

PROVIDER Update



Health Net®

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Advance Directive Medical Record Documentation Reminder

One of Health Net of Arizona, Inc.'s (Health Net) primary goals is to ensure that its members receive the best possible preventive care and treatment for acute and chronic illness. Health Net recently assessed select medical records against established medical record documentation standards to identify opportunities for improvements (refer to the table on page two). This assessment revealed significant opportunities for improvement in the following documentation standards:

- Advanced health care directive information is offered (adults, ages 18 and older and emancipated minors only).
- Preventive care: Adult immunization status is assessed in accordance with United States Preventive Services Task Force (USPSTF) guidelines, including tuberculosis (TB) screening (test or chest X-ray). Additional information about vaccine documentation is available online at www.cdc.gov/vaccines/hcp/adults/for-practice/standards/documentation.html.

Providers are encouraged to speak with patients about advance directives and immunization status and document these interactions in their medical records.

DISCUSSING ADVANCE DIRECTIVES WITH YOUR PATIENTS

The Patient Self-Determination Act (PSDA) requires Medicare providers to ensure patients are given an opportunity to participate in and direct health care decisions that affect them. For members ages 18 and older, in accordance with title 42 Code of Federal Regulations (CFR) 422.128(b)(1)(ii)(E) and Health Net policy, providers are required to document whether a member has executed an advance directive in a prominent part of his or her medical record. Health Net monitors medical records to ensure that compliance with requirements related to a member's advance directive is met.

An advance directive outlines a patient's preferred types of health care services and treatments, and designates who is to speak on the patient's behalf, if he or she becomes incapable of making personal health care decisions. According to the PSDA, patients with decision-making capabilities have the right to accept or refuse medical treatment or life-sustaining procedures. Health Net's policy states that any adult member age 18 or older has the right to prepare an advance directive.

Providers should consider discussing advance directives during routine office visits with Health Net members, instead of waiting until they may be acutely ill. Discussing and preparing advance directives with patients can:

- Ensure the care and services desired by the patient are provided according to his or her wishes, including refusal of treatment.
- Designate the person who is delegated to make decisions on the patient's behalf if he or she becomes incapable of making such decisions.
- Ensure family and friends abide by the wishes of the patient regarding the type of care and treatment determined in advance.

THIS UPDATE APPLIES TO ARIZONA PROVIDERS:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Advantage Platinum (HMO)
- Advantage Platinum (PPO, POS)
- Medicare Advantage (HMO)

PROVIDER SERVICES

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Providers should encourage patients who have prepared advance directives to share copies with their families to notify them about who is designated to make decisions on the members' behalf in the event they can no longer make personal health care decisions. Providers may initiate early health care planning discussions to enable a smoother transition before a medical crisis arises. On an annual basis, providers must document in the patient's medical record whether an advance directive has been discussed, including the date the discussion was held, and whether an advance directive has been executed.

PATIENT EDUCATION REFERENCES

Health Net makes available on the Health Net provider website at provider.healthnet.com patient education references for providers to use when discussing advance directives with their patients. An advance directive information sheet is available, in English and Spanish, in the Member Rights and Responsibilities section of the provider operations manuals, located in the Provider Library on the Health Net provider website. Providers may also use the Search Library function by searching for key words *advance directive*.

MEDICAL RECORD REVIEW RESULTS

The recent medical record review assessed several core criteria – in addition to advance directives and adult immunization status – as outlined in the chart below (sample size = 120). The performance goal for all criteria is 80 percent.

All care coordination results were above the performance goal. There was considerable improvement in adult periodic health evaluation over the 2014 score, bringing this measure to 93 percent compliance. The findings for advance directives documentation indicate that although scores increased from 28 percent in 2014 to 32 percent in 2015, this measure continues to be a challenge as it remains far below the 80 percent performance goal.

Medical Record Criteria	2014	2015
Format: Biographical personal data	79%	85%
Format: Primary language/interpreter services needed (if other than English)	71%	78%
Documentation: Allergies noted in prominent location in chart	98%	98%
Documentation: Chronic problems can be easily identified	99%	96%
Documentation: Ongoing and continuous medications can be easily identified	100%	99%
Documentation: Advance directive documented (members ages 18 or older)	28%	32%
Care Coordination: Instruction for follow-up care noted	83%	88%
Care Coordination: Working diagnosis is consistent with findings	100%	92%
Care Coordination: Practitioner review of diagnostic tests and consultants noted	95%	85%
Preventive Care: Adult periodic health evaluation performed (per USPSTF)	84%	93%
Preventive Care: Adult immunization status assessed and documented	57%	42%

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at AZ_InternetProviderInquiries@healthnet.com, through the Health Net provider website at provider.healthnet.com, or by telephone at 1-800-289-2818.