

Annual HEDIS®/QRS Reports

Blue Cross and Blue Shield of Texas (BCBSTX) has a Quality Improvement Program (QIP) to better serve you. QIP’s purpose is to monitor and improve the care and service our members receive. We focus on encouraging preventive health and safety, and provide education related to chronic conditions.

Health Care Effectiveness Data and Information Set (HEDIS®) is a standard way to measure important areas of care and service. The HEDIS measures were developed by the National Committee for Quality Assurance (NCQA). They are widely used to measure health care performance in the United States.

The Centers for Medicare and Medicaid Services has a similar set of measures, the Quality Rating System (QRS). They measure similar areas of care and are specifically for those members enrolled in marketplace health care plans.

****Note:** The performance measures presented reflect the services provided in reporting year 2020 and 2021.

The table summarizes how BCBSTX is doing on selected measures.

Care Provided to BCBSTX Members	2021 Quality Compass 50 th Percentile National Average	HMO Rates		PPO Rates		Quality Compass 50 th Percentile Medicaid	Retail Rates	
		2020	2021	2020	2021		2020	2021
Controlling High Blood Pressure	59.85%	57.91%	45.50%	5.83%	10.68%	60.92%	55.72%	47.20%
Childhood Immunization • Combination 3 Rate: 4 DTaP; 3 IPV; 1 MMR; 3 Hib; 3 Hep B; 1 VZV; 4 PCV	78.10%	74.85%	77.88%	35.19%	59.09%	70.68%	82.16%	75.60%
Breast Cancer Screening	71.75%	63.55%	61.96%	68.57%	66.90%	58.78%	61.53%	60.22%
Colorectal Cancer Screening	62.31%	41.70%	43.07%	52.23%	51.40%	62.31%	50.36%	53.53%
Diabetic Retinal Exam	51.63%	26.17%	26.03%	39.26%	36.34%	58.88%	31.87%	27.74%

Key Interventions Impacting Results

- Distributed 33,376 fit kits to Retail members and 11,600 Commercial members to encourage Colorectal Cancer Screening
- Conducted Diabetic Retinal Eye exams at San Antonio Home and Garden Show, Texas Rangers Games, Richardson BCBSTX, and Texas State Fair
- Implemented “Partner with your Patient” and “Partner with your Primary” as the next evolution of the Wellness Can’t Wait initiative. Partner with messaging focusing on reestablishing connections between primary care physicians and patients to encourage preventive care and screenings that were paused during the pandemic
- Continued the project with a mobile mammography vendor to increase member outreach and screening. Data pulled to identify women who did not have a claim for breast cancer screening

Key Accomplishments in Preventive Measures

Blue Essentials Demonstrated improvement in:

- Childhood Immunization: Combo 3 – 3.03 percentage point increase
- Colorectal Cancer Screening – 1.37 percentage point increase

BCBSTX PPO Demonstrated improvement in:

- Controlling High Blood Pressure – 4.85 percentage point increase
- Childhood Immunization: Combo 3 – 23.90 percentage point increase

Marketplace Demonstrated improvement in:

- Colorectal Cancer Screening – 3.17 percentage point increase

QIP developed and published the following Tip Sheets:

- Comprehensive Diabetes Care Non-Medicare Eye Exam
- Controlling Blood Pressure

All Tip Sheets can be found at <https://www.bcbstx.com/provider/clinical/index.html#> and Tip Sheets with codes can be found on Availity at <https://www.availity.com/>.

How You Can Help

While BCBSTX provides education and resources to our members, your support in these efforts can help your patients get their appropriate preventive care screenings and routine monitoring of chronic health conditions. An established process to identify gaps in care, dedicated outreach staff are just a couple ways you can improve your patients' health outcomes.