



## MPM Provider Quality Newsletter

To access the materials referenced in this newsletter, go to:  
[www.medpointmanagement.com/provider-resources](http://www.medpointmanagement.com/provider-resources)

- > Click on "Quality Management Information" and then "2021 Quality Newsletters."
- > All materials are listed in one PDF document.
- > Please also note that MedPOINT's Reference Guides are available under "HEDIS Documents."

### QM Bulletin Board - Question of the Month

**MedPOINT Management (MPM) wants to hear from you!** Please visit our discussion board at [www.qualitypoint.medpointmanagement.com](http://www.qualitypoint.medpointmanagement.com) and give your feedback to this month's question:

**Has your office incorporated the use of telehealth visits? If so, what are your successes and challenges? If no, why not?**

If you have other questions and would like input from other providers/ health centers in MPM managed groups, you can post your question using the same link above. Check out the other resources available to you while you're there - We look forward to some great discussions!

### All About the Surveys

#### FeedTrail Update:

This is our opportunity to measure and improve patient experience. MPM has recently begun texting member satisfaction surveys to members in several of our managed groups using the FeedTrail platform. The survey requests member feedback based on their most recent encounter with your office. We are excited to share that we have already received over 1,300 returns. When filling out the survey, members have the option to request a response to their feedback from your office. Offices should decide on the best method for outreaching

to member requests and documenting those efforts in FeedTrail. Because these responses come in real-time, it is vital to establish a process to regularly monitor these requests to ensure members receive prompt responses. To gain direct access on the platform to the survey responses, please contact us at [feedtrail@medpointmanagement.com](mailto:feedtrail@medpointmanagement.com) or call us at (818)-702- 0100 ext. 2220 for assistance. MPM is available to provide you with further assistance or training you may need while using FeedTrail.

#### SurveyMonkey Update:

MPM also recently emailed the 2021 Provider Satisfaction Surveys via SurveyMonkey. By clicking on the link sent in the email, you will be directed to fill out a brief, eight-question survey regarding satisfaction with your IPA and MPM. We strongly encourage you to take a few minutes to complete the survey as we gain valuable insight from your feedback. If you did not receive a survey link via email or would prefer a PDF version of the survey instead, please do not hesitate to reach out to your Quality Specialist or email the Quality Measures team at [qualitymeasures@medpointmanagement.com](mailto:qualitymeasures@medpointmanagement.com).

### Care Gap Closures

As we enter the 4th quarter of 2021, please implement your best strategy for achieving a high gap-closure rate. There is still time to contact members, coordinate appointments, and ensure follow through. MPM's

outreach team is assisting with these efforts as well. Focus on measures where you have smaller denominators, as that is a more attainable goal. Your HEDIS/STARs specialist can help evaluate your situation and recommend the best workflow to close gaps in care and improve quality measures.

## October is Breast Cancer Awareness Month

Every October, we raise awareness about the impact of breast cancer. This year is particularly important as there were fewer screenings due the challenges posed by the pandemic. Aside from some forms of skin cancer, breast cancer is the most common cancer among American women, regardless of race or ethnicity. **In 2021 alone, it is estimated that 281,550 new cases of invasive breast cancer will be diagnosed in women in the U.S. alone.**

**Screening can improve outcomes:** Early detection reduces the mortality rate of breast cancer and can lead to a greater range of treatment options. Many women with breast cancer are asymptomatic which underscores the importance of regular screenings.

**The HEDIS Breast Cancer Screening (BCS) measure assesses women 50-74 years of age who had at least one screening mammogram two years prior to the measurement year and December 31 of the measurement year.** Consider completing a pap smear, if due, and ordering a mammogram during the same visit.

Additionally, many of the health plans have member and provider incentives for breast cancer screening to increase engagement. Our IPA incentive guides details this information.

## Health Net's Access to Care Audit

Following their audit for Timely Access to Care, Health Net has identified some providers/health centers for improvement opportunities. To this end, they have released the following Corrective Action Plan (CAP) timeline detailing the entire CAP cycle process. If you or your office receives a CAP from Health Net, make sure you are staying compliant by following the given timeline. MPM's HEDIS/STARs specialists are available to guide you through this process as well if you have any questions. We are also identifying areas for improvement at the IPA level.

- **August-October:** CAP distribution by Plan to PPGs and providers.

- **September-October:** PPGs and providers to acknowledge, review, and complete the Improvement Plan (if received) and submit back to Plan. Provider Training Webinars begin and will continue through December. PPGs and providers attend webinars as required.
- **October-November:** The Plan validates the Improvement Plan and requests supporting documentation from PPGs and providers.
- **November-December:** PPGs and providers submit required supporting documentation including proof of how PPGs informed providers of their individual scores.
- **December:** The Plan reviews all supporting documents provided by the PPGs and providers. CAP closed when all supporting documentation has been received.

## Resources

- **Importance of Flu Shots** – As we head into flu season, it is key to discuss the importance of receiving flu vaccines with your patients. The attached patient flyer can be posted as a reminder of the reasons why members should get their flu shot.
- **L.A. Care Inaugural Provider Equity Award** – The 2021 Provider Equity Award program description that provides more details about the award and award deadlines and can be found by visiting the MPM website under Quality Management.
- **CAIR2 Update** – CAIR2 has recently updated their system to generate contact lists for patients who are due for their vaccination(s) and the lists can be generated by mailing address, email address, or phone numbers to help with your outreach efforts. Please see the CAIR2 User Guide on the MedPOINT website under Quality Management.
- **Diabetes Food Hub** – The attached flyer for diabetic patients from Health Net provides the benefits of signing up for a Food Hub account.
- **Optum Social Determinates of Health** – Optum's attached flyer provides a list of Z Codes and their corresponding explanations.
- **Z Codes Infographic** – Be sure to view the attached infographic from CMS regarding the proper steps for finding and using Z Codes, as well as how to use Z Codes to enhance your quality improvement efforts.

# Welcome to Diabetes Food Hub...

Your one-stop shop for healthy living with diabetes! More than a collection of delicious, diabetes-friendly recipes, Diabetes Food Hub provides solutions to daily meal-planning challenges. Our innovative Meal Planner, editable Grocery List, and tips from food experts are all designed to save you time and make it easier than ever to plan and prepare great meals. Let's get started!

1



## Create an account.

First, create your free account with Diabetes Food Hub. Creating an account will give you access to the Meal Planner and Grocery List features, and let you save recipes, create a profile, and enjoy a more personalized experience.

2



## Browse recipes.

Diabetes Food Hub features hundreds of recipes, with more being added all the time. As you're browsing, you can "Like" recipes or save them to your Recipe Box—this way they will show up in your meal planner so you can easily drag and drop them into your meal plan.

3



## Start planning.

Now that you've picked out your favorite recipes, head over to the interactive Meal Planner! Your saved recipes will show up on the right—use the drop-down menu to select a category of recipes. Next, simply drag and drop recipes into the calendar. To review the nutrition information for a day's meals, click on the Nutrition Facts link to the left. If you make adjustments or swaps, the nutrition information will recalculate automatically!

4



## Create a grocery list.

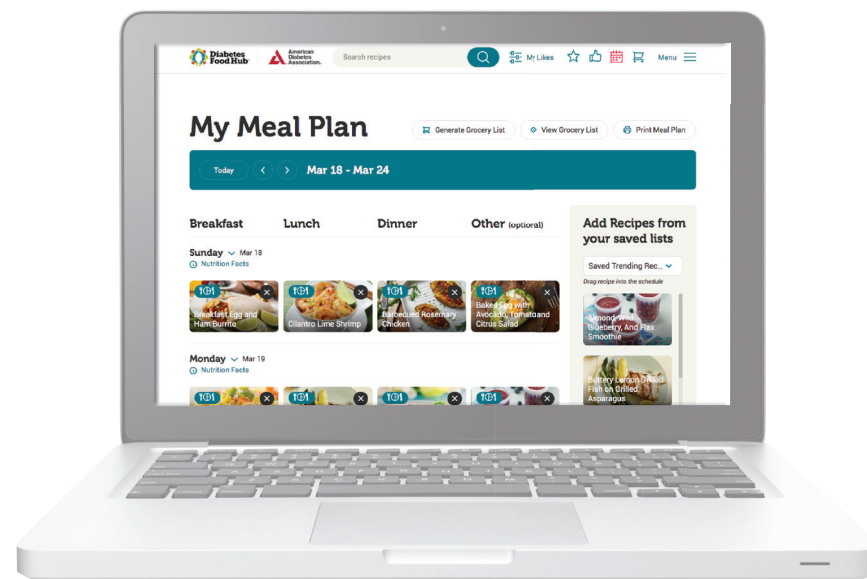
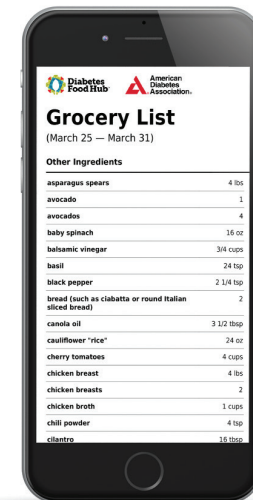
Once you've built your meal plan, click the "Generate Grocery List" button at the top of the meal planner to create a customizable grocery list. Already have something on the list in your pantry? Need to add some other staples to your list? No problem! You can add, delete, or adjust any of the ingredients in the list.

5



## Print and go!

When everything looks good, you can then print out, email, or download your grocery list. You're all set for a week of stress-free, healthy eating!



## Social Determinants of Health (SDOH)

Social determinants of health such as housing, food security, and transportation can have an immense impact on the physical and mental health of patients. Capturing SDOH data can help to improve patient outcomes which may assist patients with barriers related to housing and transportation, social support, health literacy, nutritional support and financial assistance.

By addressing these determinants, providers can identify patients who may need assistance with additional resources potentially available through their health plan and/or local community. It is vital that these determinants are accurately documented and coded, when applicable, to assist in identifying patients who may qualify for needed resources.

Please note that these codes are for supplemental reporting purposes and should not be used as primary diagnosis codes. Additionally, the list of determinants and their diagnosis codes below is not all-inclusive, please consult the ICD-10-CM code book for additional applicable codes.

### Problems related to housing and economic circumstances

**Example Question: Describe your current living and financial situation. Do you have transportation to attend appointments and other necessary activities?**

Document and code if applicable:

Z59.0	Homelessness
Z59.1	Inadequate housing (lack of heating, restriction of space, technical defects in home preventing adequate care, unsatisfactory surroundings)
Z59.2	Discord with neighbors, lodgers and landlord
Z59.3	Problems related to living in residential institution (boarding-school resident)
Z59.4	Lack of adequate food and safe drinking water
Z59.5	Extreme poverty
Z59.6	Low income
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstances (isolated dwelling, foreclosure on loan, problems with creditors)
Z59.9	Problems related to housing and economic circumstances, unspecified
Z75.3	Unavailability and inaccessibility of health care facilities

### Problems related to education and literacy

**Example Question: Do you experience language barriers?**

Document and code if applicable:

Z55.0	Illiteracy and low-level literacy
Z55.1	Schooling unavailable and unattainable
Z55.8	Other problems related to education and literacy
Z55.9	Problems related to education and literacy, unspecified

### Problems Related to Employment and Unemployment

**Example Question: Do you need/want help finding or keeping work or a job?**

Document and code if applicable:

Z56.0	Unemployment, unspecified
Z56.1	Change of job
Z56.2	Threat of job loss
Z56.3	Stressful work schedule
Z56.4	Discord with boss and workmates
Z56.5	Uncongenial work environment (difficult conditions at work)
Z56.6	Other physical and mental strain related to work
Z56.81	Sexual harassment on the job
Z56.89	Other problems related to employment
Z56.9	Unspecified problems related to employment



## Problems Related to Social Environment & Lifestyle

**Example Question: Do you have family and/or community support with day-to day activities such as preparing meals, shopping, bathing, managing finances, etc.? Do you feel lonely or isolated? In the last month how many times have you consumed alcoholic drinks or used tobacco products? How often have you felt down, depressed, or hopeless? Are you able to exercise regularly?**

Document and code if applicable:

Z60.0	Problems of adjustment to life-cycle transitions (empty nest syndrome, phase of life problem, problem with adjustment to retirement)
Z60.2	Problems related to living alone
Z60.3	Acculturation difficulty
Z60.4	Social exclusion and rejection
Z60.5	Target of (perceived) adverse discrimination and persecution
Z60.8	Other problems related to social environment
Z60.9	Problems related to social environment, unspecified
Z72.0	Tobacco use
Z72.3	Lack of Physical Exercise
Z72.4	Inappropriate diet and eating habits
Z72.6	Gambling and betting
Z72.811	Adult antisocial behavior
Z72.820	Sleep Deprivation
Z72.821	Inadequate sleep hygiene
Z72.89	Other problems related to lifestyle (self-damaging behavior)

## Other Problems related to Primary support group, including family circumstances

**Example Question: Do you feel safe at home? Do you feel regularly under stress at home?**

Document and code if applicable:

Z63.0	Problems in relationship with spouse or partner
Z63.1	Problems in relationship with in-laws
Z63.32	Other absence of family member
Z63.4	Disappearance and death of family member (bereavement)
Z63.5	Disruption of family by separation and divorce
Z63.6	Dependent relative needing care at home
Z63.72	Alcoholism and drug addiction in family
Z63.79	Other stressful life events affecting family and household
Z63.8	Other specified problems related to primary support Group
Z63.9	Problems related to primary support group (relationship disorder)
Z65.9	Problem related to unspecified psychosocial circumstances



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This guidance is to be used for easy reference; however, the current ICD-10-CM code classification and the Official Guidelines for Coding and Reporting are the authoritative references for accurate and complete coding. The information presented herein is for general informational purposes only. Neither Optum nor its affiliates warrant or represent that the information contained herein is complete, accurate or free from defects. Specific documentation is reflective of the "thought process" of the provider when treating patients. All conditions affecting the care, treatment or management of the patient should be documented with their status and treatment, and coded to the highest level of specificity. Enhanced precision and accuracy in the codes selected is the ultimate goal.

The following references were used in creating this document:

Optum 360 ICD-10-CM: Professional for Physicians 2020. Salt Lake City, UT: 2019.

National Association of Community Health Centers. <https://www.nachc.org>. Accessed September 1, 2020.

CMS & AHCM screening tool example. <https://innovation.cms.gov/files/worksheets/ahcm-screeningtool.pdf>. Accessed September 1, 2020.

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# A Strong Defense Against Flu: Get Vaccinated!

**FIGHT FLU**



The best way to protect yourself and your loved ones against influenza (flu) is to get a flu vaccine every flu season. Flu is a contagious respiratory disease that can lead to serious illness, hospitalization, or even death. CDC recommends everyone six months and older get an annual flu vaccine.

## What are some key reasons to get a flu vaccine?

- Every year, flu vaccination prevents illnesses, medical visits, hospitalizations, and deaths.
- Flu vaccination also is an important preventive tool for people with chronic health conditions. For example flu vaccination has been associated with lower rates of some cardiac events among in people with heart disease.
- Vaccinating pregnant women helps protect them from flu illness and hospitalization, and also has been shown to help protect the baby from flu infection for several months after birth, before the baby can be vaccinated.
- A [2017](#) study showed that flu vaccine can be life-saving in children.
- While some people who get vaccinated still get sick, flu vaccination has been shown in several studies to reduce severity of illness.



## Why is it important to get a flu vaccine EVERY year?

- Flu viruses are constantly changing, so flu vaccines may be updated from one season to the next to protect against the viruses that research suggests will be common during the upcoming flu season.
- Your protection from a flu vaccine declines over time. Yearly vaccination is needed for the best protection.



**U.S. Department of  
Health and Human Services**  
Centers for Disease  
Control and Prevention

## What kinds of flu vaccines are recommended?

There are several licensed and recommended flu vaccine options this season:

- [Standard dose flu shots made from virus grown in eggs.](#)
- [Shots made with adjuvant and high dose](#) for older adults.
- [Shots made with virus grown in cell culture instead of eggs.](#)
- Shots made using a [recombinant vaccine production technology](#) that does not require the use of a flu virus.
- [Live attenuated influenza vaccine \(LAIV, the nasal spray vaccine\)](#), which is made with live, weakened influenza viruses. It is an option for people 2 through 49 years of age who are not pregnant.



## Is the flu vaccine safe?

Flu vaccines have a good safety record. Hundreds of millions of Americans have safely received flu vaccines over the past 50 years. Extensive research supports the safety of seasonal flu vaccines. Each year, CDC works with the U.S. Food and Drug Administration (FDA) and other partners to ensure the highest safety standards for flu vaccines. More information about the safety of flu vaccines is available at [www.cdc.gov/flu/protect/vaccine/vaccinesafety.htm](http://www.cdc.gov/flu/protect/vaccine/vaccinesafety.htm).

## What are the side effects of flu vaccines?

**Flu shots:** Flu shots are made using killed flu viruses (for inactivated vaccines), or without flu virus at all (for the recombinant vaccine). So, you cannot get flu from a flu shot. Some minor side effects that may occur include soreness, redness and/or swelling where the shot was given, low grade fever, and aches.

**Nasal spray flu vaccines:** The viruses in nasal spray flu vaccines are weakened and do not cause the severe symptoms often associated with influenza illness. For adults, side effects from the nasal spray may include runny nose, headache, sore throat, and cough. For children, side effects may also include wheezing, vomiting, muscle aches, and fever.

If these problems occur, they are usually mild and go away on their own, but serious reactions are also possible. Almost all people who receive flu vaccine have no serious problems from it.

## When and Where to get vaccinated?

You should get a flu vaccine by the end of October. However, as long as flu viruses are circulating, vaccination should continue throughout flu season, even in January or later.

Flu vaccines are offered in many doctors' offices and clinics. Flu vaccine is available in many other locations, including health departments, pharmacies, urgent care clinics, health centers, and travel clinics. Vaccines may also be offered at your school, college health center, or workplace. Visit: [www.vaccinefinder.org](http://www.vaccinefinder.org) to find a flu vaccination clinic near you.

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For more information, visit: [www.cdc.gov/flu](http://www.cdc.gov/flu) or call **1-800-CDC-INFO**

# USING Z CODES:

## The Social Determinants of Health (SDOH) Data Journey to Better Outcomes

What are  
**Z**  
codes

SDOH-related Z codes ranging from Z55-Z65 are the ICD-10-CM encounter reason codes used to document SDOH data (e.g., housing, food insecurity, transportation, etc.).

**SDOH** are the conditions in the environments where people are born, live, learn, work, play, and age.



### Step 1 Collect SDOH Data

**Any member of a person's care team can collect SDOH data** during any encounter.

- Includes providers, social workers, community health workers, case managers, patient navigators, and nurses.
- Can be collected at intake through health risk assessments, screening tools, person-provider interaction, and individual self-reporting.

### Step 2 Document SDOH Data

**Data are recorded in a person's paper or electronic health record (EHR).**

- SDOH data may be documented in the problem or diagnosis list, patient or client history, or provider notes.
- Care teams may collect more detailed SDOH data than current Z codes allow. These data should be retained.
- Efforts are ongoing to close Z code gaps and standardize SDOH data.

### Step 3 Map SDOH Data to Z Codes

**Assistance is available from the ICD-10-CM Official Guidelines for Coding and Reporting.<sup>1</sup>**

- Coding, billing, and EHR systems help coders assign standardized codes (e.g., Z codes).
- Coders can assign SDOH Z codes based on self-reported data and/or information documented in an individual's health care record by any member of the care team.<sup>2</sup>

### Step 4 Use SDOH Z Code Data

**Data analysis can help improve quality, care coordination, and experience of care.**

- Identify individuals' social risk factors and unmet needs.
- Inform health care and services, follow-up, and discharge planning.
- Trigger referrals to social services that meet individuals' needs.
- Track referrals between providers and social service organizations.

### Step 5 Report SDOH Z Code Data Findings

**SDOH data can be added to key reports** for executive leadership and Boards of Directors to inform value-based care opportunities.

- Findings can be shared with social service organizations, providers, health plans, and consumer/patient advisory boards to identify unmet needs.
- A **Disparities Impact Statement** can be used to identify opportunities for advancing health equity.





# USING SDOH Z CODES

## Can Enhance Your Quality Improvement Initiatives



### Health Care Administrators

**Understand how SDOH data can be gathered and tracked using Z codes.**

- Select an SDOH screening tool.
- Identify workflows that minimize staff burden.
- Provide training to support data collection.
- Invest in EHRs that facilitate data collection and coding.
- Decide what Z code data to use and monitor.

**Develop a plan to use SDOH Z code data to:**

- Enhance patient care.
- Improve care coordination and referrals.
- Support quality measurement.
- Identify community/population needs.
- Support planning and implementation of social needs interventions.
- Monitor SDOH intervention effectiveness.



### Health Care Team

**Use a SDOH screening tool.**

- Follow best practices for collecting SDOH data in a sensitive and HIPAA-compliant manner.
- Consistently document standardized SDOH data in the EHR.
- Refer individuals to social service organizations and appropriate support services through local, state, and national resources.



### Coding Professionals

**Follow the ICD-10-CM coding guidelines.<sup>3</sup>**

- Use the CDC National Center for Health Statistics [ICD-10-CM Browser](#) tool to search for ICD-10-CM codes and information on code usage.<sup>4</sup>
- Coding team managers should review codes for consistency and quality.
- Assign all relevant SDOH Z codes to support quality improvement initiatives.

Z code Categories	<b>Z55</b> – Problems related to education and literacy
	<b>Z56</b> – Problems related to employment and unemployment
	<b>Z57</b> – Occupational exposure to risk factors
	<b>Z59</b> – Problems related to housing and economic circumstances
	<b>Z60</b> – Problems related to social environment

<b>Z62</b> – Problems related to upbringing
<b>Z63</b> – Other problems related to primary support group, including family circumstances
<b>Z64</b> – Problems related to certain psychosocial circumstances
<b>Z65</b> – Problems related to other psychosocial circumstances

This list is subject to revisions and additions to improve alignment with SDOH data elements.

<sup>3</sup> [cms.gov/medicare/icd-10/2021-icd-10-cm](https://www.cms.gov/medicare/icd-10/2021-icd-10-cm)

<sup>4</sup> [cdc.gov/nchs/icd/icd10cm.htm](https://www.cdc.gov/nchs/icd/icd10cm.htm)