



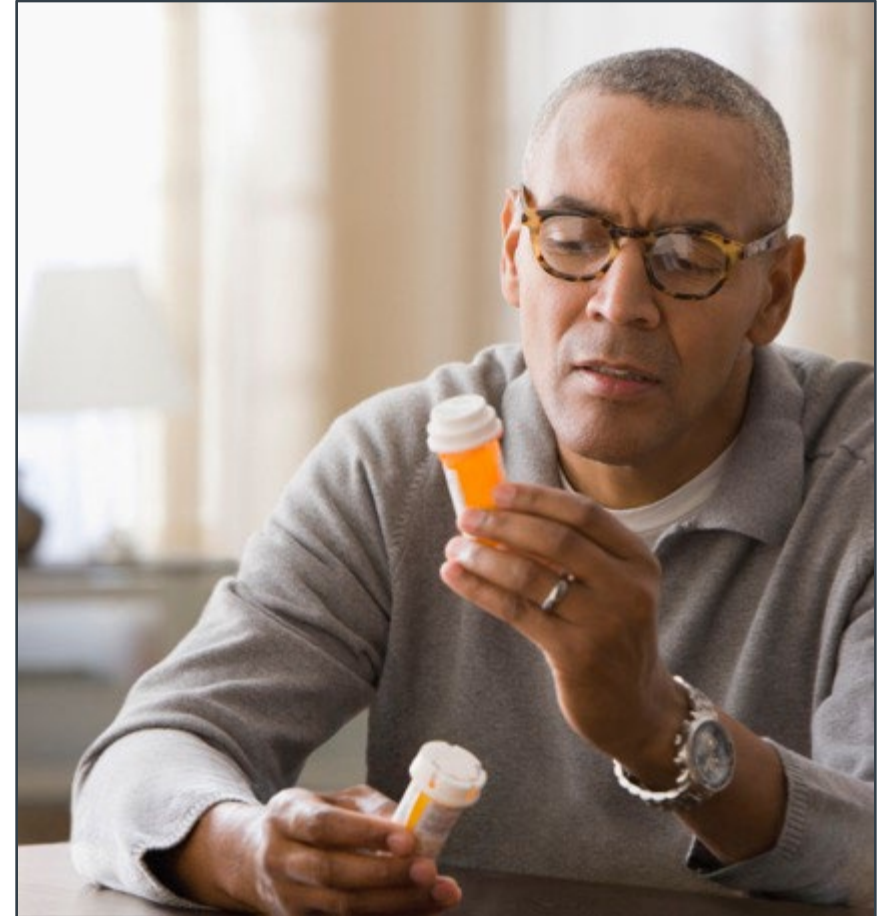
Year-Round Medical Record Review 2023 (YRMRR)

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Agenda

- Define YRMRR
- Measurement period
- Documentation guidelines & medical record data needed for each measure
- Provider's role & access to records
- How we can support you





What is YRMRR?

- **Year-Round Medical Record Review** is conducted by the Quality Management team to measure important dimensions of care and service
- Records are collected for 8 different measures for 2023
- Helps to provide a picture of the overall health and wellness of the plan's members
- Identifies gaps in care and assists in developing interventions to improve health outcomes
- Evaluates Mercy Care's ability to demonstrate improvement in its preventive care and quality measures
- 05/2023-12/31/2023

What measures do we collect year-round?

- Breast Cancer Screening (**BCS**)
- Chlamydia Screening in Women (**CHL**)
- Osteoporosis Management in Women (**OMW**)
- Diabetes Screening for People with Schizophrenia/Bipolar Disorder Using Antipsychotic Medication (**SSD**)
- Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder Medication (**ADD**)
- Metabolic Monitoring for Children and Adolescents on Antipsychotics (**APM**)
- Follow-Up After Hospitalization for Mental Illness (**FUH**)
- Follow-Up After Emergency Department Visit for Mental Illness (**FUM**)

Measurement
Periods



What is the Measurement Period?

Measurements periods vary depending on the quality measure.

Some measure calendar year 2023 and others have specific dates.

Let's take a look ...

Measurement periods

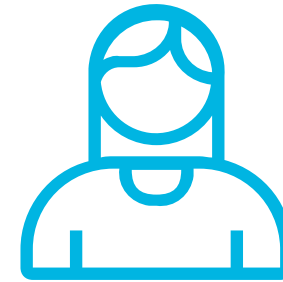
2023	2023	2023
CHL	APM	FUM
SSD		FUH

10/1/21 - 2023	7/1/22 – 6/30/23	3/2/22 - 2023
BCS	OMW	ADD

Measure criteria and documentation

BCS - Breast Cancer Screening

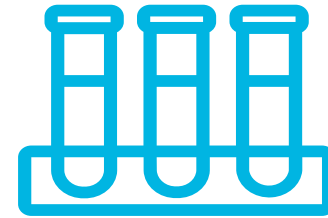
Documentation of a mammogram, radiology report, or documentation in the progress notes, medical history, or medical record.



Measure criteria and documentation

CHL – Chlamydia Screening in Women

Documentation of a chlamydia test, lab report, or documentation in the progress notes, medical history, or medical record.



Measure criteria and documentation

OMW – Osteoporosis Management in Women Who Had Fracture

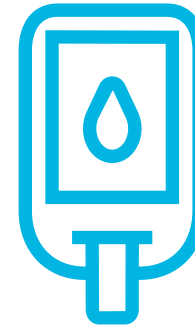
Documentation of either a bone mineral density (BMD) test or a medication to treat osteoporosis in the 6 months after a fracture.



Measure criteria and documentation

SSD – Diabetes Screening For People With Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications

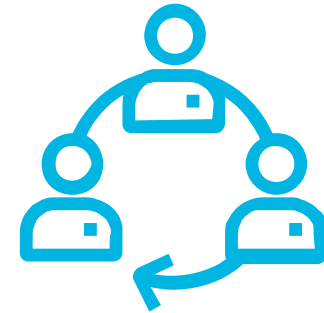
Documentation of either a glucose test or an HbA1c test.



Measure criteria and documentation

ADD – Follow-Up Care For Children Prescribed ADHD Medication

- Follow-up visit with a **practitioner with prescribing authority** within 30 days of being prescribed an ADHD medication.
- 2 Additional follow-up visits with **any practitioner** from 31-270 days (9 months) after being prescribed an ADHD medication.



Measure criteria and documentation

APM – Metabolic Monitoring For Children and Adolescents on Antipsychotics

- Documentation of either a glucose test or an HbA1c test.

-AND-

- Documentation of an LDL or Cholesterol test.



Measure criteria and documentation

FUM – Follow-Up After Emergency Department Visit for Mental Illness

- Follow-up visit with **any practitioner**, with a principal diagnosis of a mental health disorder, or a principal diagnosis of intentional self-harm **and** any diagnosis of a mental health disorder, within **7 days** after the ED visit. Include visits that occur on the date of the ED visit.
- Follow-up visit with **any practitioner**, with a principal diagnosis of a mental health disorder, or a principal diagnosis of intentional self-harm **and** any diagnosis of a mental health disorder, within **30 days** after the ED visit. Include visits that occur on the date of the ED visit.



Measure criteria and documentation

FUH – Follow-Up After Hospitalization for Mental Illness

- Follow-up visit with a **mental health provider**, within **7 days** after discharge. Do not include visits that occur on the date of discharge.
- Follow-up visit with a **mental health provider**, within **30 days** after discharge. Do not include visits that occur on the date of discharge.



Provider's role

As a provider in our network, you play a crucial role in improving the health of our members. We want to be sure we're doing all we can to support your efforts to drive improvements in quality and outcomes.

We'll request documentation to support compliance with these HEDIS measure criteria. The request will outline the required medical record data for each measure.

- Work with our staff to supply the correct information by the deadline requested.
- If the provider listed is no longer at your practice, the records we need may still be at your office. Check to see if the needed records are still in your office.
- If you do not have charts for any of the members listed on the pull lists, notate on the pull list and fax back to us at **860-900-1611**.

Ways to submit records

Fax: 860-900-1611

Mail:

Mercy Care Advantage

Attn: Deirdre Powe

Quality Management Department

4500 E. Cotton Center Blvd.

Phoenix, AZ 85040

Ways to submit records - continued

- **Upload** using MWP or Availity Provider Portal. Please reach out to your Network Manager for more information on registering for the Availity Provider Portal.
- **Arrange** for remote access to your EMR system.
- **Arrange** for an onsite review so a Mercy Care representative can do one of the following:
 - ✓ Upload patient medical records to the secure Mercy Care Portal.
 - ✓ Copy Electronic Medical Records (EMR) on a secure encrypted flash drive.
 - ✓ Send a secure image of the medical record via an encrypted iPad to a secure server.

Am I required to submit member records?

4.19 – Member’s Medical Record

- a) Access to Information and Records – All medical records, data and information obtained, created or collected by the provider related to member, including confidential information **must be made available electronically to MC, AHCCCS or any government agency upon request. ... The medical record will be made available free of charge to MC for these purposes.**

If you are using a copy vendor

- If your office uses a copy vendor, please notify your vendor that supplying us with the request records **free of charge** is within your provider agreement with Mercy Care.
- There is a significant delay when vendors are unaware of your responsibility and send us an invoice without a record.
- If we receive invoices and no records, we reach out to the provider office and try to work with them to get the vendor to release the records.
- Please ensure that we have your correct contact information.

Let's Work
Together



Does Mercy Care need consent from the member?

- When members enroll with Mercy Care, they give consent for the plan to review their medical records for *quality purposes*.
- The HEDIS / YRMRR projects are for quality purposes and does not report any individual medical record information.
- The results are reported as aggregate results for the entire membership selected for the project.

Proprietary and Confidential



Let's Work
Together



Who will review the medical records?

- Mercy Care contracts with licensed nurses to perform the medical record abstraction for the HEDIS/YRMRR projects.
- The staff undergo a thorough training on HEDIS medical record abstraction and everything it entails including HIPAA and PHI.

Do HIPAA Rules Apply?

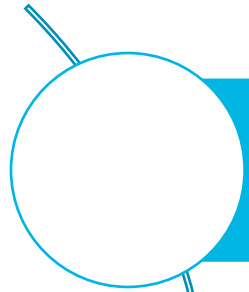
- **Yes.** All our staff are trained by Mercy Care on HIPAA, confidentiality and handling Personal Health Information (PHI).

How can we support you?

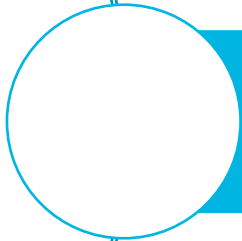
- If you have not already, set up access to the Provider Portal Mercy One Source.
- The Network Management Department can assist with obtaining access to the Mercy One Source Provider Portal @ **602-263-3000** or **1-800-624-3879**, **Express Service Code 631**.
- If your facility has the capability, work with us to set up remote access to your EMR system to allow record retrieval without on onsite visit.
- Encourage billing and coding staff to learn the HEDIS CPT II codes that will close compliance gaps, eliminating the need to review a chart altogether.
- Review the Gaps in Care monthly report and send evidence of any compliance to us
- Document all the care you provide in your patients' medical records.
- Please visit our Provider Page for additional Measure Specifications, information, resources and guidance.

https://www.mercycareaz.org/assets/pdf/mca-providers/training-or-manuals/FINAL_22SA113%20MC-MCA%20Provider%20Manual-v3.pdf

Questions on YRMRR?



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Thank you

