

PCP E-NEWSLETTER

Cigna Medicare Advantage

June 2020

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Message from the Texas Chief Medical Director

To all our health care heroes,

Thank you for your frontline dedication during this unprecedented time. We are truly grateful to work with health care professionals who continue to deliver quality care.

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

June is here, and it is more important than ever for us to continue working closely together. 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 healthier future.

Respectfully,

Dr. Carlos Gonzalez
Chief Medical Director



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SPOTLIGHT: SOCIAL DETERMINANTS OF HEALTH (SDOH)



SDOH are defined as the “conditions in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes.”¹

SDOH are more important than ever during COVID-19. Individuals at risk for food insecurity and social isolation are at an even higher risk due to social distancing and quarantining measures. Additional determinants of health include health literacy, employment and safety.²

It is important to note that SDOH are different from health behaviors. SDOH are often major contributors to health behaviors. The consumption of healthy foods is a health behavior, however, access to such foods can be a SDOH barrier. Individuals may lack reliable transportation or face financial insecurity, both of which limit access to healthier food choices. Research has shown that SDOH account for up to 80% of an individual's health outcomes.³ Despite this significant impact, only approximately 15% of physician practices screen patients for key social needs.⁴

Being aware of SDOH is important. Healthy People 2020 breaks SDOH into the following five main domains, each of which can be further broken into sub-domains.¹

SDOH

Economic stability

- › Employment
- › Food insecurity
- › Housing instability
- › Poverty

Social and community context

- › Discrimination
- › Social isolation
- › Safety

Education

- › Enrollment in education
- › Language and literacy

Health and health care

- › Access to health care
- › Health literacy

Neighborhood and built environment

- › Access to foods that support healthy eating patterns
- › Environmental conditions and housing

Coming soon

Over the next months, we will share SDOH Spotlights, a section geared toward highlighting how SDOH impact health outcomes. This section will also provide solutions you can use to begin addressing SDOH barriers that affect your patient population. Next month, we will share resources and facts about food insecurity.

1 <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>

2 <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6083826/>

3 <https://www.rwjf.org/en/library/research/2019/02/medicaid-s-role-in-addressing-social-determinants-of-health.html>

4 <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2751390>

2020 MEDICARE ADVANTAGE PRIOR AUTHORIZATION (PA) REQUIREMENTS

Cigna may require a PA for some services, items and medications in order to optimize patient outcomes and ensure cost-effective care for our customers. We want to make it as easy as possible to submit the correct PA request for your patients and encourage you to review the PA grid posted online. This grid is updated quarterly and should be your go-to source for information on procedures and medications that may require a PA.

The PA grid can be found on our Healthcare Providers page, [here](#).

COVERMYMEDS.COM

The CoverMyMeds website enables clinicians and staff to complete coverage determination (CD) requests electronically. CD requests can include:

- › Prior Authorizations (PA).
- › Quantity Limits (QL).
- › Tiering Exceptions (TE).
- › Step Therapies (ST).
- › Non-formulary (NF) exception requests.



CoverMyMeds.com streamlines the process and, when applicable, ensures drug-specific forms are utilized. Providers can initiate and manage requests using this online portal. CoverMyMeds is HIPAA-compliant and available for all plans and all medications at no cost to providers and their staff. Visit <https://www.covermymeds.com/main/solutions/provider/> to learn more.

Live physician-training webinars are held every week. During these free webinars, a CoverMyMeds expert will review specifics regarding workflow, navigating the CoverMyMeds website and any questions you may have. To register for the demonstration, visit <https://register.gotowebinar.com/rt/6087409114949257218>

VALUABLE INSIGHTS COVID-19 RESOURCES

During this time of uncertainty, CareAllies' subject matter experts are filtering through COVID-19 information to share summaries of regulatory updates, offer best practices and highlight available resources, allowing providers and staff to focus on patient care.

To access these free COVID-19 resources, or register to receive *Valuable Insights* email notifications, visit www.careallies.com/coronavirus.



CAHPS CORNER: COVID-19 UPDATE



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

Due to COVID-19, as of April 7, 2020, the Centers for Medicare & Medicaid Services (CMS) announced that they are no longer requiring the submission of 2020 CAHPS Survey data for the 2021 Star Rating. CAHPS rates and Stars earned for the 2020 Star Rating (2019 survey) will be used instead. Please be advised that the CAHPS survey is still arriving in patients' homes. The first set of surveys were mailed on March 11, 2020 and a second mailing went out on April 1, 2020 to non-respondents prior to the official CMS ruling. Any data collected from the 2020 survey will be used for evaluating future CAHPS initiatives.

Additionally, the Health Outcomes Survey (HOS) that was originally scheduled to launch April 6, 2020 has been postponed to August 2020. CMS will release more information about the timeline at a later date.

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CAHPS CORNER: COVID-19 UPDATE *continued*

Care Coordination and Prescription Drugs: Impact on 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. One of the three focus areas of care coordination is Prescription Drugs.

Below is an example of a CAHPS question asked and actions you can take to improve care coordination with a focus on prescription drugs:

How often did you and your personal doctor talk about all the prescription medicines you're taking?

Focus on prescription medications

How do you engage? Ask yourself:

- › Do you remind patients to bring all their medications with them to their appointments?
- › Do you review with the patient how and when they are taking their medications?
- › Have you asked your patients how the medications are working?
- › Are patients experiencing any side effects?
- › Are patients having trouble remembering to take their medications? Provide patients with the tips to trigger medication reminders, for example, taking them at the start of your favorite TV show.
- › Are you asking patients if medications are affordable?

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

