



## Hierarchical Condition Category Gap Program Frequently Asked Questions

### An HCC gap closure program for your HAP Medicare Advantage and HAP Empowered MI Health Link patients

**1. What is an HCC?**

A Hierarchical Condition Category, or HCC, is a group of diagnoses used by The Centers for Medicare and Medicaid Services in their risk adjusted reimbursement model for Medicare Advantage plans. These codes are the primary indicators of a member's health status. There are currently more than 85 HCC categories containing more than 10,000 ICD-10-CM codes.

**2. What are the goals of the HAP HCC Gap Program?**

- Increase primary care physician office visits.
- Accurately capture and report the medical condition and acuity of HAP Medicare Advantage and HAP Empowered MI Health Link members.
- Close member diagnoses gaps and improve the overall delivery of preventive services for HAP members.

**3. Who may address HCC gaps in this program?**

Primary care physicians and providers who are a:

- Medical Doctor
- Doctor of Osteopathic Medicine
- Nurse Practitioner
- Physician Assistant

**4. What is required for the \$100 incentive payment in 2022?**

- A face-to-face visit with an approved provider to address all member gaps by documenting current conditions in the provider notes.
- Uploading or faxing the progress notes. Medical record must include rendering provider signature, date of signature and credentials (M.D., D.O., N.P., P.A.).
- Submitting a single professional service claim with the appropriate Evaluation Management code, the 99080-CPT incentive code and ICD-10-CM diagnosis code(s).

**5. How do I submit medical records for this program?**

- Online by logging in at [hap.org](http://hap.org) and selecting *HCC & HEDIS Program*. For assistance, refer to the *HCC and HEDIS Training Materials* under *Quick Links*.
- Fax the record to **(313) 664-5880**, attention HCC Gap Program

**6. What dates of services are included in this program?**

This program is for any face-to-face visit performed in your office, or an appropriate \*telehealth visit, January 1, 2022 through December 31, 2022. Only one 99080 claim submission is allowed per member, per primary care provider, per calendar year.

**\*Telehealth Guidance for HCCs Gap Closure**

CMS guidance on telehealth for Medicare Advantage risk adjustment diagnosis capture requires both an audio and visual component to be considered acceptable.

**Final deadline for 99080 claim and medical record submission for 2022 data: January 31, 2023.**

**7. What if I've already seen a member this year?**

Retro visits are not part of the incentive plan. Please contact the member to schedule another visit to close any missing HCC gaps listed in their profile. Annual wellness visits and annual physical exams are also Medicare Advantage covered benefits through HAP.

**8. Will I see gaps for all my HAP Medicare Advantage and HAP Empowered MI Health Link patients?**

Not all your HAP Medicare Advantage and HAP Empowered MI Health Link patients will have diagnosis gaps. We encourage you to schedule face to face visits with your patients and review all conditions to receive the incentive. Reminder: Commercial members are not included in the incentive program.

**9. What if I see a member on my profile that I don't believe is in my practice?**

Email [providernetwork@hap.org](mailto:providernetwork@hap.org) and put member profile change in the subject line.

**10. When can I expect payment for submitting a completed 99080 submission?**

Payment will be made during normal claims processing timeframes.

**11. Where can I find more information on coding and documentation guidelines?**

Visit [cms.gov](https://www.cms.gov) and search for ICD-10-CM Office Guidelines for Coding and Reporting.

**12. Who do I contact for HCC Gap Closure Program questions?**

The HCC team at (810) 720-2763 or [hccgapclosure@hap.org](mailto:hccgapclosure@hap.org)

**13. Who do I contact for questions about logging in to the provider portal?**

[providernetwork@hap.org](mailto:providernetwork@hap.org)

Additional information and training materials can be found when you log in at [hap.org](https://hap.org) and select *Quick Links*, then *HCC and HEDIS Training Materials*.

Program eligibility may vary based on contractual arrangements with HAP. Please check with your provider health organization or HAP Provider Services Administrator with any questions.