

## Annual HEDIS/QRS Reports

Blue Cross and Blue Shield of Texas (BCBSTX) has a Quality Improvement Program (QIP) to better serve you. QIP's purpose is to monitor and improve the care and service our members receive. We focus on encouraging preventive health and safety, and provide education related to chronic conditions.

Health Care Effectiveness Data and Information Set (HEDIS®) is a standard way to measure important areas of care and service. The HEDIS measures were developed by the National Committee for Quality Assurance (NCQA). They are widely used to measure health care performance in the United States.

The Centers for Medicare and Medicaid Services has a similar set of measures, the Quality Rating System (QRS). They measure similar areas of care and are specifically for those members enrolled in marketplace health care plans.

**\*\*Note:** The performance measures presented reflect the services provided in 2019 and 2020. The pandemic did impact our members' ability to visit their providers for annual preventative screenings in 2020. Health plans will see the impact of the pandemic in 2021 results and beyond.

The table summarizes how BCBSTX is doing on selected measures.

Care Provided to BCBSTX Members	2021 Quality Compass 50 <sup>th</sup> Percentile National Average	Blue Essentials HMO Rates		Quality Compass 50 <sup>th</sup> Percentile Medicaid	Marketplace HMO Rates	
		2019	2020		2019	2020
Controlling High Blood Pressure	54.62%	57.91%	45.5%	55.47%	55.72%	47.2%
Childhood Immunization • Combination 3 Rate: 4 DTaP; 3 IPV; 1 MMR; 3 Hib; 3 Hep B; 1 VZV; 4 PCV	77.1%	74.85%	<b>77.88%</b>	67.98%	82.16%	<b>75.60%</b>
Breast Cancer Screening	70.56%	63.55%	61.96%	53.93%	61.53%	<b>60.22%</b>
Cervical Cancer Screening	73.17%	68.22%	67.48%	59.12%	55.96%	50.37%
Colorectal Cancer Screening	62.24%	41.70%	43%	62.24%	50.36%	53.53%
Immunizations for Adolescents	29.35%	18.41%	14.37%	36.5%	24.33%	18.98%
Comprehensive Diabetes Care • Hemoglobin A1c (HbA1c) Testing • HbA1c Control (<8.0%) • Eye Exam (Retinal or Dilated Exam)	87.83% 54.74% 47.47%	86.98% 31.93% 26.17%	87.35% 53.53% 26.03%	82.97% 49.64% 51.32%	90.22% 56.69% 31.87%	88.52% <b>53.53%</b> 27.74%
Prenatal and Postpartum Care • Timeliness of Prenatal Care • Postpartum Care	82.52% 78.83%	54.18% 54.44%	64.53% 57.77%	88.32% 76.4%	81.75% 77.13%	59.67% 55.43%

### Key Interventions Impacting Results

- Distributed 19,483 fit kits to encourage Colorectal Cancer Screening (COL)
- Approximately 2,000 HbA1c and MAU (urine protein) Screening In-Home testing kits were mailed to members to raise awareness about Comprehensive Diabetes Care (CDC)
- Gaps in Care notifications to Providers Pilot
- HEDIS Performance Measurement tool implemented with BCBSTX case managers
- PCP Toolkit launched to enable providers to engage members for telehealth or face to face visits

## Key Accomplishments in Preventive Measures

Blue Essentials Demonstrated improvement in:

- Childhood Immunization Combination 3 – 3.03 percentage point increase
- Colorectal Cancer Screening – 1.3 percentage point increase
- HbA1c Control <8% - 21.60 percentage point increase
- Postpartum Care – 21.60 percentage point increase

Marketplace Demonstrated improvement in:

- Colorectal Cancer Screening – 3.17 percentage point increase

QIP developed the following new Tip Sheets:

- Comprehensive Diabetes Care Non-Medicare Eye Exam
- Comprehensive Diabetes Care Non-Medicare HbA1c Adequate Control (<8)
- Comprehensive Diabetes Care Non-Medicare HbA1c Test

All Tip Sheets can be found at:

[https://www.bcbstx.com/provider/clinical/quality\\_improvement\\_hedis\\_tip\\_sheet.html](https://www.bcbstx.com/provider/clinical/quality_improvement_hedis_tip_sheet.html)

Tip Sheets with codes can be found on Availity® at <https://www.availity.com/>.

## How You Can Help

While BCBSTX provides education and resources to our members, your support in these efforts can help your patients get their appropriate preventive care screenings and routine monitoring of chronic health conditions. An established process to identify gaps in care, dedicated outreach staff are just a couple ways you can improve your patients' health outcomes.