THE IMPORTANCE OF HEDIS IN HEALTHCARE

HEDIS is a tool used by health plans to measure performance on important dimensions of care and service. Because so many health plans collect HEDIS data, and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an "apples-to-apples" basis. Health plans also use HEDIS results themselves to see where they need to focus their improvement efforts.

Health plans share and report HEDIS data to the provider network and use the results to make improvements in their quality of care and service.

Included in HEDIS is the CAHPS® 5.0 survey, which measures members' satisfaction and experience with their care in areas such as customer service, getting needed care quickly, care coordination, availability of medications, and overall rating of the health plan.

CMS uses the HEDIS data to measure health plan performance and to determine annual the Star Ratings of Medicare Advantage health plans. To ensure the validity of HEDIS results, all data are rigorously audited by certified auditors using a process designed by NCQA.

If you have any questions, please contact the Quality Improvement Department at (305) 448-8100 x 328 or 467 or email us at either kwc@healthsun.com or alcides.rodriguez@healthsun.com.

INITIATION AND ENGAGEMENT OF ALCOHOL AND OTHER DRUG DEPENDENCE TREATMENT (IET)

This is a HEDIS measure of the percentage of our members with a newly diagnosed and coded episode of alcohol and other drug dependence (AOD) who have treatment ordered by their PCP for an inpatient AOD treatment, outpatient visit, intensive outpatient encounter, detoxification, ED visit, or partial hospitalization within 14 days of the diagnosis. Additionally, this measure also requires at least 2 other interventions of treatment for the alcohol or drug dependency within 30 days of the newly coded diagnosis.

HealthSun would like to improve our ratings for this measure and would like to provide some guidance as to how you as a PCP can help to improve these outcomes.

PCPs are asked to ensure that when you diagnose your patient members with alcohol or other drug dependency that you immediately write an order and refer your patient for inpatient, intense outpatient, partial hospitalization, outpatient visit, intensive outpatient encounter, or partial hospitalization within 14 days of diagnosis. This can be coordinated with PsychCare. You must also know that following initiation of treatment members must have two or more such encounters within 30 days after the initial encounter.
There is one of the Physician Notes now that provides specifics about this measure.

If you have any questions about this important measure, please call the Quality Improvement Department at (305) 448-8100 x 328 or 467 or email us at either kwc@healthsun.com or alcides.rodriguez@healthsun.com.

**MEDICATION RECONCILIATION (MRP)**

MRP is a new HEDIS measure which involves the process of conducting a complete medication reconciliation with your patient who had an inpatient hospitalization within 30 days of discharge from the in-patient hospitalization.

The list of medications must be compared to new and old medications to ensure that all medications are appropriate for the member’s condition. This must be performed by a **physician, clinical pharmacist or registered nurse** and done within 30 days of the discharge.

If you have any questions about compliance with this measure, please contact the Quality Improvement Department at (305) 448-8100 x 328 or 467 or email us either at kwc@healthsun.com or alcides.rodriguez@healthsun.com.

**MEDICARE HEALTH OUTCOMES SURVEY (HOS)**

In 1996, CMS initiated the development of the Medicare Health Outcomes Survey (HOS). This survey measures the quality of life and functional health status of Medicare beneficiaries enrolled in Medicare Advantage health plans.

This survey is conducted of a cohort of HealthSun members each year with a follow-up survey with those same members who are still a HealthSun member 2 years later to measure what the member thinks about such measures their physical health, mental health, and physical activity in comparison to the prior year. There are a number of HOS survey questions that are also CMS Star Measures so it is critical that you work with your members related to both their physical and mental health on an on-going basis.

If you have any questions, please contact the Quality Improvement Department at (305) 448-8100 x 328 or 467 or email us at either kwc@healthsun.com or alcides.rodriguez@healthsun.com.

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This newsletter is distributed on a periodic basis to provide you with updated information regarding HealthSun Health Plans and health care delivery.