

Quick Reference Guide

HEDIS® 2023



 For more information, visit www.ncqa.org

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WHAT IS HEDIS?

HEDIS (Healthcare Effectiveness Data and Information Set) is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) to objectively measure, report, and compare quality across health plans.

NCQA develops HEDIS measures through a committee represented by purchasers, consumers, health plans, healthcare providers, and policy makers.

HOW ARE RATES CALCULATED?

HEDIS rates can be calculated in two ways: administrative data or hybrid data. Administrative data consists of claim or encounter data submitted to the health plan.

Hybrid data consists of both administrative data and a sample of medical record data. Hybrid data requires review of a random sample of member medical records to abstract data for services rendered that were not reported to the health plan through claim/encounter data.

Accurate and timely claim/encounter data (administrative) reduces the need for medical record review. If services are not billed or not billed accurately, they are not included in the calculation.

WHAT ARE THE SCORES USED FOR?

As state and federal governments move toward a quality-driven healthcare industry, HEDIS rates are becoming more important for both health plans and individual providers. State purchasers of healthcare use aggregated HEDIS rates to evaluate health insurance companies' efforts to improve preventive health outreach for members.

Iowa Total Care strives to enhance quality of care through a focus on preventative and screening services while promoting engagement with our members and utilize HEDIS scores to measure impact. HEDIS scores can also be utilized to evaluate your practice's preventive care efforts.

MEDICAL RECORDS

When administrative data (claim or encounter data submitted to the health plan) is not available, organizations may use other sources to collect data about their members and about delivery of health services to members.

Other methods that Iowa Total Care utilizes to collect medical record information include:

- **Remote Access:** Provider offices allow electronic medical record (EMR) access to our HEDIS abstractors and clinical quality consultants to ease the burden on their own staff
- **Electronic Data Exchange (EDS):** Provider offices work with Iowa Total Care to electronically exchange clinical information about a member beyond administrative claims. This would include the date of service as well as results of lab tests, vital signs or other services.
- **Provider Portal:** Provider offices can upload records directly to Iowa Total Care's portal.
- **Fax:** Provider offices can fax records to the Quality HEDIS department: 1-833-900-3871.

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- **Email:** Provider offices can securely email records to the Quality HEDIS department:
ITC_HEDIS@IowaTotalCare.com
- Quality staff go onsite to provider offices to collect medical records needed.

YEAR-ROUND DATA COLLECTION

To ease the burden on provider offices and staff, especially during the HEDIS season (February through April), Iowa Total Care works to capture HEDIS measures throughout the entire year. This can be successfully achieved when the health plan has remote access to the provider's EMR and/or provider participates in electronic data exchange (EDS).

Health plans can also receive information via EDS. Also referred to as supplemental data, EDS electronically captures additional clinical information about a member, beyond *administrative* claims, that are received by Iowa Total Care.

HOW CAN I IMPROVE MY HEDIS SCORES?

- Submit claim/encounter data for each and every service rendered.
- Make sure that chart documentation reflects all services billed.
- Bill (or report by encounter submission) for all delivered services, regardless of contract status.
- Ensure that all claim/encounter data is submitted in an accurate and timely manner.
- Consider including CPT® II codes to provide additional details and reduce medical record requests.
 - CPT® II codes are supplemental tracking codes that can be used for performance measurement. Use of these codes will decrease the need for some record abstraction and chart review thereby minimizing administrative burdens on providers and other healthcare staff.
 - CPT® II codes ensure gaps in care are closed in a timelier manner.
 - Improve accuracy of gaps-in-care reporting.
 - More effectively monitor quality and service delivery within a provider's practice.
 - They capture data that ICD-10 codes and CPT® Category I codes do not – so important information related to health outcome measures is relayed more efficiently.

How Iowa Total Care Uses HEDIS for Provider Incentive Programs

PAY-FOR-PERFORMANCE (P4P)

P4P is an activity-based reimbursement with an incentive payment based on achieving defined and measurable goals related to access, continuity of care, member satisfaction, and clinical outcomes. Based on program performance, you are eligible to earn compensation in addition to what you are paid through your participating provider agreement.

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RISK MANAGEMENT: Continuity of Care (CoC) Program

The CoC program is designed to support your outreach to members for annual visits and condition management, which will help us better identify members who are eligible for case management programs. The program achieves this goal by increasing PCP visibility into members' existing medical conditions for better quality of care for chronic condition management and prevention. Providers earn incentive payments for proactively coordinating preventive medicine, thoroughly addressing all the patients' current conditions to improve health and providing appropriate clinical quality care.

Glossary of Terms

Numerator: The number of members who meet compliance criteria based on NCQA technical specifications for appropriate care, treatment or service.

Denominator: The number of members who qualify for the measure criteria, based on NCQA technical specifications.

Measurement year: In most cases, the 12-month timeframe between which a service was rendered; generally, January 1 through December 31.

Reporting year: The timeframe when data is collected and reported. The service dates are from the measurement year, which is usually the year prior. In some cases, the service dates may go back more than one year.



Admin

Administrative: Measures reported as administrative use the total eligible population for the denominator. Medical, pharmacy and encounter claims count toward the numerator. In some instances, health plans use approved supplemental data for the numerator.



Hybrid

Hybrid: Measures reported as hybrid use a random sample of 411 members from a health plan's total eligible population for the denominator. The numerator includes medical and pharmacy claims, encounters and medical record data. In some cases, health plans use auditor-approved supplemental data for the numerator.



ECDS

Electronic Clinical Data Systems (ECDS): HEDIS quality measures reported using ECDS means secure sharing of patient medical information electronically between systems. Measures that leverage clinical data captured routinely during the care delivery can reduce the burden on providers to collect data for quality reporting.



CAHPS

CAHPS Survey: On an annual basis, the Consumer Assessment of Health Plans Survey (CAHPS) is sent to a group of randomly selected members.

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Updates to HEDIS Measures *(effective for calendar year 2022 and 2023)*

This guide has been updated with information from the release of the HEDIS 2023 Volume 2 Technical Specifications by NCQA and is subject to change.

Retired Measures:

- Flu Vaccinations for Adults Ages 18–64 (FVA)
- Breast Cancer Screening (BCS): no longer collected administratively; only the BCS-E measure will be reported.

Revised Measures:

- Follow-Up After Emergency Department Visit for Substance Use (FUA)
- Initiation and Engagement of Substance Abuse Disorder Treatment (IET)
- Blood Pressure Control for Patients with Diabetes (BPD)
- Eye Exam for Patients with Diabetes (EED)
- Hemoglobin A1c Control for Patients with Diabetes (HBD)
- Statin Therapy for Patients with Diabetes (SPD)
- Asthma Medication Ratio (AMR)
- Pharmacotherapy Management of COPD Exacerbation (PCE)
- Breast Cancer Screening (BCS-E)
- Cervical Cancer Screening (CCS)
- Prenatal and Postpartum Care (PPC)
- Prenatal Immunization Status (PRS-E)

New Measure for Medicaid:

- Colorectal Cancer Screening (COL)

For additional information or questions related to HEDIS, please contact the Quality Improvement Department:



Provider Services Hours: Monday through Friday, 7:30 a.m. – 6:00 p.m. CT



Provider Services Phone Number: 1-833-404-1061 (TTY: 711)



Quality Website: www.iowatotalcare.com/providers/quality-improvement

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Adult Preventive Health Measures

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(BCS-E) Breast Cancer Screening

Summary of Changes: Only BCS-E measure will be reported. BCS is a retired measure.



Measure evaluates the percentage of women 50–74 years of age who had a mammogram to screen for breast cancer anytime on or between October 1 two years prior to the measurement year through December 31 of the measurement year.

CPT®/CPT®-CAT-II*	ICD-10 (Bilateral Mastectomy)*
77061–77063, 77065–77067	Z90.13

*Codes subject to change.

To Improve HEDIS Measure:

- Ensure that an order or prescription for a mammogram is given at well-woman exams for women 50–74 years old.
- Consider adopting a standing order and/or automated referrals for mammography for eligible women.
- Ensure proper documentation of mammography and exclusions in the patient’s medical record:
 - Provide results or findings to indicate test was performed.
 - Document screening in the “medical history” section of the record and update the section annually/biannually.
- Visit our [website](http://iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html) (iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html) for rewards for healthy behaviors and preventive screenings that may be available to members.
- It’s important to submit the appropriate ICD-10 diagnosis code that reflects a member’s history of bilateral mastectomy, Z90.13.
 - Code should be submitted with the initial visit claim and annually thereafter.

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(CCS) Cervical Cancer Screening

Summary of Changes: Cervical Cytology codes updated in table.



Hybrid

This measure demonstrates the percentage of women 21–64 years of age who were screened for cervical cancer using **any** of the following criteria:

- Women 21–64 years of age who had cervical cytology performed within last three years.
- Women 30–64 years of age who had cervical high-risk human papillomavirus (hrHPV) testing performed within the last five years or,
- Women 30–64 years of age who had cervical cytology/high-risk human papillomavirus (hrHPV) co-testing within the last five years.

Members who have had a complete or total hysterectomy (no residual cervix), cervical agenesis or acquired absence of cervix will be excluded from the measure.

Description	Codes*
Cervical Cytology (20–64)	CPT®/CPT®-CAT-II: 88141–88143, 88147, 88148, 88150, 88152, 88164–88167, 88174, 88175 HCPCS: G0123, G0124, G0141, G0143, G0144, G0145, G0147, G0148, P3000, P3001, Q0091
HPV Tests (30–64)	CPT®: 87624, 87625 HCPCS: G0476
Absence of Cervix	ICD-10: Q51.5, Z90.710, Z90.712

*Codes subject to change.

To Improve HEDIS Measure:

- Use ICD-10 Q51.5, Z90.710 or Z90.712 to indicate the exclusion (acquired absence of cervix).
- Medical record must have cervical cytology test results and hrHPV results documented, even if member self-reports being previously screened by another provider.

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(CHL) Chlamydia Screening in Women



Admin

Summary of Changes: There were no changes to this measure.

Measure evaluates the percentage of women 16–24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.

Sexually active is defined as any member who:

- Had a pregnancy test.
- Had any other STD testing completed.
- Had a prescription filled for contraceptives.

CPT®/CPT®-CAT-II*

87110, 87270, 87320, 87490–87492, 87810

*Codes subject to change.

To Improve HEDIS Measure:

- Ensure females 16–24 years of age receive appropriate screening for chlamydia each year.
- Chlamydia infections often have no symptoms so routine screening when at risk is important. The CDC recommends non-invasive nucleic acid amplification test or NAAT for chlamydia screening. This can be completed through a urine test. Use CPT® code 87491.
- Add chlamydia screening as a standard lab for women 16–24 years old. Use well-child exams and well-women exams for this purpose.
- Utilize Iowa Total Care’s educational information for providers, “Sexual Activity: The Five P’s of Sexual History”. Obtain educational handout from your assigned CQC.

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(COL) Colorectal Cancer Screening

Summary of Changes: First year measure for Medicaid.



The percentage of members 45–75 years of age who had an appropriate screening for colorectal cancer. Proper coding is critical to ensure accurate reporting of these measures, and it may also decrease the need for medical record reviews.

Colorectal Cancer Screening

Description	Codes*
Colonoscopy <i>Should be completed between 1/1/2014–12/31/2023</i>	CPT®: 44388–44394, 44397, 44401–44408, 45355, 45378–45393, 45398
CT Colonography <i>Should be completed between 1/1/2019–12/31/2023</i>	CPT®: 74261, 74262, 74263 LOINC: 60515–4, 72531–7, 79069–1, 79071–7, 79101–2, 82688–3
Stool DNA (sDNA) with FIT Test <i>Should be completed between 1/1/2021–12/31/2023</i>	CPT®: 81528 LOINC: 77353–1, 77354–9
Flexible Sigmoidoscopy <i>Should be completed between 1/1/2019–12/31/2023</i>	CPT®: 45330–45335, 45337–45338, 45340–45342, 43536–45347, 45349–45350
FOBT (Fecal Occult Blood Test) <i>Should be completed between 1/1/2023–12/31/23</i>	CPT®: 82270, 82274 LOINC: 12503–9, 12504–7, 14563–1, 14564–9, 14565–6, 2335–8, 27396–1, 27401–9, 27925–7, 27926–5, 29771–3, 56490–6, 56491–4, 57905–2, 58453–2, 80372–6
Exclusion: Colorectal Cancer	ICD–10 CM: C18.0–C18.9, C19, C20, C21.2, C21.8, C78.5, Z85.038, Z85.048
Exclusion: Total Colectomy	CPT®: 44150–44153, 44155–44158, 44210–44212 ICD–10 CM: 0DTE0ZZ, 0DTE4ZZ, 0DTE7ZZ, 0DTE8ZZ

*Subject to change.

To Improve HEDIS Measure:

- FOBT tests performed in an office or performed on a sample collected via a digital rectal exam (DRE) do not meet criteria.
- Place standing orders for office staff to dispense FOBT or Stool DNA (sDNA) with FIT kits to patients needing colorectal cancer screening.
- Reassure the patient who is resistant to having a colonoscopy to perform an at-home stool test (either GFOBT or IFOBT).

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- Update the patient chart yearly indicating colorectal cancer screening (indicate test performed and the date of lab results).
- Document the patient ileostomies, which entails colon removal and patients with a history of colon cancer.

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Behavioral Health Measures

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(AMM) Antidepressant Medication Management

Summary of Changes: There were no changes to this measure.



Measure evaluates percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication treatment. Two rates are reported:

- **Effective Acute Phase Treatment:** percentage of members who remained on an antidepressant medication for at least 84 days (12 weeks).
- **Effective Continuation Phase Treatment:** percentage of members who remained on an antidepressant medication for at least 180 days (six months).

Antidepressant Medications

Description	Prescription*		
Miscellaneous Antidepressants	Bupropion	Vilazodone	Vortioxetine
Monoamine Oxidase Inhibitors	Isocarboxazid Phenelzine	Selegiline Tranylcypromine	
Phenylpiperazine Antidepressants	Nefazodone	Trazodone	
Psychotherapeutic Combinations	Amitriptyline-chlordiazepoxide Amitriptyline-perphenazine		Fluoxetine- olanzapine
SNRI Antidepressants	Desvenlafaxine Duloxetine	Levomilnacipran Venlafaxine	
SSRI Antidepressants	Citalopram Escitalopram	Fluoxetine Fluvoxamine	Paroxetine Sertraline
Tetracyclic Antidepressants	Maprotiline	Mirtazapine	
Tricyclic Antidepressants	Amitriptyline Amoxapine Clomipramine	Desipramine Doxepin (>6 mg) Imipramine	Nortriptyline Protriptyline Trimipramine

*Subject to change.

To Improve HEDIS Measure:

- Ensure members remain adherent to antidepressant medication treatment. Ongoing monitoring is critical to adherence.
- Medication reporting is available on the Provider Portal: provider.iowatotalcare.com.
- Schedule follow-up visits prior to the member leaving the office.

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(APM) Metabolic Monitoring for Children and Adolescents on Antipsychotics



Summary of Changes: There were no changes to this measure.



Measure evaluates the percentage of children and adolescents 1–17 years of age who had two or more antipsychotic prescriptions and had metabolic testing during the measurement year. Both of the following are needed to be compliant: Three rates are reported:

1. The percentage of children and adolescents on antipsychotics who received blood glucose testing.
2. The percentage of children and adolescents on antipsychotics who received cholesterol testing.
3. The percentage of children and adolescents on antipsychotics who received blood glucose and cholesterol testing.

Antipsychotic Medications

Description	Prescription*		
Miscellaneous Antipsychotic Agents	Aripiprazole Asenapine Brexipiprazole Cariprazine Clozapine Haloperidol	Iloperidone Loxapine Lurasidone Molindone Olanzapine Paliperidone	Pimozide Quetiapine Risperidone Ziprasidone
Phenothiazine Antipsychotics	Chlorpromazine Fluphenazine Perphenazine	Thioridazine Trifluoperazine	
Thioxanthenes	Thiothixene		
Long-Acting Injections	Aripiprazole Aripiprazole lauroxil Fluphenazine decanoate Haloperidol decanoate	Olanzapine Paliperidone palmitate Risperidone	

*Subject to change.

Antipsychotic Combination Medications

Description	Prescription*	
Psychotherapeutic Combinations	Fluoxetine-olanzapine	Perphenazine-amitriptyline

*Subject to change.

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Prochlorperazine Medications

Description	Prescription*
Phenothiazine Antipsychotics	Prochlorperazine

*Subject to change.

Test Types

Description	Codes*
HbA1C Tests	CPT®/CPT®-CAT-II: 83036, 83037 CPT®-CAT-II: 3044F, 3046F, 3051F, 3052F
Glucose Tests	CPT®: 80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951
LDL-C Tests	CPT®: 80061, 83700, 83701, 83704, 83721 CPT®-CAT-II: 3048F, 3049F, 3050F
Cholesterol Lab Test	CPT®: 82465, 83718, 83722, 84478

*Codes subject to change.

To Improve HEDIS Measure:

- Individual tests to measure cholesterol and blood glucose levels can be done on the same or different dates of service.
- Any location or setting is acceptable for the lab tests.
- Either a blood glucose or HbA1c test AND a cholesterol or LDL-C test in the measure year is acceptable for metabolic testing.
- The use of CPT® Category II codes and supplemental data helps identify clinical outcomes such as HbA1c level. It can also reduce the need for some chart review.
- Go to iowatotalcare.com for additional resources on care management for individuals with behavioral health problems.

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(APP) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics



Admin

Summary of Changes: There were no changes to this measure.

The percentage of children and adolescents 1–17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment (90 days prior to new prescription through 30 days after).

Antipsychotic Medications

Description	Prescription*		
Miscellaneous Antipsychotic Agents	Aripiprazole Asenapine Brexpiprazole Cariprazine Clozapine Haloperidol Iloperidone	Loxapine Lurasidone Molindone Olanzapine Paliperidone Pimozide Quetiapine	Risperidone Ziprasidone
Phenothiazine Antipsychotics	Chlorpromazine Fluphenazine Perphenazine	Thioridazine Trifluoperazine	
Thioxanthenes	Thiothixene		
Long-Acting Injections	Aripiprazole Aripiprazole lauroxil Fluphenazine decanoate Haloperidol decanoate	Olanzapine Paliperidone palmitate	Risperidone

*Subject to change. Not all inclusive; see current HEDIS tech specs for specific medications.

Antipsychotic Combination Medications

Description	Prescription*	
Psychotherapeutic Combinations	Fluoxetine-olanzapine	Perphenazine-amitriptyline

*Subject to change.

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To Improve HEDIS Measure:

- Psychosocial care, which includes behavioral interventions, psychological therapies, and skills training, among others, is the recommended first-line treatment option for children and adolescents diagnosed with nonpsychotic conditions such as attention-deficit disorder and disruptive behaviors.
- When prescribed, antipsychotic medications should be part of a comprehensive, multi-modal plan for coordinated treatment that includes psychosocial care.
- Periodically review the ongoing need for continued therapy with antipsychotic medications.
- Provide credible sources to address any fears and stigma surrounding treatment.
- Offer a culturally competent environment. Understanding a patient's culture and belief system can help distinguish what type of treatment they are seeking.

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(COU) Risk of Continued Opioid Use

Summary of Changes: There were no changes to this measure.



Admin

The percentage of members 18 years and older who have a new episode of opioid use that puts them at risk for continued opioid use. Two rates are reported:

1. The percentage of members with at least 15 days of prescription opioids in a 30-day period.
2. The percentage of members with at least 31 days of prescription opioids in a 62-day period.

NOTE:

- Data is captured utilizing pharmacy claims data for opioid medications filled.
- The age population starts for members 18 years and older as of November 1 of the year prior to the measurement year.
- Inverse measure, so lower rate indicates better performance.

To Improve HEDIS Measure:

- Work with patients who are ready to cut down on use to develop a treatment plan.
- Assist patients with identifying alternative pain management methods to lower their risk of developing dependence on opioids.
- Review the Prescription Monitoring Program Registry before prescribing opioids.
- Use the lowest effective dose of opioids for the shortest period of time needed.
- Establish follow-up appointments to assess pain management.

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(FUA) Follow-Up After Emergency Department Visit for Substance Use



Admin

Summary of Changes: Change in name of the measure. Added ED visits with a diagnosis of unintentional and undetermined drug overdose to the denominator. Revised the measure name from Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence to Follow-Up After Emergency Department Visit for Substance Abuse.

The percentage of Emergency Department (ED) visits for members 13 years of age and older with a principal diagnosis of substance use disorder (SUD), or any diagnosis of drug overdose, for which there was follow-up. Two rates are reported:

- The percentage of ED visits for which the member received follow-up within seven days of the ED visit (eight total days).
- The percentage of ED visits for which the member received follow-up within 30 days of the ED visit (31 total days).

To Improve HEDIS Measure:

- Explain the importance of follow-up to your patients. Reach out to patients that do not keep initial follow-up appointments and reschedule them ASAP.
- A principal diagnosis of substance use disorder, or any diagnosis of drug overdose must be used to meet follow-up criteria.
- A telehealth visit with a principal diagnosis of substance use disorder or drug overdose will meet criteria for a follow-up visit.
- If you are seeing the patient for multiple issues, the substance use disorder or drug overdose diagnosis must be listed as the principal diagnosis to meet compliance for this measure.
- Work with local hospital emergency departments to obtain data exchange reports on your patients seen in the ER for better care coordination.
- If a member has more than one ED visit in a 31-day period, include only the first eligible ED visit.

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(FUH) Follow-Up After Hospitalization for Mental Illness

Summary of Changes: There were no changes to this measure.



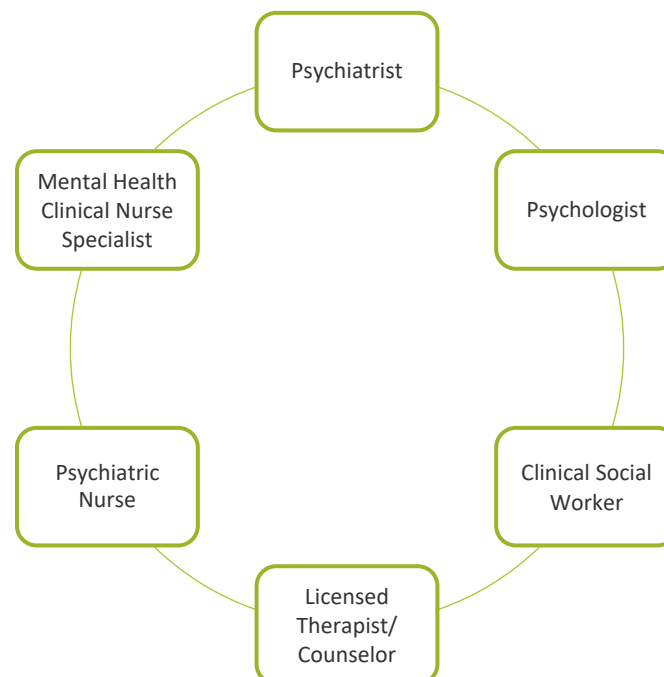
Admin

Measure evaluates percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit **with a mental health provider**. Two rates are reported:

- Discharges for which the member received follow-up within seven days after discharge.
- Discharges for which the member received follow-up within 30 days after discharge.

Note: Visits that occur on the date of discharge will not count toward compliance. Telehealth visits with a behavioral health provider are acceptable to address the care opportunity.

Types of Mental Health/Behavioral Health Providers:



To Improve HEDIS Measure:

- Visit must be with a mental health provider.
- Telehealth services, completed by a qualified mental health provider, do count for this HEDIS measure.
- Schedule a follow-up appointment for the patient before discharge.
- Ensure appropriate coding to capture services provided within the appropriate timeframe.

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- Iowa Total Care has resources to conquer common barriers for follow-up care for members including:
 - Transportation.
 - Interpreter needs.
 - Equipment needed for telehealth visit (cell phone, etc.).
- Refer hospitalized members to the Transitions of Care team who assist members with needed services upon discharge from the inpatient setting.

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(FUI) Follow-Up After High-Intensity Care for Substance Use Disorder



Admin

Summary of Changes: There were no changes to this measure.

The percentage of acute inpatient hospitalizations, residential treatment or withdrawal management visits for a diagnosis of substance use disorder among members 13 years of age and older that result in a follow-up visit or service for substance use disorder. Two rates are reported:

1. The percentage of visits or discharges for which the member received follow-up for substance use disorder within the 30 days after the visit or discharge.
2. The percentage of visits or discharges for which the member received follow-up for substance use disorder within the seven days after the visit or discharge.

To Improve HEDIS Measure:

- This visit can be with any type of practitioner.
- Visits may not occur on the same date of discharge.
- Visits must have a principal diagnosis of substance use disorder.
- The member is age 13 years and older as of the date of discharge, stay or event.
- Consider screening members for a personal or family history of substance use.
 - If substance abuse is identified, schedule appropriate treatment and explain the importance of follow-up to your patients.
- Telehealth, e-visits and virtual check-ins can be used for both the seven- and 30-day follow-up visit.

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(FUM) Follow-Up After Emergency Department Visit for Mental Illness



Admin

Summary of Changes: There were no changes to this measure.

The percentage of Emergency Department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness. Two rates are reported:

- Percentage of ED visits for which the member received follow-up within seven days after discharge (eight total days).
- Percentage of ED visits for which the member received follow-up within 30 days after discharge (31 total days).

To Improve HEDIS Measure:

- Explain the importance of follow-up to your patients.
- Reach out to patients that do not keep initial follow-up appointments and reschedule them ASAP.
- A telehealth visit with a principal diagnosis of a mental health disorder or intentional self-harm will meet criteria for a follow-up visit.
- The follow up can be with any type of provider to meet compliance. The principal diagnosis for the visit must be a mental health disorder or intentional self-harm.
- Collaborate with health plan case management on assisting with social determinants that may affect compliant follow-up visits.

Quick Reference Guide

(HDO) Use of Opioids at High Dosage

Summary of Changes: There were no changes to this measure.



Admin

Percentage of members ages 18 and older receiving prescription opioids at high dosage (average morphine milligram equivalent dose [MME] ≥ 90) for ≥ 15 days during the measurement year.

- MME: Morphine milligram equivalent. The dose of oral morphine that is the analgesic equivalent of a given dose of another opioid analgesic.
 - A daily dose is calculated using the units per day, strength, and the MME conversion factor (different for each drug).
 - A total sum of daily doses is calculated for an average daily dose to finally be calculated, representing all opioids dispensed to the member.

This measure does NOT include the following opioid medications:

- Injectables.
- Opioid cough and cold products.
- Ionsys® (fentanyl transdermal patch).
 - This is for inpatient use only and is available only through a restricted program under a Risk Evaluation and Mitigation Strategy (REMS).
- Methadone for the treatment of opioid use disorder.

To Improve HEDIS Measure:

- Information to help you stay informed about the latest opioid research and guidelines is also available at [cdc.gov](https://www.cdc.gov), [hhs.gov](https://www.hhs.gov) or the [Iowa Department of Public Health website](https://www.iowadepartmentofpublichealth.com).
- Use the lowest dosage of opioids in the shortest length of time possible.
- Review the member's history of controlled substance prescriptions using the state prescription drug monitoring program data.
- Evaluate benefits and potential negative side effects with patients within one to four weeks of starting opioid therapy for chronic pain or dose escalation. Schedule a follow-up appointment before they leave the office.
- HDO is calculated as an inverse measure; therefore, a lower rate is desirable. A member "passes" the measure when the average daily dose of MME is < 90 .

Quick Reference Guide

(IET) Initiation and Engagement of Substance Abuse Disorder Treatment



Admin

Summary of Changes: The name of the measure changed from Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment to Initiation and Engagement of Substance Abuse Disorder Treatment.

The percentage of new substance use disorder (SUD) episodes that result in treatment initiation and engagement of members 13 years and older.

Initiation of SUD Treatment: The percentage of new SUD episodes that result in treatment initiation through an inpatient SUD admission, outpatient visit, intensive outpatient encounter, partial hospitalization, telehealth visit, or medication treatment within 14 days.

Engagement of SUD Treatment: The percentage of new SUD episodes that have evidence of treatment engagement within 34 days of initiation.

To Improve HEDIS Measure:

- For the follow-up treatments, include an ICD-10 diagnosis for SUD, along with a procedure code for the preventive service, evaluation and management consultation or counseling service.
- Initiation of SUD treatment must take place within 14 days of the episode date.
- Claims must include the visit code, original episode diagnosis and, when applicable, a place of service code.
- Discuss the importance of timely, recommended follow-up visits with patients.
- Use the same diagnosis for substance use at each follow up.
- Reach out to members who cancel appointments as soon as possible and assist them with rescheduling them.

Quick Reference Guide

(POD) Pharmacotherapy for Opioid Use Disorder

Summary of Changes: There were no changes to this measure.



Admin

The percentage of opioid use disorder (OUD) pharmacotherapy events that lasted at least 180 days among members 16 years of age and older with a diagnosis of OUD and a new OUD pharmacotherapy event.

To Improve HEDIS Measure:

To promote compliance and encourage treatment for a minimum of 180 days:

- Patients with OUD should be informed of the risks and benefits of pharmacotherapy, treatment without medication, and no treatment.
- Identify and address any barriers to member:
 - Keeping appointments.
 - Timely medication refills.
- Provide reminder calls to confirm appointment.
- Utilize member benefits from health plan, such as transportation or cell phones for telehealth visits.
- Provide timely submission of claims.

Quick Reference Guide

(SAA) Adherence to Antipsychotic Medications for Individuals with Schizophrenia



Admin

Summary of Changes: There were no changes to this measure.

Percentage of members 18 years of age and older during the measurement year with schizophrenia or schizoaffective disorder who were dispensed and remained on an antipsychotic medication for at least 80 percent of the treatment period.

To Improve HEDIS Measure:

- Outreach directly to members who were recently prescribed antipsychotics or who have refills that are past due to confirm that they are taking their medications.
- Offer tips to patients, such as:
 - Taking medication at the same time each day
 - Use a pill box
 - Encourage patients to enroll in auto refill programs at their pharmacy
 - Discuss potential side effects and encourage member to contact provider and not stop usage.
- Avoid giving samples; only prescriptions with a pharmacy claim are utilized to measure adherence.
- Assess if long-acting injectable is appropriate.

Quick Reference Guide

(SMD) Diabetes Monitoring for People with Diabetes and Schizophrenia



Admin

Summary of Changes: There were no changes to this measure.

Percentage of members ages 18–64 years of age with schizophrenia or schizoaffective disorder and diabetes who had both an LDL-C test and an HbA1C test during the measurement year.

- Member must have both tests to be compliant with the measure. The organization may use a calculated or direct LDL.

To Improve HEDIS Measure:

- Member must have both tests to meet this measure. Use appropriate documentation and correct coding.
- Teach the patient the need for follow-up appointments to empower shared decision-making between the provider and the patient.
- Ensure quality communication between behavioral and primary care providers in the coordination of care.
- Schedule an annual A1c and LDL-C test.

Quick Reference Guide

(SSD) Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications

**Admin**

Summary of Changes: There were no changes to this measure.

Percentage of members 18–64 years of age with schizophrenia, schizoaffective disorder, or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.

Description	CPT®*	CPT®-CAT-II*
HbA1c	83036, 83037	3044F, 3046F, 3051F, 3052F
Glucose Test	80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951	

*Codes subject to change.

To Improve HEDIS Measure:

- Use appropriate documentation and correct coding.
- Teach the patient the need for follow-up appointments to empower shared decision-making between the provider and the patient.
- Ensure quality communication between behavioral and primary healthcare providers in the coordination of care.
- Maintain appointment availability for patients.
- Outreach to patients who cancel appointments and reschedule as soon as possible.
- Collaborate with health plan case management on assisting with social determinants.
- Schedule an annual glucose or A1c test.

Quick Reference Guide

(UOP) Use of Opioids from Multiple Providers

Summary of Changes: There were no changes to this measure.



Admin

The percentage of members 18 years and older, receiving prescription opioids for ≥ 15 days during the measurement year, who received opioids from multiple providers. Three rates are reported:

- **Multiple Prescribers.** The percentage of members receiving prescriptions for opioids from four or more different prescribers during the measurement year.
- **Multiple Pharmacies.** The percentage of members receiving prescriptions for opioids from four or more different pharmacies during the measurement year.
- **Multiple Prescribers and Multiple Pharmacies.** The percentage of members receiving prescriptions for opioids from four or more different prescribers **and** four or more different pharmacies during the measurement year (i.e., the percentage of members who are numerator compliant for both the Multiple Prescribers and Multiple Pharmacies rates).

Note: A lower rate indicates better performance for all three rates.

To Improve HEDIS Measure:

- Information to help you stay informed about the latest opioid research and guidelines is also available at [cdc.gov](https://www.cdc.gov), [hhs.gov](https://www.hhs.gov) or the [Iowa Department of Public Health website](https://www.idph.iowa.gov).
- Utilize the prescription drug monitoring program (PMP).
- Consider creating a patient/provider opioid/pain contract regarding agreement that patient utilizes only one prescriber and one pharmacy.
- Assist patient with identifying alternative pain management methods to lower their risk of developing opioid dependence.

Quick Reference Guide

Cardiovascular Measures

Quick Reference Guide

(CBP) Controlling High Blood Pressure

Summary of Changes: There were no changes to this measure.



Hybrid

Measure evaluates the percentage of members 18–85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (< 140/90 mm Hg) during the measurement year.

Note: The blood pressure reading must be taken during an outpatient visit, telephone visit, e-visit, or virtual check-in, a non-acute inpatient encounter, or remote monitoring event. Measurement taken by the member using a non-digital device such as with a manual blood pressure cuff and stethoscope are not acceptable.

Description	Codes*
Hypertension	ICD-10: I10
Systolic Greater Than/Equal to 140	CPT®-CAT-II: 3077F
Systolic Less Than 140	CPT®-CAT-II: 3074F, 3075F
Diastolic Greater Than/Equal to 90	CPT®-CAT-II: 3080F
Diastolic 80–89	CPT®-CAT-II: 3079F
Diastolic Less Than 80	CPT®-CAT-II: 3078F
Outpatient Codes	CPT®: 99201–99205, 99211–99215, 99241–99245, 99341–99345, 99347–99350, 99381–99387, 99391–99397, 99401–99404, 99411, 99412, 99429, 99455, 99456, 99483 HCPCS: G0402, G0438, G0439, G0463, T1015
Non-Acute Inpatient Codes	CPT®: 99304–99310, 99315, 99316, 99318, 99324–99328, 99334–99337
Telephone Visits	CPT®: 98966, 98967, 98968, 99441, 99442, 99443
Online Assessments	CPT®: 98969, 98970, 98971, 98972, 99421, 99422, 99423, 99444, 99457

*Codes subject to change.

To Improve HEDIS Measure:

- BP reading must be the last performed within the measurement year.
- BP readings reported by and taken by a member are acceptable, apart from a non-digital manual device.
- If a member's initial BP reading is elevated at the start of a visit, you can take multiple readings during the same visit and use the lowest diastolic and lowest systolic to document the overall reading.

Quick Reference Guide

- The use of CPT® Category II codes help to identify clinical outcomes such as systolic and diastolic BP readings. It can also reduce the need for some chart review.
- The measure looks at the lowest systolic and the lowest diastolic reading. If the initial BP is > 139/89, retake it and record each reading in the medical record.

Quick Reference Guide

(CRE) Cardiac Rehabilitation

**Admin**

Summary of Changes: There were no changes to this measure.

Measure evaluates percentage of members 18 and older who attended cardiac rehabilitation following a qualifying cardiac event, including myocardial infarction, percutaneous coronary intervention, coronary artery bypass grafting, heart and heart/lung transplantation or heart valve repair/replacement, following a qualifying cardiac event between July 1 of the year prior to measurement year and June 30 of the measurement year. Four rates are reported:

- **Initiation:** percentage of members who attended two or more sessions of cardiac rehabilitation within 30 days after a qualifying event.
- **Engagement 1:** percentage of members who attended 12 or more sessions of cardiac rehabilitation within 90 days after qualifying event.
- **Engagement 2:** percentage of members who attended 24 or more sessions of cardiac rehabilitation within 180 days after qualifying event.
- **Achievement:** percentage of members who attended 36 or more sessions of cardiac rehabilitation within 180 days after qualifying event.

Description	Codes*
Cardiac Rehabilitation	CPT®: 93797, 93798 HCPCS: G0422, G0423, S9472

*Codes subject to change.

To Improve HEDIS Measure:

- Transportation (non-emergency) may be available for rides to the member's rehabilitation sessions.

Quick Reference Guide

(SPC) Statin Therapy for Patients with Cardiovascular Disease



Summary of Changes: There were no changes to this measure.

Percentage of males ages 21–75 and females ages 40–75 during the measurement year who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD) and met the following criteria:

- **Received statin therapy:** Members who were dispensed at least one high- or moderate-intensity statin medication during the measurement year.
- **Statin adherence 80 percent:** Members who remained on a high- or moderate-intensity statin medication for at least 80 percent of the treatment period.

Note: The treatment period is defined as the earliest prescription dispensing date in the measurement year for any statin medication of at least moderate intensity through the last day of the measurement year.

Medications

Drug Category	Medications*	
High-Intensity Statin Therapy	Amlodipine-atorvastatin 40–80 mg Atorvastatin 40–80 mg Ezetimibe-simvastatin 80 mg	Rosuvastatin 20–40 mg Simvastatin 80 mg
Moderate-Intensity Statin Therapy	Amlodipine-atorvastatin 10–20 mg Atorvastatin 10–20 mg Ezetimibe-simvastatin 20–40 mg Fluvastatin 40-80 mg Lovastatin 40 mg	Pitavastatin 2–4 mg Pravastatin 40–80 mg Rosuvastatin 5–10 mg Simvastatin 20–40 mg

*Subject to change.

To Improve HEDIS Measure:

- Encourage patients to enroll in auto-refill programs at their pharmacy.
- Avoid giving samples; only prescriptions with a pharmacy claim are utilized to measure adherence.
- Offer tips to patients such as:
 - Taking medication at the same time each day.
 - Use a pill box.
 - Discuss potential side effects and encourage members to contact provider and not stop usage.

Quick Reference Guide

Children's Preventive Health Measures

Quick Reference Guide

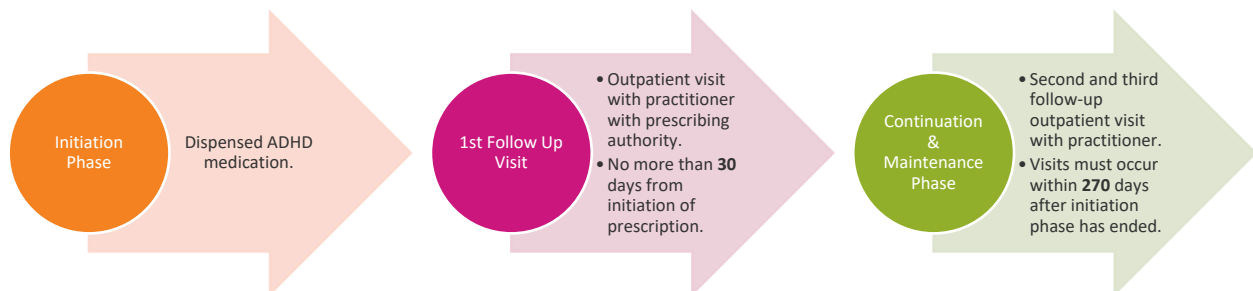
(ADD) Follow-Up Care for Children Prescribed ADHD Medication

**Admin****ECDS**

Summary of Changes: There were no changes to this measure.

The percentage of children ages 6–12 newly-prescribed an ADHD medication that had **at least three** follow-up care visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. The visit should be with a practitioner with prescribing authority. Two rates are reported:

- **Initiation Phase:**
 - A follow-up visit with the prescribing practitioner must be within 30 days after the date the ADHD medication was newly prescribed.
- **Continuation and Maintenance (C&M) Phase:**
 - Members 6–12 years of age who remained on the dispensed ADHD medication for at least 210 days, and in addition to the visit in the initiation phase, had at least two follow-up visits with a practitioner within 270 days after the initiation phase ended.
- One of the two visits may be a telephone or telehealth visit with the prescribing practitioner.



To Improve HEDIS Measure:

- Prescribe only one month of medication to ensure member returns to office within 30 days.
 - Consider scheduling all three follow-up appointments prior to leaving the office:
 - Within 30 days of the new prescription.
 - Three months.
 - Six to nine months.

Quick Reference Guide

- Educate the child and caretakers about the need to reevaluate whether the medications are working as intended after two to three weeks, and to regularly monitor the effects afterward.
- Submit the correct CPT® codes.
- Utilize telehealth as an option for improving compliance.
- Utilize the ADHD Appointment Card from Iowa Total Care:
 - List of common side effects to monitor.
 - Behavior checklist (ADHD Parent Screen).
 - Most recent school update.

Quick Reference Guide

(CIS) Childhood Immunization Status

Summary of Changes: There were no changes to this measure.

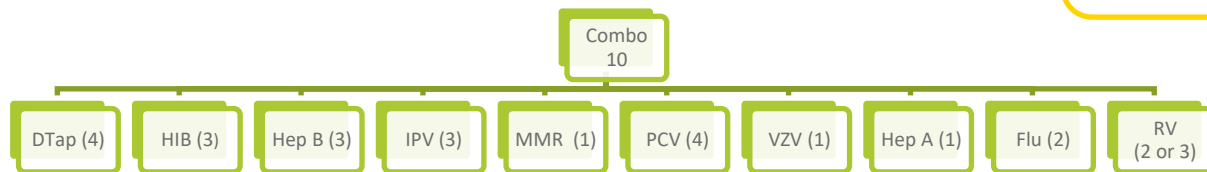
This measure demonstrates the percentage of children 2 years of age who completed all recommended immunizations on or before the child's second birthday.



Hybrid



ECDS



NOTE: If the child is 2 years and 1 day old, services will not count towards HEDIS scores. Parental refusal is not a valid exclusion. If the member has history of anaphylactic reaction due to vaccination, the appropriate codes should be used to account for this.

To Improve HEDIS Measure:

- Check compliance with immunizations and lead screening at 18-month well-child visit (not 2 years old).
- Schedule a visit to “catch up” on immunizations and lead screenings.
- Encourage and offer flu shots during the months of September through April.
- Complete overdue immunizations at sick visits as medically appropriate.
- If history of anaphylaxis to an immunization/immunizations, submit appropriate codes.
- When documenting the rotavirus vaccine, always include “Rotarix®” or “two-dose,” or “RotaTeq®” or “three-dose” with the date of administration.
 - If medical record documentation does not indicate whether the two-dose schedule or three-dose schedule was used, it is assumed that the three-dose regimen was used.
- For parents hesitant to give all vaccines on schedule, remind them that the schedule is timed when it works best with a child's immune system.

Quick Reference Guide

(IMA) Immunizations for Adolescents

Summary of Changes: There were no changes to this measure.

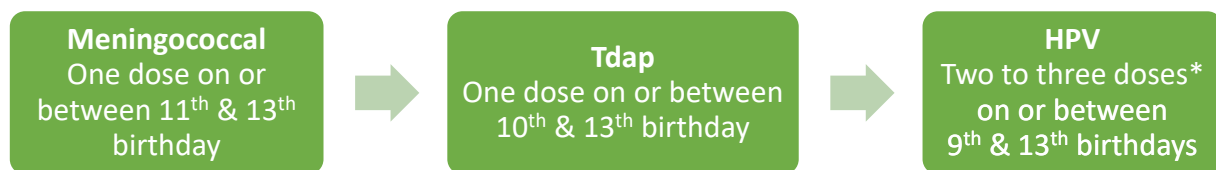
Measure evaluates percentage of adolescents 13 years of age who completed immunizations on or between member's 13th birthday.



Hybrid



ECDS



**HPV: Either of the following meet the criteria:*

- At least two HPV vaccines, on or between the member's 9th and 13th birthdays and with dates of service at least 146 days apart.
- At least three HPV vaccines, with different dates of services on or between a member's 9th and 13th birthdays.

To Improve HEDIS Measure:

- Documentation that a member is up to date with all immunizations but doesn't include a list of the immunizations and dates they were administered, will NOT meet compliance.
- Parental refusal of vaccinations will not remove an eligible member from the denominator.
- Overdue immunizations can be administered at sick visits (as medically appropriate).
- When discussing vaccines with members and their parents, recommend the HPV vaccine in the same way and at the same visits as the Tdap and meningococcal vaccine.
- Vaccination information is available for members on the Iowa Total Care website in the [Krames Health Library](http://iowatotalcare.kramesonline.com) (iowatotalcare.kramesonline.com). They can be printed off and provided to parents/guardians.
- If history of anaphylaxis to an immunization/immunizations, submit appropriate codes.

Quick Reference Guide

(LSC) Lead Screening in Children

Summary of Changes: There were no changes to this measure.



Hybrid

Measure evaluates percentage of children 2 years of age who had one or more capillary or venous lead blood test for lead poisoning by their second birthday.

CPT® for Lead Screening*

83655

*Codes subject to change.

To Improve HEDIS Measure:

- Lead screening must be performed on or before the child's 2nd birthday to be compliant.
- A lead risk assessment does not satisfy the venous blood lead requirement for Medicaid members, regardless of the risk score.
 - EPSDT: Blood lead testing is required at 12 months and 24 months for all Medicaid-eligible children regardless of the responses to the questions in the lead screening assessment.
- Educate parents about the major sources of lead and poisoning prevention.
- Conduct necessary follow-up and explain to parents why follow-up is needed.
- Additional resources on lead screening can be found on the Iowa Total Care website.

Quick Reference Guide

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

**Hybrid**

Summary of Changes: There were no changes to this measure.

This measure demonstrates the percentage of members ages 3–17 who had an outpatient visit with a primary care provider or OB-GYN and had evidence of the following during the measurement year:

- Body mass index (BMI) percentile.
- Counseling for nutrition.
- Counseling for physical activity.

Note: Services rendered for obesity or eating disorders will meet criteria for the counseling for nutrition and counseling for physical activity indicators.

Description	Codes*
BMI Percentile	ICD-10: Z68.51, Z68.52, Z68.53, Z68.54
Nutrition Counseling	CPT®: 97802, 97803, 97804 HCPCS: G0270, G0271, G0447, S9449, S9452, S9470 ICD-10: Z71.3
Physical Activity	HCPCS: G0447, S9451 ICD-10: Z02.5, Z71.82

*Codes subject to change.

To Improve HEDIS Measure:

- Make sports/daycare physicals into well-care visits by performing the required services and submitting appropriate codes.
- Avoid missed opportunities by taking advantage of every office visit (including sick visits) to provide education on physical activity and nutrition and BMI percentile calculations.
- Documentation must include height, weight and BMI percentile documented in the medical record or plotted on a BMI age-growth chart.
- Handouts given during a visit *without evidence of a discussion* does not meet the criteria for health education/anticipatory guidance.
- Schedule the next annual exam prior to leaving the office.
- Use of appropriate codes may close the gap in care, therefore reducing need for medical record review. See table above for examples.

Quick Reference Guide

(W30) Well-Child Visits in the First 30 Months



Admin

Summary of Changes: There were no changes to this measure.

The percentage of members who had the following number of well-child visits with a PCP. The following rates are reported:

- Well-child visits in the first 15 months (children who turn 15 months in the measurement year).
 - Six or more well-child visits.
- Well-child visits ages 15–30 months (children who turn 30 months in the measurement year).
 - Two or more well-child visits.



Components of a comprehensive well-child visit include:

- A health history.
- A physical developmental history.
- A mental developmental history.
- A physical exam.
- Health education/anticipatory guidance.

Visits must be with a PCP and assessment or treatment that are specific to an acute or chronic condition do not count towards the measure. Be sure to use age-appropriate codes.

CPT®*	HCPCS*	ICD-10*
99381–99385, 99391–99395, 99461	G0438, G0439, S0302	Z00.110, Z00.111, Z00.121, Z00.129, Z00.2, Z76.2

*Codes subject to change.

To Improve HEDIS Measure:

- Ensure documentation includes all appropriate screening requirements.
- This measure is based on the American Academy of Pediatrics Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents (published by the National Center for Education in Maternal and Child Health.). Reference the [American Academy/Bright Futures site](https://www.brightfutures.org/) for additional guidance on appropriate documentation (brightfutures.aap.org).
- Appropriate coding for the member's age will ensure the visit is captured through claims.

Quick Reference Guide

- Check immunization records at every visit to ensure shots are up to date for children on or before their second birthday.
- Ensure two blood lead **levels** are completed before the second birthday (all members on Medicaid are considered at risk for lead exposure and should be tested).
- Handouts are acceptable *only* if there is evidence of discussion.

Quick Reference Guide

(WCV) Child and Adolescent Well-Care Visits

Summary of Changes: There were no changes to this measure.



Admin

The percentage of members 3–21 years of age who had at least one comprehensive well-care visit with a PCP or OB-GYN practitioner during the measurement year.

Components of a comprehensive well-care visit include:

Health History

Physical
Developmental
History

Mental
Developmental
History

Physical Exam

Health Education/
Anticipatory
Guidance

To Improve HEDIS Measure:

- Make sports/daycare physicals into well-care visits by performing the required services and submitting appropriate codes.
- Handouts given during a visit without evidence of discussion does not meet the criteria for health education/anticipatory guidance.
- This measure is based on the American Academy of Pediatrics Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents (published by the National Center for Education in Maternal and Child Health.) Visit the [Bright Futures website](https://brightfutures.aap.org) (brightfutures.aap.org) for more information about well-child visits.
- During every visit, it is important to discuss weight and BMI, current nutrition patterns and the importance of physical activity.

Quick Reference Guide

Diabetes Measures

Quick Reference Guide

(BPD) Blood Pressure Control for Patients with Diabetes

**Hybrid**

Summary of Changes: The former Comprehensive Diabetes Care (CDC) measure has been separated into three standalone measures:

- HBD: Hemoglobin A1c Control for Patients with Diabetes
- BPD: Blood Pressure Control for Patients with Diabetes
- EED: Eye Exam for Patients with Diabetes

Measure evaluates percentage of members 18–75 years of age with diabetes (type 1 and type 2) whose blood pressure was adequately controlled (< 140/90 mm Hg) during the measurement year.

Note: The **last** blood pressure reading of the measurement year is the one utilized in the measure.

Description	Codes*
Diastolic Less Than 80	CPT®-CAT-II: 3078F
Diastolic 80–89	CPT®-CAT-II: 3079F
Diastolic Greater Than/Equal To 90	CPT®-CAT-II: 3080F
Systolic Less Than 140	CPT®-CAT-II: 3074F, 3075F
Systolic Greater Than/Equal 140	CPT®-CAT-II: 3077F

*Codes subject to change.

To Improve HEDIS Measure:

- If a member's initial BP reading is elevated at the start of a visit, you can take multiple readings during the same visit and use the lowest diastolic and lowest systolic to document the overall reading. Retake the member's BP after they've had time to rest.
- Engage care management to manage high-risk members and coordinate care.
- The use of CPT® Category II codes help identify clinical outcomes such as diastolic and systolic readings. It can also reduce the need for some chart review.

Quick Reference Guide

(EED) Eye Exam for Patients with Diabetes



Hybrid

Summary of Changes: The former Comprehensive Diabetes Care (CDC) measure has been separated into three standalone measures:

- HBD: Hemoglobin A1c Control for Patients with Diabetes
- BPD: Blood Pressure Control for Patients with Diabetes
- EED: Eye Exam for Patients with Diabetes

Measure evaluates percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had a retinal eye exam.

At a minimum, documentation in the medical record must include **one** of the following:

- A retinal or dilated eye exam by an eye care professional (optometrist or ophthalmologist) in the measurement year.
- A negative retinal or dilated eye exam (negative for retinopathy) by an eye care professional (optometrist or ophthalmologist) in the year prior to the measurement year.
- A chart or photograph indicating the date when fundus photography was performed AND one of the following:
 - Evidence an eye care professional (optometrist/ophthalmologist) reviewed the results.
 - Evidence results were read by a qualified reading center that operates under the direction of a medical director who is a retinal specialist.
- Evidence results were read by a system that provides an artificial intelligence (AI) interpretation.
 - Evidence that the member had bilateral eye enucleation or acquired absence of both eyes. Look as far back as possible in the member's history through December 31 of the measurement year.
 - Documentation of a negative retinal or dilated eye exam by an eye care professional (optometrist or ophthalmologist) in the year prior to the measurement year, where results indicate retinopathy was not present (e.g., documentation of normal findings).
 - Documentation does not have to state specifically “no diabetic retinopathy” to be considered negative for retinopathy; however, it must be clear that the patient had a dilated or retinal eye exam by an eye care professional and that retinopathy was not present. Notation limited to a statement that indicates “diabetes without complications” does not meet criteria.

Quick Reference Guide

Description	Codes*
Diabetic Retinal Screening with Eye Care Professional	CPT®-CAT-II: 2022F, 2023F, 2024F, 2025F, 2026F, 2033F
Unilateral Eye Enucleation with a Bilateral Modifier	CPT®: 65091, 65093, 65101, 65103, 65105, 65110, 65112, 65114 CPT® Modifier: 50

*Codes subject to change.

To Improve HEDIS Measure:

- Ensure members are aware of potential of My Health Pays® rewards and transportation assistance.
- Engage care management to manage high-risk members and coordinate care.
- Encourage providers to utilize the Retinal Eye Exam Communication Report found on the [iowa Total Care website](http://iowatotalcare.com/providers/resources/forms-resources.html) (iowatotalcare.com/providers/resources/forms-resources.html).

Quick Reference Guide

(HBD) Hemoglobin A1c Control for Patients with Diabetes

**Hybrid**

Summary of Changes: The former Comprehensive Diabetes Care (CDC) measure has been separated into three standalone measures:

- HBD: Hemoglobin A1c Control for Patients with Diabetes
- BPD: Blood Pressure Control for Patients with Diabetes
- EED: Eye Exam for Patients with Diabetes

Measure evaluates percentage of members 18–75 years of age with diabetes (type 1 and type 2) whose hemoglobin A1c (HbA1c) was at the following levels during the measurement year:

- HbA1c control (< 8.0%).
- Note:** If multiple HbA1c tests were performed in the measurement year, the result from the last test is utilized.

Description	Codes*
HbA1c Level Less Than 7.0%	CPT®/CPT®-CAT-II: 3044F
HbA1c Level Greater Than or Equal to 7.0% and Less Than 8.0%	CPT®/CPT®-CAT-II: 3051F

*Codes subject to change.

To Improve HEDIS Measure:

- Always list the date of service, result, and test together. If test result(s) are documented in the vitals section of your progress notes, please include the date of the blood draw with the result.
- The use of CPT® Category II codes help identify clinical outcomes such as HbA1c level. It can also reduce the need for some chart review.
- There are resources for obtaining in-home A1c test kits for members that qualify and can be found on our website or by calling Iowa Total Care.
- Clinics can reduce need for chart review by submitting CPT® Category II codes via supplemental data files.
- Engage care management to manage high-risk members and coordinate care.

Quick Reference Guide

(KED) Kidney Health Evaluation for Patients with Diabetes

Summary of Changes: There were no changes to this measure.



Admin

The percentage of members 18–85 years of age with diabetes (type 1 and type 2) who received a kidney health evaluation, defined by an estimated glomerular filtration rate (eGFR) **and** a urine albumin-creatinine ratio (uACR), during the measurement year.

Note: Members who received **both** of the following during the measurement year on the same or different dates of service:

- At least one eGFR.
- At least one uACR identified by **both** a quantitative urine albumin test and a urine creatinine test **with** service dates four or less days apart.

Description	Codes*
Estimated Glomerular Filtration Rate (eGFR)	CPT®: 80047, 80048, 80050, 80053, 80069, 82565
Urine Albumin-Creatinine Ratio (uACR)	CPT®: 82043, 82570

*Codes subject to change.

To Improve HEDIS Measure:

- This is an administrative-only measure so medical record submission is not acceptable.
- Submit claims and encounter data to indicate appropriate testing was completed.

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(SPD) Statin Therapy for Patients with Diabetes

Summary of Changes: Updated Moderate Intensity and Low Intensity Statin Therapy medication for Pitavastatin.



Admin

Percentage of members ages 40–75 during the measurement year with diabetes who do not have clinical atherosclerotic cardiovascular disease (ASCVD) who met the following criteria:

- **Received statin therapy:** Members who were dispensed at least one statin medication of any intensity during the measurement year.
- **Statin adherence 80 percent:** Members who remained on a statin medication of any intensity for at least 80 percent of the treatment period.

Note: The treatment period is defined as the earliest prescription dispensing date in the measurement year for any statin medication of any intensity through the last day of the measurement year.

Medications

Drug Category	Medications*	
High-Intensity Statin Therapy	Amlodipine-atorvastatin 40–80 mg Atorvastatin 40–80 mg Ezetimibe-simvastatin 80 mg	Rosuvastatin 20–40 mg Simvastatin 80 mg
Moderate-Intensity Statin Therapy	Amlodipine-atorvastatin 10–20 mg Atorvastatin 10–20 mg Ezetimibe-simvastatin 20–40 mg Fluvastatin 40–80 mg Lovastatin 40 mg	Pitavastatin 1–4 mg Pravastatin 40–80 mg Rosuvastatin 5–10 mg Simvastatin 20–40 mg
Low-Intensity Statin Therapy	Ezetimibe-simvastatin 10mg Fluvastatin 20 mg Lovastatin 10–20 mg	Pravastatin 10–20 mg Simvastatin 5–10 mg

*Subject to change.

To Improve HEDIS Measure:

- Encourage patients to enroll in auto-refill programs at their pharmacy.
- Avoid giving samples; only prescriptions with a pharmacy claim are utilized to measure adherence.
- Offer tips to patients such as taking medication at the same time each day, using a pill box, etc.
- Discuss potential side effects and encourage member to contact provider and not stop usage.



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- Educate patients that people with diabetes are two to four times more likely to develop heart disease or stroke. Statins can reduce the chance of developing these risks.

Quick Reference Guide

Maternity Health Measures

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(PPC) Prenatal and Postpartum Care

Summary of Changes: Updated CPT codes for Cervical Cytology in table.



Hybrid

Measure evaluates percentage of deliveries of live births on or between October 8 of the year prior and October 7 of the measurement year. For the member, the measure assesses the following:

- **Timeliness of Prenatal Care:** percentage of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the organization.
- **Postpartum Care:** percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery.

Description	Codes*
Prenatal Visits	CPT®: 99201–99205, 99211–99215, 99241–99245, 99483 HCPCS: G0463, T1015
Stand Alone Prenatal Visits	CPT®: 99500 CPT®-CAT-II: 0500F, 0501F, 0502F HCPCS: H1000, H1001, H1002, H1003, H1004
Cervical Cytology	CPT®: 88141–88143, 88147, 88148, 88150, 88152–88153, 88164–88167, 88174, 88175 HCPCS: G0123, G0124, G0141, G0143, G0144, G0145, G0147, G0148, P3000, P3001, Q0091
Postpartum Visits	CPT®: 57170, 58300, 59430, 99501 CPT®-CAT-II: 0503F HCPCS: G0101 ICD-10: Z01.411, Z01.419, Z01.42, Z30.430, Z39.1, Z39.2
Telephone Visits	CPT®: 98966–98968, 99441–99443

*Codes subject to change.

To Improve HEDIS Measure:

Prenatal Care:

- Educate staff, including schedulers and front desk staff, of importance of timely scheduling of initial prenatal visits.
- Encourage patient to attend all scheduled prenatal visits.
- Ensure that an antepartum flow sheet is completed at each visit.

Postpartum Care: Ensure postpartum visit is completed 7–84 days after delivery and includes one of the following:

- Pelvic exam.

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- Evaluation of weight, BP, breast, and abdomen or notation of breastfeeding.
- Notation of postpartum (PP) care:
 - PP check, postpartum care, 6-week check, preprinted form.
- Perineal or Cesarean incision/wound check.
- Screening for depression, anxiety, tobacco use, substance use disorder or pre-existing mental health disorders.
- Glucose screening for women with gestational diabetes.
- Documentation of any of the following topics:
 - Infant care or breastfeeding.
 - Resumption of intercourse, birth spacing or family planning.
 - Sleep/fatigue.
 - Resumption of physical activity.
 - Attainment of healthy weight.

Quick Reference Guide

(PRS-E) Prenatal Immunization Status

Summary of Changes: New measure. Reported by Electronic Clinical Data Systems (ECDS).



ECDS

Percentage of deliveries in the Measurement Period in which member had received influenza and tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccinations.

Three rates are reported:

- Immunization Status: Influenza
 - Members who delivered and received an adult influenza vaccine on or between July 1 of the year prior to the Measurement Period and the delivery date, or
 - Members who delivered had any of the following:
 - Anaphylaxis due to the influenza vaccine on or before the delivery date.
- Immunization Status: Tdap
 - Members who delivered and received at least one Tdap vaccine during the pregnancy (including on the delivery date), or
 - Members who delivered had any of the following:
 - Anaphylaxis due to the diphtheria, tetanus or pertussis vaccine on or before the delivery date.
 - Encephalitis due to the diphtheria, tetanus or pertussis vaccine on or before the delivery date.
- Immunization Status: Combination
 - Deliveries that met criteria for both Influenza and Tdap, noted above.

To Improve HEDIS Measure:

- If you do not have flu vaccines available, refer the patient to another provider such as a pharmacy or public health agency.
- Educate mother on how the flu vaccine will protect both her and her baby.
- Educate mother on how passive immunity the maternal immunization provides will pass on to their newborns.
 - It is recommended that the Tdap vaccine be given in the third trimester.
 - Babies whose mothers had the Tdap vaccine during pregnancy are better protected against whooping cough during the first two months of life.
- Per Advisory Committee on Immunization Practices (ACIP) guidance, Tdap in pregnancy is given with every pregnancy; preferably the early part of gestational weeks 27–36, regardless of prior history of receiving Tdap.

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Respiratory Measures

Quick Reference Guide

(AAB) Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis

**Admin**

Summary of Changes: There were no changes to this measure.

The percentage of episodes for members ages 3 months and older with a diagnosis of acute bronchitis/bronchiolitis who were not dispensed a prescription for an antibiotic medication on or 3 days after the date of service for any outpatient, telephone, observation or ED visit, e-visit or virtual check-in with a diagnosis of acute bronchitis/bronchiolitis.

Measure timeframe begins on July 1 of the year prior to the measurement year and ends on June 30 of the measurement year.

A higher rate indicates appropriate treatment (i.e., the proportion for whom antibiotics were *not* prescribed).

Description	ICD-10-CM Diagnosis*
Acute Bronchitis	J20.3 -J02.9, J21, J21.1, J21.8, J21.9,

*Codes subject to change.

If you feel your patient warrants a prescription for antibiotics, include the appropriate diagnosis that would support the use of antibiotics including bacterial infections or chronic conditions.

To Improve HEDIS Measure:

- Instruct patients on the difference between viral and bacterial infections.
- Ensure testing performed to distinguish between viral and bacterial infections are properly coded on claim.
- When patients ask for antibiotics to treat viral infections:
 - Explain that unnecessary antibiotics can be harmful.
 - Emphasize the importance of adequate rest, nutrition, and hydration.
 - Provide a prescription for symptom relief instead of an antibiotic, if appropriate.
- Utilize the Viral Treatment Plan for Symptom Relief pad to help patients with talking points and for educating on instructions. Contact your clinical quality consultant to obtain this resource.

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(AMR) Asthma Medication Ratio

Summary of Changes: Removed Antiasthmatic Combinations: Dyphylline-Guaifenesin from medication table.



Admin

Measure evaluates the percentage of members 5–64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medication of 0.50 or greater during the measurement year.

Asthma Controller Medications

Description	Prescription*	Medication Lists	Route
Antibody Inhibitors	Omalizumab	Omalizumab Medications List	Injection
Anti-Interleukin-4	Dupilumab	Dupilumab Medications List	Injection
Anti-Interleukin-5	Benralizumab	Benralizumab Medications List	Injection
Anti-Interleukin-5	Mepolizumab	Mepolizumab Medications List	Injection
Anti-Interleukin-5	Reslizumab	Reslizumab Medications List	Injection
Inhaled Steroid Combinations	Budesonide-Formoterol	Budesonide Formoterol Medications List	Inhalation
Inhaled Steroid Combinations	Fluticasone-Salmeterol	Fluticasone Salmeterol Medications List	Inhalation
Inhaled Steroid Combinations	Fluticasone-Vilanterol	Fluticasone Vilanterol Medications List	Inhalation
Inhaled Steroid Combinations	Formoterol-Mometasone	Formoterol Mometasone Medications List	Inhalation
Inhaled Corticosteroids	Beclomethasone	Beclomethasone Medications List	Inhalation
Inhaled Corticosteroids	Budesonide	Budesonide Medications List	Inhalation
Inhaled Corticosteroids	Ciclesonide	Ciclesonide Medications List	Inhalation
Inhaled Corticosteroids	Flunisolide	Flunisolide Medications List	Inhalation
Inhaled Corticosteroids	Fluticasone	Fluticasone Medications List	Inhalation
Inhaled Corticosteroids	Mometasone	Mometasone Medications List	Inhalation
Leukotriene Modifiers	Montelukast	Montelukast Medications List	Oral

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Description	Prescription*	Medication Lists	Route
Leukotriene Modifiers	Zafirlukast	Zafirlukast Medications List	Oral
Leukotriene Modifiers	Zileuton	Zileuton Medications List	Oral
Methylxanthines	Theophylline	Theophylline Medications List	Oral

*Subject to change.

Asthma Reliever Medications

Description	Prescription*	Medication Lists	Route
Short-Acting, Inhaled Beta-2 Agonists	Albuterol	Albuterol Medications List	Inhalation
Short-Acting, Inhaled Beta-2 Agonists	Levalbuterol	Levalbuterol Medications List	Inhalation

*Subject to change.

To Improve HEDIS Measure:

- Members 5 years of age and older with persistent asthma should be prescribed and remain on an asthma controller and be provided with an asthma action plan.
- Ensure members referred for asthma keep their appointment.
- Keep list of member medications current to include medications from other providers.
- Develop asthma action plans with patients and education on reduction of asthma triggers.
- Offer assistance with utilizing inhalers when first prescribed to ensure appropriate usage.
- Ensure the member is not using more rescue medications than preventive medication to control their asthma.
- Report the appropriate diagnosis codes for the member's condition. Include the appropriate codes for diagnosed conditions that may exclude the member from this measure (e.g., emphysema, COPD, obstructive chronic bronchitis, cystic fibrosis, acute respiratory failure, etc.).

Quick Reference Guide

(CWP) Appropriate Testing for Pharyngitis

Summary of Changes: There were no changes to this measure.



Admin

This measure demonstrates the percentage of episodes for members 3 years and older who were diagnosed with pharyngitis, dispensed an antibiotic on the date of service or within 3 days and received a group A streptococcus (strep) test from three days prior to the episode through three days after the episode date.

A pharyngitis diagnosis can be from an outpatient, telephone, e-visit or emergency department visit between July 1 of the year prior to the measurement year and June 30 of the measurement year.

Description	Codes*
Group A Strep Test	CPT®/CPT®-CAT-®II: 87070–71, 87081, 87430, 87650–52, 87880 LOINC-11268-0, 17656-0, 17898–8, 18481–2, 31971–5, 49610–9, 5036–9, 60489–2, 626–2, 6557–3, 6558–1, 6559–9, 68954–7, 78012–2
Pharyngitis <i>Can be the only diagnosis from the visit.</i>	ICD-10: J02.0, J02.8, J02.9, J03.00, J03.01, J03.80, J03.81, J03.90, J03.91
Acute Pharyngitis	J02.8, J02.9
Acute Tonsillitis	J03.00, J03.01, J03.80, J03.81, J03.90, J03.91
Streptococcal Pharyngitis	J02.0

*Codes subject to change.

To Improve HEDIS Measure:

- Instruct patients on the difference between viral and bacterial infections.
- Ensure testing performed to distinguish between viral and bacterial infections are properly coded on claim.
- Educate members on comfort measures without antibiotics (e.g., extra fluids and rest).
- If you are treating a member for another condition or illness, document the other diagnosis code on the claim.
- Clinical guidelines recommend a strep test when the only diagnosis is pharyngitis.
- Strep tests can be either a rapid strep test or a lab test.
- Strep testing must be done in conjunction with dispensing of medication.
- Utilize the Viral Treatment Plan for Symptom Relief pad to help patients with talking points and for educating on instructions. Contact your clinical quality consultant to obtain this resource. Information is also found on iowatotalcare.com.

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(PCE) Pharmacotherapy Management of COPD Exacerbation



Admin

Summary of Changes: Updated name of Systemic Glucocorticoid Medications.

Measure evaluates percentage of COPD exacerbations for members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1 and November 30 of the measurement year and were dispensed appropriate medications. Two rates are reported:

- Dispensed a systemic corticosteroid (or there was evidence of an active prescription) within 14 days of the event.
- Dispensed a bronchodilator (or there was evidence of an active prescription) within 30 days of the event.

Note: The eligible population for this measure is based on acute inpatient discharges and ED visits, not on members. It is possible for the denominator to include multiple events for the same individual.

Systemic Corticosteroid Medications

Description	Prescription*		
Glucocorticoids	Cortisone Dexamethasone	Hydrocortisone Methylprednisolone	Prednisolone Prednisone

*Subject to change.

Bronchodilator Medications

Description	Prescription*	
Anticholinergic Agents	Aclidinium-bromide Ipratropium	Tiotropium Umeclidinium
Beta 2-Agonists	Albuterol Arformoterol Formoterol Indacaterol	Levalbuterol Metaproterenol Olodaterol Salmeterol
Bronchodilator Combinations	Albuterol-ipratropium Budesomide-formoterol Fluticasone-salmeterol Fluticasone-vilanterol Fluticasone-furoate-umeclidinium-vilanterol	Formoterol-acclidinium Formoterol-glycopyrrolate Formoterol-mometasone Glycopyrrolate-indacaterol Olodaterol-tiotropium Umeclidinium-vilanterol

*Subject to change.

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To Improve HEDIS Measure:

- Schedule a follow-up appointment within seven to 14 days of discharge and ensure your patient has the appropriate medications.
- Check the Iowa Total Care [Provider Portal](https://provider.iowatotalcare.com) (provider.iowatotalcare.com) to ensure that member has filled medications.
- Have members demonstrate use of inhalers to ensure medication administration is appropriately given.

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(URI) Appropriate Treatment for Upper Respiratory Infection



Admin

Summary of Changes: There were no changes to this measure.

The percentage of episodes for members 3 months of age and older with a diagnosis of upper respiratory infection (URI) that did not result in an antibiotic dispensing event.

- This measure is reported per episode and not per member.
- Measurement timeframe begins on July 1 of the year prior to the measurement year and ends on June 30 of the measurement year.
- A higher rate indicates appropriate URI treatment (i.e., the proportion of episodes that did not result in an antibiotic dispensing event).
- Note: If ordering antibiotics, list all competing or comorbid diagnosis codes on claim when submitting (e.g., acute pharyngitis, acute sinusitis, otitis media, emphysema, COPD, chronic bronchitis).

ICD-10 Codes to Identify URI*

J00, J06.0, J06.9

*Codes subject to change.

To Improve HEDIS Measure:

- Instruct patients on the difference between viral and bacterial infections.
- Educate members on comfort measures without antibiotics (e.g., extra fluids and rest).
- Utilize the Viral Treatment Plan for Symptom Relief pad to help patients with talking points and for educating on instructions. Contact your Clinical Quality Consultant to obtain this resource.
- Discuss facts, including:
 - A majority of URIs are caused by viruses, not bacteria.
 - Antibiotics will not help a patient get better or feel better when diagnosed with a viral infection.
 - Taking antibiotics when not indicated could cause more harm than good.

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Utilization Measures

Quick Reference Guide

(LBP) Use of Imaging Studies for Low Back Pain

Summary of Changes: Age range expanded to 75 years.



Admin

Percentage of members ages 18–75 with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of the diagnosis.

Note: This measure is reported as an inverted rate and a higher score indicates appropriate treatment of low back pain (i.e., the proportion for whom imaging studies did not occur).

Imaging Studies

Description	Codes*
CPT®/CPT®-CAT-II	72020, 72052, 72100, 72110, 72114, 72120, 72131–33, 72141–42, 72146–49, 72156, 72158, 72200, 72202, 72220

*Codes subject to change.

To Improve HEDIS Measure:

- Avoid ordering diagnostic studies in the first 6 weeks of new-onset back pain in the absence of red flags (e.g., cancer, recent trauma, neurologic impairment, or IV drug abuse).
- Provide patient education on comfort measures such as pain relief, stretching exercises, and activity level.
- Look for other reasons for visits for low back pain (e.g., depression, anxiety, narcotic dependency, psychosocial stressors).
- Use of correct exclusion codes where necessary.

Exclusions

Recent Trauma

IV Drug Abuse

Cancer

Exclusions

Neurologic
Impairment

HIV

Exclusions

Spinal Infection

Major Organ
Transplant

Prolonged Use of
Corticosteroids

Quick Reference Guide

(MSC) Medical Assistance with Smoking and Tobacco Use Cessation

**CAHPS**

Summary of Changes: There were no changes to this measure.

On an annual basis, the Consumer Assessment of Health Plans Survey (CAHPS) is sent to a group of randomly selected members. Rates are based upon responses received from those who completed the survey.

Measure assesses members ages 18 and older who were current smokers or tobacco users to determine if they were provided medical assistance with smoking and tobacco use cessation. Three rates are calculated:

- Advised to quit during the measurement year.
- Recommended cessation medications during the measurement year.
- Discussed or were provided cessation methods or strategies during the measurement year.

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(PCR) Plan All-Cause Readmissions

Summary of Changes: There were no changes to this measure.



Admin

For members ages 18–64 years of age, the number of acute inpatient and observation stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission.

Note: A lower rate indicates a better score for this measure.

To Improve HEDIS Measure:

- The denominator for this measure is based on discharges and not members specifically.
- Ensure all clinical support systems are in place prior to discharge.
- Follow up with members within one week of their discharge.
- Ensure members filled their new prescriptions post discharge.
- Consider case management for members with chronic conditions, multiple co-morbidities, and a history of frequent hospitalizations.
- Ask patients about barriers or issues that might have contributed to patients' hospitalization. Discuss benefits available from the health plan that may prevent future hospitalizations.