

CAPTURING CHRONIC CONDITIONS

Chronic Analysis Retention Education

Overview

The Cigna-HealthSpring Education Department's 2018 initiative is related to the capture, and recapture, of chronic diagnoses/conditions every calendar year. Recapturing of chronic diagnosis is critical for the Medicare Advantage Plan, because failure to document active conditions with a treatment plan on an annual basis implies to CMS that the condition no longer exists. Using a Cigna-HealthSpring internal reporting tool called the Chronic Condition Patient Profile, we are able to identify diagnoses that have not been recaptured in an applicable year. For example, Diabetes was reported in 2016 but not in 2017. Therefore, in an attempt to improve chronic diagnosis retention clinicians will be provided with an analysis of "lost" conditions, or those not recaptured in the applicable calendar year, and a reason for this potential diagnosis/diagnoses loss.

Diagnosis/Chronic Condition Sources

The conditions may come from a variety of sources including: Primary Care Claims, Specialist Claims, Hospital Inpatient Records, HMRs, 360s and Lumeris Enhanced Encounters, as well as chart reviews of primary care and specialist

notes. The acronyms located on the far right of the HMR indicate the source of the diagnoses. It is critical that on HMR, 360, and/or Lumeris Enhanced Encounter (EE) to select the most appropriate/applicable diagnosis and document (validate) this diagnosis by addressing it with a treatment plan.

Specialist and Inpatient Notes

As a reminder, the HMR, 360 and/or Lumeris Enhanced Encounter (EE) should reflect **all** chronic conditions including those from specialists, hence the need for review of the specialist/hospital notes. If you are having difficulty getting notes from another provider, please notify your Network Operations Representative immediately so that they may assist you in getting these notes. Some providers use a "tickler" system for tracking referrals to specialists and the subsequent receipt of the notes from that visit. This will ensure notes are available to you when you are completing HMR, 360 and/or Lumeris Enhanced Encounter (EE) exams. Other specialists also send a fax request for the specialist notes **when the referral is made** so the request is already in the specialist office.



QUICK TIPS FOR SUCCESS

- › Complete all HMR/360/EE exams as soon as possible in the year
- › When completing HMRs, consider the HMR source
- › Review any specialist notes in your system/files
- › Select the most appropriate/applicable diagnosis
 - **Consider reviewing** radiology studies, labs, and discharge summaries to improve diagnostic capture
- › Validate diagnoses in the progress note A&P
 - **Remember** to incorporate a specific diagnosis addressing laterality when appropriate
- › Include a Treatment Plan
 - **Treatment plans include:** medications, diet, referrals, diagnostic testing, and monitoring.
- › Implement a “tickler” system for tracking return of specialist notes
- › Send a fax request for specialist notes when the referral is made