

Learn How New Initiatives Support Member Health



DEAR OPTIMA HEALTH PROVIDER:

Optima Health strives to have healthy members as part of our quality improvement initiatives, and we have four annual campaigns to bring to your attention:

1

AT-HOME DIABETES TESTING (A1C AND URINE MICROALBUMIN) PARTNERSHIP WITH BIOIQ®

- This campaign offers easy to monitor, no-cost diabetes testing for hemoglobin A1C and urine microalbumin at home.
- Testing measures blood sugar and kidney function.
- Materials are sent to members who have a gap in their diabetes testing.
- Results are distributed by mail to participating members and their primary care physician (PCP). Members will also have access to their results via an online member portal: optima.bioiq.com.
- Up to three phone calls will be made to contact members with abnormal results. Members will be advised to immediately follow up with their PCP for further evaluation.
- If the A1C value is greater than nine, a population care nurse will also contact the member's PCP directly.
- In the near future, we plan to provide urine albumin-creatinine ratio (uACR) and estimated glomerular filtration rate (eGFR) kits to measure kidney failure risk among members with diabetes.

2

AT-HOME COLORECTAL CANCER SCREENING PARTNERSHIP WITH BIOIQ

- A no-cost Fecal Immunochemical Test (FIT) will be sent to members who have seen a PCP in the past two years but still have not received recommended colorectal cancer screening.
- Annual FIT is recommended for people at average risk for colorectal cancer.
- FIT is a preferred screening option based on features, cost, and performance.
- All at-home test kits are ordered by an Optima Health nurse practitioner.
- Results are sent to members and their PCP by mail. Members will also have access to their results via an online member portal: optima.bioiq.com.
- Members with abnormal results will also be contacted by phone, in addition to receiving a letter.
- Three phone attempts are made to contact members with abnormal results. Members are advised to immediately follow up with their PCP for further evaluation.

3

STATIN THERAPY PROGRAM

Through our Statin Therapy Program, led by the Optima Health population care department, nurses contact members who have tried a cholesterol medication in the past, but experienced a side effect. During these outreach calls, nurses not only provide education, but also encourage members to follow-up with a PCP. We may also help members schedule a telehealth visit to document side effects.

This initiative includes members who should be taking a statin medication due to a diagnosis of diabetes or cardiovascular disease but do not appear to be taking a statin due to missing claims data.

POPULATION CARE UPDATE FOR PROVIDERS

We will contact members to offer education regarding who may benefit from a statin medication and advise them to have a conversation with their PCP.

Those who report a side effect to statin medications, but have no claim with a diagnosis of a statin side effect, may be referred to telehealth to ensure statin-induced side effects are documented. If your practice offers in-house telehealth, we will attempt to refer members to the service offered by your practice.

Statin therapy benefits your patients by lowering cholesterol and reducing risk of atherosclerotic cardiovascular disease (ASCVD). Exclusions for statin therapy include diagnoses of pregnancy, end-stage renal disease, and cirrhosis.

To assist us in our quality initiatives related to statin therapy, please include appropriate diagnosis codes on claims for patients who may need to stop a statin medication due to myopathy or myalgia.

ICD-10 codes for myalgia/myositis/myopathy include: G72.0; G72.2; G72.9; M60.80-M60.812; M60.819; M60.821-M60.822; M60.829; M60.831-M60.832; M60.839; M60.841-M60.842; M60.849; M60.851-M60.852; M60.859; M60.861-M60.862; M60.869; M60.871-M60.872; M60.879; M60.88-M60.89; M60.9; M62.82; M79.1-M79.12; and M79.18.

Please also document exclusions, which include:

- pregnancy/IVF
- ESRD or dialysis
- cirrhosis
- myalgia, myositis, myopathy, or rhabdomyolysis
- dispensed a dementia medication
- members in hospice or using hospice services anytime during the measurement year
- members receiving palliative care during the measurement year

4

DIABETIC EYE EXAMS

- Each month, our vendor makes interactive voice response calls to members who are due for a diabetic eye exam. The Optima Health population care team follows up with direct calls to encourage members to schedule an exam.
- We partner with eye care providers to attempt to schedule an in-office visit for members.

Please encourage your patients to participate in these free preventive care services. If you have any questions, leave a message on the confidential population care voicemail, 757-687-6334 (1-833-736-6546 toll-free), or email popcare@sentara.com. We look forward to collaborating with you to achieve our common goal of improving the health of members!

Sincerely,

Population Health Care Delivery Team

For more information, visit
optimahealth.com/providers

OptimaHealth 