

Attn: Value-Based Providers Process for Closing Care Gaps Enhanced

We are making enhancements to reporting and scoring processes for our commercial Patient Centered Medical Home (PCMH), Comprehensive Primary Care (CP2) and Accountable Care Organization (ACO) providers. The changes will help us better align with the HEDIS® measurement year and industry standards.

What this means for you

PCMH and CP2 Providers

- The Quality and Efficiency Reporting Portal (QERP) in Availity®¹ at availity.com will display gaps in care on a calendar year cycle instead of the current rolling year cycle.
- **On April 9, 2018**, providers will see this updated list of members in the QERP tool in the “Quality Opportunities Not Met” report. Member data will continue to update in QERP on a monthly cycle.
- The PCMH and CP2 program measurement year for performance review is April 1 to March 31 of each year. We will review your quality submissions for that period to assess performance.

ACO Providers

- Your monthly reports will continue to show the year-to-date gaps in care as they do today.
- Physician quality metrics will continue to be evaluated according to the timeframe outlined in your provider contract.

All Providers

Please continue to use the Clinical Quality Validation (CQV) forms in Availity Payer Spaces to close gaps in care that were not closed by a claim or pharmacy data.

- **2017 CQV forms** will be available through **February 28, 2018**
- **2018 CQV forms** will be updated in your Availity Payer Spaces work queue on **March 3, 2018**

Measures That Can be Closed Through Claims or Clinical Quality Validation Form

The following HEDIS quality measures can be closed by submitting a claim or completing a CQV form. If a measure is not listed below, that means it can only be closed by claims or pharmacy data.

| Quality HEDIS Measures |
|---|
| Adult BMI Assessment |
| Breast Cancer Screening |
| Cervical Cancer Screening |
| Comprehensive Diabetes Care: HbA1c |
| Comprehensive Diabetes Care: Eye Exam |
| Comprehensive Diabetes Care: Nephropathy Monitoring |
| Colorectal Cancer Screening |

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity’s website at Availity.com.
900-0232-0218

ACO providers: Please note that you may not have all of the measures listed above in your provider contract.

For questions about the cycle change for closing care gaps, please contact the following Florida Blue representatives:

- PCMH and CP2 Programs: Jennifer James at Jennifer.James@bcbsfl.com or your assigned practice transformation specialist
- ACO Programs: Michele Ferranti at Michele.Ferranti@bcbsfl.com

Thank you for the quality care you provide to our members.