

Hometown Health Quality Quarterly

Summer 2024

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*Below are important updates for providers
from Hometown Health's Quality Team*



Network Services:

Updated Auth Matrix & Administrative Guidelines Plus New Provider Services Representative

Hometown Health is proud to announce that **Kimberley Capule** has been promoted to Provider Services Representative! Kimberley will be joining **Brenda Stafford** and **Christine Crosby** in their efforts to support the provider community to ensure our partnership in servicing our members together is successful. For more information about Provider Relations team visit: [Provider Relations Team | Hometown Health](#)

Summer Lunch and Learn

The Provider Relations team will be reaching out to schedule the Summer Lunch and Learns. The 30-minute informative sessions will focus on the topic of Risk Adjustment and Quality!

Hometown Health Authorization Matrices

There is new prior authorization requirements effective July 1, 2024 for HMO, PPO, EPO, and Senior Care Plus plans. Please review the new requirements: [Authorization Matrices | Hometown Health](#)

Administrative Guidelines

Please be advised that Hometown Health's Administrative Guidelines have been updated with new requirements. The new requirements will be effective starting August 1, 2024. Please visit: [Hometown-Health-Administrative-Guidelines-CY2024-Final.pdf \(hometownhealth.com\)](#)

Provider Education

The Provider Education section on the Hometown Health website has valuable resources for continuing education! Resources include Hometown Health Cultural Competency Lesson, the Patient Education Library, Senior Care Plus D-SNP Model of Care Training Module, and information regarding the Office of Inspector General (OIG) Top Five Unsupported Diagnosis Codes. Please visit: [Provider Education | Hometown Health](#)

We want your Feedback!

The Provider Experience Survey was sent out July 2024 to our Provider Community. Thank you for your participation! If you did not receive the survey, please follow up with your Provider Relations Representative to ensure current contact information is on file.

Quest Analytics BetterDoctor

Hometown Health has partnered with Quest Analytics' BetterDoctor to collect your quarterly provider data attestations. Both CMS and the No Surprises Act require providers to attest to their demographic information at least every 90 days. There are two options to attest:

1. Attest via the BetterDoctor portal using the secure access code you receive from Quest Analytics' BetterDoctor via email, fax, and/or direct mail each quarter

OR

2. Attest via roster if your organization includes 20 or more practitioners at multiple service locations. Please send your send your quarterly roster to rosters@questanalytics.com. For more information on the attestation process, please visit: [PRACTITIONER DATA VERIFICATION](#)

Quality Improvement:

Osteoporosis screening in older women and in those who have had a fracture.

Did you know that 48% of 3,669 Senior Care Plus (SCP) women members are non-compliant with completing their screening DEXA scans? The U.S. Preventative Services Task Force (USPSTF) recommends screening women aged 65 years and older for osteoporosis to prevent osteoporotic fractures. An individual who has had an osteoporotic fracture is twice as likely to experience another fracture in the future if osteoporosis has not been diagnosed and treated.

In the last six months, forty SCP women members have suffered an

osteoporotic fracture. These forty women have not had a DEXA scan in the last two years and are not currently receiving treatment with an osteoporosis medication.

Members who suffer a fracture often follow up with an orthopedic provider, but that can result in their primary care provider being unaware of the incident. The Hometown Health Quality department helps coordinate the member's care to ensure they get the recommended screening and follow-up. We evaluate every SCP member who has had a fracture in the last 6 months by reviewing their records to see if they had a DEXA scan within the last 2 years, or if they are currently taking osteoporosis medications.

If the member has not had a DEXA or is not taking medication for osteoporosis, our team contacts them with the intent of scheduling a DEXA scan and recommend they follow-up with their Primary Care Provider (PCP). Should the member refuse the DEXA scan our team can schedule time with the member to perform a portable bone density scan either at their primary care clinic or in the comfort of their home. The portable scanner we use is the Sunlight MiniOmni Bone Densitometer which determines the T-Score and Z-Score. These results are routed to the member's PCP for review and treatment.

If you have any questions about the screening or therapy recommendations or the Sunlight MiniOmni Bone Densitometer, please contact the Quality Improvement Department at (775) 982-4355 or Quality@HometownHealth.com

Customer Engagement:

The Importance of Clear Communication on Test Results Delivery

In our fast-paced field, effective communication with our patients is more crucial than ever. One area where clarity is especially vital is in communicating how test results will be delivered and what patients should do if they have questions. This not only enhances patient satisfaction but also ensures better health outcomes.

Why Clear Communication Matters

Reduces Anxiety: Patients often experience anxiety while waiting for test results. Knowing exactly when and how they will receive their results can alleviate unnecessary stress and improve their overall experience.

Improves Understanding: Clear instructions on how test results will be delivered help ensure that patients understand their health status and the next steps they need to take. This understanding is essential for informed decision-making and adherence to treatment plans.

Enhances Trust: Transparent communication fosters trust between patients and healthcare providers. When patients are kept informed and know what to expect, they are more likely to trust and follow medical advice.

Suggested Talking Points

Discuss Delivery Methods Upfront

In-Person: For results that could be sensitive or complex, consider instructing the patient to make an appointment to discuss the results In-Person. This allows for immediate discussion and addressing any concerns.

MyChart/Patient Portal: For routine tests, or those that the patient is more familiar with, digital delivery is a great option. Many patients appreciate the

convenience of accessing their results online. Make sure they know how to log in and navigate the system.

Set Clear Expectations

Provide a clear timeline for when results will be available. This helps patients manage their expectations and reduces the number of follow-up calls to your office.

Clearly outline what patients should do if they have questions or do not receive their results within the expected timeframe. Provide contact information and specify the best times to reach out.

Offer Reassurance and Next Steps

Encourage patients to reach out if they have difficulty understanding their results. Offer reassurance that it is common to have questions and that your team is there to help.