



Plan All-Cause Readmissions (PCR)

Plan All-Cause Readmissions (PCR) is one of the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) measures. Health plans use this measure to evaluate themselves and the services provided by healthcare professional. Humana encourages its members to communicate with you and be engaged in their follow-up care and medication.

Measure at a glance

- **Measure abbreviation:** PCR
- **Measurement period:** Jan. 1 to Dec. 1 of the measurement year
- **Eligible population:** Patients 18 and older (18–64 for commercial and Medicaid) with acute inpatient and observation stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission. Applies to patients with commercial, Medicare or Medicaid coverage.

Assessment phases

Performance is assessed using claims-based data and reported in the following categories:

- Count of index hospital stays (IHS) (denominator)
- Count of 30-day readmissions (numerator)
- Average adjusted probability of readmission

Measure best practices

- Begin discharge planning at admission to secure adequate outpatient care.
- Coordinate care among physical healthcare and behavioral healthcare providers.
- Clearly communicate discharge plans and barriers to following up with the patient.

Additional information and resources about mental illness

- Discharged patients who clearly understand their after-hospital care instructions, including how to take their medicines and when to make follow-up appointments, are 30% less likely to be readmitted or to visit the emergency department than patients who lack this information. Source: [Agency for Healthcare Research and Quality](#)
- Contact Humana to request a care coordinator who can help your patient navigate the healthcare system and link him/her to in-network behavioral health providers.
 - Commercial Customer Service: **800-448-6262**
 - Medicare Customer Service: **800-457-4708**
 - Humana Healthy Horizons in Florida: **800-477-6931**
 - Illinois Duals/Medicaid: **800-787-3311**
 - Humana Healthy Horizons in Kentucky: **800-444-9137**
 - Humana Healthy Horizons in Louisiana: **800-448-3810**
 - Humana Healthy Horizons in Ohio: **877-856-5707**
 - Humana Healthy Horizons in South Carolina: **866-432-0001**

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