

1. Be Extra Intentional About Patient Outreach

- **Run a Registry** for patients who have not been seen recently and proactively reach out to schedule visits.
 - During outreach or **planned visits**:
 - Order any services needed **during the phone call** if possible.
 - Complete **chart prep/ Planned Visit** to ensure all care gaps are addressed.
 - Have a brief **Advance Care Planning (ACP)** discussion and bill **S0257** (reminder: you can bill **98966–98968** if it's not a TOC call).
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2. Be Extra Intentional About Reducing ED Visits

- Focus on **keeping patients out of the Emergency Department (ED)** through proactive follow-up and education.
 - Complete **TOC (Transition of Care)** calls **within 2 business days** of discharge.
 - Conduct **Medication Reconciliation** and bill **1111F** during the call.
 - **Schedule a follow-up appointment ASAP** — ideally within **14 days or sooner**, and no later than **30 days** post-discharge. (This will ensure meeting MAJORITY or measures timeframes without cherry picking)
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3. Review of QRS Data in Health Focus (by payer)

If the practice is not meeting target performance on the following measures, use the **patient registry** and apply the outreach and follow-up strategies in sections **1 & 2** above.

Key Measures:

- **Well Child Visits**
 - Immunizations
 - Weight Assessment & Counseling
 - Refer to the **2025 BCBSM Quality Tip Sheets** or **NPO Quality Measure Documents**.
 - If height and BMI are documented for 2025, a **Care Manager** can provide nutrition and physical activity counseling over the phone, using:
 - **Z71.3 (Nutrition)**
 - **Z71.82 (Physical Activity)**
 - **98966–98968 (Telephone codes)**
- **Chlamydia Screening**
- **Annual Wellness Visits (AWV)**

Suggested Process: Completing End of Year Gaps for 2025

- **Blood Pressures**
 - **Reminder:** Since only the last value of the year counts for BP, the practices should be on top of who needs another lab draw or BP taken before 12/31/2025
- **Colorectal Cancer Screening**
- **Cervical Cancer Screening**
- **Breast Cancer Screening**
- **Eye Exams**
- **A1C (Especially ≤ 9.0)**
- **KED (Kidney Health Evaluation) eGFR & uACR**