

## 2019 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.

The table summarizes how BCBSTX is doing on selected measures.

Care Provided to BCBSTX Members	2019 Quality Compass 50 <sup>th</sup> Percentile National Average	Blue Essentials HMO HEDIS Rates			Blue Advantage HMO QRS Rates		
		2017	2018	2019	2017	2018	2019
Adult Body Mass Index (BMI) Assessment	91.69%	18.50%	22.64%	27.79%	71.60%	80.99%	83.33%
Childhood Immunization <ul style="list-style-type: none"> <li>Combination 3 Rate: 4 DTaP; 3 IPV; 1 MMR; 3 Hib; 3 Hep B; 1 VZV; 4 PCV</li> </ul>	81.82%	55.40%	58.27%	49.14%	72.90%	71.94%	71.93%
Breast Cancer Screening	74.66%	60.80%	61.63%	60.74%	57.40%	57.95%	58.25%
Cervical Cancer Screening	73.35%	67.00%	67.23%	68.02%	47.30%	46.96%	53.28%
Colorectal Cancer Screening	66.41%	37.90%	42.71%	41.50%	37.50%	45.01%	48.18%
Appropriate Testing for Children with Pharyngitis	87.79%	81.10%	87.67%	79.90%	72.20%	76.07%	77.48%
Medication Management for People with Asthma <ul style="list-style-type: none"> <li>Total – Medication Compliance 75%</li> </ul>	50.71%	43.40%	39.71%	42.86%	48.00%	54.89%	59.15%
Comprehensive Diabetes Care <ul style="list-style-type: none"> <li>Hemoglobin A1c (HbA1c) Testing</li> <li>HbA1c Control (&lt;8.0%)</li> <li>Eye Exam (Retinal or Dilated Exam)</li> <li>Medical Attention for Nephropathy</li> </ul>	91.75%	84.10%	87.89%	87.38%	88.80%	89.29%	88.55%
	61.08%	28.30%	22.23%	29.98%	47.80%	46.72%	54.50%
	59.38%	21.00%	25.23%	25.36%	34.30%	28.74%	31.39%
	90.39%	87.50%	88.15%	88.82%	89.00%	89.05%	92.91%
Appropriate Treatment for Children with Upper Respiratory Infections	91.44%	81.10%	87.67%	79.90%	75.80%	77.38%	77.22%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	34.66%	21.80%	22.59%	25.02%	18.50%	22.00%	21.50%
Medication Management <ul style="list-style-type: none"> <li>Annual Monitoring for Patients on Persistent Medications - Total</li> </ul>	84.75%	84.50%	84.29%	84.29%	86.10%	86.77%	87.33%

## 2019 Annual HEDIS®/QRS Reports (cont.)

Prenatal and Postpartum Care								
• Timeliness of Prenatal Care	90.82%	64.60%	66.49%	67.04%	79.80%	89.10%	83.61%	
• Postpartum Care	82.10%	31.60%	36.82%	38.25%	65.60%	68.62%	65.00%	

### Key Accomplishments in Key Preventive 2019 Measures

Blue Essentials<sup>SM</sup> demonstrated improvement in:

- Adult BMI Assessment (5.15 increase over 2018 results)
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (1.06 increase over 2018 results)
- HbA1c <8% (7.75 increase over 2018 results)

Blue Advantage HMO<sup>SM</sup> (Retail) demonstrated improvement in:

- Adult BMI Assessment (83.33% is an 11.73 percentage point increase since 2017)
- Breast Cancer Screening (0.3% increase over 2018 results)
- Cervical Cancer Screening (6.32% increase over 2018 results)
- Colorectal Cancer Screening (48.18% is almost an 11-percentage point increase since 2017)
- HbA1c <8% (7.8 increase over 2018 results)
- Retinal Eye Exam (2.7% increase over 2018 results)

QIP has created HEDIS Tip Sheets related to Adult BMI Assessment, Comprehensive Diabetes Care and other measures. The HEDIS Tip Sheets are designed to assist you in improving the documentation of HEDIS measures. They will highlight understanding of the measures, what to document for compliance, what should be included in the medical record and the billing codes. The HEDIS Tip Sheets are on the BCBSTX provider website under [Clinical Resources](#) in the **Related Resources** section.

### 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.