



Mississippi | Winter 2019

# practice**matters**



## For More Information

Call our Provider Services Center at **800-557-9933**

Visit **[UHCommunityPlan.com](http://UHCommunityPlan.com)**

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Important information for health care professionals and facilities

## A Reminder about Our Satisfaction Survey

Physician Satisfaction Survey invitations have been faxed to a random sample of physicians. Please complete the survey if you receive a request as your voice is important to our continued improvement. Each year, we ask for your participation in the survey, which provides insights about your experiences working with UnitedHealthcare and assists us to help improve coordination of care.

## Access and Availability Standards

As a reminder, primary care providers (PCPs) and obstetricians must be available to members by phone 24 hours a day, seven days a week or have arrangements for telephone coverage by another UnitedHealthcare participating PCP or obstetrician. Any coverage arrangements that deviate from this requirement must be approved by a UnitedHealthcare medical director or physician reviewer.

### Standards for Timely Appointment Scheduling

Emergency Care:

- Member should be seen immediately upon presentation at a service delivery site.

Primary Care:

- Urgent, symptomatic office visits must be available from the member's PCP or another care provider within 24 hours. This would involve the presentation of medical symptoms that require immediate attention but are not life-threatening.
- Routine office visits or non-urgent, symptomatic visits must be available from the PCP or another care provider within seven calendar days. A non-urgent, symptomatic office visit would involve medical symptoms that don't require immediate attention.



- Non-symptomatic office visits must be available from the member's PCP or another care provider within 30 calendar days. This type of visit could include wellness and preventive care such as physical examinations, annual gynecological examinations, child and adult immunizations or other services.

Specialty Care:

- Specialists and specialty clinics should arrange appointments within 45 days.

### Behavioral Health (Mental Health and Substance Abuse)

Behavioral health care providers should arrange appointments for:

- Emergency care (non-dangerous to self or others) immediately upon presentation
- Urgent problems within 24 hours of the member's request
- Post-discharge from an acute psychiatric hospital within seven days
- Routine non-urgent issues within 21 days of the member's request

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## Important information for health care professionals and facilities

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UnitedHealthcare Community Plan tracks and follows up on all instances of PCP or obstetrician unavailability. Periodic surveys are conducted to monitor appointment availability times and 24/7 after-hours access. PCPs and obstetricians are required to participate in all activities related to these surveys.

### Encourage Members to Get the Annual Flu Shot

Please encourage members without contraindications, who are ages 6 months and older, to get their annual flu shot this year. To support this effort, please consider the implementation of the following practices:

- Establish standing orders for the vaccine.
- Tell members about the importance of receiving the vaccine and address any barriers.
- Remind your staff about the importance of vaccination and encourage them to get vaccinated.
- Establish a walk-in policy for flu vaccination or flu vaccine clinic hours.

### Antidepressant Medication Management

We want to spread the word and increase awareness of this measure. The following information will be distributed to care providers.

#### Understanding HEDIS<sup>®</sup> Measures: Antidepressant Medication Management (AMM)

Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures can help enhance quality of care by identifying ways to support preventive care. By working with UnitedHealthcare on HEDIS<sup>®</sup> medical record collection, your efforts can have a direct impact on better patient outcomes from improved medication adherence and closing clinical care gaps to deeper member engagement with their own well-being.



We realize some of you have questions on specific measures. To help you improve the performance of the AMM measure, we're sharing the following tips and recommendations

#### The HEDIS<sup>®</sup> AMM Measure:

**AMM:** The percentage of members, ages 18 and older, who were treated with antidepressant medication, had a diagnosis of major depression and remained on an antidepressant medication treatment. This measure is strictly related to medication compliance.

Two rates are reported:

- **Effective Acute Phase Treatment:** The percentage of members who remained on an antidepressant medication for at least 84 days or 12 weeks.
- **Effective Continuation Phase Treatment:** The percentage of members who remained on an antidepressant medication for at least 180 days or six months. The clock starts at the earliest prescription-dispensing date for an AMM medication during the intake period.

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**Recommendations for Stronger Performance**

To improve diagnosis and treatment for this measure, please keep these recommendations in mind:

- Use screening tools such as the PHQ-9 to support identification of mild, moderate or severe depression.
- Use objective assessments to identify who would benefit from medication.
- Remember that not all dysphoria is major depression.
- Explore alternative non-pharmaceutical treatments.
- Offer supportive therapy instead of, or in addition to, medication.
- Educate patients about their medications:
  - Help them understand that it may take up to 12 weeks for full medication effectiveness.
  - Emphasize the importance of taking medications for at least six months — even if they feel better.
  - Discuss side effects and the importance of medication adherence.



**Consumer Assessment of Health Providers and Systems Survey Results**

Annually, our members are asked to take a survey to learn more about their level of satisfaction with services received from our care providers and UnitedHealthcare. The Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) survey results we obtain from our members are used to identify our strengths and weaknesses. These results offer an opportunity to identify the key drivers of success and areas for improvement to help increase member satisfaction.

The following survey results show areas where UnitedHealthcare improved or remained the same:

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**Important information for health care professionals and facilities**

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MSCAN Adult	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Rating Personal Doctor	Rating of Specialist	Rating All Health Care	Rating of Health Plan
2019	83.45	86.93	92.55	*NA	87.01	83.46	74.17	79.04
2018	85.35	87.25	93.98	88.77	87.37	79.17	74.48	81.69
2017	82.33	82.22	92.76	91.22	86.83	85.23	77.04	79.02

MSCAN Child	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Rating Personal Doctor	Rating of Specialist	Rating All Health Care	Rating of Health Plan
2019	86.11	93.35	95.71	*NA	92.36	*NA	88.55	90.10
2018	90.07	92.58	94.98	*NA	91.49	*NA	87.54	87.06
2017	88.66	90.20	91.99	88.02	88.71	*NA	84.69	84.93

CHILD	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Rating Personal Doctor	Rating of Specialist	Rating All Health Care	Rating of Health Plan
2019	91.65	95.92	96.77	90.62	94.26	*NA	90.14	89.67
2018	93.43	96.42	97.18	93.23	93.41	89.38	92.46	89.46
2017	87.47	95.12	95.90	90.04	92.35	95.90	91.04	86.75

\*NA = NCQA will assign a measure result of NA because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

UnitedHealthcare will continue to work with our care providers to meet the needs of our members.

Important information for health care professionals and facilities

## Benefit Enhancements for Mississippi Dual Special Needs Plan

In addition to expanding the UnitedHealthcare Dual Complete plan coverage area to include members in 24 new counties, the following improvements were made to the Dual Special Needs Plan (DSNP) in Mississippi for 2020.

### New or Enhanced Benefits for 2020:

- **Dental:** Annual exam and \$3,000 in credits for dental care including dentures, root canals, bridges and more. *This is an increase of \$500 in credits and additional procedures covered.*
- **Hearing:** Annual exam and \$1,100 credit every two years for hearing devices. *This is an increase of \$100 in credits every two years.*
- **Over-the-Counter (OTC) Debit Card:** UnitedHealthcare will provide \$235 quarterly/\$940 annually in OTC product credits. Members will have the option of using a debit card at their local Walmart, online at [HealthyBenefitsPlus.com/HWPCard](https://HealthyBenefitsPlus.com/HWPCard) or by phone. *This is an increase of \$140 in credits plus additional retail locations at which to redeem credits.*
- **Virtual Medical Visits:** Available to members 24 hours a day, seven days a week through live video chats with a doctor via computer, tablet or smartphone. *New benefit!*
- **Vision:** Annual exam and \$300 in credits every year for eyewear. *This is an increase of \$50 in credits.*

### Members will also have the following additional benefits:

- Personal emergency response system
- Routine chiropractic care
- Foot care
- NurseLine
- Transportation
- Post-discharge meal program benefits



If you would like to learn more about the UnitedHealthcare Dual Complete plan, please visit [UHCprovider.com/MScommunityplan](https://UHCprovider.com/MScommunityplan) or contact your Provider Advocate.



### Where can members get more information?



Prospective DSNP members can call **855-332-0756**, TTY **711**, 8 a.m. to 8 p.m., seven days a week. Current members can call **844-368-6883**, TTY **711**, 8 a.m. to 8 p.m., seven days a week. Members can also visit the **UnitedHealthcare Community Plan of Mississippi Dual Complete Plan** for more information.



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