

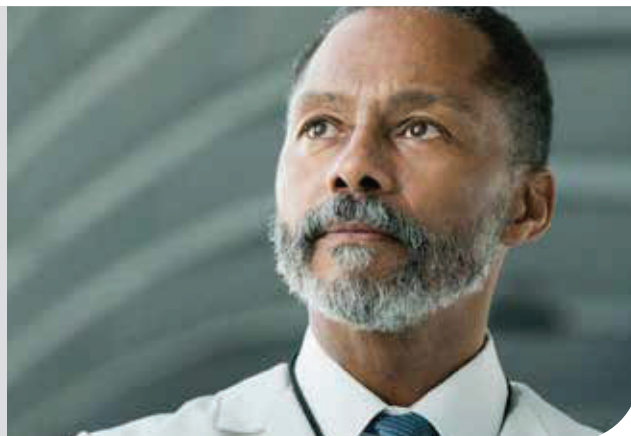
PCP E-NEWSLETTER

Cigna Medicare Advantage

December 2019

QUICK CLICKS

- 1 STAR RATING HIGHLIGHTS
- 2 CLOSING OUT GAPS
- 3 EXPRESS SCRIPTS HOME DELIVERY
- 4 AIDS AWARENESS MONTH
- 5 CAHPS CORNER
- 6 VALUABLE INSIGHTS



MESSAGE FROM THE TEXAS CHIEF MEDICAL DIRECTOR

Greetings colleagues:

As we prepare to move into the final month of the year, we must remain diligent in our quest toward a Five-Star Quality Rating. But first, allow me a shout-out:

Kudos to our teams for stellar Star Ratings. The 2020 calendar year will see 85% of our customers in a 4-Star-rated plan or higher nationally. Together, we reached for the Stars and achieved amazing results. Please take a moment to view our Star Ratings highlight graphic on the next page.

Thank you to our providers who have played a critical part in achieving our Star Ratings growth. And know that, while we experienced great success, there is still more work to be done to ensure we keep moving in the right direction.

As always, please know that we truly value the efforts of you and your staff in providing quality care for your patients.

Healthy regards,

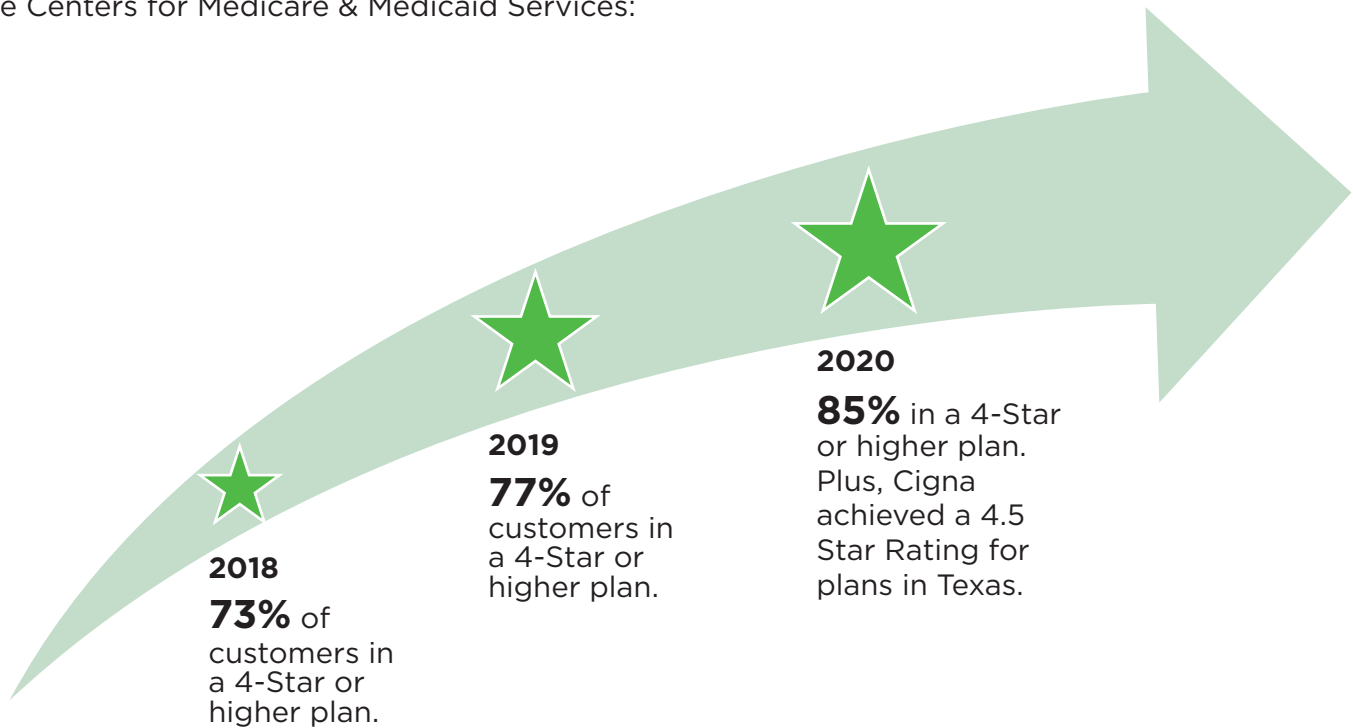
A handwritten signature in black ink that reads "Carlos J. Gonzalez".

Dr. Carlos Gonzalez
Chief Medical Director



STAR RATINGS HIGHLIGHTS

Star Ratings improvements allow us to offer customers better benefits and services. According to the Centers for Medicare & Medicaid Services:



IN THE NEWS



Cigna was recently featured in a national article about our strategies for achieving outstanding Star Ratings: "**5 Strategies for 5 Stars: Cigna's Approach to CMS Star Ratings.**" An organization-wide commitment to focus on patient experience, preventive health, care coordination and customer service is leading to Star Ratings success at Cigna."

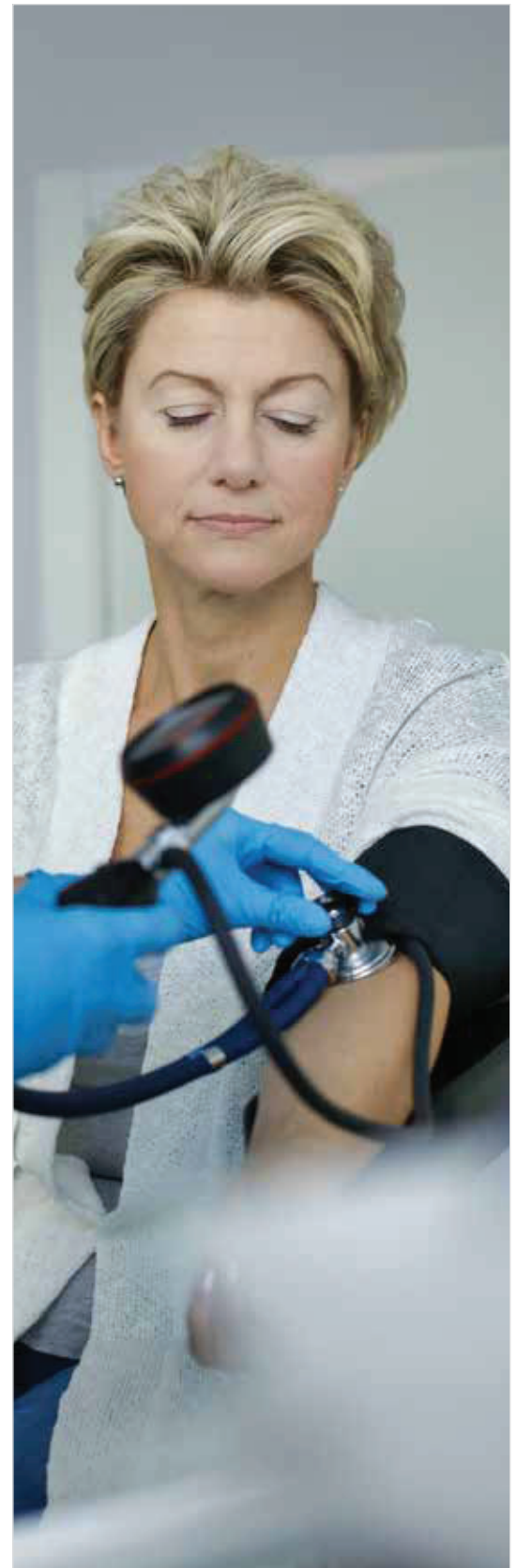
Read the full article [here](#).



CLOSING OUT GAPS

With 2019 coming to a close, let's aim to end the year strong by closing out all gaps. As a reminder, we have until Tuesday, December 31, 2019 for all data to be entered and claims submitted.

- › Our embedded care coordinators are working extra hard to provide timely STARS PRIME reports on a weekly, biweekly, or monthly basis. Make sure to target any outstanding measures and maximize your compliance numbers. Remember, each report details specific customers with outstanding measures that you can target
 - Special attention can also be placed on the “Gaps to 3 Star,” “Gaps to 4 Star” and “Gaps to 5 Star” columns of the report. Our goal is to eliminate as many gaps as possible and get these columns down to zero
- › Notably we are trying to get blood pressures to 139/89 mmHg and under and hemoglobin A1c's to 9.0% and under
- › Medication Adherence Target Lists have been sent out allowing you to track specific customer opportunities. Many customers only need one more additional refill to close out the adherence gap this year. Customers with a previous 90-day supply fill in September will be due in December. Keep track of these customers and encourage them to finish the year strong with an eligible refill in December
- › Lastly, we can work so hard and still not get credit. Make sure you're using the correct HEDIS CPT II codes when submitting claims. The AMA implemented several CPT II changes on 10/1/19
 - Three new CPT II codes were added for eye exams (2023F, 2025F, 2033F) and three codes were revised that are currently available (2022F, 2024F or 2026F)
 - Two new CPT II codes were added for A1C value (3051F and 3052F) and one code was deleted that had historically been used (3045F)
 - Providers should switch from using 3045F to using 3051F and 3052F as soon as possible to ensure no issues



CPT Category II Codes Effective October 1, 2019

The Centers for Medicare & Medicaid Services (CMS) is implementing five new DPT Category II

New CPT CODES:

2023F, 2025F, 20233F, 3051F, & 3052F

REVISED: Descriptions for CTP codes 2022F, 2024F, 2026F, and **deleting 3045F**

The status indicators and APC assignments for the codes are shown in Table 2

Table 2: New, Revised, and Deleted CPT Category II Codes

CPT Code	Status	Long Descriptor	OPPS SI	OPPS APC
2022F	REVISE	Dilated retinal eye exam with interpretation by an ophthalmologist or optometrist documented and reviewed; <u>with evidence of retinopathy</u> (DM) ²	M	N/A
2023F	NEW	Dilated retinal eye exam with interpretation by an ophthalmologist or optometrist documented and reviewed; <u>without evidence of retinopathy</u> (DM) ²	M	N/A
2024F	REVISE	7 standard field stereoscopic <u>retinal</u> photos with interpretation by an ophthalmologist or optometrist documented and reviewed; <u>with evidence of retinopathy</u> (DM) ²		N/A
2025F	NEW	7 standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; <u>without evidence of retinopathy</u> (DM) ²	M	N/A
2026F	REVISE	Eye imaging validated to match diagnosis from 7 standard field stereoscopic <u>retinal</u> photos results documented and reviewed; <u>with evidence of retinopathy</u> (DM) ²	M	N/A
20233F	NEW	Eye imaging validated to match diagnosis from 7 standard field stereoscopic retinal photos results documented and reviewed; <u>without evidence of retinopathy</u> (DM) ²	M	N/A
3045F	DELETE	Most recent hemoglobin A1c (HbA1c) level 7.0-9.0% (DM)	D	N/A
3051F	NEW	Most recent hemoglobin A1c (HbA1c) level greater than or equal to 7.0% and less than 8.0% (DM)	M	N/A
3052F	NEW	Most recent hemoglobin A1c (HbA1c) level greater than or equal to 8.0% and less than or equal to 9.0% (DM) ²	M	N/A

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THE EXPRESS SCRIPTS PHARMACY HOME DELIVERY HAS ITS BENEFITS

Now available for your Medicare Advantage and Prescription Drug Plan (PDP) patients

Great news. We are pleased to share that the Express Scripts PharmacySM is now a Cigna preferred home delivery partner.¹ This means that your patients can start enjoying benefits such as:

More convenience	More peace of mind	More savings ²
Fewer trips to the pharmacy mean patients can spend more time doing the things they love.	Having the right supply of medication on hand means patients are less likely to miss a dose.	\$0 out-of-pocket costs for a 90-day supply of Tier 1 and Tier 2 medications. ³

This is big. As the third-largest pharmacy in the United States, the Express Scripts Pharmacy serves over 10.5 million customers.⁴ We look forward to having a partner who shares our commitment to the health, well-being and peace of mind of those we serve.

Next steps.

The Express Scripts Pharmacy is now available for your Cigna Medicare Advantage and PDP patients.

- ▶ E-prescribe or call **1-877-860-0982**, 7 a.m. – 11 p.m., Monday – Friday (CST)
- ▶ To learn more, visit **Express-Scripts.com**

Together, all the way.®



1. Other pharmacies are available in our network.

2. These Medicare Advantage home delivery copays vary based on patient's plan, medications and any assistance programs. PDP benefit differs.

3. Express Scripts Pharmacy may also contract with other Medicare Advantage plans. Deductible and/or coverage gap cost-sharing may apply. The Express Scripts Pharmacy has joined the network for Cigna Part D and Medicare Employer Group Plans, but the cost-sharing will vary. The Express Scripts Pharmacy is a trademark of Express Scripts Strategic Development, Inc.

4. Express-Scripts.com.

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AIDS AWARENESS MONTH

December is AIDS awareness month. This month presents an important opportunity to raise awareness around the subject of acquired immune deficiency syndrome (AIDS), advocate for those patients living with this disease, and provide increased access to treatment and prevention services. According to [HIV.gov](https://www.hiv.gov), more than one million Americans are living with HIV, but one in five of them are not aware they are infected.¹ While the total number of people with HIV in the United States has increased recently, the annual number of new infections has remained relatively stable.¹ A person with HIV is considered to have progressed to AIDS when:

1. The CD4 cells fall below 200 cells/mm³

OR

2. They develop one or more opportunistic infections,* regardless of their CD4 count

* HSV-1, toxoplasmosis, cytomegalovirus, *pneumocystis jirovecii*, etc.

Without HIV medications, people with AIDS typically survive about three years. However, antiretroviral therapy (ART) has revolutionized HIV treatment and works by combining drugs that attack the virus in different ways. Additionally, one pill regimens and methods to prevent the risk of contracting HIV, such as pre-exposure (PrEP) and post-exposure prophylaxis (PEP), are allowing patients to live longer, healthier lives and prevent the progression from HIV to AIDS.

Just this year, the FDA approved the first once-daily, two-drug fixed-dose regimen for treatment-naïve individuals living with HIV. This drug, Dovato (dolutegravir/lamivudine) allows for treatment-naïve individuals to benefit from a highly effective regimen with fewer component drugs, reducing their lifetime cumulative exposure to different drugs and potential long-term toxicities.² With your leadership, we can keep our patients healthy and informed.

1. <https://www.hiv.gov/hiv-basics/overview/data-and-trends/statistics>

2. <https://www.avert.org/news/first-two-drug-pill-approved-new-hiv-treatment-starters>



CAHPS CORNER

With the holidays around the corner, wonderful food and treats await. We want to help our patients make healthy choices during this time. Being active and encouraging portion control has a variety of positive impacts for the body and mind. Let's ensure everyone has a healthier, happier holiday season.



VALUABLE INSIGHTS: CARE COORDINATION (0.5 CME CREDIT)

In a recent *Valuable Insights* webcast, Meredith Herpel from the Cigna Medicare Stars team, talked about the impact care coordination can have on the patient experience.

This webcast helps understand:

- › The importance of care coordination and improving patient experience
- › The perception of an always satisfied patient
- › How health literacy and language barriers can impact patient experience

To view this webcast, access other *Valuable Insights* resources and receive notifications when new resources are posted, register [here](#). If you have questions, email info@CareAllies.com.

SHARE YOUR FEEDBACK

Please email us any questions you have or topics you'd like discussed. Our goal is to tailor our content to meet your needs. We look forward to hearing from you at:

PCP_ENewsletter_Team2@HealthSpring.com

