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
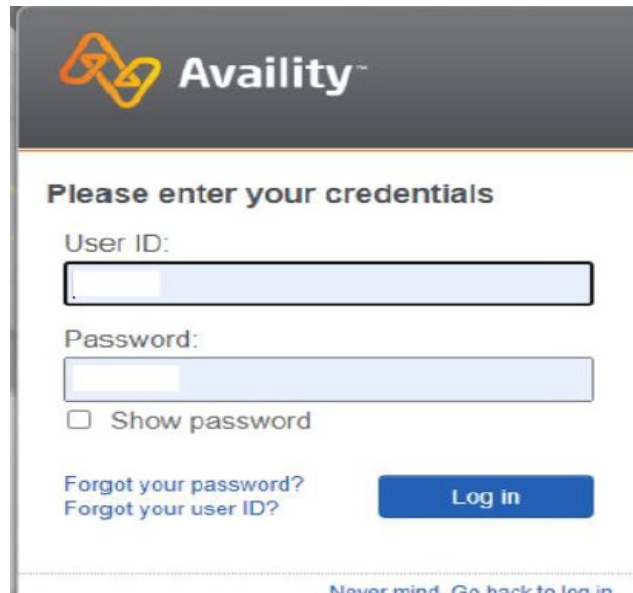
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The Gaps in Care Report

- 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**

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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

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
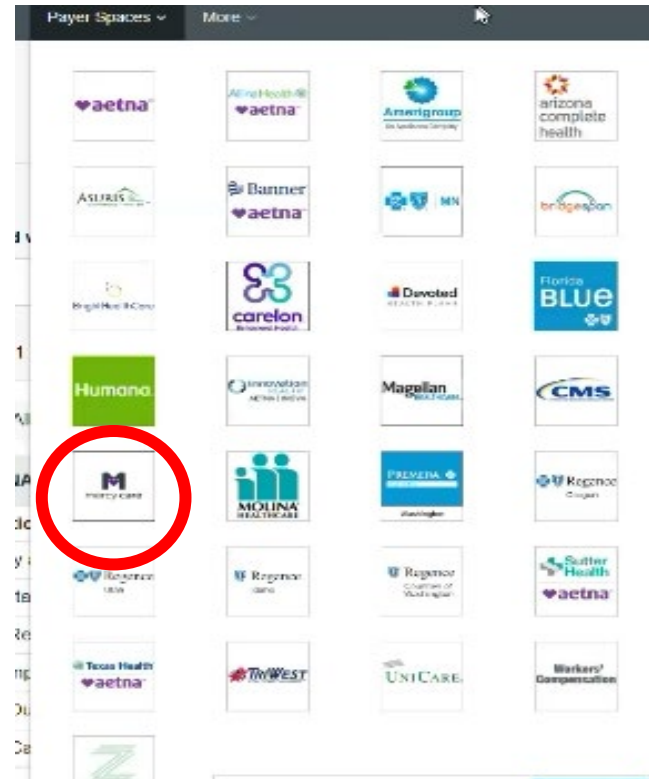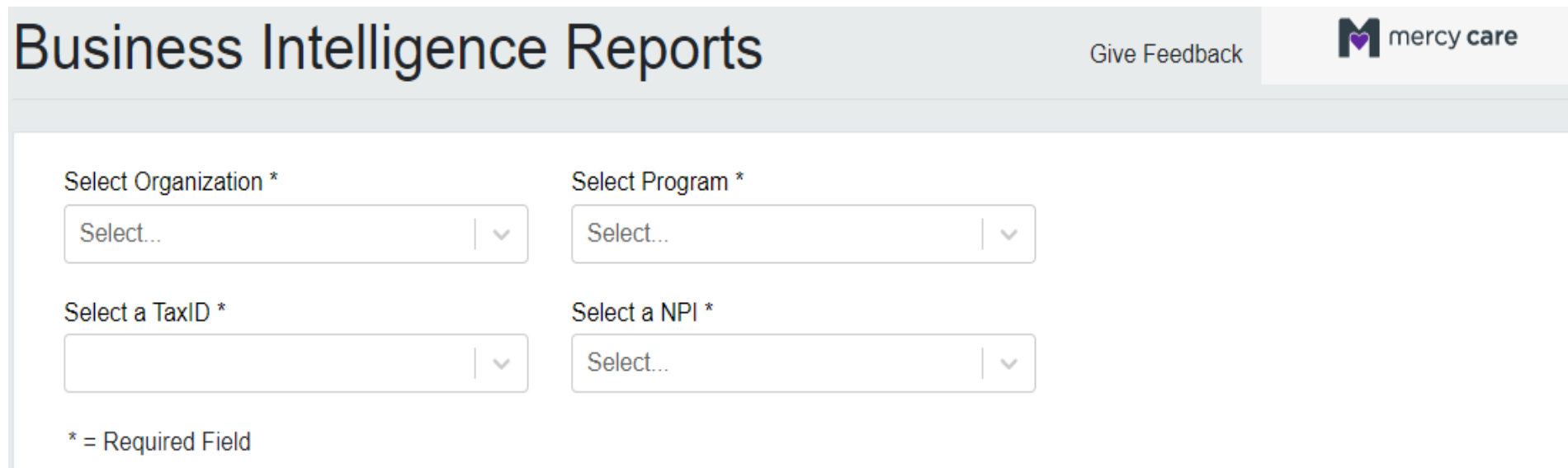
Accessing provider Gaps in Care reports

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"

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**

Accessing provider Gaps in Care reports

Next, click on Gaps in Care

Proprietary and Confidential

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

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

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Accessing provider Gaps in Care reports

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

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Accessing provider Gaps in Care reports

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

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"

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
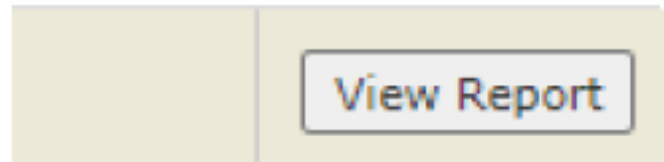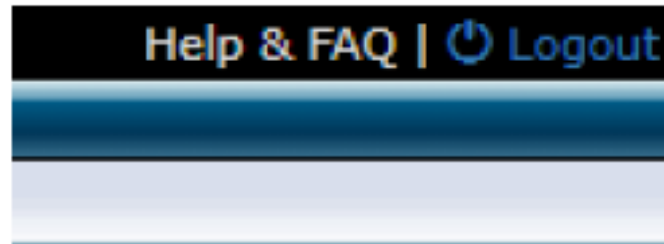
Tips for addressing and closing Gaps in Care

- 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@mercycareaz.org

- Anne-Marie Van Maanen: VanMaanenA@mercycareaz.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