



## 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 two measures hosted as part of this pilot program follow patients through the continuum of A1c testing 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 complete an A1c test in 2020. For all patients in this program, Humana will deliver an A1c test kit to their home to be completed and mailed back to Humana. To make an impact in this measure, pharmacists should help educate and encourage patients to complete the A1c kit received in the mail to complete the process, while remaining socially distant.

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 either have an A1c level >9.0% on a test completed in 2020, or they still need to have a test completed this year. When reviewing patients who are outliers in this measure, pharmacists can 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. For patients who have already completed an in home test kit, guidance for a repeat A1c should include referring the patient to their provider. If the patients does achieve an A1c value of 9.0% or lower upon the repeat A1c, the pharmacy’s score will increase and the patient will no longer be an outlier.

This bonus program rewards the extra effort put forth by the pharmacist to initiate these discussions. Pharmacies will be reimbursed based upon the year-end performance in the A1c Under Control measure.

A1C	A1c Under Control (A1c Level ≤ 9%)	Payout Per Positive Outcome Member
Level 1	<34%	\$0
Level 2	≥34% to <42%	\$20
Level 3	≥42% to <50%	\$30
Level 4	≥50% to <60%	\$40
Level 5	≥60%	\$50

## 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 screenshot shows the 'Pharmacy Report' interface. At the top, the 'Goal' is set to 'Full Measure Set'. Below it is a 'Print this Report' button. At the bottom, the 'View as' section has three tabs: '6-Month Trend', 'Year-to-Date' (which is selected and highlighted), and 'Immunization'.

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	<b>90.6%</b> ANALYZE PERFORMANCE	100% ↑ HIGHER IS BETTER	9.4% OUTLIERS	85.8%	88.4%
Humana Diabetes – A1c Under Control		99	<b>87.6%</b> ANALYZE PERFORMANCE	80% ↑ HIGHER IS BETTER	✓ OUTLIERS	85.9%	88.1%

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.

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

## 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:

The screenshot shows a report titled "Patient Outliers Diabetes Control - A1c Under Control". It includes a "Download this Report" link and a "Performance Data Date Range" of "Jan 2019 - Dec 2019". A dropdown menu shows "All Patients". The main table has columns: Last Name, First Name, Date of Birth, Designations, Provided By, Type, Test Detail, Status, and Action. A popup window titled "Test Detail" is open over the "Test Detail" column of a row. The popup contains the following text: "Test Location: In home, Provider, or Both", "Test Kit Shipped: Yes or No", and "If yes, date shipped: MM/DD/YYYY".

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	

By hovering over the mortar and pestle, you will be able to see information about the in-home test kit that was provided to your patients. This hover over box will tell you if the test kit has been shipped and the date that 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 (1) have not received an A1c test yet in 2020 or (2) their most recent A1c value is not under control and is 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.

The screenshot shows a report titled "Patient Outliers Diabetes Control - A1c Under Control". It includes a "Download this Report" link and a "Performance Data Date Range" of "Jan 2019 - Dec 2019". A dropdown menu shows "All Patients". The main table has columns: Last Name, First Name, Date of Birth, Designations, Provided By, Type, Test Detail, Status, and Action. A popup window titled "Test Detail" is open over the "Test Detail" column of a row. The popup contains the following text: "Last Test of Record: MM/DD/YY", "Test Result: 9.2", and "Test Location: Lab ABC".

Last Name	First Name	Date of Birth	Designations	Provided By	Type	Test Detail	Status	Action
		MM/DD/YYYY		Humana Qlty	Outlier		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	

## 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 in-home test kit that Humana has provided, 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.

If you have any questions pertaining to the in home A1c test kit, or if a patient reports they haven't received a kit yet, please email [RxDiabetesQualityProgram@humana.com](mailto: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 the in home test kit: [Click Here](https://www.pharmacyquality.com/wp-content/uploads/2020/06/A1c-Flyer_Final_COVID.pdf)  
[https://www.pharmacyquality.com/wp-content/uploads/2020/06/A1c-Flyer\\_Final\\_COVID.pdf](https://www.pharmacyquality.com/wp-content/uploads/2020/06/A1c-Flyer_Final_COVID.pdf)

The screenshot shows a digital form with the following sections:

- 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)**
  - A single-line text input field.
- At the bottom, there are three buttons: "Clear Form", "Cancel", and "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/2020/06/A1c-Flyer_Final_COVID.pdf)  
[https://www.pharmacyquality.com/wp-content/uploads/2020/06/A1c-Flyer\\_Final\\_COVID.pdf](https://www.pharmacyquality.com/wp-content/uploads/2020/06/A1c-Flyer_Final_COVID.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**

## 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](mailto:P4PSupport@PharmacyQuality.com)

- If you have any questions about EQUIPP®, please utilize the support link within the EQUIPP® platform or email [Support@PharmacyQuality.com](mailto: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!