



## Impact of COVID-19 on Star Ratings

During this unprecedented time, please know that we are doing our best to support our communities, our members, and the healthcare providers caring for them. To date, CarePlus has taken numerous actions to ensure the members we serve can access care while promoting social distancing and minimizing potential exposure to Novel Coronavirus 2019 (COVID-19).

For information on these benefit and process updates, visit <https://www.careplushealthplans.com/careplus-providers/coronavirus>. As more guidance becomes available and CarePlus continues to reevaluate processes and policies in light of the COVID-19 public health emergency (PHE), information and resources on this site will be updated. We encourage you to visit regularly.

In this document, we have summarized the changes to quality improvement and data collection activities for measurement year 2020 that impact Star Ratings for plan year 2022.

### Measurement Year 2020 Impacts

To address safety concerns related to data collection activities, the Health Outcome Survey (HOS) administration period scheduled to begin April 2020 has been postponed until late summer.

- If the COVID-19 PHE continues through this time and CMS decides not to proceed with this activity, information from the 2019 data collection period will be used to determine 2022 Star Ratings.

**Note:** 2019 survey data will be used as planned to determine 2021 Star Ratings for HOS measures.

Centers for Medicare & Medicaid Services (CMS) expects health plans, like CarePlus, to continue to gather data during 2020 for submission in 2021. This data will be used to determine Star Ratings for plan year 2022. With this in mind, there are no other changes identified at this time for MY2020 data collection activities related to measures assessed via Healthcare Effectiveness Data and Information Set (HEDIS), Consumer Assessment of Healthcare Providers and Systems (CAHPS), prescription drug events or administrative data exchanges with CMS or their independent review entity.

In March, we began assessing the outreach campaigns and other efforts designed to impact your CarePlus-covered patients' health outcomes, as well overall quality performance. We have paused campaigns with calls to action that could have resulted in individuals leaving their home and/or creating noncritical demand on the healthcare system. We will continue to monitor and reassess these activities along with many other factors, including the impact of COVID-19 in the communities we serve.

### CarePlus Star Rewards Program Impacts

We thank you for your patience as CarePlus assessed the impact of COVID-19 on our providers, our internal Star Ratings data and the rewards program overall. We have decided the provider and managed services organization (MSO) rewards program will resume in 2020.

The payment schedule and data submission deadlines for payment one and payment two will not change. We have eliminated scenario two from the rewards program in 2020. This change gives providers/MSOs an opportunity to receive maximum per member per month dollars if the second payment score is achieved, regardless if the provider/MSO qualified for payment one.

Please reference the Star Rewards Program booklets for more information. You may also contact your assigned clinical Stars Improvement professional or provider services executive.

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### Recent telehealth changes and their impact on Medicare Advantage (MA) quality

To support providers with caring for their CarePlus patients while promoting both patient and provider safety, CarePlus has expanded the scope, reimbursement rules and channels for telehealth services. For patients who had yet to complete their Annual Wellness Visit (AWV), you can perform these visits via telehealth.

We've provided a table that highlights how MA quality measures can be addressed via telehealth. You'll see that during these visits you can satisfy a number of measures and positively impact the performance of others by discussing them with your patients.

Please visit <https://www.careplushealthplans.com/careplus-providers/coronavirus> for more information including a frequently asked questions document with answers to many questions we have received regarding these changes.

If there are additional ways we can support you and your practice, please:

- Contact your CarePlus Quality Improvement representative
- Call our Provider Operations Help Line at **1-866-220-5448**, Monday – Friday, 8 a.m. – 4 p.m. Choose Option 1, then Option 4, or
- Send an email to [CPHP.STARSDEPT@careplus-hp.com](mailto:CPHP.STARSDEPT@careplus-hp.com)

Clinical HEDIS Measures	Can be SATISFIED by Telehealth (including audio only)	Can be DISCUSSED during a Telehealth Visit (including audio only)
Adult body mass index (BMI) Assessment (ABA)	No	Yes
Breast cancer screening (BCS)	Yes <sup>1</sup>	Yes
Care for older adults - Medication review (COA-Med)	Yes	Yes
Care for older adults - Pain screening (COA-Pain)	Yes	Yes
Colorectal cancer screening (COL) <sup>‡</sup>	Yes <sup>1</sup>	Yes
Comprehensive diabetes care - Blood sugar controlled (CDC-A1C) <sup>‡</sup>	Yes <sup>1</sup>	Yes
Comprehensive diabetes care - Eye exam (CDC-Eye)	Yes <sup>1</sup>	Yes
Comprehensive diabetes care - Nephropathy (CDC-Neph) <sup>‡</sup>	Yes <sup>2</sup>	Yes
Controlling blood pressure (CBP)	Yes <sup>3</sup>	Yes
Rheumatoid arthritis management (ART)	No	Yes
Medication reconciliation post-discharge (MRP)	Yes	Yes
Osteoporosis management (OMW)	No	Yes
Plan all-cause readmissions (PCR)	No	Yes
Statin Therapy for patients with cardiovascular disease (SPC)	No	Yes

<sup>1</sup> Can be satisfied during a telehealth visit when a patient-reported service is documented in a submitted medical record

<sup>2</sup> Can be satisfied with a telehealth visit only if the telehealth visit is with a nephrologist

<sup>3</sup> Can be satisfied with a telehealth visit when the patient is using a remote monitoring device that digitally stores and directly transmits results to the provider for interpretation. Patients can also visually share the results by displaying the device, a screenshot of it, or a printout. Verbally reported readings are considered member-reported and are not acceptable.

<sup>‡</sup> Can be satisfied with an in-home test kit.

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Patient Safety (Part D) Measures	Can be SATISFIED by Telehealth (including audio only)	Can be DISCUSSED during a Telehealth Visit (including audio only)
Medication adherence for cholesterol (Statins) (MedA-Statins)	No	Yes <sup>†</sup>
Medication adherence for diabetes medications (MedA-Diabetes)	No	Yes <sup>†</sup>
Medication adherence for hypertension angiotensin-converting enzyme (ACE) or angiotensin-receptor blocker (ARB) (MedA-HTN)	No	Yes <sup>†</sup>
Comprehensive medication review (CMR)	Yes	Yes
Statin use in persons with diabetes (SUPD)	No	Yes <sup>†</sup>
<sup>†</sup> Can only be satisfied by pharmacy claims processed when patients fill prescriptions for applicable medications		
Patient Experience (CAHPS/HOS)	Can be SATISFIED by Telehealth (including audio only)	Can be DISCUSSED during a Telehealth Visit (including audio only)
Access to care (Did you experience any difficulty scheduling your appointment?)	No	Yes
Access to care (Did you have trouble with your prescription drug plan covering any prescriptions drugs you were taking?)	No	Yes
Coordination of care (Did your personal doctor talk about all the prescription drugs you were taking?)	No	Yes
Coordination of care (Did your personal doctor seem informed and up to date about the care you got from specialists?)	No	Yes
Patient discussion (Did your doctor or other healthcare provider talk to you about falling or problems with balancing or walking?)	No	Yes
Patient discussion (Did your doctor or other healthcare provider suggest any healthcare treatment, such as using a cane or walker, having your blood pressure checked, or having regular vision or hearing test?)	No	Yes
Patient discussion (Have you ever talking with a doctor, nurse, or other healthcare provider about leaking of urine?)	No	Yes
Patient discussion (Did your doctor, nurse, or other healthcare provider talk to you about ways to control or manage leakage of urine?)	No	Yes
Patient discussion (Did your doctor or other healthcare provider advise you to start, increase, or maintain your level of exercise or physical activity?)	No	Yes
Patient discussion (Has your doctor or other healthcare provider talked to you about your mental or emotional health or things like feelings of stress, depression, or anxiety?)	No	Yes