

VHAN Telehealth Visits Guide: 2020 Commercial and MSSP Quality Measures

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Overview and Glossary

This guide serves as a quick reference resource to identify VHAN contracted commercial, MA and MSSP quality measures that can be addressed via a telehealth visit. The details below provide an overview of information within the guide.

Column Heading	Description
Measure	Indicates the specific contracted quality measure: <ul style="list-style-type: none"> ❖ Green boxes within the measure column indicate comparable one step interaction for office and telehealth visit ❖ Blue boxes within the measure column indicate additional steps are needed to address the measure for both office and telehealth ❖ Orange boxes within the measure column can be addressed completely with an office visit but require a two-step process if done by telehealth
Type of Telehealth Visit	Indicates the specific category of the telehealth visit: <ul style="list-style-type: none"> ❖ Quality measures may be addressed during audio only check-in (brief) visits ❖ Quality measures may be addressed during office (E/M), preventive, annual wellness visits, and/or payor approved telehealth service
Medical Risk Adjustment (Y/N)	A “Yes” indicates that coding and documentation associated with this visit will impact Medical Risk Adjustment
Payor	Indicates the commercial and Medicare Payors in which VHAN has an established contract: <ul style="list-style-type: none"> ❖ Green boxes with text in the payor columns indicate this is a VHAN contracted measure for that payor ❖ Grey boxes with no text within the payor columns indicate this is not a VHAN contracted measure for that payor ❖ The payor column also specifies recommended ambulatory and EHR-based action(s) for the contracted measure(s) via telehealth encounters

Telehealth Visits: 2020 Commercial and MSSP Quality Measures

Measure	Type of Telehealth Visit	Medical Risk Adjustment (Y/N)	Aetna	Cigna CAC	Cigna MA (formerly HealthSpring)	Humana MA	United Health Care	MSSP
ACE/ARB	Office, Check-In*	Yes ¹	Assess, Prescribe Medication, Order Test via Telehealth: Yes					
Acute Bronchitis	Office, Check-In, Preventive	Yes		Assess and/or Prescribe Medication via Telehealth: Yes			Assess and/or Prescribe Medication via Telehealth: Yes	
Breast Cancer Screening	Office, Preventive, AWV	Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes
Cervical Cancer Screening	Office, Preventive, AWV	Yes					Order Test and Schedule via Telehealth: Yes	
Chlamydia Screening	Office, Check-In, Preventive	Yes ²		Order Test and Schedule via Telehealth: Yes			Order Test and Schedule via Telehealth: Yes	
Colorectal Cancer Screening	Office, Preventive, AWV	Yes			Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes	Order Test and Schedule via Telehealth: Yes
Depression Medical Management	Office, Check-In, Preventive	Yes		Assess and Prescribe Medication via Telehealth: Yes				
Low Back Pain Imaging	Office, Check-In, Preventive	Yes ³		Assess via Telehealth: Yes			Assess via Telehealth: Yes	
Medication Reconciliation Post-Discharge	Office, Check-In, Transitional Care Management, AWV ⁴	Yes			Assess and Prescribe Medication via Telehealth: Yes			
Screening for Future Fall Risk	Office, Check-In, Health Risk Assessment, AWV	Yes						Document EHR-based Measure via Telehealth: Yes
Influenza Immunization	Office, Check-In, AWV	No						Document Patient-Reported or Pharmacy Referral, EHR-based Measure via Telehealth: Yes
Tobacco Use Screening & Cessation Intervention	Office, Check-In, Smoking Cessation Service, AWV	Yes						Document EHR-based Measure via Telehealth: Yes
Screening for Depression & Follow-up Plan	Office, Check-In, AWV	Yes						Document EHR-based Measure via Telehealth: Yes
Depression Remission at 12 Months	Office, Check-In, AWV	Yes						Document EHR-based Measure via Telehealth: Yes
Hypertension – Controlling High Blood Pressures ⁵	Office, Check-In, Preventive, AWV	Yes			Document Patient-Reported EHR-based Measure via Telehealth: Yes			Document Patient-Reported EHR-based Measure via Telehealth: Yes
Persistence of Beta-Blocker Treatment After a Heart Attack	Office, Preventive	Yes					Assess and Prescribe Medication via Telehealth: Yes	

Telehealth Visits: 2020 Commercial and MSSP Quality Measures

2020 Diabetes and Medication Quality Measure Targets

Measure	Type of Telehealth Visit	Medical Risk Adjustment (Y/N)	Aetna	Cigna CAC	Cigna MA (formerly HealthSpring)	Humana MA	United Health Care	MSSP
HbA1c < 8	Office, Check-In, Preventive	Yes ⁶		Order Test and/or Prescribe Medication via Telehealth: Yes			Order Test and/or Prescribe Medication via Telehealth: Yes	
HbA1c ≤ 9	Office, Check-In, AWV	Yes ⁷			Order Test and/or Prescribe Medication via Telehealth: Yes	Order Test and/or Prescribe Medication via Telehealth: Yes		
HbA1c > 9 (inverse measure)	Office, Check-In, Preventive, AWV	Yes ⁸	Order Test and/or Prescribe Medication via Telehealth: Yes	Order Test and/or Prescribe Medication via Telehealth: Yes				Order Test and/or Prescribe Medication via Telehealth: Yes
Diabetes - Annual Blood Sugar HbA1c Testing	Office, Check-In, Preventive	Yes ⁹					Order Test and/or Prescribe Medication via Telehealth: Yes	
Diabetes - Nephropathy	Office, AWV	Yes		Order Test and/or Prescribe Medication via Telehealth: Yes		Order Test and/or Prescribe Medication via Telehealth: Yes	Order Test and/or Prescribe Medication via Telehealth: Yes	
Diabetes - Retinopathy	Office, Preventive, AWV	Yes		Order Test via Telehealth: Yes	Order Test via Telehealth: Yes		Order Test via Telehealth: Yes	
Diabetes Mellitus Statin Therapy	Office, Check-In, Preventive	Yes		Assess and/or Prescribe Medication via Telehealth: Yes				
Diabetes - Statin Use in Persons with Diabetes	Office, Check-In AWV	Yes			Assess and/or Prescribe Medication via Telehealth: Yes			
Statin Use in Cardiovascular Disease (IHD Lipid)	Office, Check-In, CVD Therapy, Preventive, AWV	Yes		Assess and/or Prescribe Medication via Telehealth: Yes	Assess and/or Prescribe Medication via Telehealth: Yes			
Medication Adherence - Diabetes, Cholesterol, Hypertension	Office, Check-In, AWV	Yes			Assess and/or Prescribe Medication via Telehealth: Yes			
Statin Therapy for Prevention & Treatment of Cardiovascular Disease	Office, Check-In, CVD Therapy, AWV	Yes						Assess and/or Prescribe Medication via Telehealth: Yes
90-Day Fills for Patients on Select Meds	Office, Check-In, AWV	Yes			Assess and/or Prescribe Medication via Telehealth: Yes			
AMR Asthma Medication Ratio Total	Office, Check-In, Preventive	Yes					Assess and/or Prescribe Medication via Telehealth: Yes	
Use of Opioids at High Dosage	Office, Pharmacologic Management ¹⁰ , Preventive	Yes					Assess and/or Prescribe Medication via Telehealth: Yes*	

Telehealth Visits: 2020 Commercial and MSSP Quality Measures

2020 Pediatric Quality Measure Targets

Measure	Type of Telehealth Visit	Medical Risk Adjustment (Y/N)	Aetna	Cigna CAC	Cigna MA (formerly HealthSpring)	Humana MA	United Health Care	MSSP
URI	Office, Check-In, Preventive	Yes	Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes	Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes			Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes	
Pharyngitis	Office, Check-In, Preventive	Yes		Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes			Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes	
Well Child 3-6 years	Preventive	Yes	Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes	Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes			Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes	
Well Child 15-months	Preventive	Yes		Assess, Order Test(s), and/or Prescribe Medication via Telehealth: No ; Not all components covered via telehealth under 24 months of age			Assess, Order Test(s), and/or Prescribe Medication via Telehealth: No ; Not all components covered via telehealth under 24 months of age	
Adolescent Well Care	Preventive	Yes		Assess, Order Test(s), and/or Prescribe Medication via Telehealth: Yes				
Child Immunization Status	Preventive	No					Perform Vaccine Counseling, Order Test(s) via Telehealth: Yes	

*Check-Ins: Assessments by telephone or other telecommunication device to determine whether an in-office encounter is needed for the patient's concern.

¹ACE/ARB medication monitoring is included in medical risk adjustment; however, the therapeutic monitoring testing component is not included.

²Chlamydia screening itself is not included in medical risk adjustment; however, follow-up discussions of potential diagnoses may be included in medical risk adjustment.

³Low back pain diagnoses are included in medical risk adjustment; however, imaging studies are not included in medical risk adjustment.

⁴Medication reconciliation post-discharge- If follow-up occurs during AWV, medication reconciliation summary must take place within 30 days of discharge to meet measure criteria.

⁵Hypertension: Patients can self-report blood pressure via telehealth during COVID-19 public health emergency and may not continue beyond period.

⁶⁻⁹HbA1c diagnosis of Type 1 or type 2 diabetes is included in medical risk adjustment. However, lab test claims processed by lab facilities are not included in medical risk adjustment.

¹⁰Opioid management Includes only patients who receive high dosage prescriptions over 15 days. PCPs are limited to prescribing three days worth of opioids, prior to referring to Pain Management.