

Premier Eye Care HEDIS® Program

Premier has a full-time HEDIS® program dedicated to achieving 5 STARS for the DRE (Diabetic Retina Exam) measure for contracted health plans. We are your plan's third-party administrator (TPA) vision vendor and provide comprehensive annual eye exams as well as eyeglasses and contact lenses to your membership.

We utilize a multi-pronged approach, which includes the following program elements:

Member Outreach

- Mass Mailings – Our HEDIS® Team mails a customized quarterly reminder letter to non-compliant members based on their previous eye exam history
- Inbound Calls – Our dedicated HEDIS® Team and phone queue assist members with finding a nearby provider
- Outbound Calls – Our HEDIS® Team makes outbound telephone calls (English, Spanish) to non-compliant members
- Member Scheduling – Our HEDIS® Team facilitates three-way calls with members and eye care provider offices to help members schedule appointments

PCP Outreach & Reporting

- Partner with Primary Care Physicians (PCP) on our outreach efforts
- Provide real time training, feedback, and updates to PCPs via our web portal or alternatively through the fax or e-mail.
- A dedicated HEDIS® phone queue for providers
- Provide access to and training on using Premier's innovative HEDIS® Web Portal

HEDIS® Web Portal

- Premier's HEDIS® Program offers a secure on-line HEDIS® web portal for our health plans and PCPs to track their DRE screening rates.
- The HEDIS® web portal uses real-time claims and encounter data to calculate the PCPs STAR rating
- Each PCP can easily view how many screenings are required to reach the next STAR. Projected STAR ratings are calculated and updated daily
- Includes tracking information on every letter, call and attempt made to schedule members for their visits.

Tele-Screen Program

- Premier lends a handheld/light weight retinal camera to PCPs offices at no costs to screen members who have not visited an eye care provider for their dilated retina exam
- Premier's retinal camera loaner program does not require a dilated pupil for retinal imaging
- PCPs who have their own retinal cameras are able to submit images to Premier via the HEDIS® web portal for interpretation for presence or absence of Diabetic Retinopathy

Questions about the program? Contact us at **855.353.4910 Option 2** to speak to a HEDIS® specialist or Email HedisTeam@premiereyecare.net