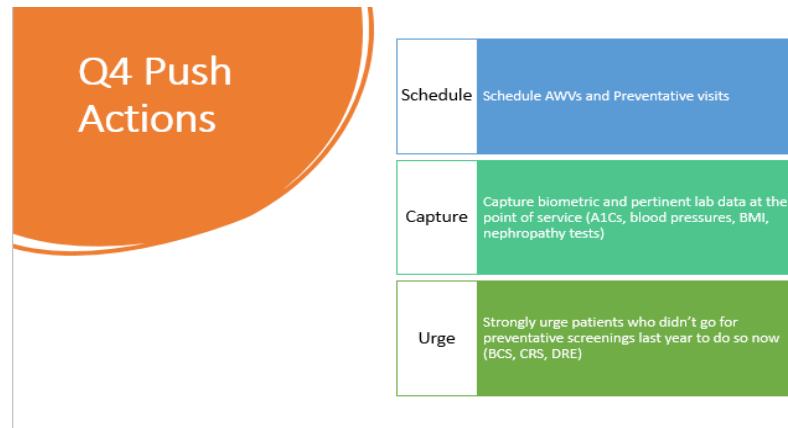


CSMS-IPA Fourth Quarter 2021 Newsletter

Let's Finish Strong for Year End 2021

2021 has been a catch up and regroup year for providers, practices and patients. This last quarter of the year gives us an opportunity to take a deep breath, improve our scores, close more gaps and improve the quality of care for all our patients, especially those at high risk. Here's what we need to do to succeed:



Schedule Annual Wellness and Preventive Visits

Allocate staff time to filling empty appointment slots with patients who haven't had their annual visit. Our population health tools (CareScreen, iCollaborate, Availity, Practice Assist) and your practice representative can help you with reports on patients who are missing annual visits. At this late date, focus on patients with high-risk scores, chronic conditions, and long gaps between visits.

Capture and document biometric and pertinent lab data for key screening measures

We know you are doing tests like HgBA1cs, Blood pressures and nephropathy screening, but the results aren't always documented, either through CPT2 codes or in the population health tools. For year end, we need to fill in the blanks with test results, so the payers can give you credit for work done and so we can achieve shared savings. Get help from your representative to enter results into our population health tools.

Urge patients who didn't go for preventive screenings (mammograms, colon cancer screening, diabetic urine testing Diabetic retinal exams) to do so now

One key to success with preventive screenings is to make it easy for patients. Check with your preferred radiology and ophthalmology referral sources to ensure that there are slots open for your patients to make appointments. Offer patients in office alternatives to colonoscopy. Some payers, like United, will mail home test kits to patients. Ask patients for specifics about their preventive testing plan. If there is hesitancy or resistance, explore why and work through obstacles and concerns.

Use a proactive office workflow to identify gaps in care

Office staff should be prepping for upcoming visits by identifying patients by insurance and checking patient records for outstanding annual wellness visits and preventive test results. Staff should then communicate these gaps in care to the provider so testing can be done or ordered at end of the visit.

Need Help with Reports, Use of Population Health Tools?

Contact your practice representative. She can help you with reports, use of the population health tools and resources.