



HEDIS at a Glance:

Understanding the Substance Use Disorder Behavioral Health Measures

Tami Brown, MS, LPC, LSSGB

Senior Behavioral Health Program Manager,

MED-Medical Affairs

Pronouns: She/Her/Hers

© 2023 Peach State Health Plan. All rights reserved. PSHP_040623_0187, AMB23-GA-HP-00085

Peach State Health Plan, Wellcare, and Ambetter are affiliated products serving Medicaid, Medicare, and Health Insurance Marketplace members, respectively.


The information presented here is representative of our network of products. If you have any questions, please contact Provider Relations.

Training Overview

Mission:

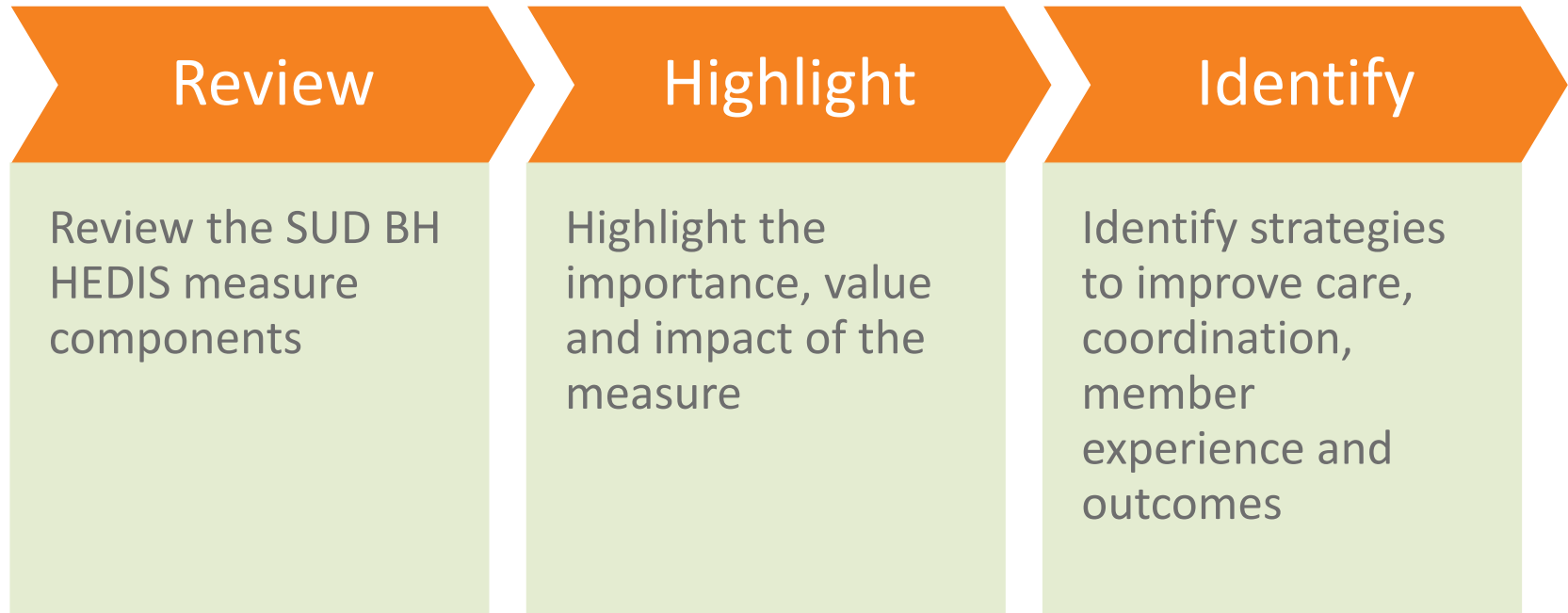
Peach State Health Plan is developing, promoting and delivering an array of comprehensive, innovative, diverse, and high-quality learning experiences in support of our commitment to promote and foster individual and organizational effectiveness by leveraging technology resources and tools to improve and enhance workflow efficiency, and creating an environment that values development, diversity and growth opportunities for our providers.

Purpose:



To recognize the components, value and impact of the SUD BH measures and share strategies to optimize care for our members.

Learning Objectives:



What is HEDIS®?

Healthcare Effectiveness Data and Information Set

A set of standardized performance measures designed by the National Committee for Quality Assurance (NCQA)

One of health care's most widely used performance improvement tools

Helps to identify gaps in care and develop programs to improve quality and health outcomes

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA, n.d.b.)

**Strategies to Improve Initiation and Engagement,
Follow-Up After Emergency Department or High
Intensity Care for Substance Use Disorders:**

*Optimizing the Impact of the Behavioral Health IET,
FUA, and FUI HEDIS® Measures*

The Importance of Substance Use Disorder (SUD) Treatment

To help stop or reduce harmful substance misuse

Improve overall health, functioning and manage risk for potential relapse

Increases productivity, health, and overall quality of an individual's life

Positive economic impact

(Substance Abuse and Mental Health Service Administration, 2016)

Initiation and Engagement of Substance Use Disorder (SUD) Treatment (IET)

Measure Components

- Ages 13 years and older
- Received a new SUD episode/diagnosis from any provider, including medical.
- Initiation of SUD treatment and ongoing Engagement of SUD treatment rates are reported.

Meeting the Measure Initiation of SUD Treatment:

- When the member initiates an SUD visit or medication dispensing event within **14-days** of the SUD episode date.

Meeting the Measure Engagement of SUD Treatment:

- When the member engages in at least two (any combination of) SUD visits or medication treatment events on the day after the initiation encounter through **34-days** after.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA, n.d.c.)

Important Measure Reminders

Any provider (Medical or BH) can put the member into the measure

A new SUD episode triggers the initiation phase, member must attend a visit or medication event for SUD within 14 days

- From the OP Service Date
- From the IP Discharge Date

Measurement period: November 15th previous year - November 14th current year

- Alcohol use disorder
- Opioid use disorder
- Other substance use disorder

Approved Visits for IET

The visit(s) must include a diagnosis of Alcohol Use Disorder, Opioid Use Disorder, or Other Substance Use Disorder

- Acute and nonacute Inpatient
- Telehealth, Telephone, or Virtual visit
- Outpatient Visit
- An Observation visit
- Intensive outpatient encounter or Partial hospitalization
- Non-Residential SUD facility
- Community Mental Health Center visit
- Opioid Treatment
- Substance Use service
- Medication Assisted Treatment for Alcohol or Opioid



HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA, n.d.c.)

Follow-Up After Emergency Department (ED) Visit for Substance Use (FUA)

FUA Measure Components:

- Ages 13 years and older
- Emergency department visit with a principal diagnosis of Substance Use Disorder (SUD) or drug overdose
- 7 day and 30 day follow up visits

Intent:

- To ensure care coordination for members who are discharged from the ED following high-risk substance use events, since those individuals may be particularly vulnerable to losing contact with the health care system.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

Approved Follow-Up Visits to Close the FUA Gap

A follow up visit or pharmacotherapy dispensing event with a principal diagnosis of SUD or a visit with an approved mental health provider

- Telehealth, Telephone, or Virtual visit
- Outpatient Visit
- An Observation visit
- Intensive outpatient encounter or Partial hospitalization
- Non-Residential SUD facility
- Peer Support
- Community Mental Health Center visit
- Opioid Treatment
- Substance Use service or behavioral health screening
- Medication Assisted Treatment for Alcohol or Opioid

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

Follow-Up After High Intensity Care for Substance Use Disorder (FUI)

Measure Components

- Ages 13 years and older
- Acute Inpatient, Residential or Withdrawal Management (Detox) episodes for a principal diagnosis of SUD
- 7-day and 30-day follow-up visit rates are reported

Meeting the Measure

- When the member attends a 7-day visit or pharmacotherapy dispensing event, with any practitioner for a principal diagnosis of SUD, the 30-day visit is also met.
- The visit must occur after the SUD episode discharge or transfer date.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA, n.d.a)

Approved Follow-Up Visits to Close the FUI Gap

A follow up visit or medication dispensing event with any practitioner for a principal diagnosis of Substance Use Disorder

- Acute and nonacute (BH) Inpatient
- Telehealth, Telephone, or Virtual visit
- Outpatient Visit
- An Observation visit
- Intensive outpatient encounter or Partial hospitalization
- Non-Residential SUD facility
- Residential Treatment Center
- Community Mental Health Center visit
- Opioid Treatment
- Substance Use service
- Medication Assisted Treatment for Alcohol or Opioid

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

Strategies to Impact Substance Use Disorder Treatment

Express empathy and engage the patient and guardian;

- Encourage questions
- Assess willingness to change
- Validate concerns
- Educate on relapse prevention and treatment options
- Ask for signed release of information forms

Strategies to Impact Follow-Up Care for SUD

Encourage
Providers
and staff
to:

Offer telehealth and phone visits.

Schedule the first visit within 7 days.

Code substance related diagnoses and visits correctly on claims.

Partner with the health plan and assess for peer support and care management referrals.

Coordinate care between physical and mental health providers.



Tools, Trainings, & Resources

Behavioral Health HEDIS PowerPoint Microlearnings

Providers > Provider Resources > Behavioral Health > Training & Education

Purpose: The purpose of the trainings are for medical and behavioral health providers to recognize the intent of the Behavioral Health HEDIS measures and share strategies to impact quality care and outcomes for our members.

Target audience: Medical and behavioral health providers, including licensed and unlicensed health care professionals and office staff.

Duration: 8 – 10 minutes each

[Antidepressant Medication Management and Antipsychotic Medication Adherence: Optimizing the AMM and SAA HEDIS® Measures](#)

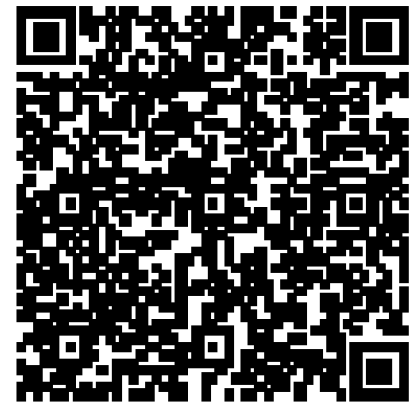
[Follow-Up Care After a Hospital or Emergency Department Visit for Mental Illness: Optimizing the FUH and FUM HEDIS® Measures](#)

[Initiation and Engagement, Follow-Up After Emergency Department or High Intensity Care for Substance Use Disorders: Optimizing the IET, FUA, and FUI HEDIS® measures](#)

[Strategies to Improve Cardiovascular, Diabetes, and Metabolic Monitoring: APM, SSD, SMC, and SMD HEDIS® Measures](#)

[Optimizing the Impact of the ADD and APP HEDIS® Measures](#)

Initiation and Engagement, Follow-Up
After Emergency Department or High
Intensity Care for Substance Use Disor-
ders: Optimizing the IET, FUA, and FUI
HEDIS® measures



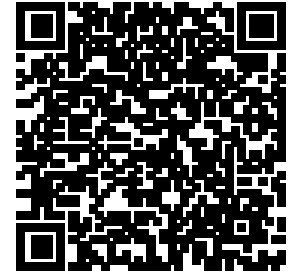
HEDIS® Measurement Year 2024 AT-A-GLANCE

Behavioral Health Measures

We value everything you do to deliver quality care for our members – your patients – and to make sure they have a positive healthcare experience. There are several behavioral health measures that providers can directly impact related to follow-up care for mental illness or substance use disorders, medication adherence, and metabolic monitoring.

That's why we've created this easy-to-use, informative HEDIS® At-A-Glance Toolkit. It gives you the tools you need to meet, document and code HEDIS® measures. Together, we can provide the care and services our members need to stay healthy and improve quality scores and Star Ratings.

To access the toolkit, scan here





The Role of the Provider

The Role of the Provider in HEDIS®

- Demonstrate commitment to quality care and improved patient outcomes
- Know the BH HEDIS® measure requirements and provide appropriate care or referrals within the designated timeframes
- Accurately code all claims and document clearly ALL services provided
- Collaborate with the health plan for effective programs and interventions
- Play an active role in coordinating care for our members

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA, n.d.b.)

Learning Objectives Revisited:

Review

- Review the BH HEDIS measure components

Highlight

- Highlight the importance, value and impact of the measure

Identify

- Identify strategies to improve care, coordination, member experience and outcomes



Questions?

Thank You!

To access the toolkit, scan here

