

# Ascension Complete

## Ascension Complete Provider Newsletter, October 2021

*Review the latest updates related to the medical plan. Access our provider portal [here](#).*

### AEP marketing update

AEP communications began going out in August and will conclude in December. Patients ages 64+ will receive various direct mail letters and emails during this time. The message focus in these materials is around inviting senior patients to virtual webinars and offering help and answering questions during AEP.

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### Risk adjustment

The Risk Adjustment Chart Retrieval Program will be slated to start for Ascension in late October/early November. Our new Risk Adjustment vendor, Change Healthcare/CIOX, will be reaching out to individual providers to retrieve member charts for DOS January 2020 through present. The program will run through June 2022. A FAQ will be shared with providers as we get closer to the start of the program.

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### Reminder:

This is a reminder to get members in for:

- A1c testing (annual or repeat)
- Diabetic eye exam
- Kidney evaluation and management

For more information:

- <https://www.diabetes.org/community/american-diabetes-month>
  - <https://www.diabetes.org/diabetes/eye-health>
  - <https://www.diabetes.org/resources/medical-practitioners>
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### Measures to be addressed during annual wellness visits

This information can be found in the AMG goal playbook, or by clicking [here](#).

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## HEDIS reminder of upcoming season and abstraction vendor

As with last year, we have contracted with Change Healthcare to perform medical record collection and data abstraction for Ascension Complete members. You may be contacted by a Change Healthcare representative requesting medical records via fax, mail or onsite review. This is not an audit. However, the medical records are necessary to support the services we render to our members.

If you receive a phone call, the caller will identify themselves as an employee of Change Healthcare and you can request a copy of the request to be faxed to your attention in order to verify. Change Healthcare will be contacting you in the first quarter of 2022. We do ask that you address the request as soon as possible to avoid duplication of requests.

We appreciate your continued support to make this another successful HEDIS season. For more information: [claudeen.barber@ascension.org](mailto:claudeen.barber@ascension.org).

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## Final HEDIS portal upload and claims submission for MY2021

**Final HEDIS Portal Upload and Claims Submission for MY2021:** As we approach the end of Measurement Year (MY) 2021, it's important to close HEDIS-based care gaps especially for patients seen in the last quarter of the year. Please note these key tips:

- For portal submissions of screenshots to close gaps, the latest these can be accepted is 12/20/21.
  - **Please limit portal submissions to the following measures only:** latest diabetes A1c results for the blood sugar controlled, diabetes eye exam results, diabetes kidney monitoring urine test results, latest blood pressure for patients with hypertension, and medication reconciliation post discharge.
  - Documentation submitted through the portal must be for services completed between 01/01/21 up to 12/20/21 with the exception of negative diabetes eye exams which can be included for dates of service **01/01/2020** up to **12/20/2021**.
- The deadline to submit claims that can be used to close HEDIS care gaps is **January 31, 2022**.
  - Claims must be for services completed between **01/01/2021-12/31/2021**.

If you have questions about how the measures are met, please refer to [2021 HEDIS Quick Reference Guide](#) found under Provider Resources on the [Ascension Complete](#) website. If you need help with uploading documents to the Provider Portal or questions about the quality measure requirements, please contact [Claudeen.Barber@ascension.org](mailto:Claudeen.Barber@ascension.org) or [Erin.Hall@ascension.org](mailto:Erin.Hall@ascension.org).

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## Engaging your patients in medication adherence discussions

According to the American Medical Association, patients only take their medications half of the time. Adherence is defined as a patient who takes their medications at least 80% of the time, and with the current rate of 50% adherence in the general public, this is an area worth addressing. To combat this lack of adherence, engaging with your patients is essential. To access the full article, please click [here](#).

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## Comprehensive diabetes care - medical attention for nephropathy

Click [here](#) to view the Star Measure 2021 on comprehensive diabetes care.

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## CAQH for provider database management

The best way to ensure you are credentialed promptly and without hassle is to make sure your CAQH information account is current, that you've re-attested in the past 180 days and that you've listed Centene as one of your authorized plans.

Please follow these short steps below:

1. Log into your CAQH account and ensure your application is complete, accurate and current
2. Re-attest to your application being complete and accurate
3. Include Centene as one of your authorized plans to which CAQH can release your credentialing information
4. If your application is incomplete or out of date, you will be notified; please know this will delay your network participation.

[Ascensioncomplete.com](https://www.ascensioncomplete.com)