Your Guide to Success
QUALITY MANAGEMENT, HEDIS® AND PERFORMANCE IMPROVEMENT
# Table of Contents

Quality Management .......................................................... 2

What is quality management? .................................................. 2
What is performance improvement? ......................................... 2
What is continuous quality improvement? ................................. 2
HEDIS explained ............................................................... 2
The Managed Care Accountability Set (MCAS) defined ................. 3
HEDIS and MCAS lingo .......................................................... 3
Types of data we collect ......................................................... 3
Billing codes we collect .......................................................... 3
Federally Qualified Health Centers ......................................... 3

Telehealth ........................................................................ 6
Telehealth explained ............................................................. 6
Telehealth billing guidelines .................................................... 6

Gap-In-Care Reports ........................................................... 7
What are electronic gap in care reports? ................................. 7
What is Cozeva®? ............................................................... 7

Language Assistance Program (LAP) ........................................ 8
Interpreter services .............................................................. 8
Request free interpreting services ............................................. 8
Be sure language services meet standards .................................. 9

Initial Health Assessment and Staying Healthy Assessment ............. 10
IHA and SHA form requirements ............................................. 10
More details about the SHA ................................................... 10
Where to file IHA and SHA forms ........................................... 10
Best practices and recommendations for IHA requirements ........... 11
Required documentation ....................................................... 11
More services that can be completed during patient visits ............. 12
Example 1: SHA HEDIS-compliant documentation at 7–12 months. 12
Telehealth for IHA visits ........................................................ 13
Training ........................................................................... 13
Guide to HEDIS and Managed Care Accountability Set

UPDATED TO REFLECT NCQA HEDIS 2020 AND 2021 TECHNICAL SPECIFICATIONS

We want to help you make sure your patients get the care they need to stay healthy longer. This guide helps you better understand what quality management, HEDIS\(^1\) and performance improvements are. Additionally, it shows you the steps you can take to make sure your patients get needed preventive tests and services.

\(^1\)https://store.ncqa.org/index.php/performance-measurement.html
Quality Management

What is quality management?
Quality management in health care works to improve patient care and reduces substandard patient outcomes. Health care quality is measurable and we use HEDIS to help us do this. It focuses on clinic procedures and processes, assessing the effectiveness of the interactions between the clinic and provider with the patient. Quality focuses on impacting the quality of health care directly.

What is performance improvement?
Performance improvement in health care involves setting goals, making system changes, measuring outcomes and making improvements. It focuses on improving performance by changing how we do things administratively. We can look into future changes and look at how we did things in the past to best improve how we can do things better.

What is continuous quality improvement?
Continuous ongoing quality improvement is a formal and planned approach to use the information and knowledge we gain from monitoring quality measures, like HEDIS, to improve the care we provide to our patients and their health outcomes. We do this by analyzing HEDIS data and patient surveys each year.

HEDIS explained
The National Committee for Quality Assurance (NCQA) measures our clinical quality performance using the Healthcare Effectiveness Data and Information Set (commonly known as HEDIS).²

Different types of care data is collected from various types of providers. The type of data collected varies by source. Claims are the primary source but for some measures, we request medical records to see if the patient had the test or screening done, and we may send them a survey.

Claims are collected all year and into the following year until March. That is why it is important that you submit claims in a timely manner and use the correct codes. Medical records are audited from December to May. A vendor we contract with conducts the survey.

It is important to know what the HEDIS measures are because your office receives a rating score on completion of the tests and screenings. Help keep your providers on track and make sure patients get the preventive care they need.

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The Managed Care Accountability Set (MCAS) defined

MCAS are a set of screenings and tests that the California Department of Health Care Services (DHCS) selects each year for reporting by the health plans.¹ Not all of the tests are HEDIS measures. The Centers for Medicare & Medicaid Services (CMS) select other measures from their core set for reporting.

Each year the state sets a goal called the minimum performance level (MPL) for some measures. The MPL is the minimum score the health plan and the providers must attain. For measurement year 2021, we must reach the **50th percentile for 15 measures.**

### Types of data we collect

We collect data from many different sources. Listed below are the most common type of data sources:

- **Claims** – You send this type of bill for service directly to us or to the state. If you are contracted with Health Net directly, you must send the claim to us.

- **Encounter** – You send a claim to the participating physician group (PPG) and they forward a data file with this information to us. We forward the claim received to the state. We call this encounter data. It is conceptually equivalent to the paid claims for fee for service.

- **Standard data** – We collect data files directly from:
  - The immunization registry (CAIR, RIDE, SDIR).
  - Lab vendors (Quest Diagnostics™, LabCorp and others).
  - Electronic medical records (EMR) (Office Ally, NextGen and others).
  - Population health data program (i2i).

- **Non-standard data** – You may submit medical records to us directly using Cozeva, our contracted web-based data platform. If you want to learn more about Cozeva, talk to your provider engagement representative today!

### TIP:

- Percentile and percentage are not the same thing. The 50th percentile is not a percentage. It is the median performance attained measured against other health plans.

- Criteria changes by measure type and may include the patient’s age, sex, diagnosis, medications prescribed and more.

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³www.dhcs.ca.gov/dataandstats/reports/Pages/MgdCareQualPerfEAS.aspx
TIP:

- Your office could contract with multiple PPGs. Each PPG may have a different way to submit claims. Make sure to follow their procedure and send the encounter or bill of service to the correct PPG.

- Submit claims or encounters for all services given. Code correctly and make sure the medical record notes match all services billed.

- Submit all claim or encounter data timely and accurately within 30 days from the date of service or before.

**Billing codes we collect**

Each year, NCQA posts a directory of different billing codes they accept. These codes match the services or tests provided to the patient and are used to calculate your HEDIS rate. There are four major categories of codes you will primarily use: CPT, CPT II, CVX and ICD-10.

**CPT code**: This is a service code. Each procedure done at the clinic is given its own unique five-digit code that tells us what type of care was provided.

**CPT II code**: This is a performance tracking code. It tells us what the patient’s test or service results are. The use of this code helps reduce requests for medical records during HEDIS chart review. A good example is the CPT II code 3051F. This code tells us that the patient’s A1c is equal to 7.0 and less than 8.0.

**Vaccine administered (CVX) code**: This is a vaccination code that tells us what product was used when a vaccination was given.

**ICD-10 code**: This is used by providers to classify and code the patient’s diagnoses, symptoms, abnormal findings, procedures, complaints, social circumstances, and external causes of injury or diseases.

**Federally Qualified Health Centers**

Federally Qualified Health Centers (FQHCs) are community-based health care providers that receive funds from the Health Resources and Services Administration (HRSA) Health Center Program to provide primary care services in underserved areas. They must meet a stringent set of requirements, including providing care on a sliding fee scale based on ability to pay and operating under a governing board that includes patients.

FQHCs may be community health centers, migrant health centers, health care for the homeless and health centers for residents of public housing.

The center must make reasonable effort to secure payment from patients for services rendered while ensuring that no patient is denied services based on inability to pay.

Federal law establishes and tells the FQHC how they get paid. When services are covered by us or the PPG, the FQHC must bill us or the provider group directly. The rate they are paid must be equal or exceed the Medi-Cal reimbursement rate.

Encounter fees generally cover all qualified services provided during a visit. This is different than when a patient sees a physician and the office bills the patient for each service individually. A good example is a face-to-face exam with a physician, screening by a nurse and lab tests that occur in one visit—these would all be paid for by the single encounter fee.

FQHCs must include the correct revenue, procedure code and modifier on the claim to differentiate that payment is covered by the managed care plan (MCP). The Medi-Cal MCP billing revenue code 0521, with procedure code T1015 and SE modifier is required. On the bill you will then choose the correct billing code set that best matches the encounter or service provided.

It is important to know that more than one visit with an FQHC practitioner on the same day, or multiple visits with the same FQHC practitioner on the same day, counts as a single visit. Exceptions include when:

- The patient suffers an illness or injury that requires additional diagnosis or treatment on the same day. For example, a patient sees their practitioner in the morning for a medical problem and later in the day falls and has to be seen again by the provider at the FQHC.
- A patient has a medical visit and a mental health visit on the same day, or a medical visit and a dental visit on the same day.

Indian Health Service (IHS) clinics may be reimbursed for up to three visits a day for one recipient as follows: a medical visit, a mental health visit and a Medi-Cal ambulatory/dental visit.

_This is an example only. Please adapt to your billing situation._

John Doe visited a Rural Health Clinic (RHC) for evaluation of his recent chest pain. He is enrolled in a Medi-Cal MCP and the service is covered under the plan.

The RHC bills the MCP for the encounter and submits a claim to Medi-Cal for the managed care differential rate, with revenue code 0521, procedure code with modifier T1015SE and an informational line specific to his visit, which in this case is procedure code 99214.
Telehealth explained

Telehealth is a two-way communication between the provider and patient to improve a patient’s health using real-time interactive telecommunication equipment.

THERE ARE TWO MAIN TYPES OF TELEHEALTH SERVICES:

1. **Synchronous telehealth:** These visits are real-time, face-to-face contact between the provider and their patient. Providers use teleconferencing, webcams, smartphones or tablets for communication.
   
   *Example:* A provider having a videoconference on Zoom with a patient to talk to them about their diabetes and discuss their blood sugar levels.

2. **Asynchronous telehealth:** These visits are in real-time and the provider exchanges information without video to diagnose and treat; there is no face-to-face interaction. Providers may use cell phones, a patient portal, and secure email or automated text messaging.

Providers that can provide such services are subject to state law. In California, they are:

- Physicians
- Clinical psychologists
- Physician assistants
- Clinical social workers
- Certified registered nurse anesthetists
- Registered dieticians/nutrition professionals

**TELEHEALTH BILLING GUIDELINES**

Bill services provided using the correct codes. The table below outlines the coding and billing requirements for provider offices.

For FQHC, RHC, and IHS clinics, a place of service (POS) code is not required.

<table>
<thead>
<tr>
<th>Description</th>
<th>Provider billing or coding requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alternate terms</strong></td>
<td>• Distant site</td>
</tr>
<tr>
<td></td>
<td>• Remote site</td>
</tr>
<tr>
<td></td>
<td>• Provider office that is performing the service</td>
</tr>
<tr>
<td><strong>POS code</strong></td>
<td>02 regardless of physician or provider location.</td>
</tr>
<tr>
<td><strong>Billing</strong></td>
<td>Bill for the actual service provided (e.g., 99214). The claim submitted must include the appropriate service code and the correct modifier.</td>
</tr>
<tr>
<td><strong>Modifiers</strong></td>
<td>02 modifier: Telehealth service code. The location where health services and health-related services are provided or received. (telehealth = telemedicine)</td>
</tr>
<tr>
<td></td>
<td>95 modifier: Synchronous telemedicine service via real-time interactive audio and video.</td>
</tr>
<tr>
<td></td>
<td>GQ modifier: Asynchronous telemedicine service.</td>
</tr>
</tbody>
</table>

Regulations often change. Visit the provider portal at provider.healthnet.com frequently to get detailed and current billing information.
Gap-in-care reports
We give your office a report card to help providers monitor their performance on HEDIS and MCAS measures.

We have two different types of gap-in-care reports: electronic gap-in-care reports and Cozeva. Your office may receive one or both types of reports.

What are electronic gap-in-care reports?
Electronic gap-in-care reports (ECG) are monthly reports sent to you by secure email that identifies your patients with a gap in care. It is an encrypted excel file which needs a password to be opened. If you do not know your password, contact your provider engagement representative for help. The report will give you the numerator, denominator and your current score. Patients who have not received a screening or test have a care gap.

When you receive the ECG report, be sure to compare it to your medical records to determine if a gap exists.

If the gap is open and the patient did not get a test or service, then you should call the patient and schedule an appointment to see the provider.

If the gap is closed, double-check to make sure the claim was submitted correctly. If it was, discuss the variance with your provider engagement representative.

TIP: If your office uses standing orders, you may order labs and radiological services ahead of time. The patient gets the test or screening done before their appointment so the provider can review their results during their visit.

What is Cozeva?
Cozeva is a reporting and data analytics web-based platform that displays HEDIS information. We create an account for your office to track your performance, close gaps in care and estimate potential incentive payouts.

Cozeva allows you to print your own gap-in-care report. You can print patient lists and face sheets, and batch patients prior to their clinic visit.

Your office may submit progress notes or other documentation to close individual care gaps through Cozeva. A representative will review the notes you submit to make sure they are compliant. They may ask for additional information if needed. Once deemed compliant, the gap is closed.

Cozeva provides tech support via live chat or by phone for any questions you may have. Note: Cozeva is available only to providers that are not using Interpreta.
Interpreter services
We have a Language Assistance Program (LAP) to support members who have limited English proficiency (LEP), are deaf or have hearing impairments. Three kinds of service include:

<table>
<thead>
<tr>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>• Available 24/7.</td>
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<tr>
<td>• Get an interpreter on the line upon request.</td>
</tr>
<tr>
<td>• Over 150 languages.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Face-to-face or in-person interpreters</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Over 125 languages.</td>
</tr>
<tr>
<td>• American Sign Language (ASL, PSE or SEE).</td>
</tr>
<tr>
<td>• Call 1-800-675-6110 (TTY: 711) to place the interpreter request at least five business days before the appointment.</td>
</tr>
<tr>
<td>• If less than five days from the appointment, an in-person interpreter is not guaranteed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional interpreting for services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Video remote interpreting (spoken languages and ASL) – prescheduled at least two business days before the appointment.</td>
</tr>
<tr>
<td>• Tactile interpreters.</td>
</tr>
<tr>
<td>• Certified deaf interpreters.</td>
</tr>
<tr>
<td>• Real-time captioning (in-person or remote) – prescheduled at least 24 hours before the appointment.</td>
</tr>
</tbody>
</table>

Request free interpreting services
• Request an interpreter as soon as the appointment is made, but not less than five business days before the appointment.
• Use phone interpreter services for same-day appointments or when an in-person interpreter is not available.
• Providers may request interpreter services for Health Net Medi-Cal patients by calling 1-800-675-6110 (TTY: 711), 24 hours a day.
Be sure language services meet standards

We do not delegate the provision of interpreter services to providers. We encourage you to use the interpreters available from us. Providing interpreting services to LEP must meet the following requirements:

• Make sure that interpreters are available at no cost to members at the time of the appointment.
• Make sure that LEP members are not subject to unreasonable delays in the delivery of services, including accessing providers after hours.
• Extend the same program and activity to all members regardless of language preference.
• Provide services to LEP members that are as effective as those provided to non-LEP members.
• Record the member’s language needs, request or refusal of interpreter services in the member’s medical record.
• Send requests for an alternate format or translation for utilization management (UM) documents to us within 48 hours of request from the member.
• Use qualified bilingual staff or interpreters who have been assessed to communicate with LEP members.
• Provide translated member grievance forms to members upon request.

No cost interpreter services are available 24 hours a day, seven days a week – call 1-800-675-6110 (TTY: 711).
IHA and SHA form requirements
DHCS requires providers to administer an Initial Health Assessment (IHA) within 120 days upon member enrollment into the health plan.

The IHA may be completed by the physician, a qualified medical specialist or non-physician medical provider, including nurse practitioners, certified nurse wives or physician assistants.

THE IHA INCLUDES AT A MINIMUM:
- Physical, social and mental health history.
- Identification of high risk behaviors.
- Physical examination.
- Assessment of need for preventive screening or services and health education.
- Diagnosis and plan for treatment of any disease.
- Completion of the age-appropriate Staying Healthy Assessment (SHA) form, which is also known as the approved Individual Health Education Behavioral Assessment (IHEBA).

The provider must conduct the IHA in a language the patient or caregiver understands and must make sure that a qualified translator is available.

More details about the SHA
The SHA is a state-approved assessment tool with standardized questions that the patient or their caregiver must answer.

There are several different versions of the assessment tool. Pick the correct one based on the age of the patient. The form must be given to new patients during the IHA and periodically thereafter as the patient enters a new age category.

SHA forms are available in nine different languages, so make sure you select the language that your patient or their caregiver prefers. The forms are downloadable and located on the DHCS website at www.dhcs.ca.gov/formsandpubs/forms/pages/stayinghealthy.aspx.

Where to file IHA and SHA forms
After the patient or their caregiver finishes answering the questions, your role is to place the form in the patient’s medical record for the provider to review.

After the provider completes their review, make sure the SHA form has the provider’s name, their signature and the date clearly written on it. If the patient refuses to complete the form, double check that the provider notes the refusal in the patient’s chart.
Best practices and recommendations for IHA requirements

- Schedule appointments and reminders with your patients.
- Use the DHCS approved SHA tool and follow the SHA Periodicity Table.
- Bill the correct codes for the IHA.
- Use the 120-day IHA provider reports to identify new members who need an IHA. This report is generated monthly and can be found online at provider.healthnet.com > Provider Reports > Initial Health Assessment (IHA) under Available Reports.
- If an established patient has changed plans, conduct an IHA with the SHA and perform an updated physical exam.
- Administer the SHA when members enter a new age group. Refer to the SHA questionnaire for age appropriate forms available at www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthy.aspx.

The adult and senior SHA must be re-administered every three to five years at a minimum, and should be reviewed annually.

- Follow up with identified high-risk behaviors and needed care.
- Review patient records to fill care gaps before the appointment with patient.
- To request approval to use an electronic version of the SHA or an alternate tool, contact the Health Education Department at 1-800-804-6074 (TTY: 711).

The benefits of using the IHA and SHA forms are that they will allow the provider to quickly document HEDIS-related services.

Required documentation

DOCUMENTATION MUST INCLUDE:

- All elements of the IHA were completed within 12 months prior to the effective date of enrollment.
- Providers of an established patient can add existing physical and mental health history to the IHA, but must conduct an updated physical exam if one was not completed within the last 12 months.
- Member refuses an IHA.
- Evidence of:
  - Two call attempts and one written attempt to reach member,
  - Provider attempts to update member’s contact information, and
  - Provider attempts to perform the IHA past the 120 day requirement until the IHA is completed.

Exceptions to the above must be documented in the patient’s medical record, including all contacts, outreach attempts, appointment scheduling or the member’s refusal to schedule an appointment.

Evidence of timely and accurate completion of IHA and SHA is determined during our facility site review and medical record review periodic audits.
More services that can be completed during patient visits

The following HEDIS-related services may be ordered or completed during the patient visit.

Children and adolescent
- Pediatric and adolescent well-care visit
- Anticipatory guidance
- Immunizations for children and adolescents
- Lead screening for children ages 2 and under
- Height, weight and body mass index (BMI) percentile
- Nutrition and physical activity assessment

Women’s health
- Breast cancer screening/mammogram
- Prenatal and postpartum care
- Pap test and HPV test
- Chlamydia screening

Chronic conditions
- Diabetes A1c testing
- Urine testing for creatinine/albumin
- Glomerular filtration rate
- Diabetic eye exam
- Blood pressure monitoring

Behavioral health
- Metabolic monitoring for children
  - Blood glucose screening
  - Cholesterol screening
- Diabetes screening for patients with schizophrenia or bipolar disorder
  - A1c test
  - Blood glucose test

We can use the SHA to close gaps in care for patients ages 3–17 for Weight Assessment and Counseling for nutrition and physical activity (WCC), nutrition counseling and physical activity counseling.

**EXAMPLE 1: SHA HEDIS-COMPLIANT DOCUMENTATION AT 7–12 MONTHS**

<table>
<thead>
<tr>
<th>Clinic Use Only</th>
<th>Counseled</th>
<th>Referred</th>
<th>Anticipatory Guidance</th>
<th>Follow-up Ordered</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Patient Declined the SHA</td>
</tr>
<tr>
<td>Physical Activity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td></td>
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<tr>
<td>Dental Health</td>
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<td></td>
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<tr>
<td>Tobacco Exposure</td>
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</table>

PCP Signature: Print Name: Date:

The **Clinic Use Only section** indicates what topics the provider discussed with the patient or caregiver and what type of assistance was provided to the patient. For it to be acceptable, **complete the following sections** for HEDIS documentation: **Counseled, Referred, Anticipatory Guidance and Follow-up Ordered**.

5www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthyAssessmentQuestionnaires.aspx
Telehealth for IHA visits

Providers may perform IHA visits or well-care visits via telehealth; however, some components of the visit (i.e., the physical examination) cannot be conducted. This should be explained to the parents that some parts of the physical exam and/or examination must be completed in person when safe to do so.

When billing the telehealth well-care/preventive visit, the provider may only bill one time. When the patient is seen in-person, there may be no encounter/claim submitted if seen previously via telehealth.

Training

All primary care providers must take an online SHA training. We recommend that office staff take it, too. A universal training is posted on the DHCS website at www.dhcs.ca.gov/formsandpubs/forms/Documents/MMCD_SHA/GenDocs/SHA_UniversalProviderTraining.ppsx.

For more information about IHA or SHA forms or processes, please contact the Health Education Department at 1-800-804-6074 (TTY: 711).
### Child and adolescent measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| **Well-Child Visits in the First 30 Months of Life (W30)**              | 0–30 months | There are two unique measurements: 1. Six or more visits during the child’s first 15 months of life. 2. Two or more visits for children between the ages of 15 months and 30 months. **Must include:**  • Health history  • Physical developmental history  • Mental developmental history  • A physical exam  • Health education/anticipatory guidance  Visit the Bright Futures website for more information about well-child visits ([https://brightfutures.aap.org/materials-and-tools/guidelines-and-pocket-guide/](https://brightfutures.aap.org/materials-and-tools/guidelines-and-pocket-guide/)). | This measure was previously called W15, or Well-Child Visits in the First 15 Months of Life. It is preferred that the visit be conducted in person; however, some aspects of the visit may be conducted via telehealth using audio and visual communications. Some elements must be conducted in the clinic, such as physical exam, hearing and vision testing, immunizations, and others. If the visit was completed by telehealth you may only bill for one encounter. You cannot bill for components not completed during the telehealth visit when the patient is seen later at the clinic.  
6DHCS Well-Child Visits during Coronavirus (COVID-19) Pandemic letter, April 24, 2020 |
| **Childhood Immunization Status**                                      | Ages 0–2 | 4 DTaP  
3 polio (IPV)  
1 measles, mumps and rubella (MMR)  
3 H influenza type B (HiB)  
3 hepatitis B (HepB)  
1 chicken pox (VZV)  
4 pneumococcal (PCV)  
1 hepatitis A (HepA)  
2 or 3 rotavirus (RV)  
2 influenza vaccines (flu)  
The Centers for Disease Control and Prevention (CDC) have a great, easy-to-read immunization schedule at [www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html](http://www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html). | Schedule a well-care visit at the same time as the shots.  
**Note:** All childhood immunizations must be completed by age 2.  
The LAIV (live-attenuated influenza vaccine), or nasal spray, must occur on or after the child’s 2nd birthday. |
| **Blood Lead Screening**                                               | Before they turn age 2 | One or more blood lead tests before their 2nd birthday | Complete the lab test during the well-child or vaccination visit. |
| **Metabolic Monitoring for Children and Adolescents on Antipsychotics** | 1–17 years | Lab tests needed for children or teens who are on two or more antipsychotic drugs are:  
• Blood glucose or A1c test  
• Cholesterol or LDL-C test  
• And both blood glucose and cholesterol | Draw the lab during the onsite visit, or have the patient complete testing at a lab nearby. Phone the patient or parent to ensure testing is completed. |
### Child and Adolescent Well-Care Visit (WCV)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| Child and Adolescent Well-Care Visit (WCV)               | Ages 3–21 |              | A wellness exam **one time each year.**  
**Must include:**  
- Health history  
- Physical developmental history  
- Mental developmental history  
- A physical exam  
- Health education/anticipatory guidance.  
   This measure is a combination of the last year’s W34, Well-Child Visits in the 3rd, 4th, 5th, and 6th years of life, and AWC, the Adolescent Well-Child Visit. NCQA added the ages of 7–11 to the population.  
   Telehealth visits count toward the measure!  
   Call your patient to schedule an audio and visual visit today.  
   **Remember:** Not all aspects of the well-child visit may be conducted via telehealth. Make sure to schedule your patient for a clinic visit to complete the components that require the provider to see the patient.  
   Check the chart to see if the child is due for their annual wellness visit. Remind the provider to complete if they come in for a sick visit, for follow-up care or an injury, or if they come for a sports physical.  
   We capture codes through encounters and claims received to close gaps in care. Make sure all visits are accurately billed.  

### Weight Assessment and Counseling for Nutrition and Counseling for Physical Activity

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| Weight Assessment and Counseling for Nutrition and Counseling for Physical Activity | Ages 3–17 |              | An assessment completed **at least one time each year.**  
- Get your patient’s height, weight and a BMI percentile.  
- Counseling for nutrition.  
- Counseling for physical therapy.  
   Can complete during ANY visit in the measurement year.  
   Make sure to code BMI percentile, nutrition and physical therapy counseling correctly.  
   Refer to the Office Manager Quick Reference attached.  
   Telehealth, e-visits, and virtual check-ins count! Ask the parent, caregiver, or patient if they have a scale at home, and can calculate their height.  
   Provide instruction on “How to.” For example: stand the child against the wall and mark his/her height with a pencil. Measure from the marking to the floor with a measuring tape or ruler.  
   Record the patient’s height and weight taken that day, as stated by the patient or their parent.  
   Calculate the BMI percentile using the information they provide.  
   Make sure to document the height, weight, and BMI percentile in the medical record and/or document it in a growth chart.  

### Immunizations for Adolescents

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| Immunizations for Adolescents                             | Ages 9–13 |              | The child must have the following shots:  
- One meningococcal vaccine between their 11th and 13th birthdays.  
- One tetanus, diphtheria and acellular pertussis (Tdap) between their 10th and 13th birthdays.  
- At least two HPV vaccines between their 9th and 13th birthdays, 146 days apart.  
**OR**  
- At least three HPV vaccines between their 9th and 13th birthdays.  
   Refer to the CDC Immunization Table ages 0–18, Example 5.  
   Schedule to give during their annual wellness visits!  
   Send reminder postcards and call a day before their scheduled visit.  
   Additional HPV vaccinations must be administered by age 13.  

### Measure (cont.) | Age range | Items needed | Tips and best practices
---|---|---|---
**Chlamydia screening** | Ages 16–24 | A urine test for chlamydia done **one time a year.**
- Send the urine sample to the lab for testing.
- Do testing onsite if you are able. | Obtain a urine sample from the teen female patient during the provider’s visit.
You can collect the urine sample during any visit, including a sick visit or annual wellness check.
The provider may conduct a telehealth assessment for sexual history and current sexual practice.
Once completed, the provider may order lab testing.
The patient should come to the clinic to give a urine sample or go to the nearest lab.

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**EXAMPLE 2: BMI PERCENTILE**

*How to determine BMI percentiles for children and teens*

**BMI:** Calculate BMI by dividing an individual’s weight in kilograms by the square of their height in meters or by dividing their weight in pounds by the square of their height in inches.

**BMI for children and teens:** We use BMI as a screening tool to identify possible weight problems for children.

For children and teens, BMI is age- and gender-specific or BMI-for-age.

BMI is calculated and expressed as a percentile which can be obtained from either a graph or a percentile calculator. These percentiles express a child’s BMI relative to other children of the same gender and age.

Adapted from the CDC website, September 2015

**EXAMPLE 3: BMI PERCENTILE DOCUMENTED BODY MASS INDEX**

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7[www.cdc.gov/healthyweight/assessing/bmi/childrens_bmi/about_childrens_bmi.html](http://www.cdc.gov/healthyweight/assessing/bmi/childrens_bmi/about_childrens_bmi.html)

8[www.cdc.gov/healthyweight/assessing/bmi/childrens_bmi/about_childrens_bmi.html](http://www.cdc.gov/healthyweight/assessing/bmi/childrens_bmi/about_childrens_bmi.html)
# Table 1: Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger, United States, 2020

These recommendations must be read with the notes that follow. For those who fall behind or start late, provide catch-up vaccination at the earliest opportunity as indicated by the green bars. To determine minimum intervals between doses, see the catch-up schedule (Table 2). School entry and adolescent vaccine age groups are shaded in gray.

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Birth</th>
<th>1 mo</th>
<th>2 mos</th>
<th>4 mos</th>
<th>6 mos</th>
<th>9 mos</th>
<th>12 mos</th>
<th>15 mos</th>
<th>18 mos</th>
<th>18-23 mos</th>
<th>2-3 yrs</th>
<th>4-6 yrs</th>
<th>7-10 yrs</th>
<th>11-12 yrs</th>
<th>13-15 yrs</th>
<th>16 yrs</th>
<th>17-18 yrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis B (HepB)</td>
<td>1st dose</td>
<td>2nd dose</td>
<td></td>
<td>3rd dose</td>
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<tr>
<td>Rotavirus (RV): RV1 (2-dose series), RV5 (3-dose series)</td>
<td>1st dose</td>
<td>2nd dose</td>
<td>See Notes</td>
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<tr>
<td>Diphtheria, tetanus, acellular pertussis (DTaP &lt;7 yrs)</td>
<td>1st dose</td>
<td>2nd dose</td>
<td>3rd dose</td>
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<tr>
<td>Haemophilus influenza type b (Hib)</td>
<td>1st dose</td>
<td>2nd dose</td>
<td>See Notes</td>
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<td>4th dose</td>
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<tr>
<td>Pneumococcal conjugate (PCV13)</td>
<td>1st dose</td>
<td>2nd dose</td>
<td>3rd dose</td>
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<td>4th dose</td>
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<tr>
<td>Inactivated poliovirus (IPV &lt;18 yrs)</td>
<td>1st dose</td>
<td>2nd dose</td>
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<tr>
<td>Influenza (IIV)</td>
<td></td>
<td></td>
<td>Annual vaccination 1 or 2 doses</td>
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<tr>
<td>Influenza (LAIV)</td>
<td></td>
<td></td>
<td>Annual vaccination 1 or 2 doses</td>
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<tr>
<td>Mumps, measles, rubella (MMR)</td>
<td>See Notes</td>
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<tr>
<td>Varicella (VAR)</td>
<td>See Notes</td>
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<tr>
<td>Hepatitis A (HepA)</td>
<td>See Notes</td>
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<td>2-dose series, See Notes</td>
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<tr>
<td>Tetanus, diphtheria, acellular pertussis (Tdap 2-7 yrs)</td>
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<tr>
<td>Human papillomavirus (HPV)</td>
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<tr>
<td>Meningococcal (MenACWY-D ≥9 mos, MenACWY-CRM ≤2 mos)</td>
<td>See Notes</td>
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<td>Meningococcal B</td>
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<tr>
<td>Pneumococcal polysaccharide (PPSV23)</td>
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</tbody>
</table>

**Notes:**
- Range of recommended ages for all children
- Range of recommended ages for catch-up immunization
- Range of recommended ages for certain high-risk groups
- Recommended based on shared clinical decision-making or *can be used in this age group
- No recommendation/not applicable

<www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>
# Women’s health measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| **Breast Cancer Screening** | Ages 50–74 | A mammogram screening done every two years.  
  • Use a reminder system for checkups and screenings.  
  • Call the patient to see if they completed the test.  
  • Obtain the results and place in the medical record. | Before the patient leaves the office, schedule them for screening at an authorized mammogram imaging center near their home or place of work.  
  Schedule a telehealth visit with the patient. The provider can talk to them about the risks and benefits of being screened now, dependent on their family history and other factors. He can also discuss the final test results with them.  
  For patient transport, reserve pick up and drop off by calling ModivCare: 1-855-253-6863 (TTY: 711).  
  Encourage the patient to bring the results of their test to the next visit with the provider.  
  Schedule follow-up visits at a regularly scheduled time. |
| **Cervical Cancer Screening** | Ages 21–64 | Three screening types are accepted:  
  1. Women ages 21–64 who had Pap test every three years (2018–2021).  
  2. Women ages 30–64 who had a Pap test and HPV test on the same date of service within the last five years (2016–2021).  
  3. Women ages 30–64 who had cervical HPV test within the last five years (2016–2021).  
  The Pap test and/or HPV note in the medical record must include the date, type of test, and the lab results.  
  If the Pap screening results read the specimen is inadequate or no cervical cells are present, the patient must come back to the clinic for another Pap screening.  
  An HPV test done after the Pap test results come back do not count. This is called reflex testing.  
  The Pap test and HPV test must be completed four or less days apart. | Call your patient at least 24–48 hours before the scheduled appointment to confirm they are coming. If they are a no-show, call them that day to reschedule. Make the appointment sooner than later to deter them from canceling again.  
  Schedule a telehealth visit between the patient and their provider to talk about the risks and benefits of being screened now, based on family history or other factors. The provider can determine need based upon their discussion.  
  Once completed, schedule the screening to be completed before or after the woman gets their menses. |
| **Chlamydia Screening** | Ages 16–24 | A urine test for Chlamydia done a minimum of one time a year.  
  • Send the urine sample to the lab for testing.  
  • Do testing onsite if you are able. | Obtain a urine sample from the female patient during the visit.  
  You can collect the urine sample during any visit, including a sick visit or annual wellness check. You can screen more than one time a year.  
  The provider may conduct a telehealth assessment for sexual history and current sexual practice. Once completed, the provider can determine if lab testing is clinically indicated. |
<table>
<thead>
<tr>
<th>Measure (cont.)</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prenatal Care</strong></td>
<td>In the first trimester on or before enrollment, or within 42 days of enrollment</td>
<td>The visit with the provider must happen in the first trimester or within 42 days after they join the health plan. The patient visit may be with a primary care provider or an obstetrician. Schedule the patient as early as possible if they think they are pregnant. Set aside enough time for the first visit for the provider to complete a thorough exam and to answer any question or concerns.</td>
<td>Phone visits, e-visits and virtual check-ins may be used to close gaps in care. If doing a telehealth visit, advise the mom-to-be to purchase a blood pressure (BP) cuff for use at home and to monitor the baby's movements. Consider BP and fetal monitoring devices if using telehealth for prenatal care. Recommend virtual prenatal classes and birthing classes. For a visit with a primary care provider, make sure that the diagnosis of pregnancy and the test results are in the chart.</td>
</tr>
<tr>
<td><strong>Postpartum Care</strong></td>
<td>On or between 7 and 84 days after delivery</td>
<td>The new mother should have a visit with the provider to see how she is recovering from a vaginal delivery or cesarean section. This is an important time for the mother and baby. The provider can discuss: • Contraception and birth spacing. • Infant care and how to feed the baby. • How the new mom is sleeping and any issues related to fatigue. She will have body changes. The provider can check her mood and see how she is adjusting to life with a new baby.</td>
<td>Phone visits, e-visits and virtual check-ins may be used to close gaps in care. May complete postpartum checks for depression screening and reproductive counseling by telehealth. Educate the mom and reinforce social distancing, handwashing and avoiding all travel. Educate pregnant women before birth how important the postpartum care visit is for her and her baby. It is a good time to screen for postpartum depression. Phone the new mom to congratulate her and schedule the postpartum visit at this time. You may also send a greeting card with a postpartum care reminder with the provider's name, phone number and/or telehealth link.</td>
</tr>
</tbody>
</table>
# Chronic conditions measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Controlling Blood Pressure (CBP)</strong></td>
<td>Ages 18–85</td>
<td>A diagnosis of hypertension documented in the problem list with a plan of care to control it. Document the patient’s blood pressure in the medical record. <strong>Remember:</strong> The goal is to have the patient’s BP controlled, which means 139/89 or less by the end of the year. Before taking the blood pressure, ask if they have taken their medication that day. Document in medical record if the patient has or has not taken their medication as prescribed. Make sure to position the patient correctly. Per the American Heart Association, make sure: 1. The patient is sitting in a chair with their back supported and feet flat on the floor. <strong>Note:</strong> The patient should not be sitting on the exam table with their feet dangling. 2. The patient sits quietly for at least five minutes without talking or interacting with anyone. 3. You have the right cuff size. If the person is above or below a normal height and weight, then change the cuff to match their body type. - Arm circumference 22 to 26 cm: Small adult cuff, 12 x 22 cm - Arm circumference 27 to 34 cm: Adult cuff, 16 x 30 cm - Arm circumference 35 to 44 cm: Large adult cuff, 16 x 36 cm - Arm circumference 45 to 52 cm: Adult thigh cuff, 16 x 42 cm 4. Their arm is relaxed, uncovered (not under a shirt or sweater) and supported at heart level. When billing, use the correct systolic and diastolic blood pressure reading CPT II codes found in the Office Manager Quick Reference.</td>
<td>Take the BP at the beginning of the visit before they see the provider and again at the end of the visit. Make sure to document both BP readings in the chart. Doing this gives a more accurate average reading. Consider switching arms. The blood pressure reading may be lower on the other arm. Record the actual number. Do not round up! Schedule their appointments around the same time of the day. BP can fluctuate during different times. Only the part of the arm where you fasten the BP cuff needs to be at heart level— not the entire arm. If the BP is high, report this to the provider and follow clinic protocol. If the BP continues to be high, ask the provider if it is safe to send the patient home. The patient’s medication may need adjustment. Remind the provider that the health plan has a case management and pharmacist team that can monitor the patient’s BP remotely and help to adjust their medication.</td>
</tr>
<tr>
<td><strong>Telehealth</strong></td>
<td></td>
<td>BP cuffs are a Medi-Cal covered benefit. Educate and assist your patient to obtain a digital BP machine to use at home. They will need to be educated on cuff size, positioning and the best monitoring device to obtain. Make sure patients do not drink coffee or drink alcohol at least 30 minutes before taking their blood pressure and that they empty their bladder. Coordinate care with case management and pharmacy services for remote monitoring devices and BP control. Phone visits, e-visits and virtual check-ins can be used to identify the hypertension diagnosis, and to obtain the patient’s BP reading. The provider can refer a patient to case management by: 1. Calling member services at 1-800-675-6110; or 2. Faxing the form directly to 1-866-581-0450; or 3. Email to <a href="mailto:CASHP.ACM.CMA@healthnet.com">CASHP.ACM.CMA@healthnet.com</a> The referral form is available on provider.healthnet.com in the Provider Library under Forms. Patients may self-refer to case management by calling the Health Net Medi-Cal Member Services telephone line at 1-800-675-6110, option 2 and request case management.</td>
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</tbody>
</table>
### Chronic conditions measures (continued)

<table>
<thead>
<tr>
<th>Measure (cont.)</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| Diabetes Care – A1c testing | Ages 18–75 | An A1c blood test done at a minimum of once a year.  
- If Clinical Laboratory Improvement Amendments (CLIA)-certified, test the patient’s A1c while in the office and document the date, type of test and the results in the medical record.  
- Provide a diabetes self-management logbook so they can track their weight, blood sugar, blood pressure and the condition of their feet.  
- Get them involved in their care. While the patient is waiting in the exam room, provide them with some basic diabetes education or handouts to classes available in the community.  
If your clinic does point-of-care testing, make sure to document the date, test type and test results in the medical record. Refer to the Office Manager Quick Reference Use for correct A1c blood test CPT and CPT II billing codes. | The physician may conduct a telehealth visit to assess the patient, order lab tests and screenings, and review test results.  
Check the chart before the patient sees the provider to confirm all necessary screenings were done. Leave a note if you see that any tests are missing.  
If you use an outside lab:  
- Give the patient a lab slip for A1c testing before they leave.  
- Instruct the patient to get labs done at least one week before their scheduled appointment.  
- Obtain the lab test results and place them in the chart before being seen by the provider. |
| Diabetes Care – A1c less than 8.0 mg/dl | Ages 18–75 | The A1c blood test should be less than 8.0mg/dl to indicate good control.  
The provider may need to adjust the patient’s medication if their A1c remains elevated.  
Schedule routine telehealth visits between the patient and provider for medication management and attainment of A1c control. | Increase the frequency of provider visits. Provide education on importance of maintaining low blood sugar. |
| Diabetes Care – Eye exam | Ages 18–75 | A diabetes eye exam to see if there is any damage, especially to their retina. | If a diabetic eye exam is positive, complete testing annually or more often, depending on the damage to the patient’s eyes.  
If the diabetic eye exam is negative, complete testing every two years.  
The provider may order and discuss the patient’s eye exam results via telehealth. |
| Diabetes Care – Blood pressure (BP) | Ages 18–75 | BP that is in control. It should be less than 140/90. That means 139/89 or below. (Refer to Controlling Blood Pressure for information and tips.)  
Phone visits, e-visits and virtual check-ins may use patient-reported BP readings.  
Do not use patient-reported BP readings if they are seen at the clinic. | Weigh the patient and take their BP at each visit. If BP is elevated, take it again at the end of the visit. Record both measurements within the medical record. |
### Example 5: Diabetes Patient Flowchart

<table>
<thead>
<tr>
<th>Patient</th>
<th>Registration desk</th>
<th>Assessment area</th>
<th>Examination room</th>
<th>Consultation</th>
<th>Assessment area</th>
<th>Registration desk</th>
<th>Pharmacy</th>
<th>Patient</th>
<th>Lab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider appointment</td>
<td>Reception</td>
<td>Nurse/Medical assistant</td>
<td>Physician/Nurse practitioner/Physician assistant</td>
<td>Referrals</td>
<td>Nurse/Medical assistant</td>
<td>Reception</td>
<td>Pharmacist</td>
<td>Home</td>
<td>Lab tech</td>
</tr>
<tr>
<td>Call 24–48 hours to confirm patient coming</td>
<td>Reschedule if cancels or no-show</td>
<td>• ID card</td>
<td>• Weight/Height</td>
<td>• BP</td>
<td>• Nutritionist</td>
<td>• Schedule next visit</td>
<td>• Fill or refill medication</td>
<td>• Lab work prior to next provider visit</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Member eligibility</td>
<td>• BMI</td>
<td>• BMI</td>
<td>• Diabetic educator</td>
<td>• Education</td>
<td>• Self-management plan</td>
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<td></td>
<td></td>
<td>• Phone and/or address if changed</td>
<td>• BP &lt;140/90</td>
<td>• Lab results</td>
<td>• Eye doctor</td>
<td>• Consult provider, as needed</td>
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<tr>
<td></td>
<td></td>
<td>• Urine Albumin/Creatinine</td>
<td>• Foot exam</td>
<td>• Eye exam results/order</td>
<td>• Dentist</td>
<td>• Medications</td>
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<td></td>
<td></td>
<td>• Blood test, glomerular filtration rate</td>
<td>• Dental exam</td>
<td>• Foot doctor</td>
<td>• Foot doctor</td>
<td>• Diet and exercise regimen</td>
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<tr>
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<td></td>
<td>• A1c results in chart</td>
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<td>• Endocrinologist</td>
<td>• Nephrologist</td>
<td>• Weight monitoring</td>
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<td>• Lipid panel</td>
<td>• Diet and exercise</td>
<td>• Tobacco Cessation Program</td>
<td>• Nephrologist</td>
<td>• Foot care</td>
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<tr>
<td></td>
<td></td>
<td>• Flu shot</td>
<td>• Medication management</td>
<td>• Behavioral/Substance Abuse program</td>
<td>• Tobacco Cessation Program</td>
<td>• Follow-up referrals</td>
<td></td>
<td></td>
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</table>

10dnnyqetna.blob.core.windows.net/portals/15/3-%20Streamlining_Patient_Care.pdf?sv=2017-04-17&sr=b&si=DNNFileManagerPolicy&sig=Tjk59x5KcZ6sAgtxlxf0i6WfvgFjRNBtsh7Gtf8%f3D
<table>
<thead>
<tr>
<th>Measure (cont.)</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kidney Health Evaluation for Patients with Diabetes (KED)</strong></td>
<td>Ages 18–85</td>
<td>Patients with diabetes (type 1 and type 2) who received a kidney health evaluation any time during that year. It is defined as: • Blood test: An estimated glomerular filtration rate (GFR), and • Urine test: A urine albumin to creatinine ratio (ACR). The patient will need a blood sample drawn to test for a waste product called creatinine to determine their GFR. This test will tell the provider how well the kidneys are working to filter waste from the blood. Patients will also need to provide a urine sample. If the urine test is positive for protein, it should be reported to the provider, and the test repeated to confirm the results. Three positive results may indicate kidney disease.</td>
<td>Collect a urine sample from each patient with diabetes who comes to the clinic. The urine sample is tested for albumin, a type of protein in their urine. Telehealth may be conducted to discuss screenings, review lab test results and for implementation of a comprehensive management plan.</td>
</tr>
<tr>
<td><strong>Asthma Medication Ratio with chronic condition</strong></td>
<td>Ages 5–64</td>
<td>Adults and children with persistent asthma who were dispensed controller and rescue inhaler medication, and remained on them for at least 75% of their treatment. Management of patients with asthma could help reduce the need for rescue medication, as well as the costs associated with ER visits, inpatient admission, and missed school or workdays. People with asthma may be at higher risk for severe illness from viruses within the community. Telehealth, e-visits and e-consults are encouraged. Ensure patients have an adequate medication supply for at least 30 days. Health Net offers mail delivery, consider enrolling your patient into this program.</td>
<td>Confirm the diagnosis of asthma through spirometry testing. Develop asthma action plans with your patients and educate them on reducing asthma triggers (i.e., smoke or allergens). Develop health goals with them and customize to their needs with clear, simple instructions. Talk with the patient or parent and help them write a self-management plan that incorporates rescue inhalers into their daily routine. Make sure to schedule follow-up visits to monitor their progress. The provider may complete the visit by telehealth. Telehealth and health coaching go hand-in-hand. Be sure to review proper inhaler technique, their asthma action plan and how to deal with environmental triggers, plus how to keep asthma under control.</td>
</tr>
</tbody>
</table>
EXAMPLE 6: ASTHMA ACTION PLAN IN ENGLISH (PAGE 1 AND 2)

My Asthma Action Plan

WORK WITH YOUR HEALTH CARE PROVIDER TO COMPLETE THIS ASTHMA ACTION PLAN

Because asthma often changes over time, it’s important that you work with your provider to track your signs and symptoms and adjust treatment as needed. This Asthma Action Plan can help you better control your asthma. Please fill out the plan with your provider and keep it with you.

My asthma severity

Controller medications are used daily over a long period of time. Rescue medications are used for emergency asthma attacks.

WHILE USING MY CONTROLLER MEDICATION EVERY DAY:

☐ I take an inhaler 2 times a day (2 inhalations per day) or 2 times a day (4 inhalations per day)
☐ I take an inhaler 3 times a day (6 inhalations per day)

My information

My name: 
Health care provider name: 
Emergency contact name: 
Health care provider phone #:
Emergency contact phone #: 
Things that make my asthma worse: 
My personal best peak flow: 

For more information, log in to www.healthnet.com.

This notice is not a substitute for medical care. Always follow your doctor’s instructions. Consult your doctor or pharmacist for information or concerns about your asthma.

EXAMPLE 7: ASTHMA ACTION PLAN IN SPANISH (PAGE 1 AND 2)

Plan De Acción Para El Asma

TRABAJE CON SU PROVEEDOR DE ATENCIÓN DE SALUD PARA COMPLETAR ESTE PLAN DE ACCIÓN

Puede que, a menudo, el asma cambie con el tiempo, es importante que trabaje con su proveedor para registrar los signos y síntomas, y ajustar el tratamiento según sea necesario. El plan de acción para el asma puede ayudarlo a controlar mejor su asma, completa el plan junto con el proveedor y conservelo.

Cada día, elija ver color según los síntomas. Luego, elige la dosis de la medicación que figura en el plan, según lo indicado por el proveedor de atención de salud. Lleve al niño a una consulta si el asma es peor de lo normal.

Gravedad del asma

Los medicamentos de control se utilizan todos los días durante el largo plazo. Los medicamentos de rescate se utilizan en casos de ataque de asma de emergencia.

CUANDO TOMA EL MEDICAMENTO DE CONTROL TRES VEces AL Día:

☐ también toma el medicamento de rescate menos de 8 horas por semana. (Inespecífico)
☐ también toma el medicamento de rescate más de 8 horas por semana. (Inespecífico)
☐ también toma el medicamento de rescate más de 8 horas por semana. (Inespecífico)

Información personal

Mi nombre: 
Nombre del proveedor de atención de salud:
Número telefónico del proveedor de atención de salud:
Número telefónico del servicio de emergencia:


Este plan no es un reemplazo para su atención médica. Siempre siga las indicaciones de su médico. Consulte con su médico o farmacéutico si tiene preguntas o dudas sobre su asma. 

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Cubierta para cada etapa de la vida. 

Use los colores del semáforo para controlar el asma.

Verde significa “zona de seguridad”, siga la medición de control.
Naranja significa “zona de advertencia”, tome el medicamento de rescate.
Rojo significa “zona de peligro”, busque ayuda de emergencia si es necesario

HOJA INFORMATIVA DEL PLAN DE ACCIÓN

<table>
<thead>
<tr>
<th>Color</th>
<th>Síntomas</th>
<th>Medicamento de control</th>
<th>Medicamento de rescate</th>
<th>Cantidad</th>
<th>Presión arterial</th>
<th>Síntomas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verde</td>
<td>Sin síntomas</td>
<td>1 tabletas x 2 veces al día</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
</tr>
<tr>
<td>Naranja</td>
<td>Sin síntomas</td>
<td>2 tabletas x 2 veces al día</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
</tr>
<tr>
<td>Rojo</td>
<td>Sin síntomas</td>
<td>3 tabletas x 2 veces al día</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
<td>1 frasco de inhalador</td>
</tr>
</tbody>
</table>

For more information, log in to www.healthnet.com.

This notice is not a substitute for medical care. Always follow your doctor’s instructions. Consult your doctor or pharmacist for information or concerns about your asthma.

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Cubre para cada etapa de la vida.
### Behavior health measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Age range</th>
<th>Items needed</th>
<th>Tips and best practices</th>
</tr>
</thead>
</table>
| **Antidepressant Medication Management (AMM)** | Ages 18 and older | Newly diagnosed patients with depression and the provider ordered an antidepressant medication. Major depression is a serious mental illness and one of the most common psychiatric disorders. Adherence to medication is an essential component in treatment guidelines for depression. The AMM measure applies to patients ages 18 and older and on a course of a newly started medication. There are two phases of medication compliance.  
• Effective Acute Treatment Phase: The patient remains on the medication for at least 84 days.  
• Effective Continuation Phase Treatment: The patient remains on the medication for at least 180 days. | **Tip: Patient education is key!** Help your patient understand that most antidepressants take at least 4–6 weeks to work. Schedule a return appointment within 30 days after prescription fill. The provider can check for any bad side effects and their response to treatment. Schedule a follow-up visit by telehealth, e-visit or by virtual check-in to make sure the patient is taking their medications as prescribed. Give them written instructions. Even if they feel better, they should not stop medications suddenly. They are at risk of recurring symptoms. If the patient cancels the appointment, call them and reschedule it. Enroll your patient in a case management program. |

| **Metabolic Monitoring for Children and Adolescents on Antipsychotics** | Ages 1–17 | We measure the percentage of children and adolescents who received:  
• A blood glucose test,  
• A blood cholesterol test, and  
• A blood glucose and cholesterol testing. Conduct a telehealth visit. Order the labs and have the patient complete testing at a lab nearby. Follow-up by phone to ensure the patient had the testing completed. Follow-up by telehealth to review the lab results with the patient. | Give the patient the lab slip before they leave the provider’s office and arrange for them to get lab tests completed before their next provider visit. Have the lab reports available for review. Remember: You may always order lab tests and review the results with the parent during the well-child visit. |

| **Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications** | Ages 18–64 | Diabetes screening test done each year for patients diagnosed with schizophrenia, schizoaffective disorder or bipolar disorder who were dispensed an antipsychotic medication.  
• Do not test patients who have a diagnosis of diabetes.  
• Do not test patients with no antipsychotic medication ordered.  
• Coordinate the care with the patient’s behavioral health provider and fax lab results to them. Conduct a telehealth visit. Order the labs and have the patient complete testing at a lab nearby. Follow-up by phone to ensure the patient had the testing completed. Follow-up by telehealth to review the lab results with the patient. | It may be difficult to get the patient to come to the clinic. Consider doing A1c or glucose point-of-care testing while in the clinic. If doing point-of-care testing, make sure to document the test type, date done and results. Make sure to use the correct billing code for data capture. Educate your patient and their caregiver about:  
• Increased risk of diabetes with antipsychotic medications.  
• Importance of screening for diabetes.  
• Symptoms of the onset of diabetes. Call patients that cancel appointments and assist them in rescheduling as soon as possible. |
Health education programs and services

Health Net Medi-Cal members have access to health education programs, services and resources to help them stay healthy. All are available at no cost to them.

To learn more about any of these programs, call the Health Education Information Line at 1-800-804-6074 (TTY: 711).

- California Smokers’ Helpline
- Healthy pregnancy program
- Fit Families for Life – Be In Charge!™ Weight Control program
- Healthy Hearts, Healthy Lives program
- myStrength online behavioral health program
- T2X: Social media website for teens and adults to learn about health
- Health education classes available on a variety of health topics

FOR MORE HEALTH EDUCATION MATERIALS:

Use the Provider Order Form for Health Education Materials to request print health education resources for your office. The form is found online in the Provider Library under Medi-Cal > Forms and References. Access the Provider Library directly at https://providerlibrary.healthnetcalifornia.com/.

To view more health information, access the Krames Staywell Health Library. This resource library provides more than 4,000 health sheets to help you educate your patients on how to stay healthy and healthy longer. Just click on the link, search the topic of your choice. The Krames Staywell Health Library is located at http://cahealthnet.kramesonline.com/.

EXAMPLE 8: HEALTH EDUCATION MATERIALS
Additional resources
For any questions regarding our services, please contact the respective department listed below.

**Provider Services:** 1-888-926-4988 or 1-800-675-6110; fax 1-800-281-2999

**Web Portal Support:** 1-866-458-1047

**Enrollment Service Line:** 1-800-327-0502 (TTY: 711)

**Cultural & Linguistic Services:** 1-800-977-6750

**Health Education Department:** 1-800-804-6074

**Interpreter Services at no cost:** 1-800-675-6110

**Envolve Pharmacy Solutions:** 1-800-867-6564; fax 1-800-977-8226

**Transportation (ModivCare):** 1-855-253-6863

**Case Management Services:** 1-800-675-6110 or fax the referral form to 1-866-581-0450 or email at CASHP.ACM.CMA@healthnet.com

**MHN:** 1-800-289-2040

**REFERRAL RESOURCE**
Health Net Community Connect, powered by Aunt Bertha, is the largest online search and referral platform that provides results customized for the communities you and your health care staff serve or where members live. The referral platform allows members and providers to find free and low cost services. To use the tool, go to https://www.auntbertha.com/, enter a ZIP code and click Search.

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Additional HEDIS and MCAS resources
The Managed Care Accountability Set (MCAS) is located at www.dhcs.ca.gov/dataandstats/reports/Pages/MgdCareQualPerfEAS.aspx.

Go to the NCQA website at www.ncqa.org/hedis/ for up-to-date HEDIS information and important training videos.
HEDIS and MCAS coding and billing quick reference

This is a quick tool to reference to help you with medical coding of the HEDIS and MCAS quality measures. Please use this as a resource at your office for billing visits and reporting services or treatments you have provided.

Child and adolescent measures

| Well-Care Visits in the First 30 Months of Life (W30) | Office visit new patient: | CPT: 99381, for infants under age 1  
CPT: 99382, for children ages 1 to 4  
Office visit established patient:  
CPT: 99391, for infants under age 1  
CPT: 99392, for children ages 1 to 4 | ICD-10 codes:  
Z00.110 Health supervision for newborn under 8 days old  
Z00.111 Health supervision for newborn 8 to 28 days old  
Z00.121 Routine child health exam with abnormal findings  
Z00.129 Routine child health exam without abnormal findings |
|-----------------------------------------------|-------------------------|------------------------------------------|------------------------------------------|
| Child and Adolescent Well-Care Visit (WCV)     | Office visit new patients: | CPT: 99382, for children ages 3 to 4  
CPT: 99383, for children ages 5 to 11  
CPT: 99384, for children ages 12 to 17  
CPT: 99385, for children ages 18–21  
Office visit established patients:  
CPT: 99392, for children ages 3 to 4  
CPT: 99393, for children ages 5 to 11  
CPT: 99394, for children ages 12 to 17  
CPT: 99395, for children ages 18–21 | ICD-10 codes, ages 3–17  
Z00.121 Routine child health exam with abnormal findings  
Z00.129 Routine child health exam without abnormal findings  
ICD-10 codes, age 18 or older  
Z00.00 General adult medical exam without abnormal findings  
Z00.01 General adult medical exam with abnormal findings |
| Lead Blood Screening                           | Lead blood test CPT: 83655 |
| Weight Assessment and Counseling for Nutrition and Counseling for Physical Activity (WCC) | BMI percentile: | ICD-10  
Z68.51 Pediatric less than 5th percentile for age  
Z68.52 Pediatric 5th percentile to less than 85th percentile for age  
Z68.53 Pediatric 85th percentile to less than 95th percentile for age  
Z58.54 Pediatric greater than or equal to 95th percentile for age  
Dietary counseling:  
ICD-10  
Nutrition counseling: Z71.3  
CPT  
97802 Nutrition therapy, initial assessment, individual, each 15 minutes  
97803 Nutrition therapy, reassessment, individual, each 15 minutes  
97804 Nutrition therapy, group (2+), each 30 minutes  
Exercise counseling:  
ICD-10  
Physical activity counseling: Z71.82, Sports physical: Z02.5 |
<table>
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<tr>
<th>Vaccine Type</th>
<th>CPT_Code</th>
<th>CPT_Description</th>
<th>CVX Short Description</th>
<th>CVX Code</th>
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<tbody>
<tr>
<td><strong>DtP</strong></td>
<td>90698</td>
<td>Diphtheria, tetanus toxoids, acellular pertussis vaccine, Haemophilus influenzae type b, and inactivated poliovirus vaccine, (DTaP-IPV/Hib), for intramuscular use</td>
<td>DTaP-Hib-IPV</td>
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<td></td>
<td>90700</td>
<td>Diphtheria, tetanus toxoids, and acellular pertussis vaccine (DTaP), when administered to individuals younger than age 7, for intramuscular use</td>
<td>DTaP, unspecified formulation</td>
<td>107</td>
</tr>
<tr>
<td></td>
<td>90723</td>
<td>Diphtheria, tetanus toxoids, acellular pertussis vaccine, hepatitis B, and inactivated poliovirus vaccine (DTaP-HepB-IPV), for intramuscular use</td>
<td>DTaP-Hep B-IPV</td>
<td>110</td>
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<td>Diphtheria, tetanus toxoids and acellular pertussis vaccine</td>
<td>DTaP</td>
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<td>Diphtheria, tetanus toxoids and acellular pertussis vaccine, 5 pertussis antigens</td>
<td>DTaP, 5 pertussis antigens</td>
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<td><strong>HIB</strong></td>
<td>90644</td>
<td>Meningococcal conjugate vaccine, serogroups C &amp; Y and Haemophilus influenzae type b vaccine (Hib-MenCY), 4 dose schedule, when administered to children 6 weeks–18 months of age, for intramuscular use</td>
<td>Meningococcal C/Y-HIB PRP</td>
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<td>90647</td>
<td>Haemophilus influenzae type b vaccine (Hib), PRP-OMP conjugate, 3 dose schedule, for intramuscular use</td>
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<tr>
<td></td>
<td>90648</td>
<td>Haemophilus influenzae type b vaccine (Hib), PRP-T conjugate, 4 dose schedule, for intramuscular use</td>
<td>Hib (PRP-T)</td>
<td>48</td>
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<tr>
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<td>90698</td>
<td>Diphtheria, tetanus toxoids, acellular pertussis vaccine, Haemophilus influenzae type b, and inactivated poliovirus vaccine, (DTaP-IPV/Hib), for intramuscular use</td>
<td>DTaP-Hib-IPV</td>
<td>120</td>
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<tr>
<td></td>
<td>90748</td>
<td>Hepatitis B and Haemophilus influenzae type b vaccine (Hib-HepB), for intramuscular use</td>
<td>Hib-Hep B</td>
<td>51</td>
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<tr>
<td></td>
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<td>Haemophilus influenzae type b vaccine, conjugate unspecified formulation</td>
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<td><strong>Hep B</strong></td>
<td>90723</td>
<td>Diphtheria, tetanus toxoids, acellular pertussis vaccine, hepatitis B, and inactivated poliovirus vaccine (DTaP-HepB-IPV), for intramuscular use</td>
<td>DTaP-Hep B-IPV</td>
<td>110</td>
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<td>Hepatitis B vaccine (HepB), dialysis or immunosuppressed patient dosage, 3 dose schedule, for intramuscular use</td>
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<td></td>
<td>90744</td>
<td>Hepatitis B vaccine (HepB), pediatric/adolescent dosage, 3 dose schedule, for intramuscular use</td>
<td>Hep B, adolescent or pediatric</td>
<td>08</td>
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<td>Hepatitis B vaccine (HepB), dialysis or immunosuppressed patient dosage, 4 dose schedule, for intramuscular use</td>
<td>Hep B, dialysis</td>
<td>44</td>
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<td>90748</td>
<td>Hepatitis B and Haemophilus influenzae type b vaccine (Hib-HepB), for intramuscular use</td>
<td>Hib-Hep B</td>
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<tr>
<td><strong>IPV</strong></td>
<td>90698</td>
<td>Diphtheria, tetanus toxoids, acellular pertussis vaccine, Haemophilus influenzae type b, and inactivated poliovirus vaccine, (DTaP-IPV/Hib), for intramuscular use</td>
<td>DTaP-Hib-IPV</td>
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<td>Poliovirus vaccine, inactivated (IPV), for subcutaneous or intramuscular use</td>
<td>IPV</td>
<td>10</td>
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<td>Diphtheria, tetanus toxoids, acellular pertussis vaccine, hepatitis B, and inactivated poliovirus vaccine (DTaP-HepB-IPV), for intramuscular use</td>
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<tr>
<td>MMR</td>
<td>90704</td>
<td>Mumps virus vaccine, live, for subcutaneous use</td>
<td>mumps</td>
<td>07</td>
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<td></td>
<td>90705</td>
<td>Measles virus vaccine, live, for subcutaneous use</td>
<td>measles</td>
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<td>90706</td>
<td>Rubella virus vaccine, live, for subcutaneous use</td>
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<td>90707</td>
<td>Measles, mumps and rubella virus vaccine (MMR), live, for subcutaneous use</td>
<td>MMR</td>
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<td>90708</td>
<td>Measles and rubella virus vaccine, live, for subcutaneous use</td>
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<td>PCV</td>
<td>90670</td>
<td>Pneumococcal conjugate vaccine, 13 valent (PCV13), for intramuscular use</td>
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<td>RCV</td>
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<td>Rotavirus vaccine, pentavalent (RV5), 3 dose schedule, live, for oral use</td>
<td>Rotavirus, pentavalent</td>
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<tr>
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<td>Rotavirus vaccine, unspecified formulation</td>
<td>Rotavirus, unspecified formulation</td>
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<td></td>
<td>90681</td>
<td>Rotavirus vaccine, human, attenuated (RV1), 2 dose schedule, live, for oral use</td>
<td>rotavirus, monovalent</td>
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<td>Influenza flu</td>
<td>90655</td>
<td>Influenza virus vaccine, trivalent (IIV3), split virus, preservative free, 0.25 mL dosage, for intramuscular use</td>
<td>Influenza, seasonal, injectable, preservative free</td>
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<td></td>
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<td>Influenza, seasonal, injectable</td>
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<td>90661</td>
<td>Influenza virus vaccine, trivalent (ccIIV3), derived from cell cultures, subunit, preservative and antibiotic free, 0.5 mL dosage, for intramuscular use</td>
<td>influenza, injectable, MDCK, preservative free</td>
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<tr>
<td></td>
<td>90662</td>
<td>Influenza virus vaccine (IIV), split virus, preservative free, enhanced immunogenicity via increased antigen content, for intramuscular use</td>
<td>influenza, high dose seasonal</td>
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<td>90673</td>
<td>Influenza virus vaccine, trivalent (RIV3), derived from recombinant DNA, hemagglutinin (HA) protein only, preservative and antibiotic free, for intramuscular use</td>
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<td>90685</td>
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<td>90686</td>
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<td></td>
<td>90687</td>
<td>Influenza virus vaccine, quadrivalent (IIV4), split virus, 0.25 mL dosage, for intramuscular use</td>
<td>influenza, injectable, quadrivalent</td>
<td>158</td>
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<td>90688</td>
<td>Influenza virus vaccine, quadrivalent (IIV4), split virus, 0.5 mL dosage, for intramuscular use</td>
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<td>90689</td>
<td>Influenza virus vaccine quadrivalent (IIV4), inactivated, adjuvanted, preservative free, 0.25 mL dosage, for intramuscular use</td>
<td>influenza, injectable, quadrivalent</td>
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<td>90660</td>
<td>Influenza virus vaccine, trivalent, live (LAIV3), for intranasal use</td>
<td>influenza, live, intranasal</td>
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<td>90672</td>
<td>Influenza virus vaccine, quadrivalent, live (LAIV4), for intranasal use</td>
<td>influenza, live, intranasal, quadrivalent</td>
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### Childhood Immunization Status (CIS) (continued)

<table>
<thead>
<tr>
<th>Vaccine Type (cont.)</th>
<th>CPT_Code</th>
<th>CPT_description</th>
<th>CVX Short Description</th>
<th>CVX Code</th>
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<tbody>
<tr>
<td><strong>Hep A</strong></td>
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<tr>
<td>Hepatitis A vaccine (HepA), pediatric/adolescent dosage-2 dose schedule, for intramuscular use</td>
<td>90633</td>
<td>Hep A, ped/adol, 2 dose</td>
<td>83</td>
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<tr>
<td>Hepatitis A vaccine, pediatric dosage, unspecified formulation; Do NOT use this code. If formulation is unknown, use CVX 85. There is only one formulation of Hep A, ped.s.</td>
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<tr>
<td><strong>Varicella (1 dose)</strong></td>
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<tr>
<td>Measles, mumps, rubella, and varicella vaccine (MMRV), live, for subcutaneous use</td>
<td>90710</td>
<td>MMRV</td>
<td>94</td>
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<td>Varicella virus vaccine (VAR), live, for subcutaneous use</td>
<td>90716</td>
<td>varicella</td>
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### Immunizations for adolescents

<table>
<thead>
<tr>
<th>Vaccine Type</th>
<th>CPT_Code</th>
<th>CPT_description</th>
<th>CVX Short Description</th>
<th>CVX Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meningococcal</strong></td>
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<tr>
<td>Meningococcal conjugate vaccine, serogroups A, C, W, Y, quadrivalent, diphtheria toxoid carrier (MenACWY-D) or CRM197 carrier (MenACWY-CRM), for intramuscular use</td>
<td>90734</td>
<td>Meningococcal MCV4, unspecified formulation</td>
<td>147</td>
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<tr>
<td>This CVX is intended for use when one of the meningococcal vaccines containing serogroups A, C, W and Y (conjugate or polysaccharide) was given and the exact formulation was not recorded. It should not be used to record newly administered immunizations. It is not to be used when one of the meningococcal vaccines containing other serogroups was administered.</td>
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<tr>
<td>Meningococcal polysaccharide (groups A, C, Y and W-135) diphtheria toxoid conjugate vaccine (MCV4P)</td>
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<td>Meningococcal MCV4P</td>
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<tr>
<td>Meningococcal oligosaccharide (groups A, C, Y and W-135) diphtheria toxoid conjugate vaccine (MCV4O)</td>
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<td>Meningococcal MCV4O</td>
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<tr>
<td>This CVX is intended for use when any one of the meningococcal vaccines is recorded and there is no information about which serogroups are protected against. This code should not be used when a newly administered immunization is recorded.</td>
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<td><strong>Tdap</strong></td>
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<tr>
<td>Tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap), when administered to individuals age 7 or older, for intramuscular use</td>
<td>90715</td>
<td>Tdap</td>
<td>115</td>
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<tr>
<td><strong>HPV</strong></td>
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<tr>
<td>Human Papillomavirus vaccine, types 6, 11, 16, 18, quadrivalent (4vHPV), 3 dose schedule, for intramuscular use</td>
<td>90649</td>
<td>HPV, quadrivalent</td>
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<tr>
<td>Human Papillomavirus vaccine, types 16, 18, bivalent (2vHPV), 3 dose schedule, for intramuscular use</td>
<td>90650</td>
<td>HPV, bivalent</td>
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<tr>
<td>Human Papillomavirus vaccine types 6, 11, 16, 18, 31, 33, 45, 52, 58, nonavalent (9vHPV), 2 or 3 dose schedule, for intramuscular use</td>
<td>90651</td>
<td>HPV9</td>
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<td>This CVX code allows reporting of a vaccination when formulation is unknown (for example, when recording a HPV vaccination when noted on a vaccination card)</td>
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<td>HPV, unspecified formulation</td>
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<tr>
<td>Health Measure</td>
<td>Exclusions</td>
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<td>----------------------------------------</td>
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<tr>
<td>Breast Cancer Screening (BCS)</td>
<td><strong>Exclusions:</strong></td>
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<td>ICD-10</td>
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<td></td>
<td>Z90.13, Bilateral mastectomy (history of); ICD-PCS: OHTV0ZZ</td>
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<td></td>
<td>Z90.12, Absence of left breast</td>
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<td></td>
<td>Z90.11, Absence of right breast</td>
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<td><strong>Unilateral Mastectomy:</strong></td>
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<td><strong>CPT:</strong> 19180, 19200, 19220, 19240, 19303–19307 with LT (left) or RT (right) modifier</td>
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<td><strong>ICD-10CM Codes:</strong></td>
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<td>OHTU0ZZ (left) OHTT0ZZ (right)</td>
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<td>Cervical Cancer Screening (CCS)</td>
<td><strong>Cervical Cytology Lab Test:</strong></td>
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<td><strong>PAP CPT:</strong> 88141 - 88143, 88147, 88148, 88150, 88152–88154, 88164–88167, 88174, 88175</td>
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<td><strong>HPV Test:</strong></td>
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<td><strong>CPT:</strong> 87620–87622, 87624, 87625</td>
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<td><strong>Exclusions:</strong></td>
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<tr>
<td></td>
<td>Absence of cervix</td>
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<td>Q51.5, Z90.710</td>
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<td></td>
<td>Absence of cervix with remaining uterus</td>
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<td>Z90.712</td>
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<td>Prenatal (PPC)</td>
<td><strong>Prenatal Visits CPT:</strong></td>
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<td>New patient visits 99201–99205</td>
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<td></td>
<td><strong>Evaluation and Management</strong></td>
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<td>99211–99215</td>
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<td><strong>Consultation New or established patient</strong></td>
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<td>99241–99245, With Cognitive impairment 99483</td>
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<td><strong>CPT-CAT-II:</strong></td>
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<td>Hospital Outpatient Visit: G0463</td>
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<td>Community Clinic or FQHC: T1015</td>
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<td><strong>CPT:</strong> 99500</td>
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<td><strong>CPT-CAT-II:</strong></td>
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<td>0500F, 0501F, 0502F</td>
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<td><strong>HCPCS:</strong> H1000, H1001, H1002, H1003, H1004</td>
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<td></td>
<td><strong>Stand Alone Prenatal Visits</strong></td>
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<td><strong>CPT:</strong> 99500</td>
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<td><strong>CPT-CAT-II:</strong></td>
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<tr>
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<td>0500F, 0501F, 0502F</td>
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<td><strong>HCPCS:</strong> H1000, H1001, H1002, H1003, H1004</td>
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<tr>
<td>Postpartum Care (PPC)</td>
<td><strong>Postpartum Visit:</strong></td>
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<td><strong>CPT:</strong> 99501, 58300, 59430</td>
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<td><strong>CPT-CAT-II:</strong></td>
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<td><strong>ICD-10:</strong> Z01.411, Z01.419, Z01.42, Z30.430, Z39.1, Z39.2</td>
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<tr>
<td>Chlamydia Screening (CHL)</td>
<td><strong>CPT:</strong> 87110, 87270, 87320, 87490–87492, 87810</td>
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</tbody>
</table>
### Systolic Blood Pressure CPT II:
- 3074F, BP less than 130,
- 3075F, BP 130–139
- 3077F, BP greater than 140

### Diastolic Blood Pressure CPT II:
- 3078F, BP less than 80
- 3079F, BP 80–89
- 3080F, BP greater than 90

### Online Assessment Telehealth:
- **98970** Qualified non-physician health care professional online digital E/M service, for an established patient, for up to seven days, cumulative time during the seven days; 5–10 minutes
- **98971** Qualified non-physician health care professional online digital E/M service, for an established patient, for up to seven days, cumulative time during the seven days; 11–20 minutes
- **98972** Qualified non-physician health care professional online digital E/M service, for an established patient, for up to seven days, cumulative time during the seven days; 21 or more minutes
- **99421** Online digital E/M service, for an established patient, for up to seven days, cumulative time during the seven days; 5–10 minutes
- **99422** Online digital E/M service, for an established patient, for up to seven days, cumulative time during the seven days; 11–20 minutes

### Phone Visit codes:
- **98966** Phone discussion 5–10 minutes
- **98967** Phone discussion 11–20 minutes
- **98968** Phone discussion 21–30 minutes

### Remote blood pressure monitoring CPT codes:
- **93784**, ambulatory blood pressure monitoring, utilizing a system such as magnetic tape and/or computer disk, for 24 hours or longer; including recording, scanning analysis, interpretation and report
- **93788**, ambulatory blood pressure monitoring, utilizing a system such as magnetic tape and/or computer disk, for 24 hours or longer; scanning analysis with report
- **93790**, ambulatory blood pressure monitoring, utilizing a system such as magnetic tape and/or computer disk, for 24 hours or longer; review with interpretation and report
- **99091**, collection and interpretation of physiologic data (e.g., ECG, blood pressure, glucose monitoring) digitally stored and/or transmitted by the patient and/or caregiver to the physician or other qualified healthcare professional, qualified by education, training, licensure/regulation (when applicable) requiring a minimum of 30 minutes of time, each 30 days
- **99453**, (onboarding new patient onto RPM) Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment
- **99454**, device(s) supply with daily recording(s) or programmed alert(s) transmission, each 30 days
- **99457**, remote physiologic monitoring treatment management services, 20 minutes or more of clinical staff/physician/other qualified healthcare professional time in a calendar month requiring interactive communication with the patient/caregiver during the month
- **99458**, Online Monitoring, online assessment, remote physiologic monitoring treatment management services, clinical staff/physician/other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month; additional 20 minutes
- **99473**, may be submitted when the physician practice staff provide training, device setup and calibration of the SMBP validated for clinical accuracy. This code can only be submitted once. Self-measured blood pressure using a device validated for clinical accuracy; patient education/training and device calibration
- **99474**, may be submitted once a month for ongoing treatment decisions. This code can be used when patients and/or caregivers report their BP readings back to the practice. Separate self-measurements of two readings one minute apart, twice daily over a 30-day period (minimum of 12 readings), collection of data reported by the patient and/or caregiver to the physician or other qualified health care professional, with report of average systolic and diastolic pressures and subsequent communication of a treatment plan to the patient
## Adult/Chronic conditions measures (cont.)

### Comprehensive Diabetes Care (CDC)

**A1c testing:**
- CPT: 83036, 83037

**A1c test results:**
- **CPT II codes:**
  - 3044F, A1c less than 7.0
  - 3051F, A1c = 7.0 and less than 8.0
  - 3052F, A1c = 8.0 and less than 9.0
  - 3046F, A1c greater than 9.0

**Retinal Eye Exam:**
- **CPT II Codes:**
  - 3072F, Diabetic retinal eye negative
  - 2022F, Diabetic retinal screening with eye care professional
  - 2024F, Diabetic retinal screening with eye care professional
  - 2025F, Diabetic retinal screening with eye care professional
  - 2026F, Diabetic retinal screening with eye care professional

**Blood pressure:**
- Refer to Controlling Blood Pressure (CBP) above for CPT codes.

### Kidney Health Evaluation for Patients with Diabetes (KED)

**Urine Albumin to Creatinine Ratio:**
- CPT 82570, random urine
- CPT 82043, random urine or 24-hour urine

**Glomerular Filtration Rate:**
- CPT 80047, 80048, 80050, 80053, 80069, 82565

### Behavioral health measures

#### Metabolic Monitoring for Children and Adolescents on Antipsychotics

**HbA1C Lab Tests:**
- CPT: 83036, 83037

**HbA1c Lab Test Result:**
- 3044F, A1c less than 7.0
- 3051F, A1c = 7.0 and less than 8.0
- 3052F, A1c = 8.0 and less than 9.0
- 3046F, A1c greater than 9.0

**Glucose Lab Test:**
- CPT: 80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951

**LDL-C Lab Test:**
- CPT: 80061, 83700, 83701, 83704, 83721

**LDL-C Lab Test Result:**
- 3048F, LDL-C less than 100 mg/dl
- 3049F, LDL-C 100–129 mg/dl
- 3050F, LDL-C 130 mg/dl or greater

**Cholesterol Lab Test**
- 82465 Cholesterol serum, total
- 83718 Lipoprotein, direct measurement high density cholesterol (HDL cholesterol)
- 83722 Sd-LDL (CHL)
- 84478 Triglycerides

#### Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are using Antipsychotic Medications (SSD)

**A1c Lab Test:**
- CPT: 83036, 83037

**A1c Test Result:**
- **CPT-CAT-II:**
  - 3044F, A1c less than 7.0
  - 3051F, A1c = 7.0 and less than 8.0
  - 3052F, A1c = 8.0 and less than 9.0
  - 3046F, A1c greater than 9.0

**Glucose Test**
- CPT: 82947, 82950, 82951, 80047, 80048, 80050, 80053, 80069