

September 13, 2013

«First_Name» «Last_Name», «Title»

«Address_1»

«Address_2»

«City», «State» «Zip»

Re: Comprehensive Diabetes Care

Dear «First_Name» «Last_Name», «Title»:

For the past few weeks, you have been receiving letters regarding the HEDIS[®] (Healthcare Effectiveness Data and Information Set) quality standards and measures. This letter is a part of our continued efforts to ensure that you are aware of Jai Medical Systems Managed Care Organization, Inc.'s quality assurance standards related to the care of our diabetic members. It is our hope that this information will assist you in achieving our quality assurance goals.

The **Comprehensive Diabetes Care** measure calculates the percentage of members 18-75 years of age with diabetes (type 1 and type 2) who had each of the following:

- **Hemoglobin A1c (HbA1c) tested** – One or more HbA1c tests conducted during the measurement year. Please note in the medical record the date the test was performed and the result of the test.
- **HbA1c well controlled (<7.0%)** – To pass this measure, the most recent HbA1c level must be less than (<) 7.0%. Please note in the medical chart the date on which the test was performed and the result.
- **Eye exam (retinal) performed** – A retinal or dilated eye exam for diabetic retinal disease performed by an eye care professional (optometrist or ophthalmologist) during the measurement year. At a minimum, documentation in the medical record must include:
 - A note or letter from an ophthalmologist, optometrist, or other health care professional summarizing the date on which the procedure was performed and the results of a retinal evaluation performed by an eye-care professional.
- **LDL-C screening performed** – An LDL-C test must be performed during the measurement year. Documentation in the medical record must include, at a minimum, a note indicating the date on which the LDL-C test was performed and the result.
- **LDL-C controlled (LDL<100 mg/dL)** – The most recent LDL-C level (performed during the measurement year) is <100 mg/dL. If there is no valid LDL-C level during the measurement year or if the result for the most recent LDL-C level is not available, the level is

considered to be >100 mg/dL. At a minimum, documentation in the medical record must include a note indicating the date on which the LDL-C test was performed and the result.

- **Kidney disease (nephropathy) monitored** – Screening for nephropathy or evidence of nephropathy. This measure is intended to assess if diabetic patients are being monitored and/or treated for nephropathy. At a minimum, documentation in the medical record must include a note indicating:
 - The date (during the measurement year) of a test for microalbuminuria and the result, *or*
 - Medical attention during the measurement year for nephropathy, *or*
 - The date (during the measurement year) of a urinalysis with a positive result for macroalbuminuria or protein in the urine.
- **Blood Pressure controlled (<140/80 Hg mm)** – This is a strict goal which aligns with the guidelines for patients with diabetes. The last reported blood pressure in the chart will be used. Please note in the chart the date on which the test was performed and the result.
- **Blood Pressure controlled (<140/90 Hg mm)** – This is a less stringent threshold that aligns with the goals for a dually hypertensive and diabetic population. The last reported blood pressure in the chart will be used. Please note in the chart the date on which the test was performed and the result.

Any blood pressure that is measured higher than these standards listed above should have a second, manual blood pressure taken and recorded in the medical record. Additionally, please make sure you are noting in the medical record any diagnosis of polycystic ovaries, steroid-induced diabetes, and gestational diabetes (these diagnoses will exclude members from the HEDIS[®] statistics). Please refer all diabetics for health education by contacting our Customer Service Department at 1-888-JAI-1999. We are also offering health education classes for diabetics and non-diabetics with high blood pressure. Once again, please refer any Jai Medical Systems Managed Care Organization, Inc. members that you feel would benefit from health education classes for hypertension to our Customer Service Department at 1-888-JAI-1999.

We believe that the information provided will help you understand how HEDIS[®] will be used to interpret the quality of care provided to our members. Please remember that this information has been adapted from HEDIS[®] guidelines and should not be substituted for your sound medical judgment. Thank you for your continued efforts to ensure that our members receive the highest quality of care possible. Please feel free to contact us at (410) 433-2200 if you have any questions or concerns.

Sincerely,



Frances Bird, M.D.
Director, Quality Assurance

Sincerely,



Stephanie Scharpf
Director, Regulatory Compliance and
Administration