

## Closing Gaps-In-Care Utilizing Telemedicine Services

MVP Health Care® (MVP) continues to support MVP Members during the COVID-19 pandemic by promoting the use of Telemedicine services. Members may be hesitant to visit their primary care providers for preventive care services; however, Telemedicine services offer an alternative solution for the Member as well as allowing Providers to continue to offer best practice services while closing gaps-in-care.

### How MVP is Supporting MVP Members Through Telemedicine Services

- MVP is covering all Telemedicine and telephone services at no cost-share to the Member during the declared COVID-19 pandemic.
- Behavioral Health Providers, including qualified practitioners and services Providers, may deliver Covered Services via Telemental Health, including telephonic services at no cost-share to the Member.
- MVP encourages the use of Telemedicine and/or telephone visits to review any gaps-in-care the Member may have and discuss when may be an appropriate time to schedule those services.

**The following list notes some of the HEDIS measures in which Telemedicine may be used to close gaps-in-care. During your Telemedicine visit, review any other gaps the Member may have and discuss when may be an appropriate time to schedule.**

HEDIS Measure	Telephone	Telemedicine	Tips
Adult's Access to Preventative & Ambulatory Care (AAP)	✓	✓	Telemedicine and telephone visits can be used for this measure.
Follow-up Care for Children Prescribed ADHD Medication (ADD)	✓	✓	Telemedicine and telephone visits can be used for this measure.
Annual Well Visits (AWV)	✓	✓	Telemedicine and telephone visits can be used for this measure.
Controlling High Blood Pressure (CBP)	✓	✓	Members can self-report and take their BP using any BP monitoring digital device.
Comprehensive Diabetic Care (CDC): HbA1c testing, diabetic retinal screening, attention to nephropathy	✓	✓	Utilize Telemedicine visits to evaluate if at-home screening options are clinically appropriate.
Colorectal Cancer Screening (COL)	✓	✓	Utilize Telemedicine visits to evaluate if at-home screening options are clinically appropriate.
Follow-up after Hospitalization for Mental Health (FUH)	✓	✓	Mental health providers using Telemedicine or telephone visits within 7- and 30-days post-discharge can close this gap in care. Note: Visits on the day of discharge will not count toward the compliance of the measure.
Follow-up after ED visit for mental health (FUM) or alcohol and other drug abuse or dependence (FUA)	✓	✓	Telemedicine or telephone visits within 7- and 30-days post-discharge can be used for this measure. Can use same-day visits as the ER.
Prenatal and Postpartum Care (PPC)	✓	✓	Telemedicine can be used for prenatal visits in the first trimester and postpartum visits between 7-84 days after delivery.
Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)	✓	✓	Use Telemedicine or telephone visits to ensure Members are compliant with the medication regime.
Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)	✓	✓	Evaluation and education on the need for annual LDL-C and HbA1c testing are done.
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	✓	✓	Members can self-report their BMI, height, and weight.
<b>New Measure:</b> Well-Child Visits in the First 30 Months of Life (W30)		✓	In the first 30 mos. of life, 8 well-child visits are required.
<b>New Measure:</b> Child and Adolescent Well-Care Visits (WCV)		✓	Requires a yearly well-care visit for children 3–20 years of age.

\*During the COVID-19 State of Emergency, different Place of Service may apply.

To view all communications, visit [mvphealthcare.com/FastFax](http://mvphealthcare.com/FastFax)

To receive future FastFax messages by email, send a request to [MVPFastFax@mvphealthcare.com](mailto:MVPFastFax@mvphealthcare.com).

**Questions?** Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

