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Aetna Better Health® of New Jersey

Synchronous telehealth visits, telephone visits and asynchronous telehealth

About

Synchronous telehealth visits, telephone visits and asynchronous telehealth (e-visits, virtual check-ins) are considered separate modalities for HEDIS reporting.

Synchronous telehealth requires real-time interactive audio and video telecommunications. A measure specification that is silent about telehealth includes synchronous telehealth. This is because telehealth is billed using standard CPT and HCPCS codes for professional services in conjunction with a telehealth modifier and/or a telehealth POS code. Therefore, the CPT or HCPCS code in the value set will meet criteria (regardless of whether a telehealth modifier or POS code is present). A measure specification will indicate when synchronous telehealth is not eligible for use and should be excluded.

So, if you have a claim with a code that is included in the well-care value set (i.e. 99381-99385), it will hit, even if the code was billed with a telehealth modifier or POS code. Therefore, there is no restriction. This is similar to many measures that are "silent" with telehealth. The specifications aren't requiring a telehealth visit, but they will allow them as long as the appropriate code for the numerator event for the measure is billed."

HEDIS MY 2020 & MY 2021 Measures	Applicable to:			Changes for HEDIS MY 2020 & MY 2021
	Commercial	Medicaid	Medicare	
EFFECTIVENESS OF CARE				
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/ Adolescents (WCC)	✓	✓		• Removed the exclusion of member-reported biometric values (body mass index, height and weight). • Added a *Note* to clarify that services rendered during a telephone visit, e-visit or virtual check-in meet criteria for the Counseling for Nutrition and Counseling for Physical Activity indicators.
Breast Cancer Screening (BCS)	✓	✓	✓	• Added palliative care as a required exclusion. • Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion.
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (SPR)	✓	✓	✓	• Added telephone visits, e-visits and virtual check-ins to step 1 of the event/diagnosis and removed the requirement to exclude telehealth.
Asthma Medication Ratio (AMR)	✓	✓		• Removed the restriction that only three of the four visits with an asthma diagnosis be an outpatient telehealth, telephone visit, e-visit or virtual check-in when identifying the event/diagnosis.
Controlling High Blood Pressure (CBP)	✓	✓	✓	• Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion. • In the Administrative Specification, added telephone visits, e-visits and virtual check-ins as appropriate settings for BP readings. • Removed the requirements for remote monitoring devices to allow BPs taken by any digital device. • Removed the exclusion of BP readings reported or taken by the member.
Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	✓	✓	✓	• Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion. • Added Donepezil-memantine to the "Dementia combinations" description in the Dementia Medications List.
Statin Therapy for Patients With Cardiovascular Disease (SPC)	✓	✓	✓	• Removed the restriction that only one of the two visits with an IVD diagnosis be an outpatient telehealth, telephone visit, e-visit or virtual check-in when identifying the event/diagnosis. • Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion.
Comprehensive Diabetes Care (CDC)	✓	✓	✓	• Retired the "HbA1c control (<7.0%) for a selected population" indicator. • Retired the "Medical Attention for Nephropathy" indicator for the commercial and Medicaid product lines. • Removed the restriction that only one of the two visits with a diabetes diagnosis be an outpatient telehealth, telephone visit, e-visit or virtual check-in when identifying the event/diagnosis. • Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion. • Deleted the HbA1c Level 7.0–9.0 Value Set. • Added telephone visits, e-visits and virtual check-ins to the Administrative Specification as appropriate settings for BP readings. • Removed the requirements for remote monitoring devices to allow BPs taken by any digital device. • Removed the exclusion of BP readings reported or taken by the member.
Statin Therapy for Patients With Diabetes (SPD)	✓	✓	✓	• Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion.

Measure				Changes
Antidepressant Medication Management (AMM)	✓	✓	✓	• Added e-visits and virtual check-ins to the event/diagnosis (step 2 required exclusion).
Follow-Up Care for Children Prescribed ADHD Medication (ADD)	✓	✓		• Added telehealth and telephone visits to the Rate 1 numerator. • Added e-visits and virtual check-ins to the Rate 2 numerator and modified the telehealth restrictions.
Follow-Up After Hospitalization for Mental Illness (FUH)	✓	✓	✓	• Added telephone visits to the numerator.
Follow-Up After Emergency Department Visit for Mental Illness (FUM)	✓	✓	✓	• Added telephone visits, e-visits and virtual check-ins to the numerator.
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)		✓		• Added telephone visits, e-visits and virtual check-ins to step 1 of the event/diagnosis. • Removed the restriction that only one of the two visits with a diabetes diagnosis be an outpatient telehealth, telephone visit, e-visit or virtual check-in when identifying the event/diagnosis, step 2 required exclusions.
Diabetes Monitoring for People With Diabetes and Schizophrenia (SMD)		✓		• Added telephone visits, e-visits and virtual check-ins to step 1 of the event/diagnosis. • Removed the restriction that only one of the two visits with a diabetes diagnosis be an outpatient telehealth, telephone visit, e-visit or virtual check-in when identifying the event/diagnosis.
Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (SMC)		✓		• Clarified in step 2 when the diagnosis must be on the discharge claim. • Added telephone visits, e-visits and virtual check-ins to step 1 of the event/diagnosis. • Removed the restriction that only one of the two visits with an IVD diagnosis be an outpatient telehealth, telephone visit, e-visit or virtual check-in when identifying the event/diagnosis.
Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)	✓	✓	✓	• Relabeled step 2 to "Required exclusions" and moved the exclusions for members with advanced illness, frailty, enrolled in an I-SNP or living long-term in an institutional setting to a new step 3 labeled as "exclusions." • Added telephone visits, e-visits and virtual check-ins to step 1 of the event/diagnosis. • Added telephone visits, e-visits and virtual check-ins to the advanced illness exclusion. • Added Donepezil-memantine to the "Dementia combinations" description in the Dementia Medications List.
Appropriate Treatment for Upper Respiratory Infection (URI)	✓	✓	✓	• Updated the instructions for excluding visits that result in an inpatient stay. • In the *Rules for Allowable Adjustments* section, clarified that the numerator criteria may be adjusted with limits.
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (AAB)	✓	✓	✓	• Updated the instructions for excluding visits that result in an inpatient stay. • In the *Rules for Allowable Adjustments* section, clarified that the numerator criteria may be adjusted with limits.

Use of Imaging Studies for Low Back Pain (LBP)	✓	✓		• In the *Rules for Allowable Adjustments* section, clarified that the numerator criteria may be adjusted with limits.
ACCESS/AVAILABILITY OF CARE				
Prenatal and Postpartum Care (PPC)	✓	✓		• Clarified that visits that occur prior to the enrollment start date (during the pregnancy) meet criteria. • Added telephone visits (<u>Telephone Visits Value Set</u>) e-visits and virtual check-ins (<u>Online Assessments Value Set</u>) to the Timeliness of Prenatal Care rate (administrative specification) and clarified in the *Notes* that services provided via telephone, e-visit or virtual check-in are eligible for use in reporting both rates.
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)	✓	✓		• Added telephone visits and e-visits or virtual check-ins to the event/diagnosis (step 4 required exclusions).