

Overview of HEDIS® and Star Ratings Measures Support

Following are examples of NCQA HEDIS measures and CMS Stars measures that Carenet Health can help your plan address through targeted and proven engagement strategies. This is not meant to be a complete list of measures or engagement strategies. Measures are routinely temporarily or permanently removed or added; changes happen frequently. Please see [ncqa.org](https://www.ncqa.org) and [medicare.gov](https://www.medicare.gov) for complete measures lists and definitions, and speak to a Carenet representative to discuss specific program needs. Carenet Health can also assist commercial plans, accountable care organizations and other risk-based health organizations with their gap-closing strategies.

NEW!

Patented Technology to Help You Close More Gaps in Care and Streamline Care Access

Carenet Health has acquired digital innovator OpenMed and its SaaS-based, programmatic access-to-care platform—allowing us to harness the power of the patient/provider relationship to drive positive action and behaviors.

- Includes a proprietary network that can access every provider in the nation—5.5 million of them
- Leverages groundbreaking appointment-setting technology that requires no EMR integration
- Offers communication via the channel of choice for members and physicians, and engages both members and physicians toward next action
- Delivers payer-provider collaboration with true endpoints, while preserving continuity of care
- Reduces costs of closing care gaps thanks to a tech-first approach to engagement

Plan pain point	HEDIS	Stars	Strategies to consider
Pneumococcal Vaccination for Older Adults	●	★	OUTREACH Carenet Health can initiate a live-only or multi-channel outbound campaign to identify a provider for the member and schedule a vaccination appointment, with additional follow-up to ensure appointment was completed. Our engagement (and clinical teams if needed) can also be deployed to offer member education on the benefits of the vaccine and address member questions.
Medication Reconciliation Post-Discharge	●	★	OUTREACH: Post-Discharge Support The flexibility in our processes and technology allows Carenet to offer a post-discharge program with multiple protocols to reduce readmissions. This strategy consists of one outbound call after a patient has been discharged from the hospital, plus an IVR call campaign. Mobile/text messaging can also be used. Elements of the program include: <ul style="list-style-type: none"> • Review and understanding of discharge instructions • Review prescription and non-prescription medications, including vitamins, herbal remedies and other supplements • Confirm follow-up appointments have been made and/or schedule appointments and verify appointment is kept • Provide information or education on plan resources and referrals

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Plan pain point	HEDIS	Stars	Strategies to consider
Medication Reconciliation Post-Discharge (continued)	●	★	<p>OUTREACH: Medication Adherence</p> <p>Carenet's Medication Adherence approach is designed to identify, understand and overcome barriers to complying with medication regimens. By utilizing a team of highly trained engagement specialists, we can uncover root causes of non-adherence, work with each person to develop an individualized plan and motivate them to stay compliant over time. Elements of the program include:</p> <ul style="list-style-type: none"> • Providing medication and condition-specific education to address specific barriers • Offering tips and recommendations for remembering to take and fill medication(s) as prescribed • Providing benefit information and guidance regarding cost-saving and convenience opportunities, such as presorted packets of medications, shipping and delivery, and formulary options • Coordinating an appointment with the member's physician through a three-way conference call • Coordinating calls with the member's pharmacy as needed • Making follow-up calls within three weeks to ensure that the medication adherence issues were addressed with a physician and that a positive outcome was reached
CAHPS Survey	●	★	<p>OUTREACH</p> <p>Your members are more likely to recall one lackluster interaction over the hundreds of positive ones they have with you, which can put a major dent in your CAHPS scores. To help raise satisfaction among members, our engagement specialists will conduct a pre-CAHPS survey. The outreach can be multichannel, including phone, email, SMS/text, IVR or any combination engagement specialists will conduct a pre-CAHPS survey. The feedback helps pinpoint areas requiring refinement, so you can make improvements. This conversation also provides an opportunity to:</p> <ul style="list-style-type: none"> • Help members with closing HEDIS gaps • Remind members to get immunizations • Strengthen member loyalty prior to annual re-enrollment • Proactively resolve dissatisfiers

Plan pain point	HEDIS	Stars	Strategies to consider
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Prevention and Screening Measures

- Breast Cancer Screening
- Colorectal Screening
- Annual Wellness/PCP Visit
- Flu Immunizations

OUTREACH

We suggest an individualized, persistent, multi-touch strategy that includes the following:

- Flexible and focused program design targeting multiple gaps on a single interaction with members
- Identify and coordinate with multiple providers to schedule appointments for members with an additional follow-up call to ensure appointment or screening was completed
- Explain screening procedures while identifying and addressing barriers and misconceptions expressed by members
- Capture status outcomes for each measure addressed by preventive screenings already scheduled or completed
- Multiple outreach strategies such as IVR, one-way and two-way texting, and blending live agent outbound and inbound capabilities to increase overall reach and participation

Diabetes Measures

- HgbA1C
- Eye Exam
- Medical Attention for Nephropathy

OUTREACH

Carenet can initiate an outbound campaign to identify a provider and schedule an appointment with additional follow-up to ensure the appointment was completed. Other differentiators of our outreach programs include:

- The Carenet team leverages in-depth sensitivity training and cultural diversity training and is highly skilled in motivational interviewing, engagement techniques and influencing consumer behavior. Our skilled engagement specialists can coax vital information from members that enables us to more effectively identify and address compliance barriers and drive positive behavior change. Taking this critical step to get members fully onboard before assisting them with care coordination decreases the likelihood of noncompliance.
- After achieving member buy-in, the Carenet team can coordinate in-home tests, screenings and follow-ups for those with unique needs or challenges

All Carenet strategies are rooted in our proprietary Intelligent Engagement® approach, consisting of 20+ elements. Ask us for details.

Plan pain point	HEDIS	Stars	Strategies to consider
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Controlling High Blood Pressure	●	★	<p>OUTREACH</p> <p>Carenet can initiate an outbound campaign to identify a provider and schedule an appointment with additional follow-up to ensure the appointment was completed. Other elements of our interactions can include disease and care management support including education, available plan resources and programs, appropriate monitoring and test compliance.</p> <p>Carenet can also help with remote monitoring in areas such as adoption, activation, support and ongoing follow-up.</p>
Osteoporosis Management for Women	●	★	<p>OUTREACH</p> <p>Carenet can implement an outbound campaign to identify a provider and schedule an appointment with additional follow-up to ensure the appointment was completed. Other elements of our interactions can include assisting members with disease and care management support, including education, available plan resources and programs, appropriate monitoring and test compliance.</p>
<p>Medication Adherence</p> <ul style="list-style-type: none"> • Diabetes • Hypertension • Cholesterol 	●	★	<p>OUTREACH: Post-Discharge Support</p> <p>The flexibility in our processes and technology allows Carenet to offer a post-discharge program with multiple protocols to reduce readmissions. This strategy consists of one outbound call after a patient has been discharged from the hospital, plus an IVR call campaign. Mobile/text messaging can also be used. Elements of the program include:</p> <ul style="list-style-type: none"> • Review understanding of discharge instructions • Review prescription and non-prescription medications, including vitamins, herbal remedies and supplements • Confirm follow-up appointments have been made and/or schedule appointments and verify each appointment • Provide information or education on plan resources and referrals

Carenet also offers the only integrated Virtual Clinic in the industry—combining 24/7 nurse advice with physician e-consults in one seamless experience.

Plan pain point	HEDIS	Stars	Strategies to consider
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Medication Adherence (continued)



OUTREACH: Medication Adherence

Carenet's Medication Adherence approach is designed to identify, understand and overcome barriers to complying with medication regimens. By utilizing a team of highly trained specialists, we can uncover root causes of non-adherence, work with each person to develop an individualized plan and motivate them to stay compliant over time. Elements of the program include:

- Providing medication and condition-specific education to address specific barriers
- Offering tips and recommendations for remembering to take and fill medication(s) as prescribed
- Providing benefit information and guidance regarding cost-saving and convenience opportunities, such as presorted packets of medications, shipping and delivery, and formulary options
- Coordinating an appointment with the member's physician through a three-way conference call
- Coordinating calls with the member's pharmacy as needed for prescription refills and/or new prescription requests
- Making follow-up calls within three weeks to ensure that the medication adherence issues were addressed with a physician and that a positive outcome was reached
- Deploying refill reminders
- Helping with medication synchronization



Plan All-Cause Readmissions



OUTREACH: Post-Discharge Support

The flexibility in our processes and technology allows Carenet to offer a Post-Discharge program with multiple protocols to reduce readmissions. This strategy consists of one outbound call after a patient has been discharged from the hospital, plus an IVR call campaign. One-way and two-way texting can also be used. Other elements of the program include:

- Identify and resolve barriers to successful recovery
- Review understanding of discharge instructions
- Review prescription and non-prescription medications, including vitamins, herbal remedies and other supplements
- Confirm follow-up appointments have been made and/or schedule appointments and verify each appointment
- Provide information or education on plan and community resources and referrals
- Transfer to pharmacy if member is missing medication(s) and/or needs prescription refill, new prescription or prescription transfers

VIRTUAL CARE

Carenet's Virtual Clinic offering can be used to facilitate important improvement with this measure. Our solution provides virtual access to physicians via telephone or video as an extension of our Nurse Advice Line services. Clinicians consult with members and, if warranted, can e-prescribe medication to the member's preferred pharmacy provider. A copy of the physician's encounter record can be sent to the member's primary care provider upon request.

OUTREACH: Education

Carenet can initiate an outbound campaign to identify a provider and schedule an appointment with additional follow-up to ensure the appointment was completed. Other elements of our interactions can include:

- Carenet will proactively educate the members on how to best utilize their coverage, such as when to call their doctor's office, visit a retail clinic or contact a telemedicine provider versus following their first instinct to head to the emergency department (ED).
- We will also inform them of alternative resources, such as the 24x7 Virtual Clinic or their plan's disease/chronic care management programs.

Plan pain point	HEDIS	Stars	Strategies to consider
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<p>Statin Therapy for Patients with Cardiovascular Disease, Diabetes</p>	<p>●</p>	<p>★</p>	<p>OUTREACH: Medication Adherence</p> <p>Carenet’s Medication Adherence approach is designed to identify, understand and overcome barriers to complying with medication regimens. By utilizing a team of highly trained specialists, we can uncover root causes of non-adherence, work with each person to develop an individualized plan and motivate them to stay compliant over time. Elements of the program include:</p> <ul style="list-style-type: none"> • Providing medication and condition-specific education to address specific barriers • Offering tips and recommendations for remembering to take and fill medication(s) as prescribed • Providing benefit information and guidance regarding cost-saving and convenience opportunities, such as presorted packets of medications, shipping and delivery, and formulary options • Coordinating an appointment with the member’s physician through a three-way conference call • Coordinating calls with the member’s pharmacy as needed • Making follow-up calls within three weeks to ensure that the medication adherence issues were addressed with a physician and that a positive outcome was reached
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<p>Follow-up after ED Visits for High-Risk Members with Chronic Conditions within 7 Days of Visit</p>	<p>●</p>		<p>OUTREACH</p> <p>Carenet tailors a multi-channel, multi-level program composed of IVR, email, mobile and/or live agent outreach after a member’s discharge from the ED. Each message is personalized and highly relevant for the member. Our teams will work to discover barriers or root causes for reliance on the ED for care and address those factors accordingly. Multiple campaigns can then be conducted ensuring that the level of support is tailored to the members’ need. Our 30+ years of experience supporting millions of members across diverse populations tells us that a year-round, ongoing, proactive approach produces the best results.</p> <p>VIRTUAL CARE</p> <p>Carenet’s Virtual Clinic offering can be used to facilitate important improvement with this measure. Our solution provides virtual access to physicians via telephone or video as an extension of our Nurse Advice Line services. Clinicians consult with members and, if warranted can e-prescribe medication to the member’s preferred pharmacy provider.</p>
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Initiation and Engagement of Alcohol and Other Drug Dependence Treatment



OUTREACH

Carenet can implement an outbound campaign to identify a provider and schedule an appointment with additional follow-up to ensure the appointment was completed. Other elements of our interactions can include assisting members with disease and care management support, including education, available plan resources and programs, appropriate monitoring and test compliance.



Plan pain point	HEDIS	Stars	Strategies to consider
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Follow-up After ED Visits for Mental Illness and/or Alcohol/Drug Abuse	●		<p>OUTREACH Carenet can implement a tailored, multi-channel, multi-level program composed of IVR, email, mobile and/or live agent outreach after ED discharge. Regardless of channel, highly personalized messages increase relevancy and activation. Our teams assist with scheduling a follow-up appointment and complete a follow-up contact to ensure the appointment is kept. We also work to discover barriers or root causes for reliance on the ED for care and address those factors accordingly.</p> <p>VIRTUAL CARE On-demand behavioral health crisis specialty support is also now available for those individuals who are experiencing a crisis. Implementing this Nurse Advice Line enhancement can help de-escalate crisis situations to prevent unnecessary ED use before it happens.</p>
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Carenet can implement a tailored, multi-channel, multi-level program composed of IVR, email, mobile and/or live agent outreach after ED discharge.

Mental Illness Hospitalization – Follow-Up Post- Discharge



OUTREACH: Post-Discharge Support

The flexibility in our processes and technology allows Carenet to offer a Post-Discharge program with multiple protocols to reduce readmissions. This strategy consists of one outbound call after hospital discharge, plus IVR call or texting campaign. Other elements of the program include:

- Review understanding of discharge instructions
- Review prescription and non-prescription medications, including vitamins, herbal remedies and other supplements
- Confirm follow-up appointments have been made and/or schedule appointments and verify each appointment
- Provide information or education on plan resources and referrals



Plan pain point	HEDIS	Stars	Strategies to consider
Hospitalization Following Discharge from a Skilled Nursing Facility	●		OUTREACH Carenet has the ability to deploy engagement and clinical support teams to help with this measure. Similar to our other post-discharge strategies, our trained specialists can connect with members who have been discharged from a skilled nursing facility.

Stars Member Experience Measures



ADVOCACY/NAVIGATION AND OUTREACH

Medicare Advantage plans are focused on the increasing weight (4x) placed on member experience measures C21 through C32 (five Part D measures are also affected). Carenet can assist in a variety of ways, including targeted outreach and comprehensive advocacy and navigation programs that provide personalized assistance to members who need care coordination, problem-solving, program enrollment, claims and appeals questions, and more.

A few additional ideas of how plans could use our services include:

- Identifying members at risk for negative satisfaction (for instance, those in narrow networks) and offering concierge service
- Using engagement to ensure members understand mental health support and access
- Leveraging engagement teams for increased provider-payer engagement
- Enhancing nurse advice services to include addressing social determinants of health

Part C Measures	Part D Measures
Call Center – Foreign Language Interpreter and TTY Availability	Call Center-Foreign Language Interpreter and TTY Availability
Complaints about the Health Plan	Complaints about the Drug Plan
Members Choosing to Leave the Plan	Members Choosing to Leave the Plan
Getting Needed Care	Rating of Drug Plan
Getting Appointments and Care Quickly	Getting Needed Prescription Drugs
Customer Service	<div>CAHPS Measures</div>
Rating of Health Care Quality	
Rating of Health Plan	
Care Coordination	
Plan Makes Timely Decision about Appeals	
Reviewing Appeals Decisions	



How can we help your organization?

Email us today at marketing@carenethealthcare.com, call 800.809.7000 or learn more at [carenethhealth.com](https://www.carenethhealth.com).

MORE ABOUT US

Carenet Health is a leading provider of healthcare engagement, clinical support, telehealth, and health advocacy and navigation solutions. Our engagement specialists, care coordinators and registered nurses support more than 86 million healthcare consumers on behalf of 250+ of the nation's premier health plans, providers, health systems and Fortune 500 organizations. Our mission is to drive market-leading consumer engagement outcomes through our proprietary Intelligent Engagement model—an approach made up of more than 20 finely tuned elements that strategically align for exceptional results.