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Behavioral Health Toolkit for Care Providers

The Behavioral Health Toolkit for Medical Providers on the Provider Express website contains Psych Hub video resources for assessing patient mental health needs. Video topics include: depression, suicide, opioids, referrals, treatment plans, panic disorder, bipolar disorder, anxiety disorders and cultural awareness.

The PHQ-9 screening tool and instruction manual are available online at providerexpress.com > Clinical Resources > Clinical Tools and Quality Initiatives > Major Depression.

After screening, if a patient is diagnosed and prescribed medication, as appropriate:

• Encourage them to attend psychotherapy so they can better understand depression is a serious medical concern.
• Make sure they know it can take several months for antidepressant medication to be effective.
• Remind them to continue their medication for at least six months – even after they feel better.
• Consider referring patients with complex conditions to a psychiatrist.

Resources

• More tools and information about behavioral health issues are available at providerexpress.com > Clinical Resources > Behavioral Health Toolkit for Medical Providers.
• Patient education information is available at liveandworkwell.com, using access code “clinician.” See “Mind & Body” at the top, and then scroll down to find the links to topics.

Antidepressant Medication Management

We appreciate you screening your patients for depression. The American Psychiatric Association and Substance Abuse and Mental Health Services Administration recommend that patients complete the Patient Health Questionnaire (PHQ-9) screening tool annually.

How You Can Help

Please screen patients and follow the instructions for diagnosis and treatment for depression, especially before prescribing medication. The PHQ-9 instruction manual only includes medication as a proposed treatment for scores in the moderate to severe range (scores above 10).
Alcohol and Other Drug Dependence: Initiation and Engagement in Treatment

We appreciate your taking an active role in screening patients ages 13 and older for substance abuse disorder (SUD). The National Institute on Drug Abuse and the Substance Abuse and Mental Health Services Administration recommend following the Screening, Brief Intervention and Referral to Treatment (SBIRT) guideline at samsha.gov/sbirt.

How You Can Help

It's essential for patients with a SUD to attend treatment with a substance abuse provider within 14 days of diagnosis.

You also can provide support by:

• Encouraging patients to accept their treatment plan.
• Anticipating resistance and having ideas to overcome it.
• Helping them identify challenges to receiving care.
• Asking them to engage their family for support.
• Following up regularly to make sure they're staying on track.

Screening tools are available at providerexpress.com > Clinical Resources > Clinical Tools and Quality Initiatives > Alcohol or Other Drug Disorders. They include:

• AUDIT – Alcohol Use Disorders Identification Test
• AUDIT-C – A three-item brief alcohol screen
• APA DSM-5 – Adult substance use questionnaire
• CAGE-AID – Adult alcohol and drug use questionnaire
• CRAFFT – Adolescent alcohol and drug use questionnaire

Resources

• More tools and information about behavioral health issues are available on providerexpress.com > Clinical Resources > Behavioral Health Toolkit for Medical Providers.
• Patient education information is available at liveandworkwell.com, using access code "clinician". See "Mind & Body" at the top, and then scroll down to find the links to topics.

Connect Members to a Substance Abuse Professional

You can request coordination of care and identify substance abuse professionals for members by calling the number on the back of the member’s health plan ID card or searching liveandworkwell.com.

Best Practices for Children and Adolescents on Antipsychotic Medications

We appreciate your taking an active role in following the best practices for children/adolescents taking antipsychotic medications. Recommendations are based on the American Academy for Child and Adolescent Psychiatry (AACAP) and the American Psychiatric Association and the National Committee for Quality Assurance Healthcare Effectiveness Data and Information Set (HEDIS®) specification.

How You Can Help

Make sure children and adolescents received a psychosocial care appointment at least 90 days before prescribing medication or within 30 days of starting an initial prescription if there is an urgent need for medication.
Examples of psychosocial care include:

- Behavioral Health Services – individual and group psychotherapy
- Crisis intervention services
- Peer services
- Partial hospitalization
- Activity therapy – music, art or play therapy not for recreation
- Training and educational services related to care/treatment

Psychosocial care is recommended for children and adolescents prescribed antipsychotic medication to treat these conditions:

- Autism spectrum disorders
- Attention-deficit/hyperactivity disorder (ADHD)
- Conduct related symptoms
- Schizophrenia
- Tourette’s syndrome

Resources

- More tools and information about behavioral health issues are available at [providerexpress.com](http://providerexpress.com) > Clinical Resources > Behavioral Health Toolkit for Medical Providers.
- Patient education information is available on [liveandworkwell.com](http://liveandworkwell.com) using access code “clinician”. See “Mind & Body” at the top, and then scroll down to find the links to topics.

Connect Members to a Mental Health Professional

You can request coordination of care and identify mental health professionals for members by calling the number on the back of the member’s health plan ID card or searching liveandworkwell.com.

Breast Cancer Screening – We Need Your Help

The Breast Cancer Screening HEDIS® measure includes female members ages 50–74 who had a mammogram screening from Oct. 1, two years prior to the measurement year, through Dec. 31 of the measurement year.

UnitedHealthcare Community Plan of Rhode Island conducted an analysis on this screening as the rate fell below the benchmark. The analysis of this measure revealed:

- Washington County residents and younger women had the lowest screening rates.
- Practitioners are ordering the screening, but members are not following through with the order.
Important information for health care professionals and facilities

What You Can Do To Help

• Encourage your patients to follow through with the screening appointment.
• Consider acceptable types and methods, including screening, diagnostic, film, digital or digital breast tomosynthesis.
  Reminders about medical record documentation:
  ◦ When documenting a mammogram in a member’s history, list the month and year.
  ◦ The result is not required.

HEDIS® Quality Update

The Healthcare Effectiveness Data and Information Set (HEDIS®) 2019 collection process is complete for calendar year 2018. Thank you for your continued assistance and partnership throughout the medical record collection process. The information we collected was related to these quality measures:

• Adolescent and child well care visits
• Adult BMI Assessment
• Cervical cancer screening
• Childhood immunization status
• Comprehensive diabetes care
• Controlling high blood pressure
• Developmental screening for first three years of life
• Immunizations for adolescents
• Lead Screening in children
• Prenatal and postpartum care
• Weight assessment and counseling for nutrition and physical activity for children and adolescents

There was improvement in several quality measures in 2019, including:

<table>
<thead>
<tr>
<th>Measure</th>
<th>HEDIS® 2018 Rate</th>
<th>HEDIS® 2019 Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antidepressant Medication Management (Acute Phase)</td>
<td>51.24%</td>
<td>55.15%</td>
</tr>
<tr>
<td>Antidepressant Medication Management (Continuation Phase)</td>
<td>37.58%</td>
<td>40.55%</td>
</tr>
<tr>
<td>Appropriate Treatment for Children with Upper Respiratory Infection</td>
<td>93.73%</td>
<td>95.29%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure</td>
<td>69.59%</td>
<td>71.29%</td>
</tr>
<tr>
<td>Follow-up for Children Prescribed ADHD Medication (Initiation Phase)</td>
<td>47.61%</td>
<td>51.69%</td>
</tr>
<tr>
<td>Medication Management for People with Asthma (75% Compliance)</td>
<td>43.06%</td>
<td>45.55%</td>
</tr>
<tr>
<td>Statin Therapy for Patients with Diabetes (Received Statin Therapy)</td>
<td>64.22%</td>
<td>65.25%</td>
</tr>
</tbody>
</table>

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Important information for health care professionals and facilities

We declined in performance in some areas, including:

<table>
<thead>
<tr>
<th>Measure</th>
<th>HEDIS® 2018 Rate</th>
<th>HEDIS® 2019 Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prenatal and Postpartum Care (Postpartum)</td>
<td>76.16%</td>
<td>71.53%</td>
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<tr>
<td>Childhood Immunization Status (Combination 10)</td>
<td>58.88%</td>
<td>54.99%</td>
</tr>
<tr>
<td>Comprehensive Diabetes Care (Eye Exam)</td>
<td>73.72%</td>
<td>66.42%</td>
</tr>
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</table>

We look forward to working with you during the HEDIS® 2020 medical record collection process and appreciate your time and cooperation throughout the data collection season.
Important information for health care professionals and facilities

Lead Screening for Children – We Need Your Help

The Lead Screening in Children HEDIS® measure includes the percentage of children age 2 who had one or more capillary or venous lead blood test for lead poisoning on or by their second birthday.

UnitedHealthcare Community Plan of Rhode Island conducted an analysis on this screening as the rate fell below the benchmark. The analysis revealed:

- Washington County had the highest rates of children at risk for lead poisoning. But this is primarily due to the lack of screening. For children who were screened, blood lead levels were lower than children in other counties.
- High-performing offices conduct lead screenings in their office, resulting in higher compliance.
- Low-performing offices had practitioners order the tests; however, members did not follow through with the order.

What You Can Do To Help

- Encourage parents and guardians to follow up with lead screening appointments.
- Encourage parents and guardians to report housing issues to their city or town building officials.
- Use KIDSNET to determine which of your patients is due for screenings for lead poisoning.
- Provide parents and guardians with lead educational materials, available at health.ri.gov/healthrisks/poisoning/lead/for/parents/.

Reminders for medical record documentation include having:

- A note indicating the date the test was performed
- The result or finding

CAHPS Survey Shows Increased Member Satisfaction

Overall, our members remain satisfied with their service and care, according to our annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey. Members reported increased satisfaction with ease of getting care, tests or treatment and rating of health care overall.

The survey assesses member satisfaction with the health plan, their primary care physician, the specialist they visit most often and other components of the health care delivery system. It’s conducted in accordance with accreditation standards set by the National Committee for Quality Assurance (NCQA) and the contractual expectations of the Rhode Island Executive Office of Health and Human Services.

Between February 2019 and May 2019, we sent 2,310 surveys to members using the 2019 Child CAHPS 5.0H questionnaire. The response rate was 10.71%. Some highlights from the survey include:

<table>
<thead>
<tr>
<th>Question Topic</th>
<th>Improvement Percentage</th>
<th>2019 Result</th>
<th>2018 Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of getting care, tests or treatment</td>
<td>1.36%</td>
<td>94.22%</td>
<td>92.86%</td>
</tr>
<tr>
<td>Rating of health care</td>
<td>1.97%</td>
<td>90.17%</td>
<td>88.05%</td>
</tr>
</tbody>
</table>

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Important information for health care professionals and facilities

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The survey has helped us to identify areas where we can focus to improve outcomes, including member customer service, rating of specialists and health promotion and education.

As a care provider, you can take steps to help improve a patient's experience. CAHPS resources are available online at UHCprovider.com/content/dam/provider/docs/public/reports/path/CAHPS-Overview.pdf.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Maternity Support for UnitedHealthcare Community Plan Members

Our maternity programs provide UnitedHealthcare Community Plan members with education, resources and individualized support to help them focus on a healthy pregnancy and birth. These programs are available to members at no extra cost. Incentives may be available for members who participate in the programs.

Visit UHCProvider.com/maternity to learn more.
Practice Matters is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.