

PCP E-NEWSLETTER

Cigna Medicare Advantage providers

May 2020

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Message from the Texas Chief Medical Director

To all our heroes,

Thank you for your dedication during this incredibly challenging time. We are truly honored to work with health care professionals who continue to deliver quality care.

While all our lives are changing, we want you to know that our commitment to your patients' physical and emotional health is as strong as ever.

As we move forward into spring, it is vital that we continue to work closely together – and apart. Our goal is to overcome new obstacles without losing sight of existing goals, such as aiming for, or maintaining, a Five Star Quality Rating.

Again, we commend your valiant efforts. Together, we're making great strides toward a brighter tomorrow.

Respectfully,

Dr. Carlos Gonzalez
Chief Medical Director



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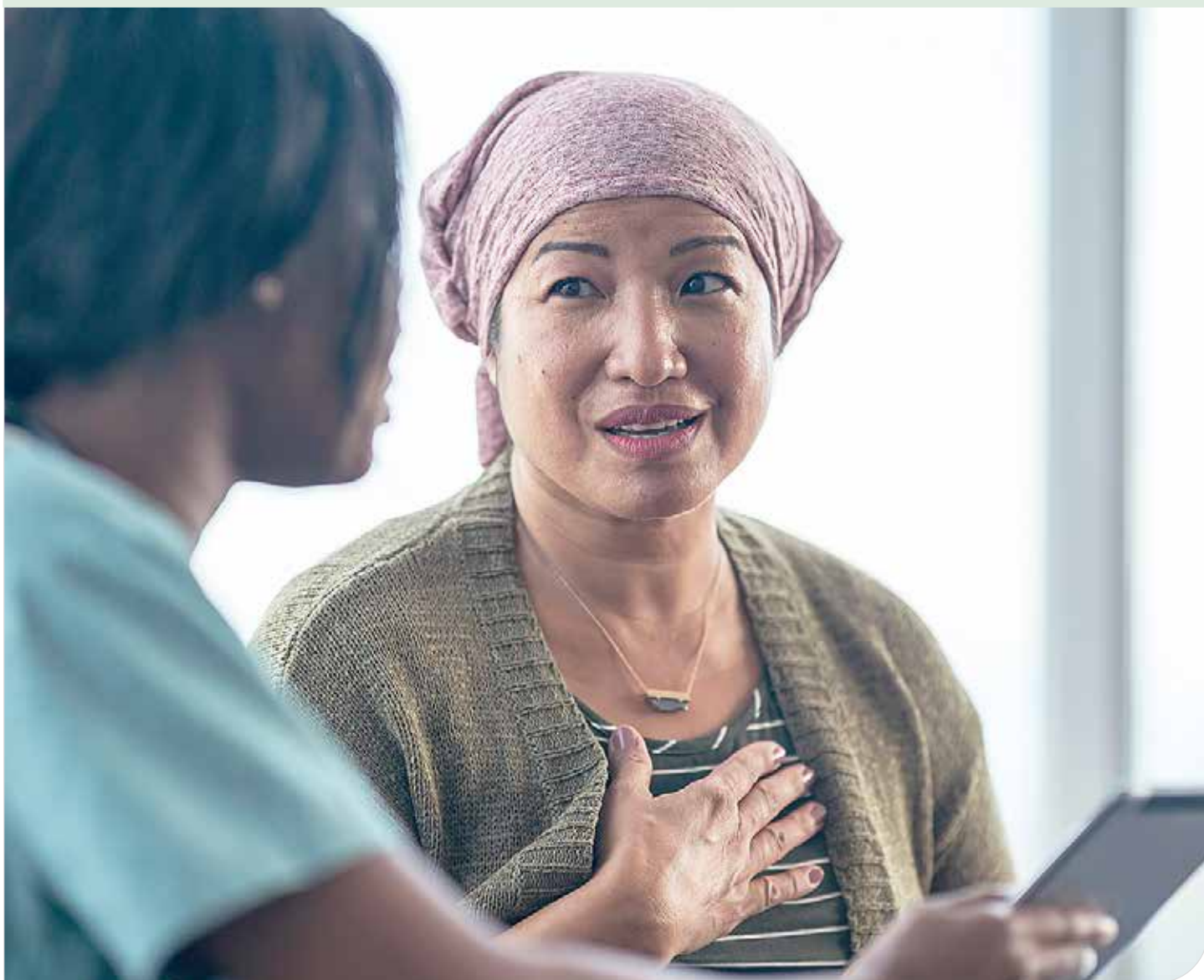
HEALTH EQUITY RESOURCE: CULTUREVISION™

Cigna provides unlimited access to CultureVision for Cigna providers and office staff. As practitioners, it's impossible to know everything about every cultural community you serve. However, learning how and what to ask may increase the likelihood that you'll obtain the information you need, and enhance rapport and adherence. Gain these insights through CultureVision, which contains up-to-date, culturally relevant patient care for more than 60 cultural communities.

You can access CultureVision directly at CRCultureVision.com.

Login: **CignaHCP**

Password: **Doctors123***



NATIONAL OSTEOPOROSIS MONTH



Osteoporosis is often called a silent disease since bone weakening is often asymptomatic. The costs, however, are not silent. According to the National Osteoporosis Foundation (NOF), osteoporosis causes approximately 2 million broken bones and \$19 billion in costs every year.¹

Once a bone break occurs, the results can be deadly. Around 20% of older adults with a hip fracture will die within a year from either complications of the fracture or from the surgery to correct it. One way to help is to ensure we're providing proper preventive recommendations, as outlined by the NOF.²

- Encourage engagement in regular weight-bearing exercise.
 - Safe, low-impact exercises include brisk walking, aerobics, and use of elliptical machines.
- Promote a healthy diet with adequate amounts of calcium and vitamin D.
 - Calcium-rich foods include collard greens, broccoli, sardines, and yogurt.
 - Vitamin D can be found in fatty fish such as mackerel, salmon, and tuna.
- Avoid smoking and limit the consumption of alcohol.

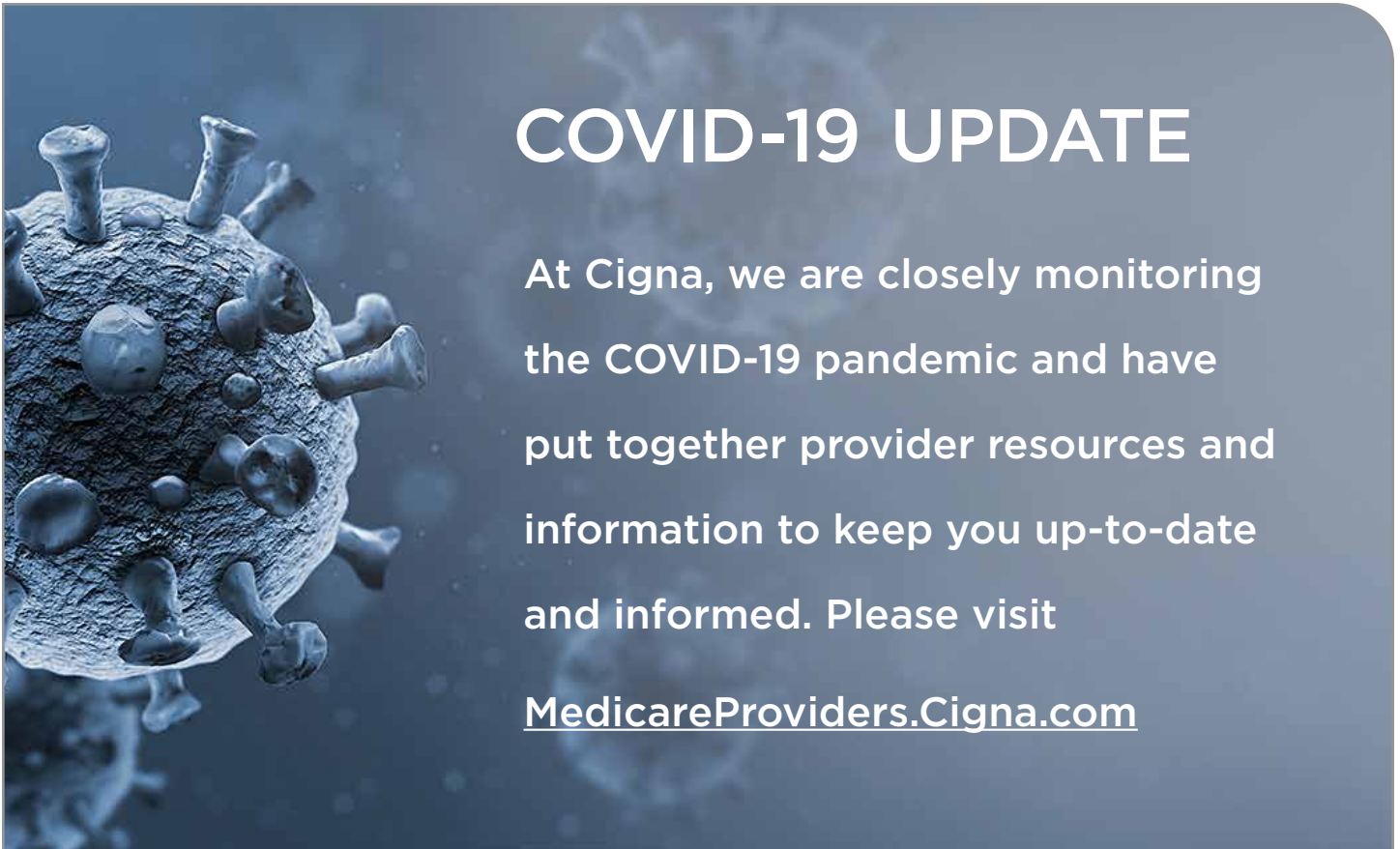
Please refer to our Formulary Quick Reference Guide for common osteoporosis medications and their tiers:

CLASS	DRUG	C-MA
Bisphosphonates	Alendronate tablets	1
	Risedronate	3
Monoclonal antibody (MAB)	Prolia	4
	Xgeva	5*
Other	Calcitonin-Salmon	3
	Miacalcin Inj.	5
	Raloxifene	2
Parathyroid hormone (PTH) Analog	Forteo	5*

* Prior Authorization/Step Therapy required; NF = Non-formulary
C-MA = Cigna Medicare Advantage

References:

- 1) <https://www.nof.org/patients/what-is-osteoporosis/>
- 2) <https://www.nof.org/preventing-fractures/>



COVID-19 UPDATE

At Cigna, we are closely monitoring the COVID-19 pandemic and have put together provider resources and information to keep you up-to-date and informed. Please visit

[MedicareProviders.Cigna.com](https://www.MedicareProviders.Cigna.com)

NATIONAL MENTAL HEALTH MONTH

Every year, millions of Americans face the reality of living with a mental illness. At Cigna, we have the opportunity and responsibility to raise awareness. This includes fighting the stigma, educating family, friends and the public, and advocating for policies that support our patients. And with the spread of COVID-19, and communities practicing social distancing, it is important to check on patients whose mental health is most at risk from loneliness and isolation due to social distancing.

Dr. Joe Nicholson, Chief Medical Officer of CareAllies, and Kim Villarreal, CareAllies Community Health Advocate Team lead and licensed clinical social worker, share insightful information on how to address concerns around the impact of social distancing and mental health.

Visit <https://www.brainshark.com/1/player/en/cignatn?pi=zJSz14ayobzbhWNzO&r3f1=&fb=0>.

NATIONAL NURSES WEEK

National Nurses Week is every year from May 6 through the 12. While nurses deserve to be celebrated every day of the year, let's make sure to recognize their importance during this week. Take time to let your nurses know how much you appreciate their tremendous perseverance and selfless dedication.



CAHPS CORNER

WHAT IS CAHPS?

The Consumer Assessment of Healthcare Provider and Systems (CAHPS) is an annual survey developed to better understand patient health care experiences - and develop scientifically valid and feasible strategies and tools to assess patient experience, report survey results, and help organizations use those results to improve overall quality of care.

CMS has increased the weight of the CAHPS Star Rating measures, so the CAHPS survey will represent around 22% of a plan's overall Star Quality Rating. You and your office staff can affect 62% of CAHPS survey questions, including Care Coordination, Getting Care Quickly, Getting Appointments Quickly and Annual Vaccinations.



Care Coordination and CAHPS Scores

Care coordination is a clinical, industry-insider phrase for what is really a very personal, patient-centered initiative. It is comprised of individual touchpoints that help shape a patient's perception of their care experience and affect satisfaction rates. A more engaging way of thinking about care coordination is to focus on the care and communications that revolve around scheduling appointments, managing care among different providers, integrating health services and following-up on care.

Care coordination is fundamental to improving the quality of care. It is as important for you, the provider, as it is for patients. Care coordination is important because of the growing complexity of providing care, the increasing number of patients with chronic conditions and the rising cost of care.

Benefits of an effective care coordination plan

INCREASING	DECREASING
Engagement	Overall costs
Patient satisfaction	Unnecessary ER visits and hospitalizations
Practice reputation	Medication costs
Quality of care	Unnecessary and repetitive testing
Clinical outcomes	Errors
Patient acquisition	Hospital readmissions (overutilization)

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CAHPS CORNER *continued*

Below are examples of the CAHPS questions asked, and actions you can take to improve care coordination.

CAPHS Questions (Care Coordination)

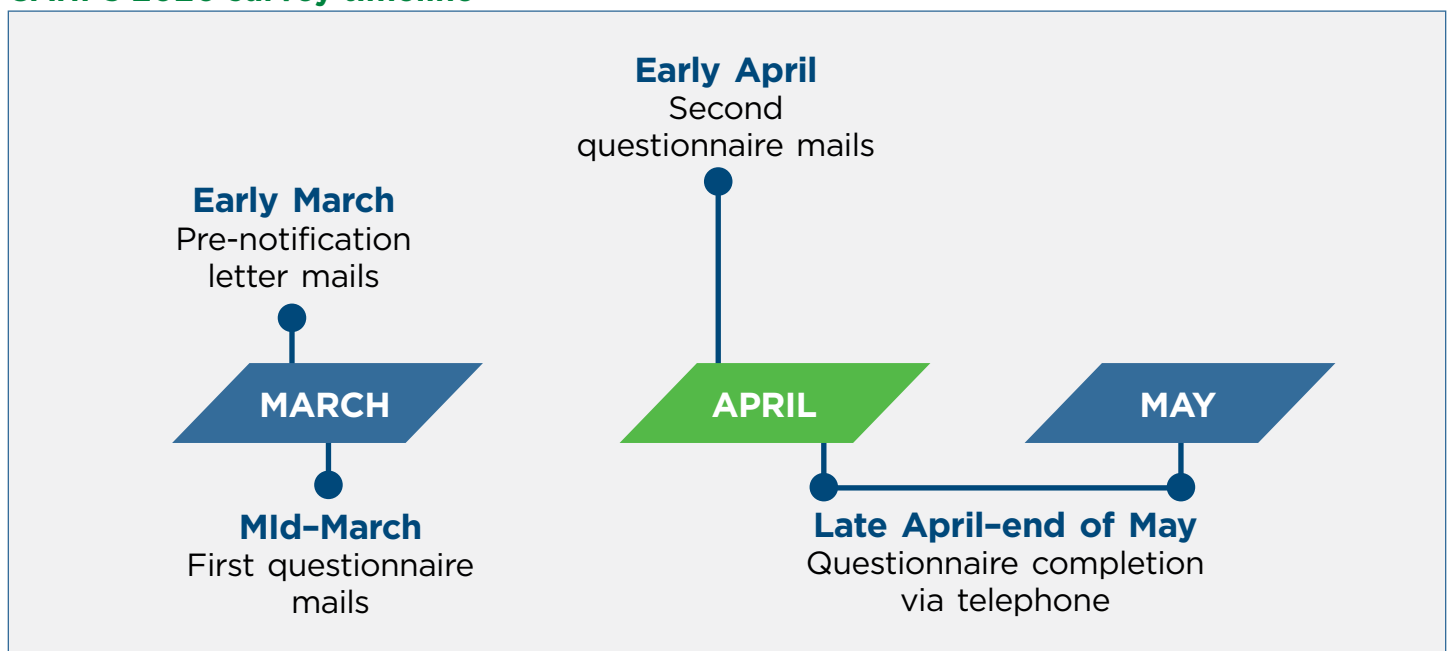
Q: In the last 6 months...

- › When your doctor ordered a blood test, x-ray or other test, how often did your doctor's office follow up to give you those results?
- › How often did you and your doctor talk about your prescriptions?
- › When you visited your doctor for an appointment, how often did he or she have medical records or other information about your care?
- › Did you get help from your doctor's office to manage your different providers and services?
- › How often did your doctor seem up to date about your specialty care?

Actions you can take

- › Tell patients how and when they'll get test results as well as next steps.
- › Review patient's medications and ask about side effects and trouble affording medications.
- › Review patient's medical record before and during their appointment.
- › Ask patients if they need help getting care and services they need.
- › Prior to appointment, review patient's specialty care and service by talking with specialists.

CAHPS 2020 survey timeline



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CAHPS CORNER *continued*

COVID-19 and the HEDIS Medical Record Review (MRR)

Specific to Stars ratings, the rule says:

- CMS is removing the requirement for Medicare health plans to submit HEDIS 2020 data this year (2019 DOS).
 - In current form, plans will not be provided the option to submit. Instead, CMS will use the HEDIS rates and Stars earned for the 2020 Star Rating (2018 DOS).
- CMS is no longer requiring the submission of the CAHPS survey data for 2021 Star Rating.
 - CAHPS rates and Stars earned for the 2020 Star Rating will be used.

What does this mean to us?

- Stop retrieval for HEDIS MRR immediately.
 - With exception of Medicaid.
 - Plan being developed for these cases.

The longer this impacts the nation, the more likely changes will be made for 2020 DOS (2022 Star Rating).

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

