Sentara Health Plans

HEDIS Hybrid Measure Issues

Measure	Issues Impacting Compliance	Actions to Take
All Measures	▪ Medical records do not have a name and DOB or MRN on every page, so oftentimes unable to verify that the medical record belongs to the same member ▪ Handwritten documentation in medical records is often difficult to interpret	▪ Need name and DOB or MRN clearly documented on every page ▪ Switch from hand-written documentation to an electronic (typed) version
BPD/CBP ▪ Blood Pressure-Diabetes ▪ Controlling High BP	▪ Lack of documentation for BP retakes when BP elevated ▪ Lack of documentation of BP value or "average" value during a telehealth or telephone visit	▪ Recheck BP if > 140 and/or >90, document original and retake ▪ During telehealth visits document BP taken by member with a digital device or average BP (no ranges)
COA ▪ Care of Older Adults	▪ Functional status assessment not including enough ADLs/IADLs ▪ Medication Review – Only including the code for the presence of a medication list	▪ Need to document at least 5 ADLs and/or 4 IADLs ▪ Need to include the second code that indicates a medication review took place
EED ▪ Eye Exam - Diabetes	▪ No documentation of details on last diabetic eye exam	▪ Need documentation of retinal/dilated eye exam by an eye care professional (who the professional was), the date and the results
PPC	▪ Lack of pregnancy diagnosis for confirmation of pregnancy visit with PCP	▪ Need positive pregnancy test, as well as diagnosis of pregnancy
TRC ▪ Transitions of Care	▪ No documentation of when provider is notified of member's hospital admission and/or when provider receives member's DC summary ▪ Follow up after inpatient admission - lack of documentation stating admission or inpatient stay along with hospitalization dates	▪ Need documentation of the date when provider is notified of member's inpatient admission and when DC summary is received along with provider signature or initials ▪ Include documentation that references visit for "hospital follow-up", "admission", "inpatient stay" along with dates of admission

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Childhood Measures - Issues and Actions for Compliancy

Measure	Issues Impacting Compliance	Actions to Take
CIS-E - Childhood Immunization Status	▪ Immunizations given after 2nd birthday ▪ Missing documentation of complete series of immunizations given	▪ Monitor for when the 2nd birthday will occur and coordinate visits so that all vaccines will occur by 2 years of age ▪ Inquire where immunization occurred if not within your records
WCV - Child and Adolescent Well-Care Visits	▪ Use of appropriate codes ▪ Appropriate provider/visit type	▪ Recommended CPT Codes: 99381–99385, 99391–99395, 99461 ▪ Recommended ICD-10 Codes: Z00.00–Z00.01, Z00.110–Z00.111, Z00.121, Z00.129, Z00.2, Z00.3, Z01.411, Z01.419,Z02.5, Z02.84, Z76.1–Z76.2 ▪ PCP or OBGYN ▪ Telehealth visits no longer allowed