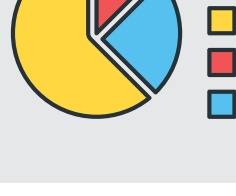


# Provider Newsletter - February 2024



## 2023 Final Data

We are currently waiting for the 2023 data to be finalized. However we are hoping to see the data available by the end of Mid Quarter 2!



## HEDIS MY 2024 Quick Reference Guide

This guide has been updated to reflect NCQA HEDIS MY 2024 Technical Specifications for Meridian, WellCare, and Ambetter lines of business. This guide was created to help increase the practice's HEDIS rates and to use to address care opportunities for your patients. Please always follow the state and/or CMS billing guidance and ensure the HEDIS codes are covered prior to submission. For more information, please visit: [bit.ly/2024-hedis-guide](https://bit.ly/2024-hedis-guide)

## 2024 Medicare Partnership for Quality (P4Q) Program

Wellcare is pleased to announce the launch of the 2024 Partnership for Quality (P4Q) Bonus Program. This initiative aims to recognize and reward Primary Care Physicians (PCPS) for improving healthcare quality and closing gaps in care. Your dedication to quality care is not only acknowledged, but now comes with increased rewards for most measures! For more information, please reach out to your QPA or PQL.



Program Measures	Amount Per
BCS – Breast Cancer Screening	\$75
CBP – Controlling High Blood Pressure	\$25
COA – Care for Older Adults – Pain Assessment*	\$25
COA – Care for Older Adults – Review*	\$25
COL – Colorectal Cancer Screen	\$50
EED – Diabetes – Dilated Eye Exam	\$25
FMC – F/U ED Multiple High Risk Chronic Conditions	\$50
HBD – Diabetes HbA1c <= 9	\$75
Medication Adherence – Blood Pressure Medications	\$50
Medication Adherence – Diabetes Medications	\$75
Medication Adherence – Statins	\$75
OMW – Osteoporosis Management in Women Who Had Fracture	\$50
SPC – Statin Therapy for Patients with CVD	\$50
SUPD – Statin Use in Persons With Diabetes	\$75
TRC – Medication Reconciliation Post Discharge	\$50
TRC – Patient Engagement after Inpatient Discharge	\$50

\*Special Needs Plan (SNP) members only.

## 2024 Continuity of Care Program

This 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. Providers are eligible for a bonus for each completed Appointment Agenda (Health Condition History only) with verified and documented diagnoses on qualified claims.

New for 2024, bonuses increase when Appointment Agendas are submitted electronically via the secure provider portal, RxEffect, etc.

THRESHOLD PERCENTAGE OF APPOINTMENT AGENDAS COMPLETED	BONUS PAID PER PAPER APPOINTMENT AGENDA SUBMISSION	BONUS PAID PER ELECTRONIC APPOINTMENT AGENDA SUBMISSION	ADDITIONAL MEDICARE BONUS PAID PER ELECTRONIC APPOINTMENT AGENDA SUBMISSION
<50%	\$50	\$100	\$100
≥50% to <80%	\$100	\$200	\$100
≥80%	\$150	\$300	\$100

Thresholds are calculated at the Company, Line of Business, and Provider level.

For a list of available submission methods, please scan the QR code:

or visit:

[centene.com/content/dam/corporate/educational-resources/2024-CoC-Program-FAQ.pdf](https://centene.com/content/dam/corporate/educational-resources/2024-CoC-Program-FAQ.pdf)



## EMR Connectivity

Through EMR Connectivity, Risk Adjustment Point of Care Alerts (POCA), are pushed into and received back from the providers EMR, providing physicians with data they need to ensure members are being fully assessed each year.



Applicable EMR Systems:

- **AthenaHealth:** EMR implementation began April 2023 with Athena Moment of Care, allowing both Risk Adjustment and Quality Care Gaps Exchange between Providers and Centene for Medicare and Marketplace products.
- **eClinicalWorks:** Allows Risk Adjustment condition exchange along with Quality Care Gaps under Healow Insights for Medicare, Marketplace, and Medicaid Products
- **Epic Payer Platform (EPP):** Currently we are working with Clinical Data Exchange allowing the automated electronic release of medical records and beginning implementation of Member Insights-CDS. CDS allows real-time decision support for clinicians in-workflow at the point-of-care for Medicare products.
- **Moxe Health:** Allows multiple EMR systems connectivity via Convergence. Currently, we can push Risk Adjustment open conditions for Centene and Epic (not willing to connect via EPP) EMR users. Moxe has an extensive 13-week implementation process for both Medicare and Marketplace products.

## Congenital Syphilis Resources Survey

The NYC STI/HIV Prevention Training Center is collaborating with MDHHS HIV/STI Section to survey clinicians across our region to better understand your experiences with congenital syphilis.

The goal of the survey is to identify what resources and resource formats would be useful to improve detection and treatment of syphilis among pregnant people as well as congenital syphilis. We are encouraging providers to complete this brief survey to share their feedback. The survey should take approximately 8 minutes to complete. Response are requested by March 13, 2024. If you have any questions about the survey, please reach out to [nycptc@cumc.columbia.edu](mailto:nycptc@cumc.columbia.edu)



Survey Link: [https://cumc.co1.qualtrics.com/jfe/form/SV\\_0fDxSptX5nNLTkG](https://cumc.co1.qualtrics.com/jfe/form/SV_0fDxSptX5nNLTkG)

## Clinical Documentation Improvement (CDI) Upcoming Webinars

Learn more about: Risk Adjustment Documentation and Coding

Each webinar includes an overview of Risk Adjustment (RA) and Hierarchical Conditional Categories (HCCs). To register, please click the link next to the date and time you would like to attend. For future dates, please reach out to your QPA/PQL.



### Commonly Missed and Miscalculated Diagnosis Codes

Feb 19 @ 1pm (EST) | <https://centene.zoom.us/j/9481234567>

Feb 19 @ 3pm (EST) | <https://centene.zoom.us/j/9481234567>

Feb 19 @ 6pm (EST) | <https://centene.zoom.us/j/9481234567>

### How to Improve Risk Adjustment Coding Accuracy

Feb 20 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 20 @ 12noon (EST) | <https://centene.zoom.us/j/9481234567>

Feb 20 @ 6pm (EST) | <https://centene.zoom.us/j/9481234567>

### HCC Coding for Risk Adjustment

Feb 21 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 21 @ 12noon (EST) | <https://centene.zoom.us/j/9481234567>

Feb 21 @ 6pm (EST) | <https://centene.zoom.us/j/9481234567>

### Common HCC Coding Errors in Risk Adjustment

Feb 22 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 22 @ 12noon (EST) | <https://centene.zoom.us/j/9481234567>

Feb 22 @ 6pm (EST) | <https://centene.zoom.us/j/9481234567>

### Compliant HCC Coding – What you need to know

Feb 23 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 23 @ 1pm (EST) | <https://centene.zoom.us/j/9481234567>

### How to improve Risk Adjustment Coding Accuracy

Feb 26 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 26 @ 12noon (EST) | <https://centene.zoom.us/j/9481234567>

Feb 26 @ 5pm (EST) | <https://centene.zoom.us/j/9481234567>

### Commonly Missed and Miscalculated Diagnosis Codes

Feb 27 @ 1pm (EST) | <https://centene.zoom.us/j/9481234567>

Feb 27 @ 3pm (EST) | <https://centene.zoom.us/j/9481234567>

Feb 27 @ 5pm (EST) | <https://centene.zoom.us/j/9481234567>

### Compliant HCC coding – What you need to know

Feb 28 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 28 @ 12noon (EST) | <https://centene.zoom.us/j/9481234567>

Feb 28 @ 5pm (EST) | <https://centene.zoom.us/j/9481234567>

### HCC Coding for Risk Adjustment

Feb 29 @ 9am (EST) | <https://centene.zoom.us/j/9481234567>

Feb 29 @ 12noon (EST) | <https://centene.zoom.us/j/9481234567>

Feb 29 @ 5pm (EST) | <https://centene.zoom.us/j/9481234567>

## Meridian Portal Access & Self Service Options

Please make sure you have portal access for all staff members. This is where you will find all of your reporting and gain access to your CoC Appointment Agendas.

If you need assistance with access or have any questions, please reach out to your Quality representative.

For those needing access, please register for the portal(s) using the following links:



**WellCare Portal** - [provider.wellcare.com](https://provider.wellcare.com)

**Centene Portal** - [provider.mimeridian.com](https://provider.mimeridian.com)

**AmBetter Portal** - [provider.ambettermeridian.com](https://provider.ambettermeridian.com)

### Self-Service Options

- Terminations
- Updating credentialing files
- Demographic information changes, etc.
- Now available on the Meridian website: [www.mimeridian.com/providers/become-a-provider.html](https://www.mimeridian.com/providers/become-a-provider.html)

## Meridian Spotlights

### CBP – Controlling High Blood Pressure

This measure evaluates the percentage of members, ages 18-85, who had a diagnosis of Hypertension and whose blood pressure was adequately controlled (<140/90 mm Hg) during the measurement year.

#### Tips and Best Practices:

- If the blood pressure result is >140/90 mmHg, recheck it at the end of the visit and document this in the patients chart
- Ensure you are coding both Systolic and Diastolic values each time
- Member-reported blood pressure readings and device pressure readings collected via telehealth are acceptable. Remote monitoring devices are not required to prove readings
- Follow the American Medical Association's seven simple tips to get an accurate blood pressure reading at: [www.ama-assn.org/delivering-care/hypertension/one-graphic-you-need-accurate-blood-pressure-reading](https://www.ama-assn.org/delivering-care/hypertension/one-graphic-you-need-accurate-blood-pressure-reading)

