



innovaccer
PQS

Hemoglobin A1C Data Gap Closure Program (A1C) Description

Historically, prescribers or health systems generate HEDIS® data and measure improvement results. However, PQS believes community pharmacies are an underutilized resource, and as a result, have created a solution to maximize the role of pharmacies, deliver value to health plans in need of expanded data, and provide a new source of revenue for pharmacies.

Comprehensive Diabetes Care quality measure is a HEDIS® quality measure that focuses on the control of diabetes including understanding the result of members' hemoglobin A1C values. We want all patients with diabetes to have an A1C at a controlled value and feel that pharmacies are positioned to gather hemoglobin A1C (A1C) data where there are data gaps as well as to work with patients to help them control their diabetes.

To support these goals, PQS' program will:

- Receive a list of patients with uncontrolled A1C results or who are lacking A1C data from health plans
- Deliver the patient list to the patient's pharmacy
- Enable the pharmacy staff to obtain A1C data from selected patients
- Enable pharmacies to transmit A1C data to PQS

Once the data are received by PQS, we will:

- Transform the data into meaningful coding systems
- Deliver codified content in a specified format to health plans to help with HEDIS® quality measures

The team at PQS appreciates our partnership with your organization and are pleased to participate in this effort to capture key patient details in an efficient process and help maximize quality improvement, as well as secure reimbursement for services for pharmacies.

Hemoglobin A1C Data and Documentation

HEDIS® quality measures have particular requirements for the data that are used in the measures. For A1C, all related data must be associated with an encounter with a certified healthcare professional, which includes pharmacists and certified technicians. To demonstrate that the data were viewed and validated by these professionals, the measure requires that the encounter have qualifying documentation.

We have built documentation for hemoglobin A1C encounters into the EQUIPP® platform. Please remember that the data you collect cannot be incorporated into the A1C HEDIS® quality measure unless there is accompanying documentation of your encounter with the patient. This also means that data not associated with documentation is also not eligible for payment.

Finding Qualifying Patients

While we do want all diabetes patients to have A1C readings at goal, the A1C program is only active for a specified list of patients identified by the health plans participating in the program. A list of all patient opportunities will display for you in the EQUIPP® platform. Once you identify the eligible patients, you can set up appointments with them to come in for A1C reading.

Decision Diagram and A1C Education

PQS has prepared guidance documents to assist pharmacy staff members in their encounters with patients. The first is a decision tree to assist with the interpretation of A1C values. The second is a primer on methods to approach patients and best practices for discussions with patients regarding their potential concerns with participation in the program.

Both documents can be found linked in the program description page in EQUIPP®.

Contact Information

As always, you may also reach out to support@pharmacyquality.com and we can direct you to the best individual to address any questions or comments that you may have.

Thank you for your participation in this program! We hope that the program structure facilitates meaningful impacts in patient health by pharmacy professionals and contributes positively to the control of blood pressure among the patients you serve.