



HEDIS Gaps in Care

Provider Webinar 2023
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What is a Care Gap?



- Inconsistency between recommended preventative care services and the services and care that our data shows have been provided
 - The preventative care services are based on a select set of **HEDIS** (**H**ealthcare **E**ffectiveness **D**ata and **I**nformation **S**et) measures

The Gaps in Care Report

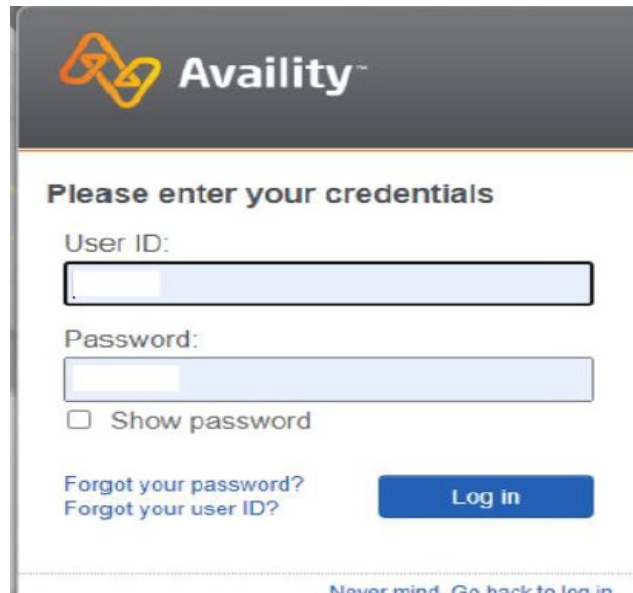
- The Gaps in Care Report is an informational report
- Provides you a list of all members paneled to you and lists the specific gap(s) that need to be addressed
 - Please utilize the [PCP Change Request Form](#) in the event there is a member that has been auto-assigned or has not selected a PCP
- The report is available bimonthly, and you will receive an email notification when the report is ready for you to view or download

Accessing provider Gaps in Care reports

- The Gaps in Care Report is now located on the Availity Portal
- The Availity Portal does require registration in order to access and utilize its various tools and features
 - In the event you are registered for the Availity Portal, simply select Mercy Care from your list of payers
 - If you are not registered, you may go to:
<https://www.availity.com/Essentials-Portal-Registration>
 - **For registration assistance, please contact Availity Client Services at 1-800-282-4548 between the hours of 8:00am-8:00pm Eastern, Monday-Friday (excluding holidays)**
 - **You may also reach out to your Network Management Representative with any questions or comments. A list of Network Management Representative assignments may be located on the Mercy Care website**

Accessing provider Gaps in Care reports

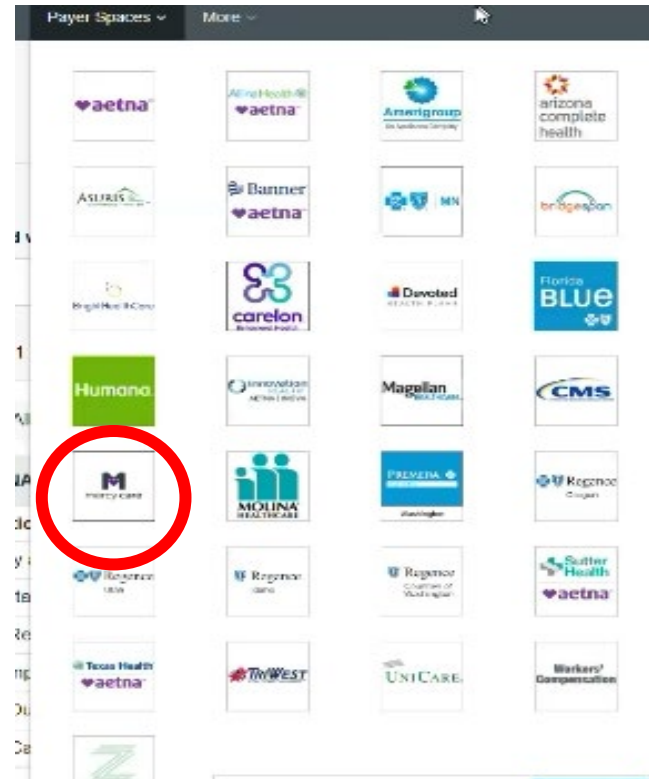
Once you have successfully registered for access to the Availity Portal, you will simply log in with your username and password



The screenshot shows the Availity login interface. At the top left is the Availity logo, which consists of two interlocking orange and yellow shapes. To the right of the logo is the word "Availity" in a white sans-serif font. Below the logo and name is a dark grey header bar. Underneath the header bar is a white box with a thin border. Inside this box, the text "Please enter your credentials" is displayed in a bold, dark grey font. Below this text are two input fields: "User ID:" followed by a light blue rectangular input box, and "Password:" followed by a light blue rectangular input box. Below the password field is a checkbox with the text "Show password" next to it. At the bottom left of the login box, there are two links: "Forgot your password?" and "Forgot your user ID?". To the right of these links is a blue rectangular button with the text "Log in" in white. At the very bottom of the login box, there is a small, faint link that says "Never mind. Go back to log in".

Accessing provider Gaps in Care reports

After logging in there will be a drop-down menu at the top of the page that says, “payer spaces”. Once you open the menu, click on the icon for Mercy Care



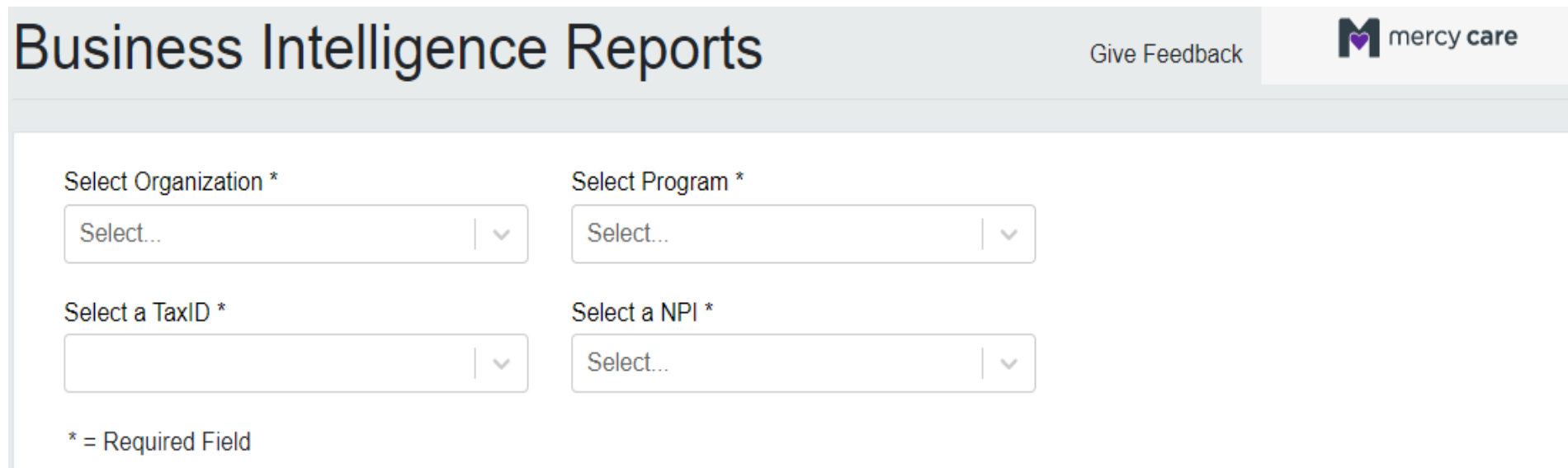
Accessing provider Gaps in Care reports

After clicking on the Mercy Care icon, a page should open with applications that you are able to choose from. Here, click on the “Medicaid Business Intelligence Reports”

The screenshot displays the Mercy Care provider portal interface. At the top left is the 'mercy care' logo, and at the top right is 'Mercy Care'. Below the header is a banner image of a doctor examining a child. A purple text box on the left of the banner reads: 'We are Mercy Care. Providing a secure environment with helpful information and tools for providers. Review claims or authorizations, validate member eligibility and benefits, and submit questions.' Below the banner is a search bar with the placeholder text 'Start typing to search this payer space...' and a 'Search' button. Underneath the search bar are three tabs: 'Applications', 'Resources', and 'News and Announcements'. To the right of these tabs is a 'Sort By' dropdown menu set to 'A-Z'. A disclaimer in small text reads: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. Below the disclaimer are three application cards. The middle card, 'Medicaid Business Intelligence Reports', is circled in red. The other two cards are 'Medicaid Appeals' (with subtext 'Submit single or bulk appeal') and 'Medicaid Case Management(Dynamo)' (with subtext 'Case Management(Dynamo)').

Accessing provider Gaps in Care reports

- On the next page, you will need to select Organization, Program, Tax ID, and NPI
- **Please note that reports are at the TIN level-reports will show all providers affiliated with the TIN number regardless of NPI entered**



The screenshot shows a web interface for "Business Intelligence Reports". At the top right, there is a "Give Feedback" link and the "mercy care" logo. Below the header, there are four required dropdown menus arranged in a 2x2 grid:

- Select Organization ***: A dropdown menu with "Select..." and a downward arrow.
- Select Program ***: A dropdown menu with "Select..." and a downward arrow.
- Select a TaxID ***: A dropdown menu with a downward arrow.
- Select a NPI ***: A dropdown menu with "Select..." and a downward arrow.

Below the dropdowns, there is a legend: *** = Required Field**

Accessing provider Gaps in Care reports

Next, click on Gaps in Care

medicalportal.aetna.com/SSO/Ambient/Portal/PROVIDER

Business Intelligence Reports | Powered by Aetna Medical Business Intelligence

Home > PROVIDER Home > Value Based Solutions > Gaps In Care

Links

- Welcome to Business Intelligence Reports
- Value Based Solutions
- Gaps In Care**

Business Intelligence Reports Load Information

Name	Description	Current Lead	Next Lead	Recurrence
VBS Quality	VBS Quality Report's Underlying Data	1/11/2019	5/1/2017	Monthly

Plan Information

Name: Aetna Better Health of Florida
Short Name: FL
ASOB Plan Code: FL
Location: Florida

Important Messages

Important Tips & Info

About Business Intelligence Reports

Tip:

- Avoid using your browser's back-button within this application.
- Always wait for a process to complete before entering a new request.
- Reports generated within this section are best viewed using Google's Chrome Web browser and Mozilla Firefox.

Accessing provider Gaps in Care reports

- The Gaps in Care Report will open on the Provider Dashboard tab
- Use the dropdown menu to select PCP(s)
 - Here you will also see the measure abbreviation, denominator, Had Care count, Needs Care count, PCP Rate, Benchmarks, and number needed to reach benchmark

Parameters Report

PCP [Redacted] Measure (for Member Care tab) ADV_TOTAL, WCV_TOTAL

Care Type Needs Care - Please Outreach

2 of 3 ? Find | Next

mercy care | mercy care advantage

Gaps in Care - Provider Dashboard

Go to report tab [Welcome](#) [Provider Dashboard](#) [Member Care](#) [Member Print List](#) [Measure Descriptions](#)

Choose Benchmark: [33%](#) [50%](#) [66%](#) [75%](#) [90%](#) [100%](#)

[Redacted]

Data with Claims Through - 4/30/2023

MBR Measures	LOB	Denominator	Had Care	Needs Care	PCP Rate	Benchmark 33	Benchmark 50	Benchmark 66	Benchmark 75	Benchmark 90	Needed to Reach Benchmark
ADV_TOTAL	Medicaid	1	0	1	0.00 %	44.17 %	50.60 %	53.72 %	56.01 %	61.61 %	1
WCV_TOTAL	Medicaid	1	0	1	0.00 %	45.73 %	48.94 %	53.47 %	57.54 %	62.74 %	1

Accessing Provider Gaps in Care Reports

- To view your members, navigate to the Member Care screen by clicking on the “Member Care” tab
- On the Member Care screen, use the drop-down menus for Measure and Care Type
 - Care Types are:
 - Provider Education-No Outreach
 - Needs Care-Please Outreach

The screenshot shows the 'Member Care' report interface. At the top, there are tabs for 'Parameters' and 'Report'. Below these, there are filters for 'PCP' (redacted), 'Measure (for Member Care tab)' (ADV_TOTAL, WCV_TOTAL), and 'Care Type' (Needs Care - Please Outreach). A navigation bar shows '3 of 4' items. The main title is 'Gaps in Care - Member Care'. Below the title are navigation links: 'Go to report tab', 'Welcome', 'Provider Dashboard', 'Member Care' (selected), 'Member Print List', and 'Measure Descriptions'. There are also radio buttons for 'Needs Care, Please Outreach' (selected) and 'Specialist Care'. The data is filtered by 'Data with Claims Through 4/30/2023'. The table below shows one record with a red dot in the Care Type column.

PCP	MBR Name	MBR Date Of Birth	MBR Phone	MBR Address	LOB	Measure	Care Type
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Medicaid	WCV_TOTAL	●

Accessing provider Gaps in Care reports

If you would like a printable version of the member list, click on “Member Print List”

The screenshot shows a web application interface for generating a report. At the top, there are dropdown menus for 'PCP' and 'Care Type' (set to 'Needs Care - Please Outreach'). A 'Measure (for Member Care tab)' dropdown is set to 'ADV_TOTAL, WCV_TOTAL'. A 'View Report' button is in the top right. Below the navigation bar, a purple header reads 'Gaps in Care - Member List'. A navigation menu includes 'Welcome', 'Provider Dashboard', 'Member Care', 'Member Print List' (highlighted), and 'Measure Descriptions'. A table with columns for TIN, NPI, Prov ID, Member Name, Member ID, Date Of Birth, Phone, Ethnicity, Race, Primary Language, and Address is displayed. The first row contains redacted data. The text 'Data with Claims Through 04/30/2023' is visible on the left side of the table.

TIN	NPI	Prov ID	Member Name	Member ID	Date Of Birth	Phone	Ethnicity	Race	Primary Language	Address
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	UNKNOWN	OTHER UNKNOWN	ENGLISH	[REDACTED]

Accessing provider Gaps in Care reports

Click on the disk icon and choose the format for download from the drop-down menu

The screenshot shows a web application interface for generating a report. At the top, there are several dropdown menus for 'PCP' (set to LINCOLN), 'Measure (for Member Care tab)' (set to ADV_TOTAL, WCV_TOTAL), and 'Care Type' (set to Needs Care - Please Outreach). A 'View Report' button is visible on the right. Below these is a navigation bar with a 'Gaps in Care - Member List' title and several links: 'Go to report tab', 'Welcome', 'Provider Dashboard', 'Member Care', 'Member Print List', and 'Measure Descriptions'. A red circle highlights a disk icon in the navigation bar. Below the navigation bar is a table with the following columns: PCP, TIN, NPI, Prov ID, Member Name, Member ID, Date Of Birth, Phone, Ethnicity, Race, Primary Language, and Address. The table contains one row of data. Below the table, a download menu is open, showing options: Word, Excel, PowerPoint, PDF, TIFF file, MHTML (web archive), CSV (comma delimited), XML file with report data, and Data Feed.

PCP	TIN	NPI	Prov ID	Member Name	Member ID	Date Of Birth	Phone	Ethnicity	Race	Primary Language	Address
								UNKNOWN	OTHER UNKNOWN	ENGLISH	

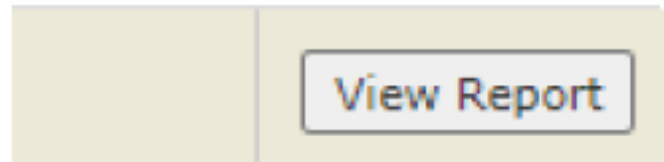
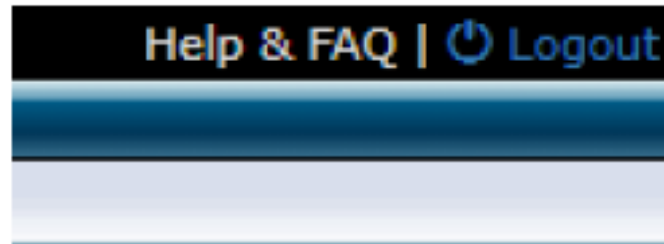
Accessing provider Gaps in Care reports

To access a list of Measure Descriptions that includes the acronym, HEDIS measure name, long measure description, and significant time frames select “ Measure Descriptions”

Measure Mnemonic	HEDIS Measure	Long Measure Description	Significant Time Frames
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	The percentage of episodes for members age 3 months and older with a diagnosis of acute bronchitis/bronchiolitis that did not result in an antibiotic dispensing event.	Measure runs from 7/1 of the year prior to the measurement year through 6/30 of the measurement year
AAP	Adults/Access to Preventive/Ambulatory Health Services	The percentage of members 20 years and older who had an ambulatory or preventive care visit. The following rates are reported: <ul style="list-style-type: none"> • 20-44 years. • 45-64 years. • 65 years and older • Total 	
ACP	Advance Care Planning	The percentage of adults 66-80 years of age with advanced illness, an indication of frailty or who are receiving palliative care, and adults 81 years of age and older who had advance care planning during the measurement year.	
ADD	Follow-Up Care for Children Prescribed ADHD Medication	The percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who 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. Two rates are reported: <ul style="list-style-type: none"> • Initiation Phase - The percentage of members 6-12 years of age as of the IPSD with an ambulatory prescription dispensed for ADHD medication, who had one follow-up visit with practitioner with prescribing authority during the 30-day Initiation Phase. • Continuation and Maintenance (C&M) Phase - The percentage of members 6-12 years of age as of the IPSD with an ambulatory prescription dispensed for ADHD medication, who remained on the medication for at least 210 days and who, in addition to the visit in the Initiation Phase, had at least two follow-up visits with a practitioner within 270 days (9 months) after the Initiation Phase ended. 	Intake period = 12 month window starting March 1 of the year prior to the measurement year and ending the last day of February of the measurement year.
ADV	Annual Dental Visit	The percentage of members 2 to 21 years of age who had at least one dental visit during the measurement year.	
AMM	Antidepressant Medication Management	The 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:	Intake period = 12 month window starting March 1 of the year prior to the measurement year and ending the last day of February of the measurement year.

Accessing provider Gaps in Care reports

To logout of the portal, select “Logout” in the top right of the Business Intelligence Reports window beneath the username



Tips for addressing and closing Gaps in Care

- Assign a staff person in the office to access the report each time a new one is available
- Look up the members listed on your Gaps in Care Report to check for documentation for the needed service in the medical record
- Assign a staff member to add alerts to the EMR indicating services are due or print and place on paper charts if needed
- When feasible, schedule the member with someone where a rapport has been established

Questions

Contact Quality Management regarding Gaps In Care:

- Megan Trawick: TrawickM@mercycaresaz.org
- Anne-Marie Van Maanen: VanMaanenA@mercycaresaz.org

*Please do not hesitate to reach out should you have questions while you begin to utilize this report

Contact your Network Management Representative through the Network Management Department at 1-800-564-5465

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Thank you

