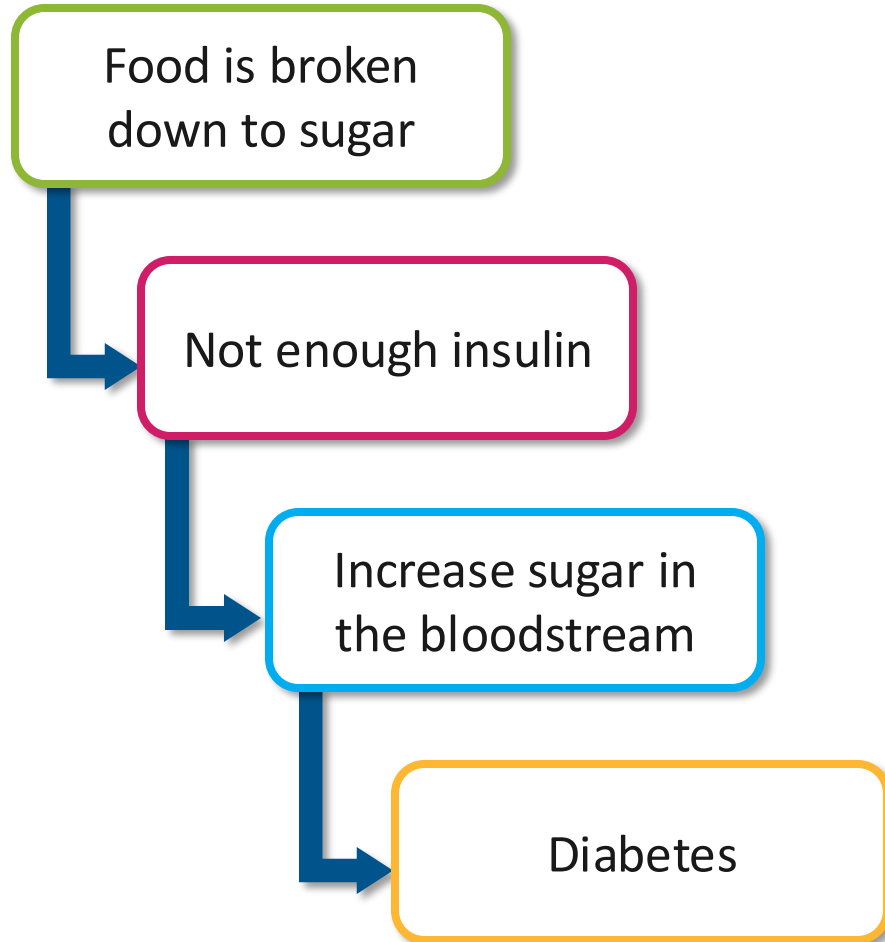


Hemoglobin A1c for Patient with Diabetes ≤ 9 (HBD ≤ 9)

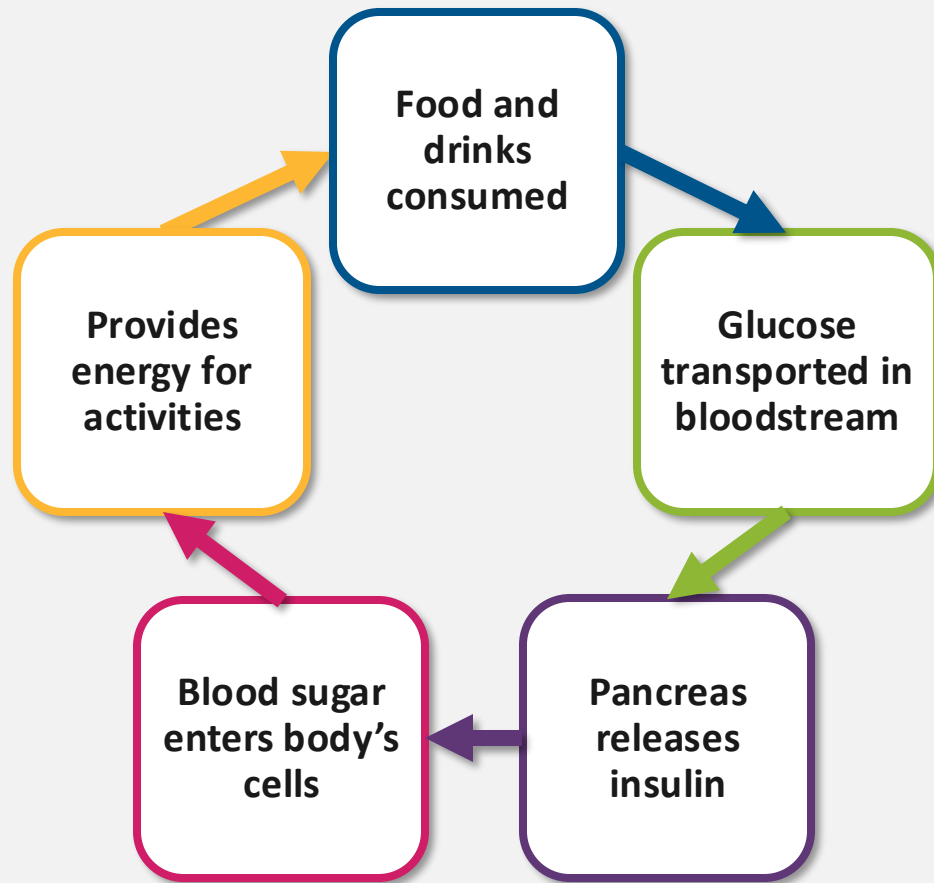
Overview



- Diabetes is a chronic (long-lasting) health condition that affects how the body turns food into energy
- The body does not make enough insulin or cannot use it as it should, so too much blood sugar stays in the bloodstream
- Persistent high blood sugar in the bloodstream causes diabetes and can lead to serious health problems, such as heart disease, vision loss and kidney disease when hbA1c is not controlled

<https://www.cdc.gov/diabetes/basics/diabetes.html>

Healthy Body



- The body breaks down most of the food eaten into sugar (glucose) and releases it into the bloodstream
- Pancreas releases insulin when blood sugar goes up
- Insulin acts like a key to let the blood sugar into the body's cells for energy use

<https://www.cdc.gov/diabetes/basics/diabetes.html>

Hemoglobin A1C Test

WHY IS IT IMPORTANT

- Diabetes is the seventh leading cause of death
- Getting HbA1c test done and ensuring that it is ≤ 9 prevents major complications from developing such as
 - ✓ Heart disease or stroke – a person with diabetes is 2x more likely to have
 - ✓ Damage to blood vessels in the retina (diabetic retinopathy)
 - ✓ About 1 in 3 adults develops chronic kidney disease (CKD)
 - ✓ Nerve damage (neuropathy) - numbness and pain to feet and legs
 - ✓ Hard to treat infections that can end up in an amputation of toe or limb
 - ✓ Dental problems, depression, etc

<https://www.cdc.gov/diabetes/library/features/prevent-complications.html>

Understanding the Measure

Hemoglobin A1c test (HbA1c ≤ 9)

- How is someone identified for the measure:
 - Members ages 18-75 diagnosed with diabetes by claim/encounter data and by pharmacy data, during the current year or the previous year
- How is it measured:
 - HbA1c test result is less than or equal to 9
 - The last reading of the current year is used to determine compliance for the measure

HbA1c Test Result ≤ 9

TALKING POINT WITH PROVIDER GROUPS

- Discuss the importance of getting hbA1c test for patients diagnosed with diabetes to prevent complications
- Share the quality care gaps report showing noncompliant eligible members for this measure
 - Review these members' medical records to confirm last hbA1c test completed
 - If no visit in current year (MWOV), call and schedule their appointment to complete annual wellness visit (AWV) and order hbA1c test to be completed prior to office visit
- If member(s) had a visit in current year, confirm that hbA1c test was done with a result of ≤ 9 as documented in medical record
 - If multiple members had the hbA1c test with a result ≤ 9 , discuss the option of submitting Supplemental Data FF to close the care gap in our system
 - If hbA1c test result was > 9 from longer than 3 months, assist patient in scheduling another hbA1c test
- Review prescribed medication therapy – to identify any issue. For example: diet change, skipping dose, dose changed and splitting the pill or forgetting to take dose; any changes in members lifestyles or changes in home management
 - Provide diabetes education
 - Referral to case management
- If hbA1c test result was from <3 months
 - Repeat hbA1c test in 3 months from the last date the test was done
 - Review prescribed medication therapy – to identify any issue. For example: skipping dose, dose changed and splitting the pill or forgetting to take dose
 - Provide diabetes education
- If not a user for RxEffect, register to become a user and can review members' medication therapy status
 - When was prescription last picked up
 - How many doses have been missed
 - If there is an opportunity to convert prescription to 90 days fill – tier 1 formulary drugs have no copay

HbA1c test result ≤ 9

PROVIDER GROUP'S KEYS TO SUCCESS

- After office visit, schedule the next 3 months follow up visit
- Make sure member's most recent hbA1c result is ≤ 9 in the current year
- Assist members with scheduling the lab test if using external facility to make sure it is done
- Ensure that hbA1c test is ordered or is added to other blood test being ordered
- Call member with hbA1c test result when it becomes available and to schedule telehealth visit if HbA1c test result is > 9
- Create a flow chart in member's medical record, to document all of member's hbA1c test results with date of result, for quick review and better tracking
- Patient teaching - confirm that members understand their diagnosis and what they can do to prevent complications and maintain their quality of living
- Utilize RxEffect portal to monitor members that are on the priority list at least once a week to make sure that refill is picked up on time
 - Contact members that have not picked up their refill
 - Review medication status on day of member's visit
 - Identify any barrier that is causing member to not adhere to medication therapy
- Using CPT code incorrectly when ruling out diabetes, can keep member eligible for HbA1c test ≤ 9 for the current year

Resources

- [HEDIS Quick Reference Guide \(page 20\)](#)
- [Adult Pocket Guide](#)
- [CPTII Medicare Flyer](#)
- [Diabetes Self-Management Education and Support \(DSMES\) Toolkit | Diabetes | CDC](#)

