

McLaren Health Plan (MHP) encourages screenings that aid in the promotion of healthy lifestyles. MHP frequently contacts its members through newsletters, outreach telephone calls and mailings to remind them of the importance of such screenings. We are your partners and want to assist you in improving your HEDIS® scores.

Tips for Success:

- Use the MHP HEDIS Provider Manual available at www.mclarenhealthplan.org. The manual includes billing codes, diagnosis codes and tips for improvement to assist with closing gaps.
- Use your *Gaps in Care* lists. Your outreach representative sends you a list to identify patients who have gaps and are assigned to your office. The list can be used to close additional gaps when a patient comes in for a routine or sick visit. Services such as Pap test, Chlamydia screenings, BP checks, BMI and A1C checks can be completed during regularly scheduled visits.
- Access individual members' *Gaps in Care* reports on the McLarenCONNECT provider portal. You can see current information about the services each member needs.
- Use your outreach representative. They can assist you with contacting and scheduling MHP patients for important preventive services. You can get in touch with your outreach team by calling 888-327-0671 (TTY: 711) or emailing the team at MHPOutreach@mclaren.org.
- Bill for all provided services. This closes your gaps quicker and decreases the need for MHP to request medical records during HEDIS time. Many incentives are immediately paid through claims processing; see incentive flyers available on our website for appropriate billing information.
- Submit supplemental medical records to the outreach team for any exclusions such as bilateral mastectomies or total hysterectomy. This will close the existing gap. You can fax records to 810-600-7985 or email MHPOutreach@mclaren.org.

Many patients may not return to your office for preventive care, so make every visit count. Schedule follow-up visits, next year's annual visit or tests before the patient leaves your office. Remember to talk to your patients about smoking cessation. MHP has a free stop smoking program for MHP Community and Medicaid members. Please call 800-784-8669.

Thank you for the quality care you deliver!

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| PCP Feedback (Please print) | Comments, requests, questions, etc.: FAX to (810) 600-7985 |
| PCP Name/Office Name _____ | |
| Name _____ | Phone _____ |
| Email _____ | |