

January 2019

For all providers

Reminder: Requesting your assistance with HEDIS® medical record retrieval activities

AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast (the Plan) conduct comprehensive reviews of clinical data each year in support of the Healthcare Effectiveness Data and Information Set (HEDIS). As a provider of services to our members, please be aware that you might be asked to submit copies of encounters, lab reports, or other clinical documentation to support accurate reporting of the performance measures in this data set. Your assistance is vital to the success of these documentation-gathering activities.

Background

HEDIS is part of a nationally recognized quality improvement initiative. HEDIS is used by the Centers for Medicare & Medicaid Services (CMS), the National Committee for Quality Assurance (NCQA), and state regulatory bodies to assess and monitor the performance of managed care organizations.

Each year, the Plan conducts comprehensive reviews of clinical data to achieve the most complete and accurate reporting on all performance measures in the current HEDIS data set.

Action needed

Please pass this message along to the appropriate staff in your organization. **We ask for your timely cooperation with any documentation requests you may receive from the Plan** and remind you of your contractual obligation to comply.

Permissions and use of information

Please keep in mind that HIPAA regulations permit providers to share patient medical documentation with the Plan for the purposes of billing and payment. No other special authorization is required for you to share member medical record information with the Plan. In instances where you may need to share patient medical documentation for continuity of care, a valid HIPAA Authorization Form must be obtained from the patient before releasing that information.

The documentation you submit is used to assess the health plan at a population level, not on a member-by-member basis. HEDIS allows health plans to assess, design, and implement population health strategies to improve the overall care and services offered to health plan members.

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Changes to the Quality Enhancement Program (QEP)

Changes to the Maternity Quality Enhancement Program (MQEP)

If you suspect it, report it.
Help us fight fraud, waste, and abuse.

Our mission

We help people:
Get care.
Stay well.
Build healthy communities.
We have a special concern for those who are poor.

If you have questions about this communication, please contact your provider Account Executive or one of the following departments:

**AmeriHealth Caritas
Pennsylvania
Provider Services
1-800-521-6007**

**AmeriHealth Caritas
Northeast
Provider Services
1-888-208-7370**

For primary care practitioners (PCPs)

Changes to the Quality Enhancement Program (QEP)

The Plan announces the details and changes to the QEP for 2019. The two performance components are:

1. Quality Performance.

The following nine HEDIS-based measures will be included in the Quality Performance component:

- Adolescent Well-Care Visit.
- Ambulatory Care — ED Visits.
- Annual Dental Visit (ages 2–20 years).
- Medication Management for People with Asthma.
- Diabetes Care (HbA1c Poor Control >9%).
 - Eligible for CPT II incentive; refer to QEP manual for details.
- Controlling High Blood Pressure <140/90 mm Hg.
- Well-Child Visits in the First 15 Months of Life, six or more.
- Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life.
- Plan All-Cause Readmission (new this year).

2. CPT II Code Electronic Submission.

Additional information

- A Top Performer Incentive will accompany the final payment for those groups whose average peer comparison percentile ranking across all Quality measures is 65 percent or higher.
- An Improvement Incentive will also be awarded to PCP groups that did not meet network targets but did show an improvement of 10 percent or more for a given measure over the prior year. This incentive will be calculated at the final payment of the program year.

Providers will be evaluated on these HEDIS measures through the 2019 calendar year and will be paid quarterly according to the following schedule:

Payment cycle	Enrollment	Claims paid through	Payment date
1	Q1	June 30, 2019	September 2019
2	Q2	September 30, 2019	December 2019
3	Q3	December 31, 2019	March 2020
4	Q4	March 31, 2020	June 2020

Complete 2019 program details are available in the updated QEP manual posted at www.amerihealthcaritaspa.com and www.amerihealthcaritasnortheast.com → **Providers** → **Resources** → **Quality enhancement program.**



For OB/GYN providers

Changes to the Maternity Quality Enhancement Program (MQEP)

We are also announcing the details for the MQEP for 2019.

The Quality Performance components will remain the same and consist of the following three HEDIS-based measures:

- Frequency of Ongoing Prenatal Care: >81% of expected visits.
- Prenatal Care in the First Trimester.
- Postpartum Care.

The Performance Component is the following measure:

- Electronic Submission Incentive.

Providers will be evaluated on these HEDIS measures and the performance component beginning in January 2019 according to the schedule below:

Payment cycle	Deliveries	Claims paid through	Payment date
1	20	June 30, 2019	September 1, 2019
2	30	September 30, 2019	December 1, 2019
3	40	December 31, 2019	March 1, 2020
4	40	March 31, 2020	June 1, 2020

Complete 2019 program details are available in the updated MQEP manual posted at www.amerhealthcaritaspa.com and www.amerhealthcaritasnortheast.com → **Providers** → **Resources** → **Quality enhancement program**.



Thank you for your continued partnership with AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast in the service of our members, and for your critical role in providing and coordinating care for them. If you have any questions regarding these programs, please contact your provider Account Executive.

For all providers

**If you suspect it, report it.
Help us fight fraud, waste, and abuse.**

- Call our toll-free Fraud Tip Line at **1-866-833-9718**.
- Email **fraudtip@amerihealthcaritas.com**.
- Mail a written statement to:
Special Investigations Unit
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

Providers may also report suspected fraud, waste, and abuse by:

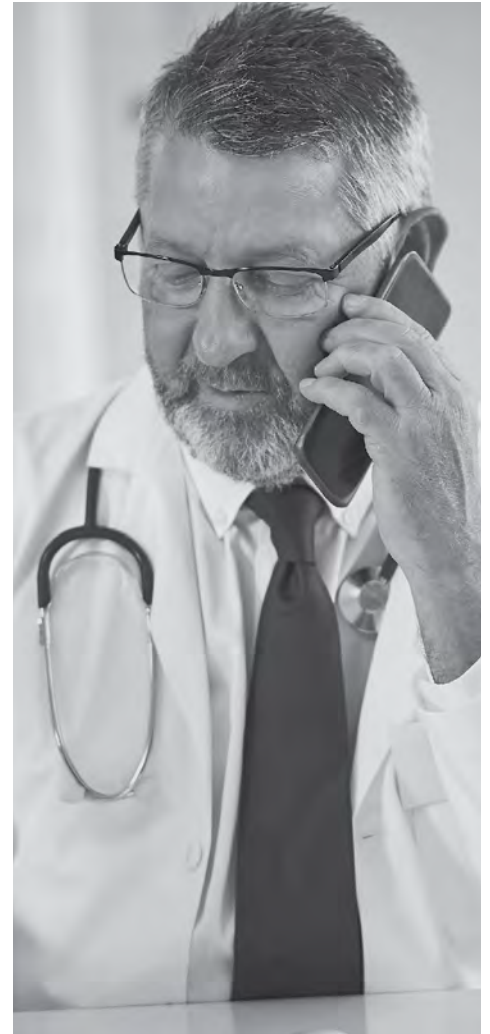
Phone: **1-844-DHS-TIPS** or **1-844-347-8477**

Online: **www.dhs.pa.gov**

Fax: **1-717-214-1200**, Attn: OMAP Provider Compliance Hotline

Mail: Bureau of Program Integrity
OMAP Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Mandatory fraud, waste, and abuse provider training is available online at **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** → **Resources** → **Fraud, waste, and abuse**.



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching for your information in our Provider Directory.

Coverage by AmeriHealth First.

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