

Provider Bulletin

HEDIS[®] News You Can Use

Gaps in Care (GIC)



Importance of Gaps in Care

A care gap is an inconsistency between recommended preventative care services, and the services and care that data show have been provided.

Identifying these gaps in care is critical for preventing disease or disease progression, ensuring preventative care, and improving quality of life.

This bulletin offers information on any measure changes, best practice suggestions, links to codes and free resources.



Coding information

Accurate coding addresses gaps in care by using specific codes to identify and track missing preventative services, diagnoses, and treatments.

Using the correct codes on claims and encounters provides the data needed to calculate quality measures.

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



Measure requirements

The preventative care services are based on a select set of HEDIS measures. These measures, and measure requirements are reflected on the Gaps in Care Report.

For more detailed and individual measure info and documentation requirements, go to [MC Gap Closure Reference Guide](#)



Common reasons for Gaps in Care

- **Lack of coordination of care:** Lack of communication or coordination between different providers, specialists, and healthcare facilities.
- **Transitions in care:** Gaps that occur when a patient moves between different levels of care, such as hospital to home.
- **Inaccurate documentation:** Coding errors, poor documentation, and delayed data entry.

For members assigned but choosing not to establish care, go to [MC PCP Change Request Form](#)



Member education

- Establish trust and understanding: Explain why screenings are crucial and how they can prevent future health issues.
- Simplify information: Avoid complex medical terminology to make information accessible and easier to understand.
- Establish a communication strategy: Develop a policy or set of instructions for communicating with members. Identify each member's most trusted and preferred form of communication.



Great resources

- [Closing Care Gaps](#)
- [MC Gap Closure Reference Guide](#)

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



Best Practices

Tips to improve results

1. Be proactive: Establish proactive outreach protocols with phone calls, text messaging, and letters to remind patients of appointments and important screenings.

2. Educate members: Provide education to members about their individual health needs, addressing their specific concerns, fears, and barriers to care.

3. Provide multiple access points: Offer both in person and virtual options for care. This can include at-home diagnostics, home visits, and utilization of telemedicine platforms

4. Enhance member connections: Optimize every contact with the member as an opportunity to address multiple needs, build rapport, and collect more data.

5. Encourage self-advocacy: Empower members to take an active role in their health care.