

PCP E-NEWSLETTER

For Medicare Advantage providers

February 2020

QUICK CLICKS

- 1 [AMERICAN HEART MONTH](#)
- 2 [STARS TEAM UPDATES](#)
- 3 [CAHPS CORNER](#)
- 4 [VALUABLE INSIGHTS](#)



Message from the Texas Chief Medical Director

Hello,

On behalf of all of us at Cigna, happy New Year – and new decade. We hope you had a wonderful holiday with opportunities for gratitude and renewal. The past ten years proved that working together is truly the key to unlocking quality care.

We finished 2019 on a high note and look forward to building on that momentum in 2020 and beyond. Let's refocus our shared lens on our commitment to quality care and our "Drive to Five" Star Quality Rating initiatives. Together, we can continue to make great strides toward improving the health, well-being and peace of mind of those we serve.

We want you to know how much we appreciate your partnership. Thank you, in advance, for continuing this journey with us. We can only imagine the kind of amazing things we'll accomplish over this new decade.

In good health,

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

Dr. Carlos Gonzalez
Chief Medical Director



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only. © 2020 Cigna

AMERICAN HEART MONTH

Every February, we embrace opportunities to raise awareness around the importance of making heart healthy lifestyle choices. The fact remains, heart disease is the leading cause of death for men and women in the United States. Each year, one in four deaths are a result of heart disease. The good news is that heart disease can often be prevented by making healthier choices and managing existing conditions.

Common risk factors

- › High cholesterol
- › High blood pressure
- › Diabetes
- › Smoking
- › Lack of physical activity
- › Unhealthy diet

In Texas, tobacco use is the single largest cause of preventable deaths related to heart disease. Fortunately, it is also the most reversible risk factor, and should be screened for at each wellness visit.

Heart-healthy tips for patients

- › Get moving. Our digital world is filled with smartphone apps and instantly accessible information to help patients find an exercise program that fits their needs.
- › Cook heart-healthy meals. There are plenty of delicious and healthy recipes available today.
- › Stop smoking. Many smokers do not quit on their first attempt and need several tries before successfully quitting. Each quit attempt is a step forward, and even small successes are wins.

By continuing to encourage regular check-ups promoting healthier lifestyles and working with families and caregivers, you can help decrease heart disease.

References

- www.dshs.texas.gov/heart/TXCVDS-State-Plan.aspx
- www.fda.gov/tobacco-products/health-information/quitting-smoking-closer-every-attempt
- nationaltoday.com/american-heart-month/



STARS TEAM UPDATES



HEDIS Medical Records Review (MRR)

HEDIS MRR is an annual project conducted by Medicare Advantage plans nationwide. The goal is to collect records that supplement or support data obtained for Part C HEDIS measures for the previous measurement year. At Cigna, this typically begins in mid-February and runs through early May. The STARS team works in concert with PCP offices throughout the year to collect these records. This coordination is a team effort that includes Network Operations, Embedded Care Coordinators and PCP staff.

The process

1. The STARS team determines which Part C measures require additional documentation.
2. A fax is generated or delivered by Network Operations Representatives or Embedded Care Coordinators to each PCP office that is identified. This fax includes a “pull list” of patients, measures, dates, instructions, due date and where to send responses.
3. Once the records are received by Cigna, they are reviewed and cleared by a team in Nashville, Tennessee.
4. If additional information is required, or if a response is not received by the due date, a second attempt will be made to the PCP office.

Types of records

Specific records are requested for only some of the Part C measures that are worked on throughout the year. Examples include office visit notes, lab reports, medication lists and consultation notes, etc. The measures listed are included in the project.

- › Controlling High Blood Pressure (CBP)
- › Colorectal Cancer Screening (COLO)
- › Adult BMI Assessment (BMI)
- › Care of Older Adults (COA) – Functional Status, Medication Review, Pain Assessment
- › Comprehensive Diabetes Care (CDC) – A1c, Diabetic Retinal Exam, Nephrology (urine test)
- › Medication Reconciliation Post-Discharge (MRP)

continued on next page

STARS TEAM UPDATES *continued*

Importance

HEDIS MRR helps ensure that our plan has received documentation to support measure data collected from the prior year, required by the Centers for Medicare & Medicaid Services (CMS). The efforts of this project are vital toward achieving a 5-Star Quality Rating from CMS. Higher Star Quality Ratings ensure that you and your staff receive credit for your hard work.

PCP roles

1. Ensure proper staff education about the MRR project. This will help resolve questions if we contact your office.
2. Have a process to handle these requests as promptly and efficiently as possible for your individual practice.

We appreciate your commitment to delivering quality care. Together, we can stay compliant and provide exemplary care.

Health Outcomes Survey (HOS)

The HOS is administered annually – from April through July – to a random sample of 1,200 customers. The goal is to evaluate their physical and mental health. Respondents to the original baseline survey receive a follow-up survey two years later. This allows us to focus on customers' physical and mental health well-being during that timeframe. More information regarding the HOS to come in future editions of your PCP E-Newsletter.

CAHPS CORNER

CAHPS surveys roll out at the beginning of March through June. A sample of approximately 800 randomly selected customers who have been enrolled for the past six months will be sent a survey. This survey assesses customers' perception of their health care experiences and feedback about their providers, specialists, health plan and drug plan. Please remind your patients about the importance of filling out any survey they may receive in the mail. It is crucial that your patients understand that their opinions matter and their feedback is greatly appreciated.



VALUABLE INSIGHTS

Annual Wellness Visits (0.5 CME*)

In a recent *Valuable Insights* webcast, Erin DeLoreto, Assistant Vice President, and Sandy Santangelo, Quality Manager, for CareAllies value-based programs, discussed identifying Medicare fee-for-service beneficiary health and risk factors.

This webcast helps understand:

- › Why the annual wellness visit is important.
- › Best practices for performing successful annual wellness visits (tools and templates available for download).
- › How to include the optional advance care planning element.

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.

*This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Illinois Academy of Family Physicians and CareAllies. The Illinois Academy of Family Physicians is accredited by the ACCME to provide continuing medical education for physicians.



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

