HEDIS Gaps in Care

What is a Care Gap?

- Inconsistency between recommended preventative care services and the services and care that our data show have been provided
  - The preventative care services are based on a select set of **HEDIS** (**H**ealthcare **E**ffectiveness **D**ata and **I**nformation **S**et) measures

HEDIS is a standardized assessment tool that is coordinated and administered by The National Committee for Quality Assurance used by Centers for Medicare and Medicaid Services (CMS) for monitoring the performance of managed care organizations

The Gaps in Care report

- The Gaps in Care Report is an informational report
- Provides you a list of all members paneled to you and lists the specific gap(s) that need to be addressed
  - Please utilize the PCP Change Request Form in the event there is a member that has been auto-assigned or has not selected a PCP
- The report is generated monthly and occasionally bimonthly. You will receive an email notification when the report is ready for you to view or download

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- A report generated from claims based data identifying members who did not receive one or more of the recommended services. It is designed to provide providers with opportunity to provide missing care and educate members on the impact that these services can have on their health

- Occasionally you will locate a member on your report that is not in your records or has never been seen at your office. Usually this is the case when the member is auto-assigned to your practice and has not scheduled an appointment. Utilize the PCP Change Request Form by clicking on the link and selecting the first drop down menu "Mercy Care ACC-RBHA, DD, LTC forms," and select "PCP Change Request Form"

- Occasionally there may be members on your report for whom you have documentation or other information that conflicts with the information on the report. This is usually due to a claims or billing lag.

Accessing provider Gaps in Care reports

- The Gaps in Care Report is located on the **Availity Portal**

- The Availity Portal requires registration to access and utilize its various tools and features
  - If you are registered for the Availity Portal, select **Mercy Care** from your list of payers
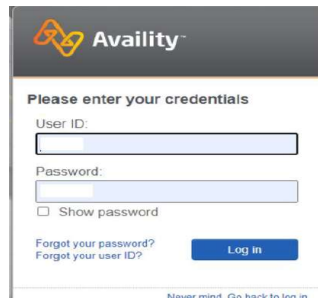
Availity registration

Register at: https://www.availity.com/Essentials-Portal-Registration

- For registration assistance, you can contact Availity Client Services at 1-800-282-4548 between the hours of 8:00am-8:00pm Eastern, Monday-Friday (excluding holidays)

- Reach out to your Network Management Representative with any questions or comments. A list of Network Management Representative assignments are located on the Mercy Care website . Scroll down the page to the header, "Network Management."

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A provider communication was sent from our Network Management department informing providers that the Availity Provider Portal had been opened to Mercy Care Providers. This notification may still be accessed on the Mercy Care website for your reference.

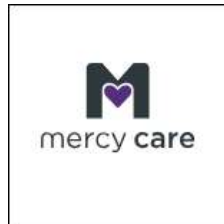# Accessing provider Gaps in Care reports

After registration, log in with your username and password

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Accessing provider Gaps in Care reports

Click on the **Payer Spaces** drop-down menu at the top of the page.
Once you open the menu, click on the icon for Mercy Care

Accessing provider Gaps in Care reports

After clicking on the Mercy Care icon, a page will open with applications. Click on the Medicaid Business Intelligence Reports

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Accessing provider Gaps in Care reports

On the next page, select Organization, Program, Tax ID, and NPI

Reports are at the TIN level. Reports will show all providers affiliated with the TIN number regardless of NPI entered

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Accessing provider Gaps in Care reports

- Once accessed, the Business Intelligence Reports portal appears
- Click on **Gaps in Care** found listed on the **L** side of the Business Intelligence Reports window.
- Gaps in Care opens to a **View Report** page with a **Gaps in Care - Provider Dashboard** banner with the **Welcome** tab below the banner highlighted

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Accessing provider Gaps in Care reports

To view the provider report in detail
- Use the dropdown menu to select PCP(s) at the top of the page
- Click on the **Provider Dashboard** tab listed below the Gaps in Care banner
  - A report will appear with the **data with claims through date** listed at the top
  - Within the report are measure abbreviations, denominator, had care and needs care counts, the PCP rate, benchmarks, and the number needed to reach benchmark

Gaps in Care - Provider Dashboard

Go to report tab	Welcome	Provider Dashboard	Member Care	Member Print List	Measure Descriptions

Accessing Provider Gaps in Care Reports

- To view your members, navigate to the Member Care screen by clicking on the **Member Care** tab listed below the Gaps in Care banner

Gaps in Care - Member Care					
Go to report tab	Welcome	Provider Dashboard	Member Care	Member Print List	Measure Descriptions

- On the Member Care screen, use the drop-down menus for **Measure** and **Care Type** listed at the top of the page
  - Care Types are:
    - Provider Education - No Outreach
    - Needs Care, Please Outreach

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Accessing provider Gaps in Care reports

- If you would like a printable version of the member list, click on the **Member Print List** tab listed below the Gaps in Care banner

- Then click on the **disk icon** above the dashboard banner and select format for download from the drop-down menu
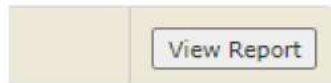
Accessing provider Gaps in Care reports

- To access a list of measure descriptions that includes the acronym, HEDIS measure name, long measure description, and significant time frames select the **Measure Descriptions tab** listed below the Gaps in Care banner

Gaps in Care - Measure Descriptions					
Go to report tab	**Welcome**	**Provider Dashboard**	**Member Care**	**Member Print List**	**Measure Descriptions**

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Accessing provider Gaps in Care reports

To logout of the portal, select "Logout" in the top **R** of the Business Intelligence Reports window beneath the username

Tips for addressing and closing Gaps in Care

- Assign a staff person in the office to access the report each time a new one is available

- Look up the members listed on your Gaps in Care Report to check for documentation for the needed service in the medical record

- Assign a staff member to add alerts to the EMR indicating services are due or print and place on paper charts if needed

- When feasible, schedule the member with someone where a rapport has been established

- Save report to the office computer for ease of access and manipulation

- Contact these members to schedule an appointment to establish care and service needing completion

- Access the EMR with the patient present

- Occasionally members are resistant to complete specific services. It is important to find out why and provide education.

Questions

Contact Quality Management regarding Gaps In Care:

- Megan Trawick: TrawickM@mercycareaz.org
- Anne-Marie Van Maanen: VanMaanenA@mercycareaz.org

*Please reach out if you have questions while you begin to use this report

Contact your Network Management Representative through the Network Management Department at 1-800-564-5465

Our role is to assist with questions regarding access to the report, the structure of the report, and provide resources to assist in closing gaps.