Provider Reference Manual

Select Health Quality Provider Program

Behavioral Health
September 2023

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2023 Quality Provider Program (QPP) Behavioral Health Measures: Quick Guide

(For more details, refer to the Quality Provider Program 2023 Quality Measures: Behavioral Health booklet.)

Measure/Abbr.	Who's Included? (Denominator)	What's Needed? (Numerator)	How Often?	Exclusion(s)**
Follow-up After Hospitalization for Mental Illness/FUH	Members (ages 6 and over) with a principal diagnosis of mental illness or intentional self-harm	Follow-up visit for mental illness after discharge within: • 7 days of visit (8 days total) • 30 days of visit (31 days total)	After each discharge	• The initial discharge and the readmission/direct transfer discharge if the last discharge occurs after December 1 of the measurement year. • If the readmission/direct transfer to the acute inpatient care setting was for: — **A principal diagnosis of mental health disorder or intentional self-harm**, count only the last discharge. — **Any other principal diagnosis**, exclude both the original and the readmission/direct transfer discharge. • Discharges followed by readmission or direct transfer to a nonacute inpatient care setting within the 20-day follow-up period, regardless of principal diagnosis for the readmission.
Follow-up After Emergency Department Visit for Mental Illness/FUM				• ED visits that result in an inpatient stay. • ED visits followed by admission to an acute or nonacute inpatient care setting on the date of the ED visit or within the 30 days after the ED visit (31 total days), regardless of principal diagnosis for the admission.

* For more details, refer to the **Quality Provider Program 2023 Quality Measures: Behavioral Health booklet**.

** Hospice will exclude members from all measures.

Select Health

Pulling Reports from the Quality Provider Program Clinical Reports Hub

This Report Hub can be accessed from the **QPP area** of the Select Health provider website (see image at right).

This section covers two frequently accessed reports available at this location:

1 Quality Provider Program Gaps in Care for Download

2 Quality Provider Program Clinical Summary

The instructions that follow will guide you through pulling a patient gaps list as well as pulling provider rates once you access the Report Hub.

Access your reports here.

The Select Health® Quality Provider Program

The Quality Provider Program is an outpatient care delivery model that offers patients a collaborative relationship with a team of providers. This team-based healthcare delivery model is led by a healthcare practitioner and provides comprehensive and continuous patient care for enhancing health outcomes and patient satisfaction.

New programs for 2023 encompass women's health, behavioral health, and nephrology specialties, currently available for Utah providers. For Eastern Idaho and Nevada primary care providers, Select Health Quality Plus Provider Program is available in conjunction with risk management.

Key Program Benefits Include:

- An extended disease management and preventive care focus
- Increased patient involvement in healthcare decisions
- Enhanced care processes through information sharing
- Improved quality of care and patient safety
- Prevention of unnecessary tests and procedures

The Quality Provider Program is an NCQA Partner in Quality -- a program that recognizes organizations providing financial incentives or support services for NCQA - recognized practices. Learn more.

To support clinics in their transformation to a patient-centered medical home care delivery model, Select Health provides clinics with enhanced reporting, a consultant resource, and the opportunity to earn quarterly performance payouts with an annual bonus structure.

Already participating?

- Access your clinic reports (secure login required).
- Access Quality Ribbon Transparency (QRT) Program information: Frequently Asked Questions, Quality Transparency Provider Report Example.

NOTE: See **page 12** for Excel formatting tips customized for working with Gaps in Care data.

How to Pull a Patient Gaps List from the Quality Provider Program Gaps in Care for Download Report

Patient gaps data allows you to track current member gaps for different populations, measures, specialties, and more. From the QPP Report Hub link, follow the steps below to filter and download this information:

Access the Gaps in Care Report

Choose the current year's "Gaps in Care for Download" link.

Quality Provider Program
Report Hub

Report	Description	
2023 QPP Clinical Summary	Compilation of success metrics related to measures in 2023	🔗
2023 QPP Gaps in Care List	Detailed list of Gaps in Care related to measures in 2023	🔗
2023 QPP Gaps in Care for Download	Direct link to the Download tab on the Gaps in Care report for 2023	🔗
2022 Medical Home Clinical Summary	Compilation of success metrics related to measures in 2022	🔗
2021 Medical Home Clinical Summary	Compilation of success metrics related to measures in 2021	🔗
2020 Medical Home Clinical Summary	Compilation of success metrics related to measures in 2020	🔗
Hospital Census	List of members admitted to the hospital or ED in the last 7 days	🔗
Case & Disease Management Patient List	List of members with active Case or Disease Management Cases	🔗
Gaps in Care Form	Printable form for clinics to identify gaps in care	🔗
Medicare Advantage STARS : Provider	5 HEDIS and 4 PQA Pharmacy/CMS measure performance data available by provider	🔗
Quality Data Corrections Tool	Submit a correction for Medical Home data	🌐

Select Health

Pulling a Patient Gaps List, Continued

Filter the Data for Your Clinic

Click on the "X" to hide the menu.

Under the "DOWNLOAD" tab, there is a green menu that lets you select the filters you want. The arrows on the right of each filter type open options for narrowing your search.

When you have selected the filters in each category that you want, be sure to click on "Apply."

Pulling a Patient Gaps List, Continued

You can click here to have the green filter drop-down menu reappear. This is helpful when you want to look at the data selected before downloading it.

If you want to view a gaps chart, move the filter out of the way to ease viewing.

| GAPS | GAPSbyPROV | **DOWNLOAD** |

selecthealth
Data updated 6/5/2023

Show 'Filter menu'

Quality Provider Program
2023 Gaps in Care for Export

How to download the Gaps in Care data to a spreadsheet
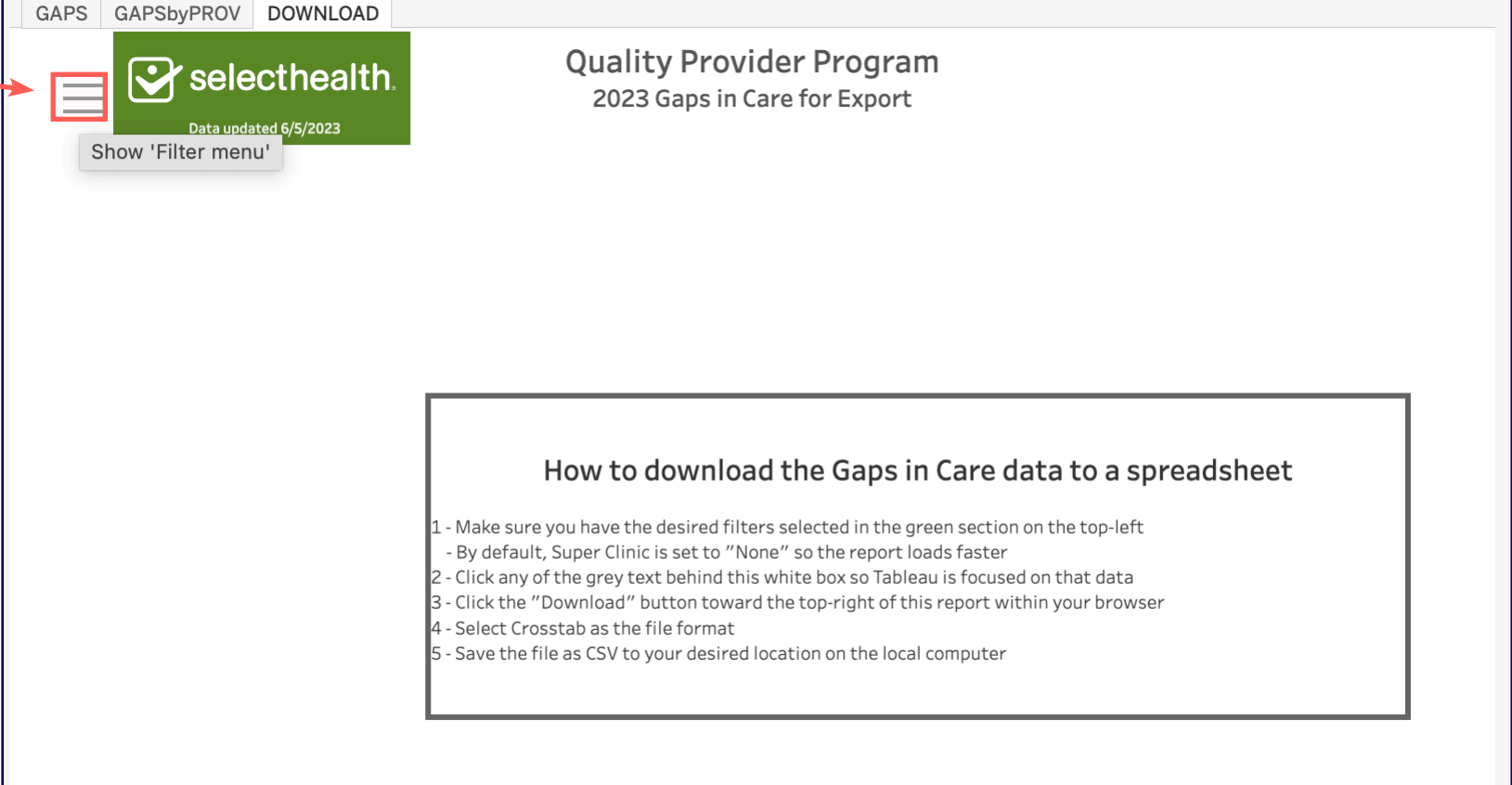
1 - Make sure you have the desired filters selected in the green section on the top-left
  - By default, Super Clinic is set to "None" so the report loads faster
2 - Click any of the grey text behind this white box so Tableau is focused on that data
3 - Click the "Download" button toward the top-right of this report within your browser
4 - Select Crosstab as the file format
5 - Save the file as CSV to your desired location on the local computer

Select Health

Pulling a Patient Gaps List, Continued

Export the Data

Click on the "DOWNLOAD" button at upper right to access the filtered data.

Select "Crosstab" under file format.

Select "GapsinCare."

To make sure you capture all relevant data, select "CSV" and then "Download."

NOTE: Save the CSV file as an Excel workbook to allow formatting for readability and usability. Otherwise, your CSV file will look like this (see also formatting instructions, beginning on):

How to Pull Provider Rates from the Clinical Summary Report

Provider rates data allows you to track current clinic rates and number of member opportunities as well as to view a breakdown by individual providers within your clinic. From the Quality Provider Program Report Hub link, follow the steps below:
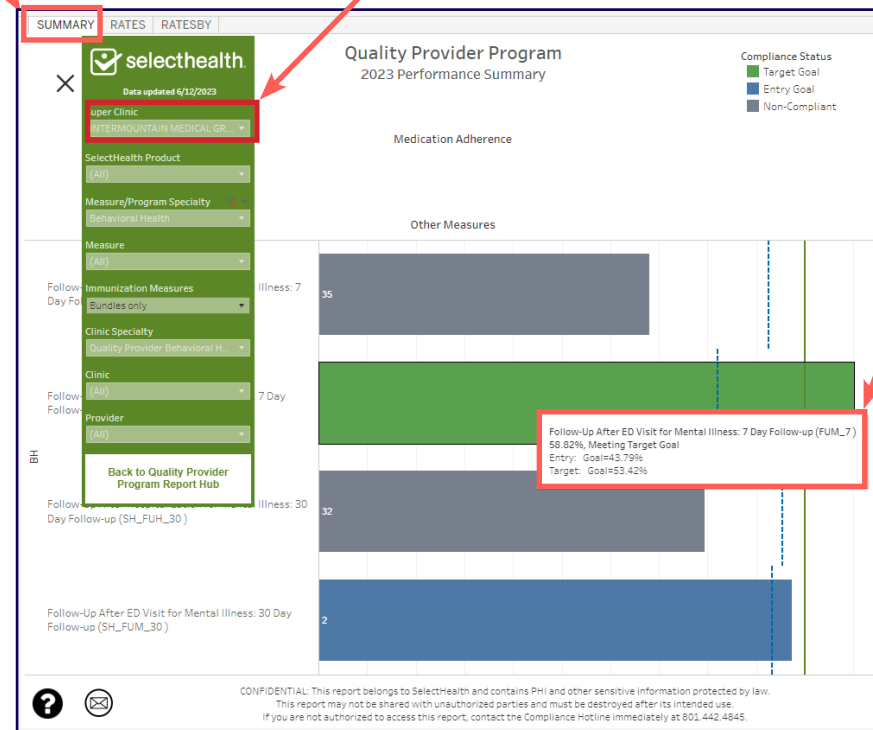
Access Clinic-Specific Data

Select the applicable year's "Clinical Summary."

The "Summary" tab offers filters for refining your data search.

Select your "Super Clinic" and ensure that the data populates in the window behind the Summary tab drop down.

The screen will then display your current data rates and the number of members needed to meet clinic entry and stretch goals. For example, this clinic has a current rate of 52.82% and needs 0 members to meet both entry (43.79%) and target (53.42%) goals.

NOTE: QPP Payment is driven by Gaps Closure. Entry and Stretch Goals are presented for benchmarking.

Quality Provider Program Report Hub

Report	Description	
2023 QPP Clinical Summary	Compilation of success metrics related to measures in 2023	🔗
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Medicare Advantage STARS : Provider	5 HEDIS and 4 PQA Pharmacy/CMS measure performance data available by provider	🔗
Quality Data Corrections Tool	Submit a correction for Medical Home data	🌐

Pulling Provider Rates, Continued

View Provider Breakdown

Access the "RATESBY" tab to see a breakdown by provider.

Download Provider Rate Data

A pop-up will appear in the middle of the screen with file format options. Select "Crosstab."

When the "Download Crosstab" window opens, select "MEAS_RATES."

To make sure you capture all applicable data, select "CSV" as the format.

Click "Download."

Pulling a Patient Gaps List, Continued

Once you export report data as a CSV file, save the file as an Excel Workbook to format for readability and ease of use.
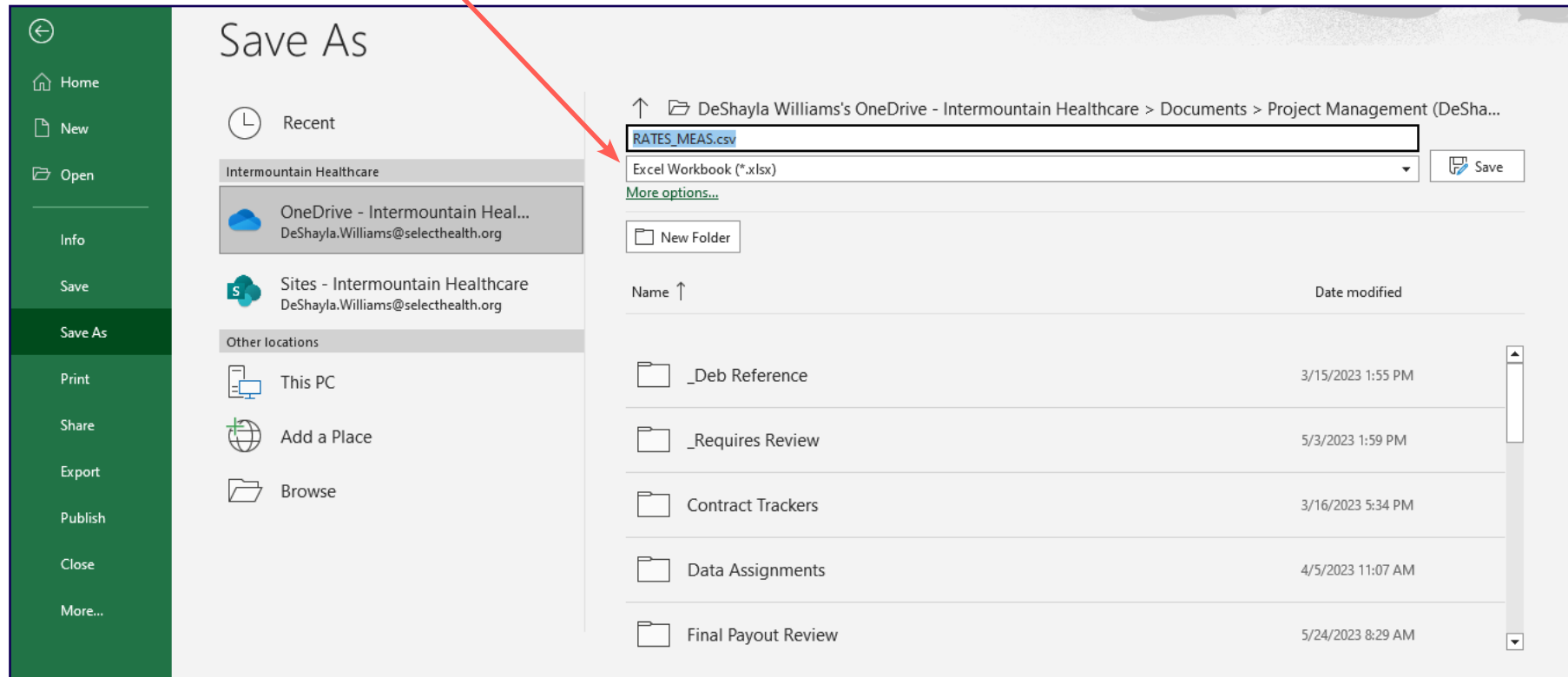
Appendix: Other Resources

How to Format a Gaps List in Excel

Once you have downloaded and saved the Gaps List in Excel, open the file and follow the formatting tips in this section. These tips will help you manage the data in the Gaps List more efficiently.

For more information on these functions and other common Excel formatting tips, access Microsoft's **Excel Training Page**.

The examples on this page indicate how to widen rows A through I in the Excel spreadsheet, making it easier to read the data.

Select columns with information by holding down your mouse, starting at the top of column A and dragging to the last column with data.
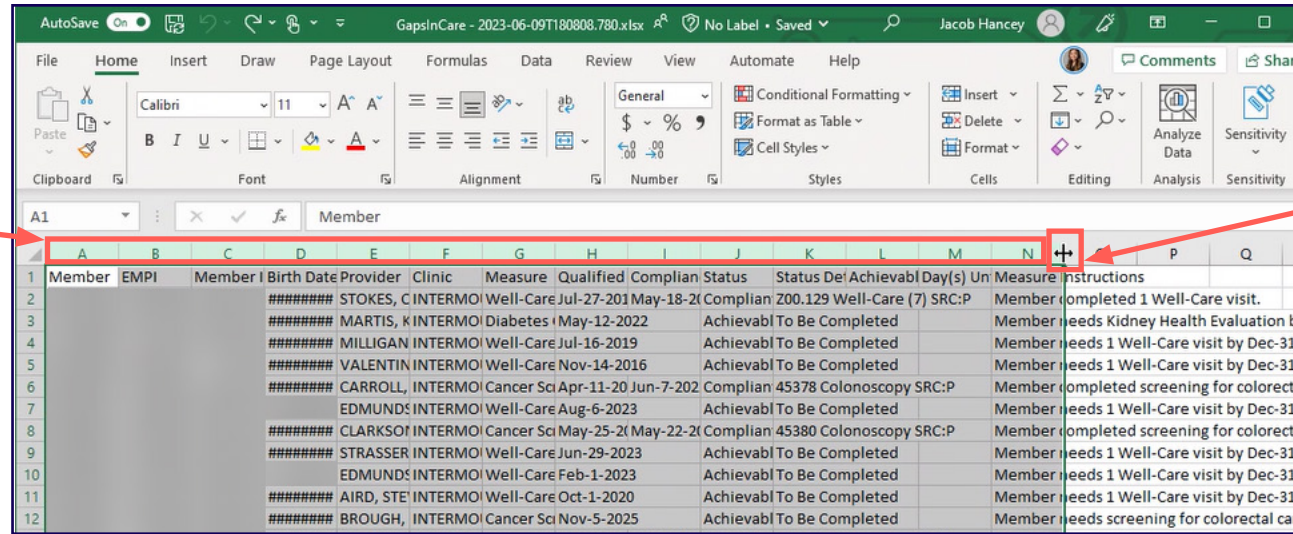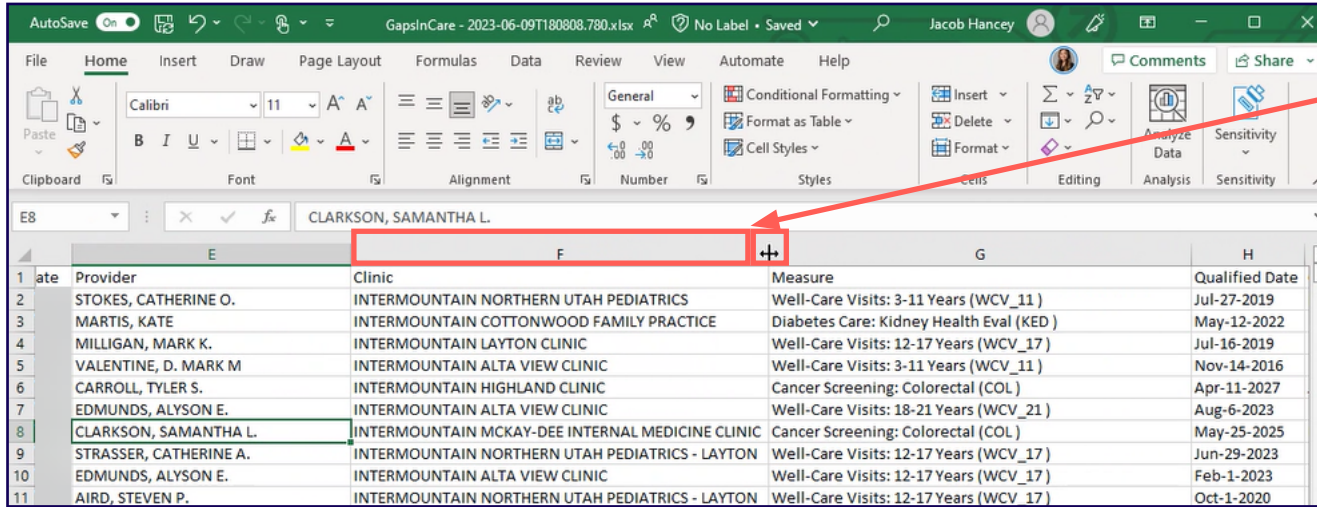

Next, hover between any column divider that is highlighted until the column resize pointer appears. Double click on the pointer to resize the selected columns.

This is the resulting view once the columns have resized.
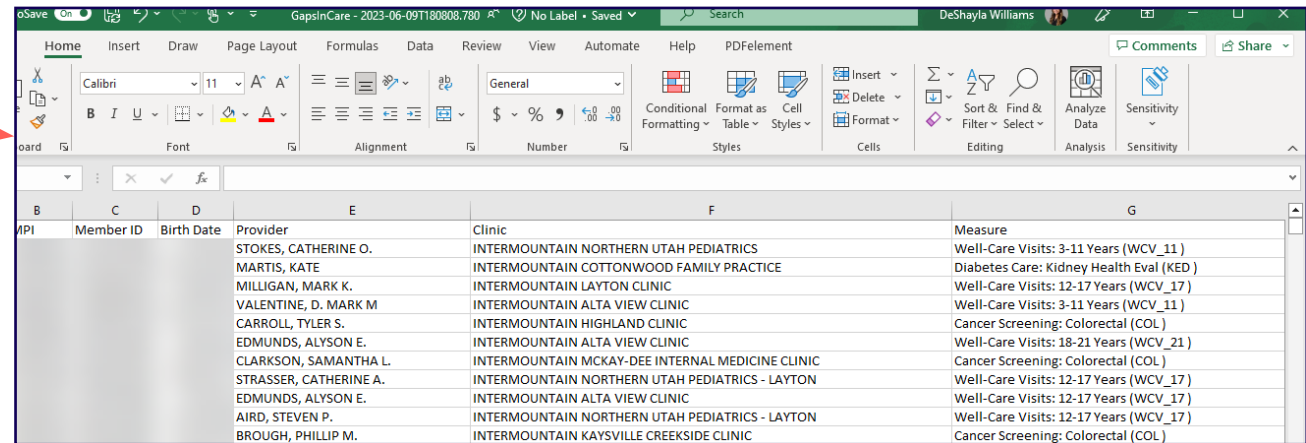
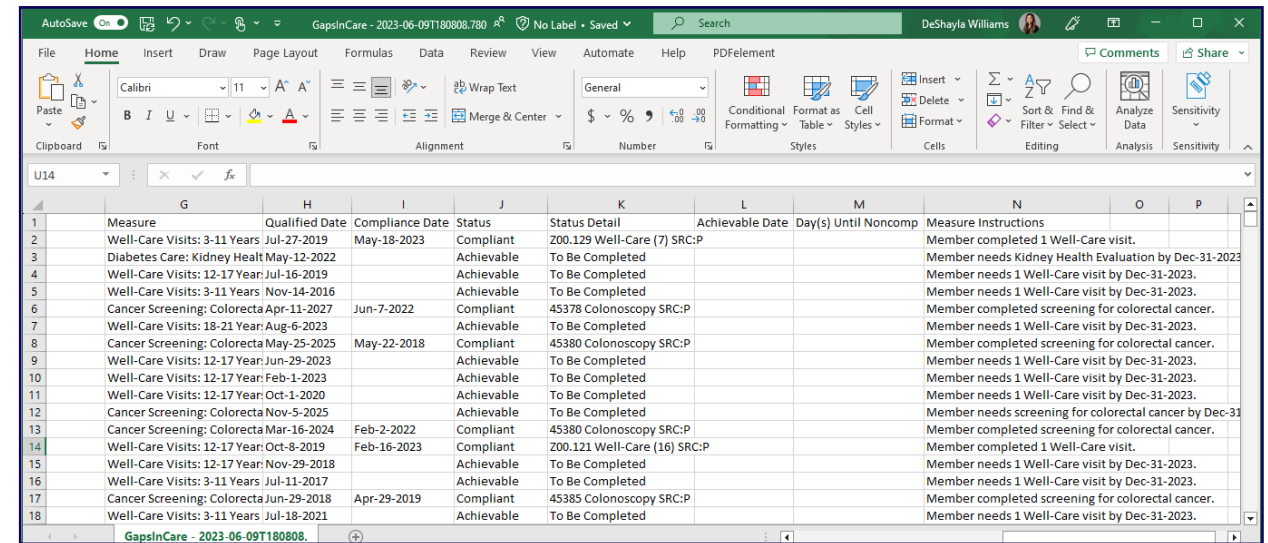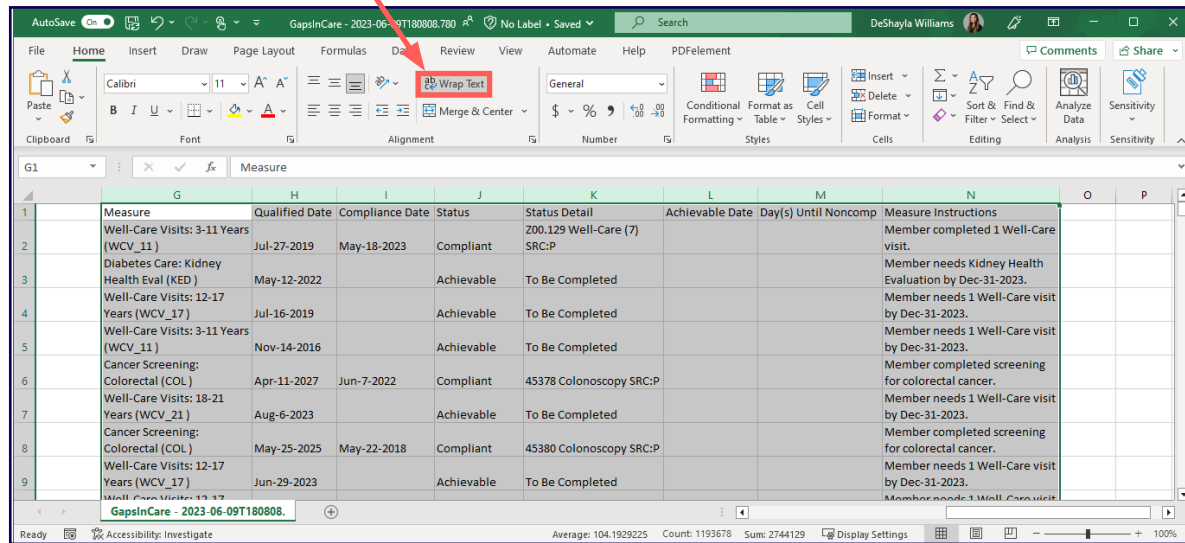## Formatting a Gaps List in Excel, Continued

Widen a Column and Wrap Text

Select any column perceived as large. Hover over the column divider of the selected column until the column resize pointer appears. Drag and resize the column as needed.

For readability of the resized columns, make sure all columns are still selected. Then, click on "Wrap Text" to fit the content in the columns to the new width.
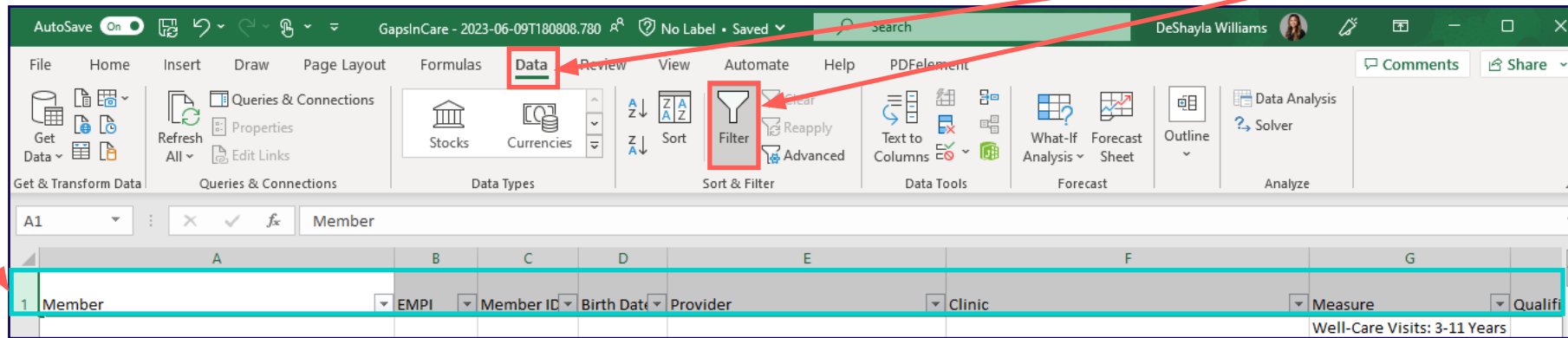
This is the resulting view once the text wraps.
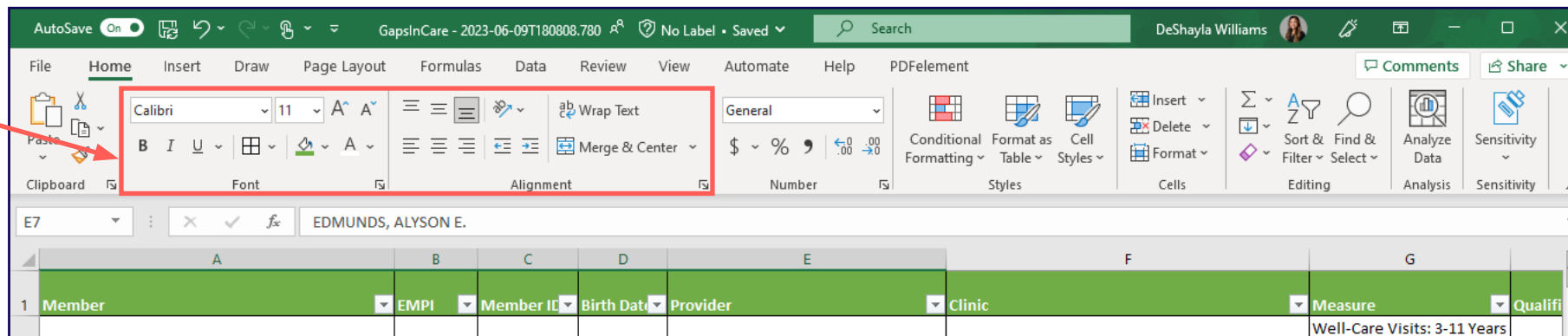
Formatting a Gaps List in Excel, Continued

Filter Data and Apply Custom Formatting

Select row 1 (or any combination of rows that you want to filter).

Then, select "Data" and "Filter." This will create drop-down filters to organize the data in row 1.

Use the "Font" and "Alignment" sections of the tool bar to custom format cells (e.g., to distinguish table headings).

## Formatting a Gaps List in Excel, Continued

Freeze Panes to Make Scrolling and Comparing Data Easier

To scroll through the data and still have the headers visible, you can freeze rows by selecting "View" and "Freeze Panes."
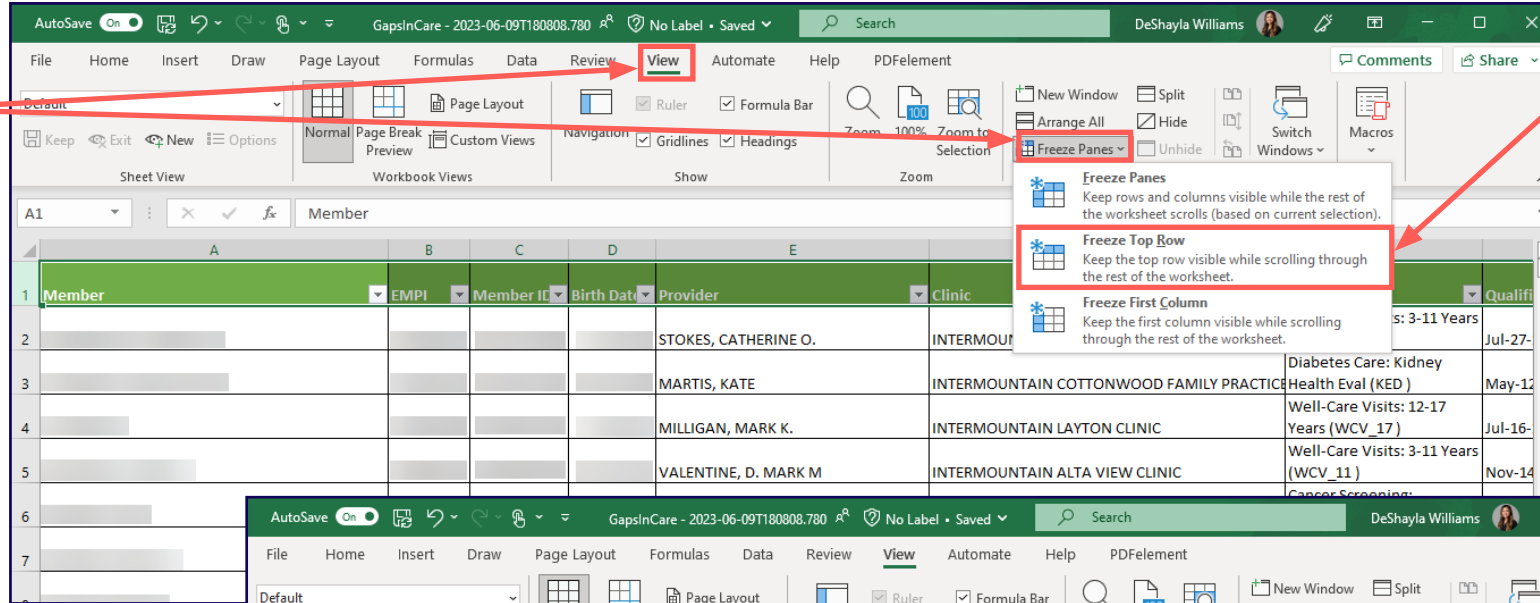
Select "Freeze Top row" to scroll with visible headers.

If you want to freeze a row (e.g., row 1) and a column (e.g., column A), select the cell BELOW the row and to the RIGHT of the column you want to freeze.
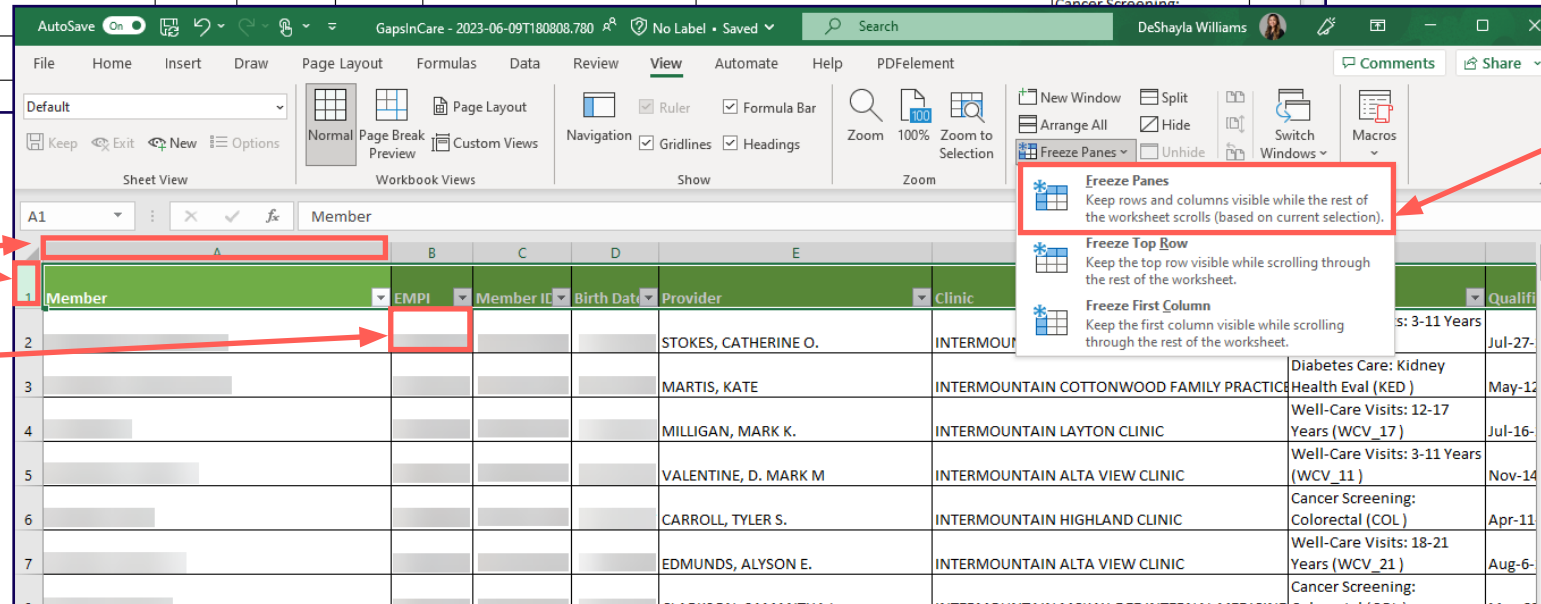
Then, select "Freeze Panes."

Questions about the Behavioral Health Program?

Contact your Provider Quality Performance representative
(qualityprovider@selecthealth.org)