



# HEDIS Diabetic Retinal Screening Scheduling Guide



(877) 991-9998

# Why a Diabetic Retinal Screening?

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- Diabetic Retinopathy (DR) is a complication of diabetes and the most common cause of adult blindness.
- DR damages the lining in the back of the eye called the retina. Light enters our eyes and projects the images we see onto the retina, which are then sent to the brain. When the retina is damaged, the images become blocked or distorted. Without treatment, the retina may detach or total blindness may occur.
- DR often lacks early symptoms. Early detection and treatment can reduce the risk of sight loss by 95 percent.
- People with diabetes should get a comprehensive dilated eye exam at least once a year.
- Patients who do not get these exams may be non-compliant because they:
  - See no reason to have an exam (they have no symptoms).
  - Are concerned about the cost of exams.
  - Do not want their eyes to be dilated.
  - Believe that they are no longer diabetic because they are on medication.
  - Are not aware that they should be getting exams.



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The economic impact of sight loss and low vision are estimated to be as high as \$6 billion/year.

Closing care gaps helps to reduce healthcare costs for everyone.

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# Overview

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It's important to note that a Diabetic Retinal Exam (DRE) screening:

- Is not a substitute for a vision exam performed by an eye care provider; however, it does close the DRE GAP measure.
- Is provided at no cost to diabetic patients eligible for a DRE screening.
- Does not use the patients' eye care benefits.
- Does not require the patients' eyes to be dilated; therefore, does not affect the patient's ability to drive home.
- Does not include acuity tests or refractive diagnostic tests for corrective eyewear prescriptions.



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It's important that the patient or their caretaker be given accurate information, so they know what to expect from the appointment.

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# Patient Scheduling

- Schedule only the patients who are on the GAP list provided by your assigned iCare HEDIS Coordinator
- Schedule appointments at 20 minute intervals

If:		Then:
The Diabetic Retinal Imaging Technician is approved for a half-day at your location	→	Schedule all patients before 1:00pm. Do not schedule a lunch break for the iCare Technician.
The Diabetic Retinal Imaging Technician is approved for a full day at your location	→	Block 45 minutes to one hour to allow a lunch break for the technician.

- Complete the Schedule Template while you are scheduling appointments provided to you by your iCare HEDIS Coordinator
- Please ensure that all fields on the template are completed by your office for accurate reporting to the health plans
- Email the completed Schedule Template to iCare 7-9 business days prior to the DRE Event



Your iCare  
HEDIS  
Coordinator  
will assist you  
during this  
entire process.

# What to Say During a Call

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- "Hello, this is [your name] from Dr. [name]'s office."
- "Your doctor would like you to come into our office for an annual eye health screening as a result of your diabetes."
- "This screening is very quick, easy, and painless. Your eyes will not be dilated (you won't be given any eye drops) and there will be no puffs of air shot into the eye. Your ability to drive will not be affected."
- "This is not a comprehensive eye exam. This is not an exam used to determine whether your eyewear needs to change, nor is this an opportunity to purchase new eyewear. We are checking the health of your eye."
- "This eye screening is available to you for free. It doesn't have any impact on your vision benefits."
- "We have appointments available on [day] at [time(s)]. What time works best for you?"

# Common Objections & Questions

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- I don't have diabetes:

Note: some patients who are on diabetic medications may not think of themselves as diabetic or may believe that their diabetes is in remission. Do not argue as to whether or not the patient has diabetes, instead focus on the importance of the screening.

*"The doctor [may have treated you/ is currently treating you] to control your blood sugar. Even though your blood sugar is being treated, the condition can still affect your eyes, so he/she wants you to come in for a screening to check your eye health."*

- I don't want to 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."*

# Common Objections & Questions

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- Why wasn't I screened at my last appointment?  
*"This eye health screening requires a special camera, which is typically found at an eye care doctor's office. [Insert doctor's name] has arranged for a camera to be brought into the office for the day so you can receive your screening."*
- Will this cost me anything?  
*"No, this screening is free for you and does not impact your vision benefits."*
- What will happen during this appointment?  
*"The technician will seat you in front of the 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. The screening takes approximately 20 minutes to complete."*



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Good vision is vital for overall quality of life. Together we can help prevent vision loss.

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# Questions?

Contact Your  
HEDIS Coordinator

(877) 991-9998



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