To: AmeriHealth Caritas Pennsylvania Community HealthChoices Providers
Date: August 10, 2020
Subject: Care Gap Changes to Align with HEDIS Measures

Summary: Improvements we have made should allow you to focus your outreach strategy on actionable Care Gaps that are aligned with HEDIS® measures. Specific changes are detailed below.

We have streamlined our Care Gaps methodology to bring you a more manageable data set. You may notice a reduction in the overall number of Care Gaps displayed in NaviNet as a result. This should support you in focusing your outreach strategy for actionable Care Gaps that align with HEDIS measures.

The following bullets provide details about the Care Gap changes.
- Some Care Gaps have been renamed to align with HEDIS measure terminology*.
- We have retired 24 Care Gaps. These will no longer display in the **Care Gap Query** report in NaviNet*.
- A total of 47 Care Gaps remain and will display on **Care Gap Query** reports. All of these Care Gaps can be closed by the submission of a claim and/or additional documentation demonstrating that the Care Gap has been addressed through provision of a needed service. The documentation must meet the 2020 HEDIS Documentation and Coding Guidelines. You can find the guidelines document in the Resources section of NaviNet Plan Central.
- Of the 47 remaining Care Gaps, 17 will display a value of "Response Required." These Care Gaps can be closed either by:
  - Submitting a claim with the appropriate diagnosis, CPT, or LOINC codes as outlined in the 2020 HEDIS Documentation and Coding Guidelines, or
  - Using the NaviNet Care Gap Response Form functionality to submit information and documentation. The process for closing a Care Gap through NaviNet has not changed.
- **Care Gap Query Report Changes**:
  - Status for Care Gaps will now display as "Non-Compliant." You will no longer see Status values of "Overdue" or "Missing." This applies to all measures except:
    - Certain pharmacy measures will continue to show an "At Risk" status if applicable*.
    - Hepatitis A Vaccination Series (Adult) and Hepatitis A Vaccination Series (Adult) measures will continue to show status values of "Up-to-date," "Series Incomplete," and "Missing."
  - The **Service** column is updated to align with the HEDIS measure name where applicable.
  - The **Rule of Frequency** column is updated to reflect the HEDIS compliance timeframe where applicable.
  - The **Last Service Date** column displays the last known date of service when available.

* The table listing all renamed Care Gaps, retired Care Gaps and pharmacy measures can be viewed in detail at www.amerihealthcaristschc→Providers→Resources→Navinet→Care Gaps

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 1-800-521-6007.