When speaking with your patients during telehealth encounters, utilizing these tips may assist in gap closure. Some measures will close with a telehealth visit, while others may be indirectly influenced by a telehealth visit.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Potential opportunities to assist in gap closures</th>
<th>Line(s) of business</th>
<th>Adults/Peds/Both</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five-day follow-up</td>
<td>• Telehealth visit—especially for high-risk individuals</td>
<td>Commercial Medicare</td>
<td>Adults</td>
</tr>
</tbody>
</table>
| Antidepressant medication management—acute phase | • Send script for medication and discuss intended length of treatment.  
• Educate the member.                                                                 | Commercial                   | Adults           |
| Antidepressant medication management—continuation phase | • Send script for medication and discuss compliance.                                                            | Commercial                   | Adults           |
| Breast cancer screening                      | • Send script for testing (visual reminder for patient).  
• Schedule appointment, when appropriate.  
• Exclusions—Review medical record/upload to Novillus CGMA.  
• Can be done as inpatient; Health Plan will reimburse as outpatient. | Commercial Medicare          | Adults           |
| Cervical cancer screening                    | • Schedule an appointment, when appropriate.  
• Exclusions—Review medical record/upload to Novillus CGMA.                                                      | Commercial                   | Adults           |
| Colorectal cancer screening                  | • Order Cologuard if their risk is average.  
• Mail FOBT kit.  
• Schedule a colonoscopy, when appropriate.  
• Exclusions—Review medical record/upload to Novillus CGMA.                                                      | Commercial Medicare          | Adults           |
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| Controlling high blood pressure | • Use remote monitoring device, if appropriate.  
  • Educate the member on adherence. **Note: Patient-reported BP will not close the gap.** | Commercial Medicare Medicaid | Adults |
| Depression screening  
(18 and older)  
Codes: G8431 and G8510 | • Telehealth opportunity | Commercial Medicare | Adults |
| Diabetes care—blood sugar controlled (refer to Quality Partners Program Guide) | • Refer to certified diabetes educator, if appropriate.  
  • Send script for HbA1c.  
  • Educate on risk factors for COVID-19. | Commercial Medicare Medicaid | Adults |
| Diabetes care—eye exam | • Reach out to schedule an appointment, when appropriate.  
  • Review chart for negative eye exams from 2019 and upload to Novillus CGMA. | Commercial Medicare | Adults |
| Rheumatoid arthritis management | • Send script for medication.  
  • Consider frailty and advanced illness exclusions. | Medicare | Adults |
| Kidney disease monitoring | • Send script for testing.  
  • Review for ACE/ARB evidence. | Commercial Medicare | Adults |
| Medication adherence measures  
• Diabetes medications  
• Cholesterol medications  
• Hypertension medications | • Discuss importance of adherence with patient.  
  • Order script if needed; consider 90-day refills. | Medicare | Adults |
| Medication reconciliation post-discharge | • Call member to complete medication reconciliation and/or transitional care management services.  
  • Educate on utilization of 1111F. | Medicare | Adults |
| Osteoporosis management in women | • Send script for DEXA or prescribe an osteoporosis medication.  
  • Schedule DEXA appointment, when appropriate.  
  • Review chart for BMD testing completed two years prior to fracture.  
  • Consider frailty and advanced illness exclusions. | Medicare | Adults |
<p>| Pharmacotherapy management of COPD exacerbation—bronchodilator | • Send script for medication; must have fill within 30 days of inpatient or ED discharge. | Commercial | Adults |
| Pharmacotherapy management of COPD exacerbation—systemic corticosteroid | • Send script for medication; must have fill within 14 days of inpatient or ED discharge. | Commercial | Adults |</p>
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<tr>
<td>Plan all-cause readmissions</td>
<td>• Follow up with patients after hospital discharge.</td>
<td>Commercial</td>
<td>Adults</td>
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</table>
| Statin therapy for patients with cardiovascular disease—received statin—total | • Send script for medication; consider 90-day refills.  
• Consider frailty and advanced illness exclusions.  
• Consider statin exclusions. | Commercial          | Adults           |
| Statin therapy for patients with diabetes—received statin             | • Send script for medication; consider 90-day refills.  
• Consider frailty and advanced illness exclusions.  
• Consider statin exclusions. | Commercial          | Adults           |
| Statin use in persons with diabetes                                   | • Send script for medication.                                                                                 | Medicare            | Adults           |
| UPMC Prescription for Wellness                                        | • Order Prescription for Wellness, when appropriate.                                                            | Commercial          | Adults           |
| Chlamydia screening in women                                          | • Send script for testing.                                                                                     | Commercial          | Both             |
| Medication management for people with asthma                          | • Send script for medication.                                                                                 | Commercial          | Both             |
| Adolescent well-care visits                                           | • Schedule appointment, when appropriate.  
Note: Gap cannot be closed via telehealth.                        | Commercial          | Peds             |
| Asthma medication ratio—total                                         | • Send script for medication.                                                                                 | Commercial          | Peds             |
| Immunizations for adolescents—combo 2                                 | • Schedule appointment for vaccinations, when appropriate (prioritize by DOB to complete the vaccines by the adolescent’s 13th birthday). | Commercial          | Peds             |
| Lead screening for children                                           | • Send script for testing OR schedule appointment, when appropriate (prioritize by DOB to complete testing on or before the child’s 2nd birthday). | Medicaid            | Peds             |
| Well-child visits in the first 15 months of life                      | • Schedule appointment, when appropriate.  
Note: Gap can not be closed via telehealth.                       | Commercial          | Peds             |
| Well-child visits in the third, fourth, fifth, and sixth years        | • Schedule appointment, when appropriate.  
Note: Gap can not be closed via telehealth.                       | Commercial          | Peds             |

UPMC Health Plan does not practice medicine or exercise control over the methods or professional judgments by which providers render medical services to members. Nothing in these materials should be construed to supersede or replace the clinical judgment of a provider.

The provider of care is ultimately responsible for providing accurate and compliant information on all submission of claims and/or billing information.