

## Clinical Applications - Live Webinar | 2024

### Topics covered:

- Clinical Quality Validation (CQV)
- Risk Condition Validation (RCV)

### Roles & permissions needed:

- ❖ Clinical Risk and Quality role

Your organization's Availity administrator can assign you this role. To find out who your administrator is, from your Availity Essentials home page select:

- **Your Account** at the top then **My Account** from the dropdown.
- Select **Organization(s)** then **Open My Administrators**.

### General tips for using the Risk & Quality applications in Availity Essentials.

- Start at the top of the form and work your way down.
- Use the field level help-icon for specific information.
- Patient measure or potential conditions will vary from patient to patient.
- If the patient on the form is not your patient or is not active at your office, select the 'No, not an active patient in this office' at the top of the form. Complete the Submitter Information section and submit the form.
- Patient Alerts may display on the CQV or RCV form.
- Form statuses include:
  - **New** displays new forms in the work queue from payers.
  - **Pending** displays forms started and saved.
  - Submitted displays forms submitted to the payer and cannot be edited.
  - **Reopened** displays when a provider organization has previously submitted a form and the payer determines that there are still unanswered gaps or risk conditions.
  - **Updated (RCV ONLY)** displays when the payer sends an update (new risk gaps) and the previous form was in Pending status. Note: This status is rarely seen.

## Help & Training

From the Availity Essentials home page, select **Help & Training** then:

**Find Help.** Select the application, or search by keyword(s) or the payer's name for specific content. Locate today's content in Find Help by:

- selecting the Clinical tile or
- typing Clinical Quality Validation or Risk Condition Validation in the search field to open the help file.



**Note:** The list of participating payers for both applications are in the help file

**Get Trained.** Find Courses, sign-up for live webinars, or read forum posts in the Availity Learning Center (ALC). Learn more about RCV in the ALC by completing these courses:



- **CQV Resources:**
  - Clinical Quality Validation (CQV) - Recorded Webinar
  - Clinical Quality Validation (CQV) - Training Demo
  - Clinical Quality Validation (CQV) - Resource
- **RCV Resources:**
  - Risk Condition Validation (RCV) - Recorded Webinar
  - Risk Condition Validation (RCV) - Training Demo
  - Risk Condition Validation (RCV) - Resource

**Availity Support** to access online support tickets and online chat. Or Call 1. 800.AVAILITY (282.4548).



## Clinical Quality Validation (CQV)

CQV is a way for providers to be proactive in their approach by reviewing patient measures or care opportunities prior to a visit with the patient and provide the necessary care/support to the patient based on the identified measures.

The National Committee for Quality Assurance, NCQA, developed a set of health care standards called the Healthcare Effectiveness Data and Information Set, otherwise known as, HEDIS®. HEDIS was developed using data to identify and set specific standards for different health conditions.



### Example:

The HEDIS measure for breast cancer screening, identifies women between the ages of 50-74, should be assessed for breast cancer at least once every two years. HEDIS developed this guideline based upon research and data on risk factors for breast cancer. This guideline is used by the health plans to identify individuals at risk. This same guideline is then used by providers when assessing the patient.

**\*Note:** HEDIS measures are updated regularly; for more information, navigate to the NCQA website.

### CQV form tips:

- The Global Exclusions section is on every CQV form and will only be completed when applicable.
  - **Note:** if a patient meets the Global Exclusions, then the Global Exclusions section, the contact information section, and at least one attachment must be completed, and the form submitted to update the health plan.
- Upload attachments to support patient measures.

## Risk Condition Validation (RCV)

Completing the RCV form proactively assesses members' current conditions; this assessment aims to improve health and provide quality care to the patient(s). The RCV application is a channel of submission for the Continuity of Care (CoC) program. Below are the specifics as it relates to the CoC program.



### Condition Status

There are four condition statuses to choose from when assessing the patient's potential condition(s): *Confirmed*, *Resolved*, *Did not assess*, and *Disagree*.

#### Note:

- The diagnosis listed on the RCV form should match the diagnosis listed on the claim form if the diagnosis was assessed or treated.
- If *Did not assess* is selected, the condition may display in your work queue again in another RCV form to assess and complete.



### Visit Type

There are three visit types to choose from:

1. In-Office, face-to-face
2. Telehealth, audio and video
3. Telehealth, audio only

*Telehealth, audio only* visits are eligible for Medicare.



### Attachment specifics

An attachment is required to submit the RCV form. However, medical record submission is not required for completion of CoC Appointment Agenda. Medical record submission will not impact or earn CoC provider bonus.

## Participating Health Plans

To see the full list of other participating payers, navigate to **Help & Training > Find Help > Clinical** tile. Additional Medicaid plans will be added between now and 2025.

Centene's select health plans are using Availity's Risk and Quality applications to support the following:

- **Clinical Quality Validation** is a channel of submission for the prospective quality programs: P4P and P4Q.
- **Risk Condition Validation** is a channel of submission for our prospective Risk Adjustment Continuity of Care Program (CoC) and an alternative to the traditional Appointment Agenda.