

Identifying care opportunities

Frequently asked questions



Serving Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect

What are care opportunities?

- A care opportunity refers to an annual recommended preventive care visit/screening that a member has not received, based upon claim information.

What is the Care Opportunities Report?

- It is a report to assist primary medical providers (PMPs) in identifying members with gaps in their care.
- The report also provides a way to monitor members' compliance with preventive care services.

What are the criteria for the service gaps?

- The criteria for service gaps are outlined by current targeted HEDIS®* measures.
- Additionally, members who have not had qualified services rendered by any provider according to Anthem Blue Cross and Blue Shield (Anthem) claim data also fall under the criteria for service gaps.

*HEDIS is a registered trademark of the National Committee for Quality Assurance.

Why is this member on my report?

- You are the member's assigned PMP based on the state's records.
- The member may indicate he/she has a different PMP or would prefer someone else. If so, please direct the member to contact Anthem's Member Services for assistance at the following numbers:
Hoosier Healthwise and Healthy Indiana Plan:
1-866-408-6131 (TTY 711)
Hoosier Care Connect:
1-844-284-1797 (TTY 711)

Are there any security concerns with this report?

- The report contains protected health information and should be safeguarded per HIPAA guidelines.

How often is the information on this report updated?

- When a claim is processed for a qualified service, the member will no longer be identified as having a care opportunity for that service. Therefore, the member will no longer be listed on the *Care Opportunities Report* for that specific measure. Anthem will provide updated reports to providers monthly.



What if my record indicates the service was performed?

- If the claim was submitted recently, it may not be reflected on the report due to the claim processing after the last report update.
- Please contact your practice consultant if a member's name continues to show up on the report even after the claim has been processed.

Can Anthem help me with this report?

- Your practice consultant can help you understand the report and offer effective strategies to engage identified members who are in need of preventive care services. It is recommended that the office contact members to assist in making an appointment for services and screenings.

www.anthem.com/inmedicaiddoc

Provider Services:

- Hoosier Healthwise — **1-866-408-6132**
- Healthy Indiana Plan — **1-844-533-1995**
- Hoosier Care Connect — **1-844-284-1798**