Initiation and Engagement of Alcohol and Other Drug Dependency Treatment

2015 HEDIS® Guidelines

Florida Blue and its affiliate, Florida Blue HMO (Health Options, Inc.), are committed to working with participating physicians to improve the quality of health care for members diagnosed with alcoholism and drug dependency. We use the Healthcare Effectiveness Data and Information Set (HEDIS®) tool developed by the National Committee for Quality Assurance (NCQA®) to measure performance on important dimensions of care and service. The purpose of this bulletin is to inform physicians of this time sensitive measure and to specifically request that you assist members in receiving the recommended three follow-up visits after a diagnosis of alcohol and/or drug dependency. Primary care physicians can provide this follow-up care or refer members to the behavioral health provider referenced below.

Florida Blue claims data shows many of our members are not receiving the recommended continuation of care for the treatment of alcohol and/or drug dependency. Sixty-seven (67) percent of our commercial and Medicare members are not getting the three recommended treatment visits after a diagnosis of alcohol and/or drug dependency as recommended by NCQA.

If a diagnosis of alcohol and/or drug dependency is made during hospitalization or an outpatient encounter, the recommended first treatment visit (first initiation visit) is within 14 days of the diagnosis. The subsequent two treatment visits are recommended to occur within 30 days of the initiation visit to ensure best outcomes and reduce the risk of drug related illnesses.

2015 HEDIS Measure for Initiation and Engagement of Alcohol and Other Drug (AOD) Dependency Treatment Guidelines:

Adolescents (13 - 17 years of age) and Adults (18 years and older) with a new episode of alcohol or other drug dependency who received the following treatment plan:

- **Diagnosis**
- **Initiation:** Within 14 days of diagnosis
- **Engagement:** Two visits within 30 days of initiation

Florida Blue has retained New Directions Behavioral Health to coordinate behavioral health care services for your patients. If you need to refer a patient or need guidance on what services are appropriate, please call New Directions Behavioral Health at (866) 730-5006. Your patients can call toll-free (866) 287-9569, 24 hours a day, 7 days a week whenever they need to talk with behavioral health professional.

If you have any questions, please call Deborah Stewart, M.D, Medical Director, Provider and Client Solutions at (904) 905-7922 or (800) 555-8228, ext. 57922.