



Fax

www.prestigehealthchoice.com

To: Our Valued Providers

Date: September 8, 2020

Subject: Care Gap Changes to Align with HEDIS Measures

Summary: Improvements we have made should allow you to focus your outreach strategy on actionable Care Gaps that are aligned with HEDIS® measures. Specific changes are detailed below. Prestige Health Choice has streamlined our Care Gaps methodology to bring you a more manageable data set. You may notice a reduction in the overall number of Care Gaps displayed in Availity as a result. This should support you in focusing your outreach strategy for actionable Care Gaps that align with HEDIS measures.

The following bullets provide details about the Care Gap changes.

- Some Care Gaps names have been updated to align with HEDIS measure terminology. Please see the table our website at www.prestigehealthchoice.com >Provider >Resources >Care Gaps.
- We have retired 24 Care Gaps. These will no longer display in the **Care Gap Query** report in Availity Please see the table our website at www.prestigehealthchoice.com >Provider >Resources >Care Gaps.
- A total of 47 Care Gaps remain and will display on **Care Gap Query** reports. All of these Care Gaps can be closed by the submission of a claim and/or additional documentation demonstrating that the Care Gap has been addressed through provision of a needed service. The documentation must meet the 2020 HEDIS Documentation and Coding Guidelines. You can find the guidelines document in the Resources on the **Availity Provider Portal** at www.availity.com/providers. If you have questions about the Availity portal please call 1-800-Availity.
- Of the 47 remaining Care Gaps, 17 will display a value of “Response Required.” These Care Gaps can be closed by submitting a claim with the appropriate diagnosis, CPT, or LOINC codes as outlined in the 2020 HEDIS Documentation and Coding Guidelines.
- **Care Gap Query Report Changes:**

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11631 Kew Gardens Ave., Ste. 200, Palm Beach Gardens, FL 33410

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PL2605_2007

- Status for Care Gaps will now display as “Non-Compliant.” You will no longer see Status values of “Overdue” or “Missing.” This applies to all measures except:
 - Certain pharmacy measures will continue to show an “At Risk” status if applicable.
 - Hepatitis A Vaccination Series (Adult) and Hepatitis A Vaccination Series (Adult) measures will continue to show status values of “Up-to-date,” “Series Incomplete,” and “Missing.”
- The **Service** column is updated to align with the HEDIS measure name where applicable.
- The **Rule of Frequency** column is updated to reflect the HEDIS compliance timeframe where applicable.
- The **Last Service Date** column displays the last known date of service when available.

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-617-5727**.