



Health Partners Plans

# Quality Initiatives, Opportunities and Resources

## Frequently Asked Questions

**Q:** For CareNet, if a patient wants to schedule for their overdue care gap, what is the next step? Do HPP coordinators call the office with the patient?

**A:** CareNet schedules the appointment with the member on the phone by calling their provider.

**Q:** How do providers refer patients to at-home services?

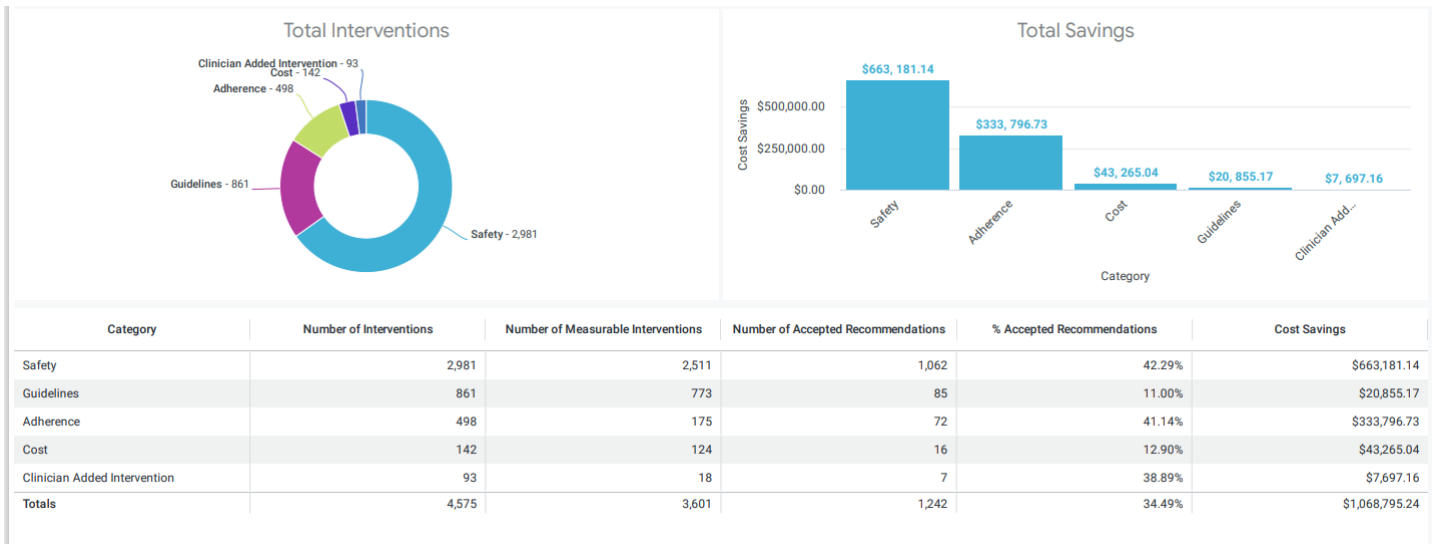
**A:** At this time, we have not begun accepting provider referrals for in-home services, but we are looking to do so. HPP started with some small-scale provider referral pilots last year and we hope to expand the program.

**Q:** How are the outreach calls, lab results, and medication adherence/CMR results communicated back to providers? Does HPP inform providers when you have reached out to patients, so providers know the additional effort HPP is providing for care management?

**A:** In-home screening results and kit mailing results for FOBT and A1c are faxed to the PCPs. At this time, we do not share the lists of members receiving outreach calls from our vendors, but if you are interested in learning which of your members have been targeted, please contact your provider relations rep and we can get you your member list.

**Q:** Does HPP have outcomes related to the CMR and TMR program with Tabula Rasa (reduced cost, adverse events, etc.)?

**A:** There were 3,687 CMRs completed out of 4,496 CMS-eligible CMR members in 2022. In 2022, there were 3,524 members with TMR interventions out of 5,439 members with TMR evaluations. Please see chart on the following page for more information specific to TMRs through Q2 of 2022.



**Q:** How can providers find out who their Provider Relations Rep is?

**A:** Please contact HPP's Provider Services Helpline at 1-888-991-9023, Monday through Friday (9:00 a.m. to 5:30 p.m.).

**Q:** Is the measurement year a rolling 12-month period?

**A:** The measurement year is the calendar year, but please see the specifics related to pregnancy. The percentage of deliveries on or between October 8 of the year prior to the measurement year and October 7 of the measurement year.

**Q:** Please share information on the SMBP cuffs available to HP patients.

**A:** The fillable BP cuff form can be accessed at [www.HPPlans.com/cuff](http://www.HPPlans.com/cuff).

A comprehensive CBP Guide can be found on HPP's website at [www.HPPlans.com/BloodPressure](http://www.HPPlans.com/BloodPressure).

**Q:** Where can providers find care gap reports?

**A:** Care gap reports are in our HP Connect portal. Learn more at [www.HPPlans.com/ProviderPortal](http://www.HPPlans.com/ProviderPortal).

**Q:** How do we submit PCMH accreditation/acknowledgement for our sites? Is there a deadline for submitting these to be considered for incentives?

**A:** There is no need to submit PCMH accreditation status. HPP's PCMH program is state-mandated and different from the NCQA program. Participating practices in HPP's PCMH program do not need to be NCQA PCMH certified. At this time, we are not accepting new providers into the PCMH program, and we will re-evaluate in the fall for CY2024.

**Q:** Is a BP cuff covered at the pharmacy if providers submit an order or only via DME?

**A:** BP cuffs are only available through our DME supplier.