

# 5 STAR GUIDE



The purpose of this guide is to share education and best practice suggestions with care providers for HEDIS and CAHPS measures to promote 5-Star service for all patients

- Staying Healthy: Screenings, Tests & Vaccines
- Care for Older Adults
- Preventing Hospitalizations
- Pharmacies
- Diabetes Care
- Care Coordination
- Medication Adherence
- Formulary Alternatives
- Chronic Conditions

For questions, please contact GlobalHealth at 1-844-280-5555, available 8:00 AM to 8:00 PM CST, seven days a week (Oct 1-Mar 31) and 8:00 AM to 8:00 PM CST, Monday through Friday (Apr 1-Sept 30).

## Staying Healthy: Screenings, Tests and Vaccines

Measure	Target Population	How the Measure Can Be Improved	Frequency
Annual Flu Vaccine	All patients	Encourage patients to get flu and pneumonia vaccines. Have standing orders for flu and pneumonia vaccines. Maintain vaccine in all offices. Provide take-home materials for members' records.	Each flu season
Breast Cancer Screening (BCSE)	50-74 years	Mammogram. Be sure to document if patients have had mastectomy.	At least 2 years
Colorectal Cancer Screening (COLE)	45-75 years	Colonoscopy Sigmoidoscopy Stool DNA testing Fecal occult blood test	Every 10 years Every 5 years Every 3 years Annually

## Diabetes Care

Measure	Target Population	How the Measure Can Be Improved	Frequency
Blood Sugar Controlled (GSD)	18 - 75 years	Test HbA1c, control to keep A1c <9%	At least annually or quarterly, if uncontrolled
Eye Exam (EED)	18-74 years	Retinal or dilated eye exam by eye care professional to check for damage from diabetes.	At least annually
Statin Use in Persons with Diabetes (SUPD)	40-75 years	Prescribe statin therapy in patients with diabetes according to ACC / AHA guidelines (see Formulary Alternatives section).	As needed
Kidney Health for Patients with Diabetes (KED)	18-85 years	Consider ordering both Estimated Glomerular Filtration Rate (eGFR) and urine albumin-creatinine ratio tests (uACR). Educate patients on how to prevent kidney damage by controlling blood pressure, blood sugars, and lipid levels. Prescribe and explain the benefits of taking ACE inhibitors and/or ARB medications to protect kidney function. Recommend that patients limit protein and salt from diet and advise patients to avoid medications that can harm kidneys (NSAIDS such as naproxen or ibuprofen). Coordinate care with specialists such as endocrinologist or nephrologist as needed	At least annually

## Care for Older Adults

Measure	Target Population	How the Measure Can Be Improved	Frequency
Medication Review	66 years and older	Encourage patients to bring their medications or a list of their current medications, along with the directions about quantity, consumption frequency, and doses, to each visit. Conduct medication review, document in medical record, and submit both codes I159F, G8427 (RX list) and 90863, 99483, 99605, 99606, and I160F (RX Review). Consider including medications in the plan of care given to patients as they leave the office. Suggest smart phone applications or alarms to help patients remember to take their medications.	At least annually
Functional Status Assessment	66 years and older	Document in the outpatient medical record to include evidence of a complete functional status assessment, Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL), and the date it was performed. Components of the assessment may take place during separate visits	At least annually
Osteoporosis Screening in Women with Fracture (OMW)	67-85 years	Assess patients at high risk for osteoporosis, screen with DEXA. For patients with fractures diagnoses involving long bones or spine (excluding pathological fractures), perform bone density test, treatments, or an Rx with bisphosphonates.	Every 24 months or within 6 months from fracture date
Monitoring Physical Activity/ Improving or Maintaining Physical Health	65 years and older	Assess patients' physical activity. Document appropriately and recommend customized physical activities. Write your recommended exercise program recommendations in the plan of care given to patients as they leave the office. Praise your patients' physical health when possible and encourage patients to use their GlobalHealth plan's gym/fitness benefits.	At least annually
Improving or Maintaining Mental Health	65 years and older	Screen patients for depression, anxiety, and cognitive decline, and treat as necessary. Simple recommendations, such as increased social activity, exercise, and healthy eating, can have an impact on a patient's sense of emotional well-being. Consider using PHQ-2 and PHQ-9 where appropriate and document.	At least annually
Reducing Risk of Falling	65 years and older	Screen patients for any recent falls and discuss fall risk interventions (visual exam, hearing exam, medication reconciliation, exercise, DME, vitamin D, etc.). If positive, provide recommendations and education handout(s) such as a referral for a home safety evaluation and modification or exercise to increase leg strength and balance. Remind patients that installing handrails or using a cane can prevent falls.	At least annually
Healthcare Quality	All patients	Ask open-ended questions to provide your patients a chance to disclose health issues and concerns. An apology and quick explanation for lengthy wait times has shown to markedly improve patient experience	At each visit
Improving Bladder Control	65 years and older	Screen patients for any bladder control concerns. Communicate that urinary leakage problems can be common as we grow older, yet there are treatments that can help. Recommend treatment options with educational handout(s) no matter the frequency or severity of the bladder control problem. When recommending Kegel exercises or other conventional remedies, emphasize these treatment options should be taken seriously.	At least annually

## Care Coordination

Measure	Target Population	How the Measure Can Be Improved	Frequency
Coordination of Care	All patients	Prior to appointments, speak with specialist or review notes on the care they have provided. Share with the patient that you have reviewed communication from specialists. Educate staff to communicate expectations to patients about lab and/or test results. Encourage patients to use patient portal, if available.	At each visit
Getting Appointments and Care Quickly	All patients	Assist patients in making timely urgent and non-urgent appointments. Educate staff to communicate ways to schedule appointments, such as patient portal, office phone number, and after-hour phone number. Educate staff to triage patient calls to identify those who require office visits and those who can be treated through a virtual visit (patients' needs addressed electronically or over the phone). Provide support to the patient during referral and authorization process. Address "15 minute" timeframe by ensuring patients are receiving staff attention if provider is delayed - measure vital signs, engage in discussions related to Health Outcomes Survey Questions (urinary incontinence, fall risk, physical activity, etc.).	As Needed
Getting Needed Care and Seeing Specialists	All patients	Encourage patients to schedule future visits before leaving the office. Utilize a system for appointment reminders and appointment confirmations. Ensure timely referrals to specialists and appointments for tests and treatments. Educate staff to set expectations and communicate referral process with patients. Onboard new patients regarding the referral process. Offer to contact the specialist's office and assist patients with scheduling the appointment. Set expectations regarding how long it may take to get a specialist appointment. Provide the patient with written contact information for the specialist.	As Needed
Notification of Inpatient Admission	All discharges from hospital, skilled nursing facility, or acute or non-acute inpatient facility to home	Document the receipt of notification of inpatient admission on the day of admission through two days after the admission (3 total days). Show evidence of receipt of information through dated emails, faxes, phone encounters, ADT alerts, etc. Include the date of admission, facility name, reason for admission, and provider(s) of hospital care.	Every inpatient admission within 3 total days
Receipt of Discharge Information	All discharges from hospital, skilled nursing facility, or acute or non-acute inpatient facility to home	Documentation that shows receipt of discharge information on the day of discharge through 2 days after the discharge (3 total days) with date and timestamp. At a minimum, the discharge information must include the following: <ul style="list-style-type: none"> <li>• Practitioner responsible for member care during inpatient stay</li> <li>• Procedures or treatment provided</li> <li>• Diagnosis at discharge</li> <li>• Current medication list</li> <li>• Test results or documentation of pending tests or no tests pending</li> <li>• Instructions for patient care post-discharge</li> </ul>	Every discharge within 3 total days

Patient Engagement After Inpatient Discharge	All discharges from hospital, skilled nursing facility, or acute or non-acute inpatient facility to home	Documentation needs to show that within 30 days of discharge, member engagement has occurred—this can be either in the form of a billable visit including an office visit, home visit, synchronous telemedicine visit, or phone encounter.	Every discharge from the hospital or skilled nursing facility within 30 days
Medication Reconciliation Post-Discharge	All discharges from hospital, skilled nursing facility, or acute or non-acute inpatient facility to home	Under the direction of Physician/Pharmacist/PA/NP/RN, reconcile post-discharge medications with outpatient medications in ambulatory setting - does not have to be face-to-face. Be sure to document in medical record using codes 99483 (medication reconciliation encounter), 99495 (TCM - moderate complexity within 14 days post-discharge), 99496 (TCM - high complexity within 7 days post-discharge), or 1111F (MRP – on the discharge date through 30 days after discharge).	Every discharge from the hospital or skilled nursing facility within 30 days
Concurrent Use of Opioids and Benzodiazepines (COB)	All patients	Continuous monitoring and proactive management. Early detection, medication and quality of life optimization. Monitor cumulative days prior to refilling of these medications. For exclusions, document palliative care and/or hospice enrollment during measurement year. Document cancer or sickle cell diagnosis during measurement year.	At each visit
Polypharmacy: Use of Multiple Anticholinergic Medications (POLY-ACH)	65 years and older	Continuous monitoring and proactive management. Early detection, medication and quality of life optimization. Monitor cumulative days prior to refilling of these medications. For exclusions, document hospice enrollment during measurement year.	At each visit

### Chronic Conditions

Measure	Target Population	How the Measure Can Be Improved	Frequency
Controlling Blood Pressure (CBP)	18-85 years	Diagnosis of hypertension and target blood pressure <140/90.	At each visit
Statin Therapy for Patients with Cardiovascular Disease (SPC)	ASCVD Patients. Males, 21-75 years. Females, 40-75 years.	Prescribe moderate- to high-intensity statin. Refer to Formulary Alternatives section and review moderate- or high-intensity statin daily dose requirement notations.	As needed

### Preventing Hospitalizations

Measure	Target Population	How the Measure Can Be Improved	Frequency
Hospitalizations for Potentially Preventable Complications	67 and older	Schedule regular visit for patients with chronic conditions, such as diabetes, COPD, and heart failure. Educate patient on after-hour care resources (nurse lines, urgent care centers) especially for acute conditions, such as UTI, pneumonia, cellulitis, etc. Confirm all chronic condition diagnoses have been well documented for diagnostic accuracy.	Routinely, as needed
Plan All Cause Readmission (PCR)	All seniors discharged from acute or skilled nursing facility for non-elective admissions	Schedule follow up service within 7 days of discharge. Ensure all discharge instructions, follow up needs/services, and medications are reviewed with patients/caregivers at follow up visit. Refer patients to care transition program. Confirm all chronic condition diagnoses have been well documented for diagnostic accuracy.	Every discharge
Follow-up after Emergency Department (ED) for High-Risk or Multiple Chronic Conditions (FMC)	18 years and older with multiple high-risk chronic conditions who had an ED Visit	Schedule follow up service within 7 days of discharge. Ensure all discharge instructions, follow up needs/services, and medications are reviewed with patients/caregivers at follow up visit. Refer patients to care transition program. Confirm all chronic condition diagnoses have been well documented for diagnostic accuracy.	Every emergency department visit that does not result in an inpatient stay

## Medication Adherence

Measure	Target Population	How the Measure Can Be Improved	Frequency
Diabetes, Cholesterol, Hypertension	18 years and older	<ul style="list-style-type: none"> <li>• Ask patients if they are taking their medications and assess barriers.</li> <li>• Prescribe 100 or 90-day supply; most patients have a \$0 copay for a 3-month supply for Tier 1 &amp; Tier 2 and pay only two copays on Tier 3 at preferred pharmacies. Most Tier 3 drugs are available in 100 or 90-day supplies for the equivalent of two 30-day supply copays.</li> <li>• Prescribe generic and formulary medications (see Formulary Alternatives section).</li> <li>• Suggest auto-refill or refill reminder programs.</li> <li>• Educate patients on side effects and proper use.</li> <li>• Simplify regimen.</li> <li>• Encourage mail-order prescriptions.</li> </ul>	At each visit

## Pharmacies

Preferred Pharmacies	Standard Pharmacies
<p>Patients may have lower copays at Preferred pharmacies. Preferred pharmacies include but are not limited to:</p> <ul style="list-style-type: none"> <li>• CVS</li> <li>• Walmart</li> <li>• Costco</li> <li>• Caremark Mail Order</li> <li>• Select Independent Pharmacies Online pharmacy search tool: <a href="https://gh-findcare.globalhealthportals.com/oklahoma/globalhealth/medicare">https://gh-findcare.globalhealthportals.com/oklahoma/globalhealth/medicare</a></li> </ul>	<p>Standard pharmacies include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Walgreens</li> <li>• Reasor's</li> <li>• Homeland</li> <li>• Sam's Club</li> <li>• Select Independent Pharmacies Online pharmacy search tool: <a href="https://gh-findcare.globalhealthportals.com/oklahoma/globalhealth/medicare">https://gh-findcare.globalhealthportals.com/oklahoma/globalhealth/medicare</a></li> </ul>

## Formulary Alternatives: Medications for the Adherence, SUPD, and SPC

Measure	Tier 1	Tier 2	Tier 3	Tier 4
Cholesterol <sup>†</sup>	Atorvastatin <sup>1</sup> , Lovastatin <sup>1</sup> , Pravastatin <sup>1</sup> , Rosuvastatin <sup>1</sup> , Simvastatin <sup>1</sup>			
Diabetes	Glimepiride <sup>1</sup> , Glipizide <sup>1</sup> , Glipizide XLI, Glipizide/Metformin <sup>1</sup> , Metformin <sup>1</sup> , Metformin ER <sup>1,2</sup> , Nateglinide <sup>1</sup> , Pioglitazone <sup>1</sup> , Repaglinide <sup>1</sup>		Farxiga <sup>®1</sup> , Glyxambi <sup>®1</sup> , Janumet <sup>®1</sup> , Janumet <sup>®</sup> XR <sup>1</sup> , Januvia <sup>®1</sup> , Jardiance <sup>®1</sup> , Jentadueto <sup>®1</sup> , Jentadueto XR <sup>®1</sup> , Mounjaro <sup>®1</sup> , Ozempic <sup>®1</sup> , Rybelsus <sup>®1</sup> , Synjardy <sup>®1</sup> , Synjardy XR <sup>®1</sup> , Tradjenta <sup>®1</sup> , Trijardy XR <sup>®1</sup> , Trulicity <sup>®1</sup> , Xigduo <sup>®</sup> XR <sup>1</sup>	
Hypertension	Amlodipine/Benazepril, Benazepril*, Captopril*, Enalapril*, Fosinopril*, Irbesartan*, Lisinopril*, Losartan*, Moexipril, Olmesartan*, Olmesartan/Amlodipine*, Perindopril, Quinapril*, Ramipril, Telmisartan, Trandolapril, Valsartan*, Valsartan/Amlodipine*			

<sup>1</sup> Quantity Limit <sup>2</sup> Generic of Glucophage XR \*Drugs that are also available in combination with HCTZ.

<sup>†</sup>Moderate-intensity statin (daily dose): atorvastatin 10-20mg, lovastatin 40mg, pravastatin 40-80mg, simvastatin 20-40 mg. High-intensity statin (daily dose): atorvastatin 40-80mg, rosuvastatin 20-40mg

Visit our website for the updated Drug Formulary information: <https://globalhealth.com/oklahoma/pharmacy/drug-formularies>

## Important Message About What Members Pay for Vaccines, Insulins and Specific Part D Drugs

GlobalHealth covers most Part D vaccines at no cost to the member. All formulary insulins will be available at maximum copay of \$35 each for a month's supply during the initial coverage phase. During the catastrophic phase, the cost of insulins will be \$0. For D-SNP plans, insulin is covered at \$0. Members will not pay more than the CMS published adjusted coinsurance percentage that applies to the specific Part B rebatable drug (typically a single source drug, e.g., brand drug). \*GlobalHealth plans have a \$0 deductible on all drugs.

Medicare Part D (Generations Plans) 2025 Quick Reference Guide						
Tiers	Plan Name	Standard Retail 30-Day Supply	Preferred Retail 30-Day Supply	Standard Retail 100-Day Supply	Preferred Retail 100-Day Supply	CVS Mail Order 100-Day Supply
Tier 1	Classic Rewards/ Classic Plus	\$5	\$0	\$15	\$0	Preferred: \$0
	OSR	\$5	\$0	\$15 90-day supply	\$0 90-day supply	\$0 90-day supply
	Dual Support (D-SNP)/ Dual Premier (D-SNP)	\$0	\$0	\$0	\$0	\$0
	Chronic Care (C-SNP) / Chronic Care Savings (C-SNP)	\$5	\$0	\$15	\$0	Preferred: \$0
Tier 2	Classic Rewards/ Classic Plus	\$15	\$10	\$45	\$0	Preferred: \$0
	OSR	\$20	\$15	\$60 90-day supply	\$0 90-day supply	Preferred: \$0
	Dual Support (D-SNP)/ Dual Premier (D-SNP)	\$0	\$0	\$0	\$0	\$0
	Chronic Care (C-SNP) / Chronic Care Savings (C-SNP)	\$10	\$5	\$30	\$0	Preferred: \$0
Tier 3	Classic Rewards/ Classic Plus	\$47	\$42	\$141	\$84	Preferred: \$84
	OSR	\$47	\$42	\$141 90-day supply	\$84 90-day supply	Preferred: \$84 90-day supply
	Dual Support (D-SNP)/ Dual Premier (D-SNP)	\$0	\$0	\$0	\$0	\$0
	Chronic Care (C-SNP) / Chronic Care Savings (C-SNP)	\$47	\$42	\$141	\$84	Preferred: \$84
Tier 4	Classic Rewards/ Classic Plus	\$100	\$90	\$300	\$270	Preferred: \$270
	OSR	\$100	\$95	\$300 90-day supply	\$190 90-day supply	\$190 90-day supply
	Dual Support (D-SNP)/ Dual Premier (D-SNP)	\$0	\$0	\$0	\$0	\$0
	Chronic Care (C-SNP) / Chronic Care Savings (C-SNP)	\$100	\$90	\$300	\$270	Preferred: \$270
Tier 5	Classic Rewards/ Classic Plus	33%	33%			
	OSR	33%	33%			
	Dual Support (D-SNP)/ Dual Premier (D-SNP)	0%	0%	N/A	N/A	N/A
	Chronic Care (C-SNP) / Chronic Care Savings (C-SNP)	33%	33%			