



A Pharmacist's Guide to Success

Thank you for confirming your participation in the Diabetes Control Outcome Based Pay-for-Performance bonus program! Here is your *newest* opportunity to practice at the **top of your license** and have a **measurable impact** on patient **outcomes**. To help in this new venture, we have put together some resources to help you assist each of your patients in the program. The three measures hosted as part of this pilot program follow patients through the continuum of diabetes care and are closely modeled after measures initially developed by the NCQA (National Committee for Quality Assurance).

The first measure, Humana Diabetes - **A1c Test Complete**, assesses the percentage of patients with diabetes who have received an A1c test during the measurement year (2020). If the patient is an outlier in this measure, it means the patient has yet to receive an A1c test in 2020. One option is to refer the patient to their local provider that can order or complete an A1c test for the patient. For some patients, Humana will deliver an A1c test kit to their home to be completed and mailed back to Humana. For this option, the Pharmacy can email (RxDiabetesQualityProgram@humana.com) to request information, and order a test kit for the patient.

The next measure, Humana Diabetes - **A1c Under Control**, assesses the percentage of patients with diabetes whose most recent A1c result was equal to 9.0% or lower within the measurement year (2020). While, guidelines from the American Diabetes Association typically define A1c goals of less than 7.0%, the intent of this measure is to get patients on the right track with their diabetes control. As a result, the measure specifications detail calculation results of patients with values of 9.0% or lower. Patients who are outliers in this measure have an A1c level >9.0%. When reviewing patients who are outliers in this measure, it creates an opportunity for pharmacists to use clinical judgement while engaging with patients to assess diet, exercise, medication adherence, and overall medication utilization in helping to get patients to an A1c value of 9.0 percent or lower. Upon the next opportunity for the patient to receive a repeat A1c, the updated lab results will be included in the measure calculation. If the patients does achieve an A1c value of 9.0% or lower, the pharmacy's score will increase and the patient will no longer be displayed as a outlier.

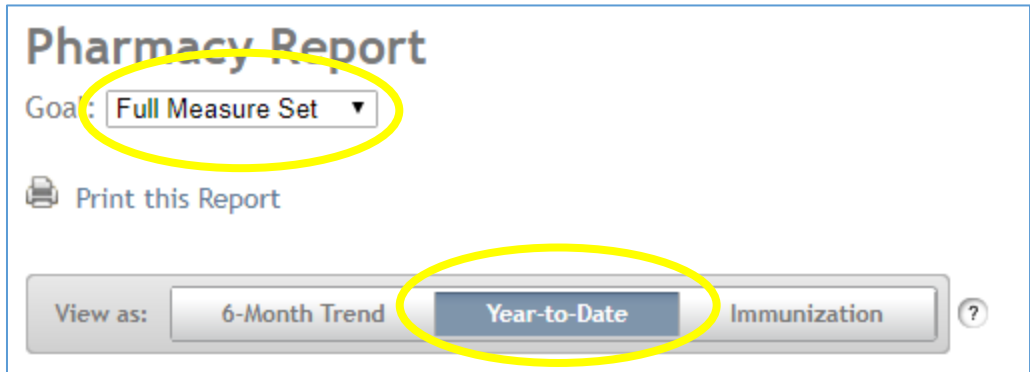
The final measure, Humana Diabetes - **Retinal Eye Exam Complete**, assesses the percentage of patients with diabetes whose have received a retinal eye exam during the measurement year (2020). Outliers for this measure represent opportunities for pharmacies to educate, encourage, and remind patients to receive a retinal eye exam from a licensed, in-network provider (optometrist or ophthalmologist) that can complete a retinal eye exam.

This bonus program rewards the extra effort put forth by the pharmacist to initiate these discussions. The chart below outlines the bonus incentive details associated with the Program. Pharmacies will be reimbursed based upon the year-end performance in the A1c Under Control and Retinal Eye Exam Completed Measures.

	A1c Under Control (A1c Level ≤ 9%)	Payout Per Positive Outcome Member	Retinal Eye Exam Complete	Payout Per Complete Member
Level 1	<68%	\$0	<75%	\$0
Level 2	≥68% to <72%	\$15	≥75% to <80%	\$15
Level 3	≥72% to <76%	\$20	≥80% to <85%	\$20
Level 4	≥76% to <80%	\$30	≥85% to <90%	\$30
Level 5	≥80%	\$40	≥90%	\$40

Key to Success #1: Login to EQuIPP® and Understand your Performance

Your first key to success in this program is accessing your performance dashboard within EQuIPP®. The diabetes control measures will be displayed in the Year-to-Date view of EQuIPP®. Make sure your goal selection is 'Full Measure Set'.



The measures for this program will be displayed as shown in the example below:

Measure	Trend	Pharmacy		Versus Goal		Versus Others	
		# of Patients	Performance Score	Goal	Gap	Organization Average	State Average
Humana Diabetes – A1c Testing Complete		99	90.6% ANALYZE PERFORMANCE	100% ↑ HIGHER IS BETTER	9.4% OUTLIERS	85.8%	88.4%
Humana Diabetes – A1c Under Control		99	87.6% ANALYZE PERFORMANCE	80% ↑ HIGHER IS BETTER	✓ OUTLIERS	85.9%	88.1%
Humana Diabetes – Eye Exam Complete		99	90.3% ANALYZE PERFORMANCE	90% ↑ HIGHER IS BETTER	✓ OUTLIERS	87.5%	89.8%

Goals for this program will automatically populate (see above chart for goals), similar to other measures. These goals (i.e. Levels) are dynamic, meaning the goals will update to the next highest goal as the performance score increases. Once the performance score has met or exceeded the highest threshold/goal, the measure score will change to green.

Key to Success #2: Access Your Outliers

Your next key to success is understanding which patients you can impact to improve your performance scores. This is done through accessing the outliers tab in each of the measures. Outliers in each of the three measures included in the program will update **weekly** and documenting in each outlier section is vital to your success in this program.

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Humana Diabetes – A1c Under Control		99	87.6% ANALYZE PERFORMANCE	80% ↑ HIGHER IS BETTER	OUTLIERS	85.9%	88.1%
Humana Diabetes – Eye Exam Complete		99	90.3% ANALYZE PERFORMANCE	90% ↑ HIGHER IS BETTER	OUTLIERS	87.5%	89.8%

Measure #1: A1c Test Complete

This measure is the first step in helping improve outcomes of patients with diabetes. The measure will tell you which patients do not have an A1c test on file for the year. The intent of this measure is to ensure patients understand the importance of having an A1c test completed to track the progress of their treatment. Patients who are shown in the outlier screen are those that could be assisted by a recommendation to have an A1c test completed. An example of the outlier screen display is shown below:

Patient Outliers Diabetes Control - A1c Under Control								Performance Data Date Range: Jan 2019 - Dec 2019	
Download this Report								Show: All Patients	
Patient									
Last Name	First Name	Date of Birth	Designations	Provided By	Type	Test Detail	Status	Action	
		MM/DD/YYYY		Humana Qlty			Not Started		
		MM/DD/YYYY					Not Started		
		MM/DD/YYYY					Not Started		
		MM/DD/YYYY		Humana Qlty Network	Outlier		Not Started		
		MM/DD/YYYY		Humana Qlty Network	Outlier		Not Started		

Test Detail
 Test Location: In home, Provider, or Both
 Test Kit Shipped: Yes or No
 If yes, date shipped: MM/DD/YYYY

By hovering over the mortar and pestle, you will be able to see if the patient is eligible for an in-home test kit to be delivered, or if they should be referred to their provider to complete an A1c test. If the patient is eligible for an in-home test, the hover over information will tell you the patient is eligible for a test kit, if the test kit has been shipped, and what date the kit was shipped.

Measure #2: A1c Under Control

The intent of this measure is to identify which patients have an A1c under control. For this measure, the goal is an A1c level of $\leq 9\%$ despite ADA guidelines which commonly refer to treatment goals of less

than 7.0%. Patients displayed as outliers are those who have received an A1c test, but the most recent A1c value is not under control, and is currently greater than 9.0%. The outlier display will provide more detail on when the test was completed, where the test was completed, and what the patient's A1c value was. This information can be accessed when hovering over the mortar and pestle display in the Outliers tab as shown below.

Patient Outliers Diabetes Control - A1c Under Control

Download this Report

Performance Data Date Range: Jan 2019 - Dec 2019

Show: All Patients

Patient								
Last Name	First Name	Date of Birth	Designations	Provided By	Type	Test Detail	Status	Action
		MM/DD/YYYY		Humana Qity			Not Started	
		MM/DD/YYYY				Test Detail Last Test of Record: MM/DD/YY Test Result: 8.0 Test Location: Lab ABC Network	Not Started	
		MM/DD/YYYY					Not Started	
		MM/DD/YYYY		Humana Qity Network	Outlier		Not Started	
		MM/DD/YYYY		Humana Qity Network	Outlier		Not Started	

Measure 3: Retinal Eye Exam Complete

The final measure is unique as it looks to verify if a patient with diabetes has received a retinal eye exam within the current calendar year. Changes in vision can happen slowly, and many patients may not recognize slow changes in their vision. A comprehensive retinal exam can help discover problems that may lead to blindness, such as diabetic retinopathy, cataracts and glaucoma. Outliers in this measure will need to be referred for a diabetic retinal eye exam.

Patient Outliers for Humana Diabetes - Eye Exam Completed

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Performance Data Date Range: AUG 2019 - JAN 2020

Show: All Patients

Patient							
Last Name	First Name	Date of Birth	Designations	Provided By	Type	Status	Action
		MM/DD/YYYY		Humana Qity Net	Outlier	Not Started	
		MM/DD/YYYY		Humana Qity Net	Outlier	Not Started	
		MM/DD/YYYY		Humana Qity Net	Outlier	Not Started	
		MM/DD/YYYY		Humana Qity Net	Outlier	Not Started	
		MM/DD/YYYY		Humana Qity Net	Outlier	Not Started	

Key to Success #3: Take Action and Document*

This is a requirement of program participation. Documentation of your patient interaction as illustrated below will be provided to Humana for recording as a part of this pilot program to help assess the success of various efforts and actions community pharmacies have made in patient outcomes. **To receive credit for numerator compliant patients, you must document for every outlier in each measure regardless of the success of the encounter.*

Measure #1: A1c Test Complete

The documentation for this measure is very straightforward. To move the needle for your outliers, please have a discussion with your patients to educate them on why controlling their blood sugar is important

for their health, and how lowering their A1c can help prevent complications caused by diabetes. Then, using the information within EQUIPP® you can guide them to their provider, or the in-home test kit, to complete their A1c test. Once you interact with the patient, please document on the education that was provided, and any resources given to the patient. Then, add any additional comments about the conversation in the free text box. Please note: documenting on a patient will not remove them from your outliers list. Their 'status' will change from 'not started' to 'completed', but they will not be removed from your outliers list until an A1c test is on file.

To order an A1c test kit for a patient who is eligible for an in home kit and hasn't had one shipped yet, please email RxDiabetesQualityProgram@humana.com. In this correspondence please include the member's name, date of birth, Humana ID, and your NPI.

Humana has provided this resource to help aid your conversations around A1c testing and referring to a provider: [Click Here](#)

https://www.pharmacyquality.com/wp-content/uploads/2020/04/A1c-Flyer_Final.pdf

Patient Educated on A1C Test Completion?

Yes
 No
 Patient Declined Education

Patient Provided A1c Test Resource?

Yes
 No
 Patient Declined Education

Note (Free text box for pharmacy note/tracking purposes only)

Clear Form Cancel SUBMIT

Measure #2: A1c Under Control

The documentation for the second measure is really where pharmacists get to flex their broad skillset and ensure patients understand the complexities of their diabetes disease state. Keeping in mind the intent of the measure, recording an A1c $\leq 9\%$, you can guide your patients to a healthier life. For this measure we will request you document if the patient was educated on an in-range A1c value, and if the patient was provided any resources. Again, please use the free text box to capture any additional commentary.

To help guide these conversations Humana has put together a resource you may share with patients: [Click Here](#)

https://www.pharmacyquality.com/wp-content/uploads/2020/04/A1c-Flyer_Final.pdf

Patient Educated on In-range A1c Value?

Patient referred for new A1c test
 Patient not referred for new A1c test
 Patient Declined Education
 In-Range Test Already Completed

Patient Provided A1c Test Resource?

Ordered or communicated process for at-home test kit
 Referred to provider
 No resource provided

Note (Free text box for pharmacy note/tracking purposes only)

Clear Form Cancel SUBMIT

Measure #3: Retinal Eye Exam Complete

Documentation for the final measure, Retinal Eye Exam Complete, is very straightforward. Please provide comments on whether the patient was educated, provided resources, or reported that a test was already completed. Again, this documentation is required in the program and is vital to understanding the results of the pilot program.

To help guide these conversations Humana has put together a resource you may share with patients: [Click Here](#)

https://www.pharmacyquality.com/wp-content/uploads/2020/04/A1c-Flyer_Final.pdf

The screenshot shows a web form with the following sections:

- Patient Educated on Retinal Eye Exam?**
 - Yes
 - No
 - Patient Declined Education
- Patient Provided Retinal Eye Exam Resource? (i.e. PDF)**
 - Yes
 - No
 - Patient Declined Education
- Test Already Completed?**
 - Yes
 - No
- Note** (Please include location and date of eye test if patient reports they have already completed an eye test)
 -
- Buttons: Clear Form, Cancel, SUBMIT

Wrap Up

Now is your chance! This is the opportunity to prove that pharmacists working at the top of their license can really make an impact on patient outcomes. As a bonus, you will be compensated for your efforts! Year-end performance in the program will be available with the February 2021 refresh of EQuIPP®. To ensure calculated performance captures data associated with any reprocessed or rebilled claims and updated results from medical claims (which can have significant lag times), final performance calculations for the program will be provided with the March 2021 refresh of EQuIPP®. Payment for your program results will be sent in Spring 2021 and will be determined and paid by Humana and distributed by PQS. If you have any questions about this program please reach out to PQS at: P4PSupport@PharmacyQuality.com

- If you have any questions about EQuIPP®, please utilize the support link within the EQuIPP® platform or email Support@PharmacyQuality.com
- For additional resources, you can access the Humana A1c Program Knowledge Base on the PQS website: <https://www.pharmacyquality.com/humana-knowledge-base/>

Thank you for your efforts in this program and your constant work to improve the lives of your patients!