentive payments through PIP.

LEARN MORE (REQUIRES LOGIN) →

Resources to help your patients with high blood pressure

May is High Blood Pressure Education and National Stroke Awareness Month. The Centers for Disease Control and Prevention has many resources to help you educate your patients on the importance of controlling their blood pressure, from infographics and recording logs to the instructions on the right way to measure blood pressure.

ACCESS THE RESOURCES →

Benefits highlights

Spring is here! With warmer weather ahead, your patients may have new wellness goals on their minds. Our Medicare plans are packed with extra benefits to support the overall wellbeing of our members. Below are a few that might interest your patients this season:

SilverSneakers

SilverSneakers, a fitness and lifestyle program available to our Medicare members at no additional cost, includes:

- Memberships to thousands of participating SilverSneakers fitness locations, including locally owned gyms and nationally recognized brands
- Group exercise classes designed for all abilities
- Access to online educational programs and SilverSneakers On-Demand™ workout videos so they can exercise when and where they choose

LEARN MORE →

myStrength

Self-care and coping skills are critical to mental health and wellbeing. To empower our members, we offer free access to mental health resources through myStrength.

The online tool features:

- Strategies to manage stress
- Tips for managing relationships during challenging times
- Ideas to manage social isolation
- Simple ways to practice mindfulness

YOUR PATIENTS CAN SIGN UP HERE →

BrainHQ

Our Medicare members looking to improve or maintain their cognitive function may be interested in BrainHQ, a digital brain training program that uses exercises designed to challenge attention, memory, people skills and navigation.



LEARN MORE →

Have questions on any of the Medicare topics above? Have suggestions on what you'd like included in future newsletters? We'd love to hear from you at PHMedicareQuality@priorityhealth.com.

Medicaid Quality Updates

Preventive care screens to focus on this quarter

As you know, preventive care screenings are a key component of keeping your patients, our members, healthy. Below are three screenings and their Medicaid requirements:

Screening	Medicaid requirements
Adults' Access to Preventive/Ambulatory Health Services	<ul style="list-style-type: none">• Patients 20 years and older• Annually: At least one preventive care visit
Well-Child Visits in the First 30 Months of Life	<ul style="list-style-type: none">• Patients: 0-30 Months• Children who turn 15 months old in 2022: Six or more well-child visits• Children who turn 30 months old during 2022: Two or more well-child visits
Child and Adolescent Well-Care Visits	<ul style="list-style-type: none">• Patients: 3 to 21 years of age• At least one well-care visit with a PCP or an OBGYN in 2022



PCP Incentive Program (PIP)

Well-child visits in the first 15 months of life can earn \$85

[See our PIP manual for more](#) (requires login)



Areas of focus for this quarter

April Minority Health Month	May Asthma Awareness Month	June Sickle Cell Awareness Month
Comprehensive Diabetes Care (CDC) HEDIS measure	Asthma Medication Ratio HEDIS measure	Sickle Cell Disease (SCD)
<p>Patients 18-75 years of age with diabetes (type 1 and type 2)</p> <p>We track the following Medicaid CDC measures:</p> <ul style="list-style-type: none"> • Hemoglobin A1c Testing <ul style="list-style-type: none"> • HbA1c <8.0%* • HbA1c ≤9.0%* • Diabetic Eye Exam* • Blood Pressure Control (<140/90 mm Hg) <p><u>Diabetes disproportionately affects minority populations.</u></p> <p>Along with higher complications, minorities are also less likely to receive preventive screenings. Encourage your patients to stay on top of their diabetes!</p> <p>*Included in our 2022 PIP program</p>	<p>Patients 5-64 years of age with persistent asthma who had a <u>ratio of controller medications</u> to total asthma medications of ≥0.50 in 2022</p> <p>Appropriate medication management could reduce ER stays and rescue medication use. <u>Help your patients</u> by monitoring their symptoms, using an asthma action plan and continuing to teach them how to properly use their inhalers and asthma medications.</p>	<p>SCD is a group of inherited red blood cell disorders.</p> <p>Data estimates:</p> <ul style="list-style-type: none"> • Approximately 100,000 Americans • 1 out of every 365 African American births • 1 out of every 16,300 Hispanic-American births <p><u>Individuals with SCD usually start to show symptoms around 5 months of age.</u></p> <p>The only cure for SCD is bone marrow or stem cell transplant.</p>

Promote child literacy, strengthen your patient relationships

Deepen engagement with your pediatric patients with books. Physicians have said that when they offer books at the start of a visit, they have more positive interactions and build stronger relationships with the families in their care. Through Reach Out and Read, you could also help build your pediatric patients' home library with 8-10 age-appropriate books before kindergarten.

LEARN MORE →

Get help with patient engagement

Our Quality Improvement team can relieve some of your administrative burden and help you meet your incentive program goals by:

- Identifying your Priority Health-enrolled patients who are due for preventive care screenings
- Calling them to schedule their appointments with you
- Making sure they have transportation to their appointments

Interested?

Contact Rebecca Smith at rebecca.smith@priorityhealth.com.