



HEDIS FEEDBACK, 2019 - #1

Thanks to the hard work and participation of great providers like you, the 2019 HEDIS* hybrid season was a success! The majority of HEDIS measurements are derived from administrative (claims) results, but some are abstracted from the medical record review process during HEDIS season (annually, March through May). After reviewing almost 3,000 charts this season, we found some trends we'd like to share with you. Identifying opportunities for improvement will ensure we have an even more successful season in 2020!

Improvement Opportunities: Well-Child Examinations

- Take advantage of your EMR: When possible, preload standardized templates, phrases, or check boxes. Try to build care gap “alerts” and automatic BMI percentile calculation in your system.
- Electronically submit your EMR data to us. This eliminates requests for medical records!
- Include BMI in vitals (this includes **percentile for all members aged ≤ 19**) and calculate percentile if your EMR does not do this automatically. For members less than 19, you can use dated growth/BMI charts for this documentation!
- Document all the work you are doing (such as Anticipatory Guidance, “AG”), as well as any specific educational/guidance hand-outs provided. For AG, identify what content is delivered and especially call out “nutrition” and “physical activity” discussion/materials when included.
- Documentation must include all five components for the record to be compliant with the measure.
 - **Health history**
 - **Physical development history**
 - **Mental development history**
 - **Complete physical exam**
 - **Health education/anticipatory guidance.**
- Fully document **which** vaccine was used by **name**. E.g., 2 vs 3-series dosage (Rotarix vs RotaTeq); generic “rotavirus” or “OPV/IPV” are noncompliant.
- For our Foster Care members, be sure to list **any** name used for member within the chart; sometimes members are in the process of adoption and Provider One name has yet to be changed.

For questions about HEDIS, please visit our provider website at <https://www.coordinatedcarehealth.com/providers.html>.

Under “QI Program” on the left, you will find “2019 HEDIS Reference Guide” located here:

<https://www.coordinatedcarehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/QI/508-WA-HEDIS-QuickRefGuide.pdf> or visit www.ncqa.org for additional information regarding HEDIS, or contact us at 877-644-4613.

* HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of health care plans and is the most used performance measure in the managed care industry.