

## 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, 2021, and 2022.

The table summarizes how BCBSTX is doing on selected measures.

Care Provided to BCBSTX Members	2022 Quality Compass 50 <sup>th</sup> Percentile National Average	HMO Rates			PPO Rates			2022 Quality Compass 50 <sup>th</sup> Percentile Marketplace	Marketplace Rates		
		2020	2021	2022	2020	2021	2022		2020	2021	2022
Controlling High Blood Pressure	60.12%	45.50%	57.91%	<b>60.58%</b>	10.68%	45.74%	<b>48.66%</b>	61.07%	47.20%	51.34%	<b>51.58%</b>
Childhood Immunization • Combination 3 Rate: 4 DTaP; 3 IPV; 1 MMR; 3 Hib; 3 Hep B; 1 VZV; 4 PCV	78.44%	74.85%	77.88%	<b>79.81%</b>	35.19%	59.09%	<b>65.69%</b>	54.96%	82.16%	75.60%	69.10%
Breast Cancer Screening	70.87%	61.96%	63.55%	60.22%	66.90%	66.64%	61.09%	68.20%	60.22%	61.09%	<b>63.77%</b>
Colorectal Cancer Screening	63.40%	43.07%	47.69%	41.12%	51.40%	52.35%	47.91%	58.39%	53.53%	53.77%	53.04%
Diabetic Retinal Exam	50.12%	26.03%	27.98%	<b>31.63%</b>	36.34%	38.93%	37.47%	43.80%	27.74%	29.93%	27.01%

### Key Interventions Impacting Results

- Distributed 54,276 Fit kits to Retail members to encourage Colorectal Cancer Screening
- Conducted Diabetic Retinal Eye exams at community sites in Dallas, Longview, and Tyler, Richardson BCBSTX, and Texas State Fair
- Generated 8,144 mailers customized for each member that included 2 convenient, in-network, high-quality, cost-effective mammography screening centers to remind and encourage member breast cancer screening

### Key Accomplishments in Preventive Measures

#### HMO Commercial Demonstrated improvement in:

- Controlling High Blood Pressure- 2.67 percentage point increase
- Childhood Immunization: Combo 3- 1.93 percentage point increase
- Diabetic Retinal Exam- 3.65 percentage point increase

**BCBSTX PPO Demonstrated improvement in:**

- Controlling High Blood Pressure – 2.92 percentage point increase
- Childhood Immunization: Combo 3 – 6.60 percentage point increase

**Marketplace Demonstrated improvement in:**

- Controlling High Blood Pressure – 0.24 percentage point increase
- Breast Cancer Screening- 2.68 percentage point increase

QIP developed and published HEDIS measure Tip Sheets. 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, and a dedicated outreach staff are just a couple ways you can improve your patients' health outcomes.

Should you have questions please send to [BCBSTXQIP@bcbstx.com](mailto:BCBSTXQIP@bcbstx.com).