Gaps in Care Program Protocols

Background
The Gaps in Care Program serves to identify members who are due for clinically recommended aspects of care to further assist PCPs in providing comprehensive high quality health care for members. This information is distributed through Gaps in Care and Provider Quality of Care Performance reports to PCPs on an on-going basis.

Definitions
PCP – Primary Care Physician
NCQA – National Committee for Quality Assurance
HEDIS® – Healthcare Effectiveness Data and Information Set
Quality of Care Categories – Clinical categories of care to group quality measures
Quality Measures – Identified priority aspects of care
Quintile – Any of 5 equal groups into which all of CenCal Health’s PCPs can be divided, according to the distribution of quality results for a particular measure or group of measures

Methodology
Quality of care categories and measures are systematically identified for inclusion in the program based on the following criteria:

- Areas of needed quality improvement for CenCal Health
- The feasibility of accurate quality of care measurement utilizing claim, lab, and registry data
- A balanced distribution of adult and pediatric measures
- A balanced distribution of disease management and preventive care measures
- Alignment with state-wide recommended quality focus areas

The quality of care categories and measures are evaluated on an annual basis to ensure that the above criteria are met. As priorities regarding these criteria change, CenCal Health may update these categories and measures.

Quality Measures
Identified quality measures encompass aspects of care that PCPs can influence either through direct care or through referral to specialists or other ancillary practitioners. Identified priority measures are consistent with accepted clinical guidelines and clinically relevant to CenCal Health’s membership.

Quality of care measures are comprised of six clinical categories of care:

- Behavioral Health
- Women’s Health
- Pediatric Care
- Diabetes Care
- Respiratory Care
- Cardiac Care

The quality measures included in each category may be found in Gaps in Care Program Measures. All measure specifications reflect the prevailing NCQA HEDIS® Volume 2 Technical Specifications and are updated as measure specifications change. Generally, measures remain within the Gaps in Care program for at least 2 years, to reinforce improvement priorities and expectations, support program stability for PCPs, and increase the potential to achieve overall network performance that meets or exceeds external benchmarks of clinical excellence.

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Gaps in Care and Provider Quality of Care Performance Reports
Quality of Care Performance Reports are submitted to all PCPs on a monthly basis through email or facsimile. Gaps in Care Reports are available to PCPs via the provider portal on CenCal Health’s website, www.cencalhealth.org, in the Coordination of Care section under “Gaps in Care.”

The Gaps in Care Report: The Gaps in Care reports include member level detail so PCPs may easily contact members to encourage them to receive these important aspects of care. These reports include:
- All members in the “Provider Quality of Care Performance” reports that are currently assigned to a PCP who are missing one or more measured aspect of care
- Each member’s name, date of birth, and CenCal Health Member ID number
- Each aspect of care the member is due for, according to claims and registry data available to CenCal Health as of the date the report is generated

The Provider Quality of Care Performance Report: The Provider Quality of Care Performance Reports show quality scoring for each PCP’s membership. These reports include:
- CenCal Health identified quality measures for improvement
- Priority quality measures (shaded in blue)
- A PCP’s quality performance score by quality measure
- A PCP’s quality performance score by quality measure as compared to CenCal Health’s overall score (Quintile)
- CenCal Health’s quality performance goal by quality measure based on nationally established quality standards
- A PCP’s combined quality score for all quality measures including the quintile in which the PCP performs

Timeline
Reports are run on a monthly basis in the 4th week of each month. Reports reflect data received and assessment of services rendered through the last day of the prior month, using a rolling timeframe consistent with the clinical guideline that pertains to each measured aspect of care. The annual timeline for updates to the Gaps in Care Program are reflected below:
- September
  - Tentative quality measure determination for the upcoming year after CenCal Health’s Quality Improvement Committee approval of recommendations
- October
  - Final quality measure determination for the upcoming year
  - Provider notification of changes to the Gaps in Care Program
- April
  - All report, category, and quality measure changes implemented
  - Transition to updated Gaps in Care and Provider Quality of Care Performance reports
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Calculations
Quality of care scores and gaps in care are calculated monthly using all data available to CenCal Health at the time of the calculation. CenCal Health uses NCQA-certified HEDIS® reporting software to reliably produce results based on available data. Quality, completeness, and timeliness of claims received are directly reflected in the overall quality score. Therefore, prompt and accurate submission of all claims for services rendered is of vital importance. All claims data must be submitted to CenCal Health before the last day of the prior month to be reflected in report calculations. However, gaps in care reporting of quality measures require no additional manual data entry by PCPs.

The combined quality score for quality measures, including the quintile in which PCPs perform, is based on performance for all measures combined in comparison to all PCPs. This score is calculated by dividing the total number of assigned members for whom measured aspects of care were fulfilled timely, by the total number of members for whom measured aspects of care were due.

The quintile within which a PCP performs is calculated by sorting all PCPs in the Gaps in Care program in descending order by their quality score, and then dividing the PCPs scores into five equal groups. The highest and lowest quality score for each group of PCPs represent the upper and lower limits for each quintile, respectively. If a PCP’s quality score is between or equal to the upper and lower limits for a given quintile, then that quintile indicates the PCP’s achieved level of performance. Higher quintiles indicate better performance – for example, the 5th Quintile indicates better performance. The quality score and quintile calculations are as follows:

Quality Score = (# assigned members who received aspects of care / # of assigned members due for aspects of care) x 100%

Number of PCP’s in each quintile = (# of PCPs sorted by quality score in descending order) / 5

PCP’s quintile = highest PCP quality score in quintile ≥ PCP quality score ≥ lowest PCP quality score in quintile

Quality measure calculations and the accompanying reports are validated on a monthly basis by CenCal Health to ensure data accuracy.

Quality Improvement
In order to promote and sustain quality improvement, CenCal Health’s Quality Improvement Department is available to provide PCPs with on-site orientation regarding CenCal Health’s quality measures, strategies to maximize PCP data reporting, and sharing of best practices to help PCPs maximize service utilization consistent with prevailing evidence-based treatment and preventive health guidelines. PCPs can contact CenCal Health’s Quality Improvement Department using the contact information listed below.

Program Feedback
PCPs are encouraged to contact CenCal Health’s Quality Improvement Department with any Gaps in Care program feedback, including but not limited to updates to reports for ease of use, updates to PCP contact information, and the reporting of any data errors substantiated by their reported claims. PCPs can contact CenCal Health’s Quality Improvement Department via:

- Phone: 800-421-2560 ext. 1997
- Email: qualityimprovement@cencalhealth.org
- Fax: 805-681-3397

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