

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	Follow-up visit for mental illness after discharge within:	After each discharge	• The initial discharge and the readmission/direct transfer discharge if the last discharge occurs after December 1 of the measurement year.
	intentional self-harm	• 7 days of visit (8 days total)		If the readmission/direct transfer to the acute inpatient care setting was for:
		• 30 days of visit (31 days total)		 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.



Pulling Reports from the Quality Provider Program Clinical Reports Hub

This Report Hub can be accessed from the **<u>QPP area</u>** 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 <u>women's health, behavioral health</u>, and <u>nephrology</u> 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 <u>page 12</u> 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

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



Pulling a Patient Gaps List, Continued

Filter the Data for Your Clinic





6

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.



Quality Provider Program 2023 Gaps in Care for Export

How to download the Gaps in Care data to a spreadsheet

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
 Click any of the grey text behind this white box so Tableau is focused on that data
 Click the "Download" button toward the top-right of this report within your browser
 Select Crosstab as the file format
 Save the file as CSV to your desired location on the local computer



Pulling a Patient Gaps List, Continued

Export the Data





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:





Pulling Provider Rates, Continued

View Provider Breakdown Access the "RATESBY" tab to RATES RATESBY SUMMARY see a breakdown by provider. **Quality Provider Program** selecthealth. **Compliance Status** Rates by Measure, Provider, Clinic Target Goal Entry Goal Data updated 6/5/2023 Non-Compliant Show 'Filters menu' Numerator Denominator Rate Goal Entry Goal Target Clinic Avg QPP Avg

Download Provider Rate Data





Pulling a Patient Gaps List, Continued

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

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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.

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Formatting a Gaps List in Excel, Continued

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3	MARTIS, KATE	INTERMOUNTAIN COTTONWOOD FAMILY PRACTICE	Diabetes Care: Kidney Health Eval (KED)	May-12-2022
4	MILLIGAN, MARK K.	INTERMOUNTAIN LAYTON CLINIC	Well-Care Visits: 12-17 Years (WCV_17)	Jul-16-2019
5	VALENTINE, D. MARK M	INTERMOUNTAIN ALTA VIEW CLINIC	Well-Care Visits: 3-11 Years (WCV_11)	Nov-14-2016
6	CARROLL, TYLER S.	INTERMOUNTAIN HIGHLAND CLINIC	Cancer Screening: Colorectal (COL)	Apr-11-2027
7	EDMUNDS, ALYSON E.	INTERMOUNTAIN ALTA VIEW CLINIC	Well-Care Visits: 18-21 Years (WCV_21)	Aug-6-2023
8	CLARKSON, SAMANTHA L.	INTERMOUNTAIN MCKAY-DEE INTERNAL MEDICINE CLINIC	Cancer Screening: Colorectal (COL)	May-25-2025
9	STRASSER, CATHERINE A.	INTERMOUNTAIN NORTHERN UTAH PEDIATRICS - LAYTON	Well-Care Visits: 12-17 Years (WCV_17)	Jun-29-2023
10	EDMUNDS, ALYSON E.	INTERMOUNTAIN ALTA VIEW CLINIC	Well-Care Visits: 12-17 Years (WCV_17)	Feb-1-2023
11	AIRD, STEVEN P.	INTERMOUNTAIN NORTHERN UTAH PEDIATRICS - LAYTON	Well-Care Visits: 12-17 Years (WCV 17)	Oct-1-2020

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.

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Formatting a Gaps List in Excel, Continued

Filter Data and Apply Custom Formatting



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Formatting a Gaps List in Excel, Continued

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Questions about the Behavioral Health Program?

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

