

Medical Management Update
January 2019



It's HEDIS® Review Time Again!

The 2019 Health Care Effectiveness Data and Information Set (HEDIS®) chart reviews begin February 1st and continue through May 1st. We will be scheduling onsite review at most offices during this time. HEDIS is the most widely used set of performance measures in the managed care industry. Adapted for use by public health care purchasers, regulators, and consumers, HEDIS is part of an integrated system to establish accountability in health care. The HEDIS specifications are available on the McLaren Health Plan (MHP) website.

MHP utilizes internal staff to perform this review. MHP will be contacting your office staff to schedule these reviews. Some offices with very low volume (less than 10 records for review) will be asked to fax or mail in specific portions of medical records. HIPAA allows review and collection of this information without member consent, as it pertains to treatment, payment, and health care operations. MHP will assure that all reviews are conducted in accordance with HIPAA and MHP's confidentiality standards.

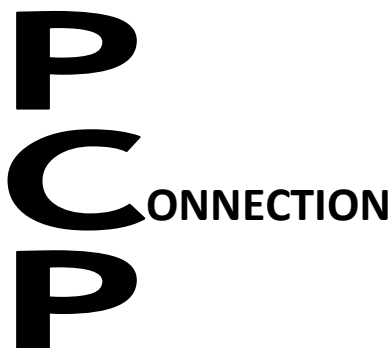
During scheduled onsite review at your office, MHP staff will be meeting with appropriate office personnel to provide education, answer questions, and determine further needs for your office.

If your office utilizes an electronic record and would like to provide MHP off-site access to your charts for a limited period of time, we have staff trained and available to provide this service.

MHP thanks you in advance for your cooperation with the annual chart review and data collection process.

We thank you for the quality care you deliver!

PCP Feedback (Please print)	Comments, requests, questions, etc.: FAX to (833) 540-8649
Name _____	Phone _____
Email _____	



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February 2019



Access to Care
for all MHP Members

McLaren Health Plan (MHP) is committed to appropriate health screenings that aid in the promotion of healthy life styles. In an effort to promote annual exams and preventive services, we can identify for you which MHP members have NOT received services in the past year. To access this information:

- Review your gaps in care reports that list services needed for each member and contact those members. Your personalized reports will be distributed to you throughout 2019.
- Review your current eligibility list on the provider portal and contact those members you did not see in 2018.

MHP has staff available to assist you in scheduling your patients for preventive visits. If you are interested in this program, please use the feedback section below and fax to MHP.

MHP will contact members who have not been seen by a primary care physician during 2018 and encourage them to contact your office for an appointment.

The National Committee for Quality Assurance (NCQA) and the Michigan Department of Health and Human Services (MDHHS) monitor the access rates of health plans. The measure requires that children and adolescents are seen **at least once** per year by a primary care physician, and adults age 20 and over have at least one outpatient ambulatory visit per year. For access rates, these visits may consist of both well and/or sick visits.

A smoking cessation program is available for MHP Community and Medicaid members, call (800) 784-8669.

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**Social Determinants of Health (SDoH)
Member Identification and Reporting**

Social determinants of health (SDoH) are conditions in the places where people are born, live, learn, work, worship, and play that affect a wide range of health risks and health outcomes.ⁱ

There are ICD-10 codes that can be submitted with claims to help McLaren Health Plan (MHP) identify members who have social determinants of health. These code categories include:

Z55	Problems related to education and literacy
Z56	Problems related to employment and unemployment
Z57	Occupational exposure to risk factors
Z59	Problems related to housing and economic circumstances
Z60	Problems related to social environment
Z62	Problems related to upbringing
Z63	Other problems related to primary support group, including family circumstances
Z64	Problems related to certain psychosocial circumstances
Z65	Problems related to other psychosocial circumstances

MHP is working on a project that includes targeted interventions intended to improve outcomes for members that are experiencing housing insecurity. You can help by including appropriate SDoH diagnosis codes with your claims.

Housing insecurity doesn't always mean being homeless, but does include unsafe housing conditions and risk for homelessness such as:

- History of living outside or in a vehicle
- Staying with friends or family
- History of homelessness
- Having trouble paying rent/mortgage
- Recent inpatient treatment for drugs or alcohol
- Recent incarceration
- History of eviction

Z codes specific to housing insecurity:

Z59	Problems related to housing and economic circumstances
Z59.0	Homelessness
Z59.1	Inadequate housing
Z59.2	Discord with neighbors, lodgers and landlord
Z59.3	Problems related to living in residential institution
Z59.4	Lack of adequate food and safe drinking water
Z59.5	Extreme poverty
Z59.6	Low income
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstances
Z59.9	Problem related to housing and economic circumstances, unspecified

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We thank you for the quality care you deliver!

ⁱ Office of Disease Prevention and Health Promotion, October 11, 2018, Healthy People 2020 - Social Determinants of Health, <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>

ⁱ ICD 10 Data, 2018, Factors Influencing Health Status and Contact with Health Services, <https://www.icd10data.com/ICD10CM/Codes/Z00-Z99>