

# Quality Measures and Risk Adjustment

## A Tip Sheet for Health Care Providers During the Coronavirus Crisis

Only weeks ago, your waiting room was filled. Today, you're calling up the next patient on your laptop screen. Telehealth has allowed you to continue caring for your patients. It can do even more by helping you close gaps in care and get the data needed for commercial, Medicaid, and Medicare Advantage health plan risk adjustment programs.\*

### MAKE THE MOST OF TELEHEALTH PATIENT VISITS

Of course, many assessments must be in person, but there are some that can also be performed over a video chat, following the U.S. Department of Health & Human Services' guidelines for [privacy during the COVID-19 crisis](#). Health care providers can use virtual visits to:

- Take a medical and family history.
- Assess chronic condition management and overall physical and mental health.
- Review and update diagnoses, medicines, lab results, and other available data.
- Complete a fall risk screening and social determinants of health (SDOH) evaluation.
- Create or evaluate care and case management plans.
- Discuss gaps in care or opportunities to meet appropriate quality measures.

### ADDRESS QUALITY, CAHPS, AND HEDIS MEASURES

Using telehealth visits, you can affect many outcomes, as well as CAHPS and HEDIS measures.\*\* Below are some examples (not a complete list).

<p><b>Outcome Measures</b></p> <ul style="list-style-type: none"> <li>• Improving or maintaining physical and mental health</li> <li>• Chronic condition management</li> <li>• Medication adherence</li> <li>• Medication therapy management</li> <li>• Prenatal and postpartum care</li> </ul>	<p><b>CAHPS Measures of Patient Experience</b></p> <ul style="list-style-type: none"> <li>• Getting appointments and care quickly</li> <li>• Customer service</li> <li>• Rating of health care quality</li> <li>• Care coordination</li> <li>• Getting needed prescription drugs</li> </ul>
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## HEDIS MEASURES OF EFFECTIVENESS OF CARE

<b>Medicare Patients</b> <ul style="list-style-type: none"><li>• Care of older adults (advance care planning, medication review, functional status assessment)</li><li>• Physical activity monitoring</li><li>• Mental health assessment</li><li>• Fall risk management</li><li>• Management of urinary incontinence</li></ul>	<b>Medication Management</b> <ul style="list-style-type: none"><li>• Asthma medication</li><li>• Statin therapy for patients with cardiovascular disease and/or diabetes</li><li>• Medication adherence for patients with diabetes, hypertension, and high cholesterol</li></ul>
<b>Other Care of Adult Measures</b> <ul style="list-style-type: none"><li>• Adult immunization status</li><li>• Medication assistance with smoking and tobacco</li><li>• Identification of alcohol and other drug dependence</li></ul>	<b>Patients with mental health diagnoses</b> <ul style="list-style-type: none"><li>• Antidepressant medication management</li><li>• Pharmacotherapy for opioid use disorder</li><li>• Adherence to antipsychotic medications for individuals with schizophrenia</li></ul>

## VIRTUAL VISIT DIAGNOSES MAY NOW BE SUBMITTED FOR MEDICARE RISK ADJUSTMENT

The Centers for Medicare & Medicaid Services (CMS) recently said that diagnoses from virtual visits using both audio and video may be submitted for risk adjustment for Medicare Advantage members. This was already allowed for Medicaid and commercial plan members. Virtual visits give you an opportunity to evaluate and report any new conditions and reassess existing chronic conditions. While EmblemHealth will reimburse telephone (audio only) services for Medicare Advantage, Medicaid, and commercial plans, only those virtual visits using both audio and video count for risk adjustment. Therefore, we encourage providers to provide telehealth services that include both audio and video.

CMS directed providers to “use place of service code ‘02’ for telehealth or use the CPT telehealth modifier ‘95’ with any place of service” when reporting to the Encounter Data System (EDS).

View the [list of services](#) that can be paid under the Medicare Physician Fee Schedule when provided through telehealth visits.

## USE TELEHEALTH NOW TO HELP YOU MANAGE LATER

By leaning into remote assessments and evaluations now, you will be able to focus on other screenings, assessments, and measures when you can resume in-person office visits. We appreciate all you are doing in difficult circumstances to care for our members.

\*Please visit our provider COVID-19 page on [emblemhealth.com/providers](https://emblemhealth.com/providers) for our Temporary Telehealth Policy, a list of allowable procedure codes, and a Frequently Asked Questions document.

\*\*HEDIS is the Healthcare Effectiveness Data and Information Set used to compare the quality of care provided to members of health plans. CAHPS is the Consumer Assessment of Healthcare Providers and Systems.