

Physician focus on quality

Recommendations from successful physicians who care for Medicare patients

Quality leadership

- Establish a Quality Team in your practice that educates staff, reinforces documentation standards and regularly reviews internal processes for consistency and new opportunities.

Quality meetings

- Regularly schedule internal collaboration meetings to discuss topics that may include action plans, successes, needed changes and trending.
- Schedule time regularly with your Humana representatives to plan and discuss quality actions such as early interventions, action plans and trending.

Quality measure data/records

- Establish comprehensive supplemental data and lab data feeds, when feasible, to minimize the need for multiple data submissions.
- Follow Healthcare Effectiveness Data and Information Set (HEDIS®) coding guidelines for care.
- Practice high-quality medical coding and verify that this information is received by Humana through your clearinghouse.
- Send attestation forms for measures not included in data feeds.

Patient outreach

- Be proactive in reaching out to your patients, especially those at high risk for complications or deterioration.
- Establish and follow pre- and post-visit routines to help prepare for your patients' visits and ensure needed follow-up events are scheduled.
- Schedule Annual Wellness Visits early in the year and include patient experience topics in the Annual Wellness Visit discussion.
- Routinely complete care management outreach for medication adherence. If your facility has an in-house pharmacy, pharmacy staff could support this outreach.

Population Insights Compass

- Use quality reports available through Humana's Compass platform.
- Reconcile information in your electronic health records and proactively reconcile the data you are sending regarding the care provided to your patients.
- Determine what services may be missing from either system and look for opportunities for alignment.

If your team has additional successful practices, please share them with your Humana representative. We appreciate your partnership and welcome opportunities to support your high-quality practice.



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Working together, we can achieve the highest quality outcomes and experiences for those who receive and provide care.

Ryan Heyborne, M.D.
National Medical Director,
Stars and Risk Adjustment

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