

# iCare Health Solutions HEDIS Residential Diabetic Retinal Screening Program Information

iCare Health Solutions (iCare) partners with Medicare Advantage Health Plans to assist in closing HEDIS diabetic retinopathy exam (DRE) gaps. We provide an option for residential diabetic retinal screenings for diabetic patients.



An estimated 58% of people with diabetes neglect to get sight-saving eye exams. iCare works with primary care practices to provide vital retinal screenings to non-compliant diabetic patients.

## Program Details

- Diabetic Retinal Screenings are provided at no cost to members by the Health Plan.
- The Diabetic Retinal Screening will not exhaust the member's yearly vision benefit and is accepted by NCQA as a qualified vision HEDIS measure.
- Diabetic Retinal Screening is NOT a comprehensive dilated eye exam, nor is it a substitute for an in-person visit to an eye care physician.
- iCare shares all screening results with the member's primary care provider (PCP) within three-five business days.
- If signs of diabetic retinopathy are detected, iCare will immediately the member's PCP. It is the PCP's full responsibility to refer the patient to an ophthalmologist or optometrist for further examination or treatments.

## Who is Eligible for a HEDIS Screening in 2021?

- The member must be a diabetic .
- The member must have an active coverage status with an iCare contracted healthcare partner.
- The member must have an open HEDIS measure gap for diabetic retinopathy screening.



## What Occurs During a Screening

- The technician will seat the member in front of the camera.
- Once the member is positioned, the technician will dim the lights in the room.
- The camera will be used to take images of the back of the member's eyes.
- The camera will not touch the member's eyes, but there will be a flash for each picture taken (similar to other cameras).



## Frequently Asked Questions by Members

Will this cost me anything?

*"No, this screening is free for you and does not impact your vision benefits."*

Will my eyes to be dilated?

*"This screening does not require your eyes to be dilated. This won't require eye drops. Your vision won't be impacted by the screening."*

Will anything touch my eyes?

*"Nothing will touch your eyes and you will not be subjected to any puffs of air."*

What will happen during this appointment?

*"The technician will seat you in front of a camera. Once you are set up, the technician will dim the lights in the room. The camera will be used to take images of the back of your eyes. The camera will not touch your eyes, but there will be a flash for each picture taken (similar to other cameras you may have used). Your eyes will not be dilated, you won't receive any eye drops, and your eyes won't be subjected to any puffs of air."*

How long with the screening take?

*"The screening takes approximately 10 to 20 minutes to complete."*



## COVID-19 Precautions

- Our technicians take their temperatures with a non-contact digital thermometer and log their results daily
- Technicians are tested bi-weekly for COVID-19
- Our call center reviews the COVID-19 Questionnaire with members prior to scheduling. Members must respond with all negative answers prior to the appointment being scheduled according to the Centers for Disease Control and Prevention guidelines.
- The day of the scheduled appointment the technician will take a temperature reading of the member using a non-contact digital thermometer and logs this information and conducts and records the member's answers to the COVID-19 Questionnaire.
- Prior to interacting with the member, the technician must use hand sanitizer.
- Technicians must wear gloves and facemasks at all times when with the member.
- Technicians will ask the member to wear a face covering or facemask during the screening. If another person is with the member, they will also be asked to wear a face covering or facemask. If an individual does not have something to cover his or her face, the technician will provide a disposable facemask.
- Prior to and after administering the screening, the technician will use disinfectant cloths to wipe down all surfaces with which the patient comes into contact.

The Residential Screening Will Not Take Place if any of the Following Conditions are Present:

If	Then
The member's responses to the COVID-19 questionnaire have changed since the time the appointment was scheduled,	➡ This may cause the screening to be rescheduled within a 14-day threshold.
The member's temperature is 100.4 degrees or above,	➡ The screening will be rescheduled after the 14-day threshold.
The member or any person in the member's residence refuses to wear a face covering or mask,	➡ The technician may in his or her sole discretion, offer to reschedule the appointment.

