

Practice Assist Overview

Manage patient care opportunities, medication adherence and hospital measures online, in real time

Practice Assist is a convenient online tool that helps you identify and address open care opportunities for your patients who are UnitedHealthcare® Medicare Advantage plan members. It can help make it easier for you to meet quality standards for Healthcare Effectiveness Data and Information Set (HEDIS®) and Centers for Medicare & Medicaid Services (CMS) measures as well as helping keep your patients on target with their medications, screenings and tests and your treatment plan.

Here are 3 steps to help you get the most out of Practice Assist



Step 1: Sign into Practice Assist every day

Start by visiting UHCprovider.com and use your One Healthcare ID to sign in. Once you're logged in, you'll be able to review member open care opportunities for Part C and Part D measures. If you don't have access, please contact your UnitedHealthcare representative to get started.



Step 2: Manage open care opportunities, medication adherence, hospital events and suspect conditions

Practice Assist data is updated daily so you have insight into which of your patients need outreach. The following instructions will help you know where to find the information you need within the tool, and how to complete any required actions.

CMS Part C measures

- From the Practice Assist homepage, click on **Quality**
- If you see an open care opportunity, contact your patient to make an appointment and complete follow-up care as necessary
 - If you've already addressed a care opportunity, you can create an electronic file of the patient's medical record and upload it within the tool. You can also upload your progress notes or other supporting documentation.
 - The tool supports multiple file types such as XML files and PDFs
- Check for open care opportunities tied to the medication reconciliation post-discharge (MRP) quality measure
 - To help with MRP completion, filter by all patients who have a discharge summary available
 - Upload documentation to show that a patient's MRP is complete if you didn't submit the appropriate CPT® Category II code on your claim submission

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CMS Part D measures

- From the tool's homepage, click on **Medication Adherence**
- Review timely alerts for patients who may be at risk for non-adherence to their diabetes, hypertension (RAS antagonists) or cholesterol (statin) medications
 - View medication adherence by patient, prioritized by who needs attention first. The information is based on daily pharmacy claims data and includes alerts for patients who are due or past due for a medication refill and those who may be a candidate for a 90-day medication supply.
- Check for open care opportunities tied to these quality measures:
 - Medication therapy management program completion rate for comprehensive medication reviews (CMR)
 - Statin therapy for patients with cardiovascular disease (SPC)
 - Statin use in persons with diabetes (SUPD)

Hospital Events

- From the Practice Assist homepage, click on **Hospital Events** to open your dashboard
- Review a list of your patients who were admitted to or discharged from an inpatient stay at a hospital
 - You can filter by admitted patients, discharged patients or inactive patients

Suspect Conditions

- From the tool's homepage, click on **Suspect**
- The tool shows a list of suspect medical conditions by patient so you can see who may have a health concern that needs to be assessed
- To help assess suspect conditions, filter your list based on upcoming appointments for the week
- Download the "Patient Profile" for those patients with upcoming appointments



Step 3: Create an action plan to use Practice Assist regularly

We want Practice Assist to be an effective and useful tool for your practice. The following tips can help you get the most out of the data we provide every day.

- Identify someone in your office to be the point person for checking Practice Assist daily
- Create action plans for patients who need outreach and/or intervention
- Use the export function within the tool to download a list of patients with open care opportunities and/or hospital event data
- Contact your UnitedHealthcare representative any time you have questions about Practice Assist or need help or extra training on the tool

Contact us to learn more

For more information about how our programs can help support your patients who are UnitedHealthcare plan members, please contact your UnitedHealthcare representative. Thank you.



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