

Provider Bulletin

HEDIS[®] News You Can Use

Care of the Member with Diabetes



Importance of controlling diabetes

Unmanaged diabetes can lead to serious complications, often resulting in emergency visits and hospitalizations. Mercy Care is committed to partnering with you to identify and support these patients.



Administrative measure requirements

Compliance is collected through claims and pharmacy data as well as supplemental data (i.e., partnership with Nationwide Vision).

- **Retinal or dilated eye exam** by an eye care professional (optometrist or ophthalmologist) for members 18-75 years of age in the MY **or** a negative exam in the year prior to the MY.
- **Kidney health evaluation** for members 18-85 years of age defined by the following: at least one eGFR during the MY **and** both a quantitative urine albumin test and a urine creatinine test with service dates four days or less apart **or** a uACR.
- **Statin therapy monitoring** for members 40-75 years of age during the MY who do not have atherosclerotic cardiovascular disease and were dispensed at least one statin medication of any intensity during the MY. Member must remain on the statin medication of any intensity for at least 80% of the treatment period.



Hybrid measure requirements

Compliance is obtained utilizing a combination of claims and pharmacy data, supplemental data (i.e., partnership with Sonora Quest Labs), and medical record review.

NCQA developed diabetes measures to assess if adults 18-75 years of age had the following during the measurement year (MY):

- **Glycemic status** (hemoglobin A1c [HbA1c] or glucose management indicator [GMI]) should be assessed
- **Blood pressure (BP)** assessed and was adequately controlled (<140/90 mm Hg)
**now with option to submit electronically*



Common reasons for Gaps in Care

Accurate medical coding, including the use of CPT II codes, and compliance with NCQA standards are essential for proper reimbursement and to provide high-quality patient care.

If a member is assigned to your practice but chooses not to establish care, go to [MC PCP Change Request Form](#)



Measure specifications and codes

For up-to-date, measure specific info and codes, go to [MC Gap Closure Reference Guide](#)



Member outreach

- In partnership with Nationwide Vision, members are contacted on our behalf to encourage completion of retinal eye exams.
- We assist members with transportation to appointments and provide access to no-cost smartphones through the Lifeline Assistance program.
- Mercy Care offers a Health Assistant program where members receive expert wellness tips and can earn rewards for healthy actions.



Great resources

[NIH Diabetes | Digestive | Kidney Health](#)

[CDC | Diabetes](#)

[American Diabetes Association](#)

[American Diabetes Association | Standards-of-Care](#)

**Thank you for the care you provide
to our members**



Best Practices

Tips to improve results

- Educate patients about the health risks of untreated diabetes.
- Inform patients they do not need a referral to schedule an eye exam.
- Repeat elevated blood pressure readings in office.
- Distinct numeric values are required for glycemic status and blood pressure readings.
- If your practice uses electronic medical records (EMR), use flags or system reminders to alert staff when screenings are due.
- Send appointment reminders and call patients to remind them of necessary screenings.

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