



## Increase your Bottom Line: **Maximize your Eye Health Data**

With new changes to Star Ratings, Health Plans need to get the most out of their partnerships.

VSP® Vision Care has four Simple Steps to improve your HEDIS Scores and Star Ratings so you can secure more reimbursements.

# Early Detection of Chronic Conditions

## Earlier Detection = Greater Savings

VSP doctors are often the **first to detect signs** of chronic conditions.

For every member who sought care after early detection through a VSP exam, **clients\* saved:**

HIGH CHOLESTEROL	<b>62%</b> OF THE TIME	<b>\$1,145</b>
HYPERTENSION	<b>39%</b> OF THE TIME	<b>\$2,997</b>
DIABETES	<b>34%</b> OF THE TIME	<b>\$2,787</b>

\* Savings based on commercial clients over two years. Medicaid and Medicare savings are available on request. Data based on Human Capital Management Services, Inc. 2013 study on behalf of VSP.

### 1 Identify

VSP providers are often the first to detect signs of chronic conditions. The **Medical Data Collection Report** helps you understand what the chronic conditions impact is for your member population.

### 2 Share

The **Patient Exam Report** and **Condition Report** give you access to securely transmitted HIPAA-compliant patient data you can use for HEDIS and Star reporting. It also allows you to maximize your chronic disease management opportunities to lower healthcare costs.

### 3 Engage

At no charge, the **Exam Reminder Report** tracks follow-up eye exam visits after VSP sends reminders to members, providing valuable data for HEDIS and Star reports and opportunities to direct members to your disease management pathway. Exam reminders can be cobranded with your logo at no additional cost.

### 4 Educate

VSP educates our doctors on the latest treatment and management strategies for chronic conditions. Doctors share their knowledge with patients, and provide **Informational Handouts** to help them effectively manage their condition.

# 1 Identify

## Medical Data Collection Report

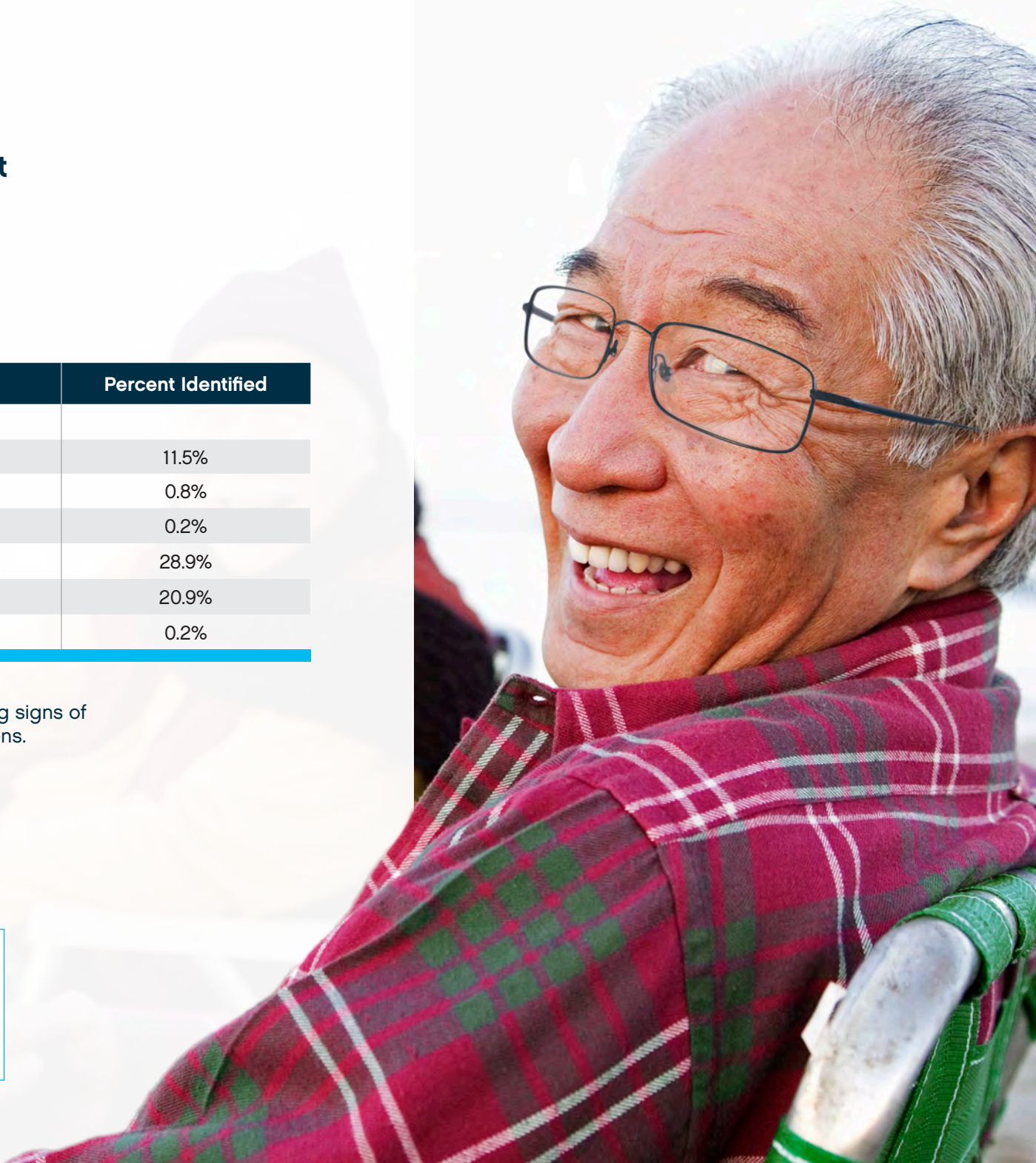
Shows the total number of members who received an eye exam and show signs of chronic conditions.

Reported Cases	Members	Percent Identified
Received Eye Exams	<b>10,546</b>	
Diabetes	1,211	11.5%
Diabetic Retinopathy	86	0.8%
Glaucoma	26	0.2%
Hypertension	3,047	28.9%
High Cholesterol	2,203	20.9%
Macular Degeneration	22	0.2%

Total members showing signs of chronic conditions.



“Identify chronic conditions before costly symptoms emerge.”



## 2 Share

### Patient Exam Report and Condition Report

Can provide specific data for members identified with a chronic condition. In addition to reports that help you manage your members' conditions, we also share HIPAA-compliant health information with the patient's primary care physician to ensure continuity of care.

Names are fictionalized for illustration purposes.

Member ID	Patient First Name	Patient Last Name	CPT Code	Diagnosis Code 1	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4	Diagnosis Code 5	Diagnosis Code 6
000001111	JOHN	PUBLIC	92014	H52.4					
000001112	JANE	PUBLIC	92012	H52.203	H52.03	H52.32			
000001113	MARY	SAMPLE	OON						

Diabetic retinopathy indicator should not be used for HEDIS reporting.

Easily demonstrate members who received a **diabetic retinal exam and glaucoma screening**

Member ID	Patient First Name	Patient Last Name	Diabetes	Retinopathy	Glaucoma	ARMD	Hypertension	High Cholesterol	Diagnosis Code
000001111	JOHN	PUBLIC	E13	E13.319					H52.10
000001112	JANE	PUBLIC			H40				H52.513
000001113	MARY	SAMPLE				H35.30			H52.31

VSP will share **electronic medical records** for your members identified with chronic conditions.

**Standard diagnosis codes** enable you to enroll members in wellness and disease management programs.



“Manage chronic conditions and improve HEDIS Scores and Star Ratings.”



## 2 Share

### Medical Data Sent to Patient's Physician

VSP and our doctors provide HIPAA-compliant information to the patient and their PCP for follow-up and long-term care. The **Patient Eyecare Report** summarizes services provided by the VSP doctor, and recommendations for the patient at the conclusion of the visit. The **Primary Care Physician Communication Form** provides a summary and recommendations for the patient's PCP.

Patient Eyecare Report

Patient Name \_\_\_\_\_ Doctor Name \_\_\_\_\_  
 Dilated Exam:  Yes  No Date of Exam \_\_\_\_\_

	Normal (within limits)	Abnormal Findings
Glaucoma Evaluation (elevated eye pressure)	<input type="checkbox"/>	<input type="checkbox"/>
Cataract Evaluation (cloudiness of the lens)	<input type="checkbox"/>	<input type="checkbox"/>
Macular Degeneration evaluation (Loss of central vision)	<input type="checkbox"/>	<input type="checkbox"/>
Diabetic Disease Evaluation (blood sugar abnormality)	<input type="checkbox"/>	<input type="checkbox"/>

**Vision Status**

Without correction (current status)      At Distance      R 20/ \_\_\_\_\_ L 20/ \_\_\_\_\_  
 With new correction                              R 20/ \_\_\_\_\_ L 20/ \_\_\_\_\_

	Right Eye	Left Eye
Farsighted (distant objects clearer than nearby objects)	<input type="checkbox"/>	<input type="checkbox"/>
Nearsighted (nearby objects clearer than distant objects)	<input type="checkbox"/>	<input type="checkbox"/>
Astigmatism (distorted vision both near and distant)	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>

**Eyewear Recommendations**

Glasses should be worn:  All the time  For distance vision  For near vision  For computer use  Other \_\_\_\_\_

Glasses

Lens Type:	<input type="checkbox"/> Single Vision	<input type="checkbox"/> Bifocal	<input type="checkbox"/> Trifocal	<input type="checkbox"/> Progressive	<input type="checkbox"/> Safety
Lens Material:	<input type="checkbox"/> Plastic	<input type="checkbox"/> Glass	<input type="checkbox"/> Polycarbonate	<input type="checkbox"/> High Index	
Lens Tint:	<input type="checkbox"/> Light	<input type="checkbox"/> Sunglass	<input type="checkbox"/> Polarized	<input type="checkbox"/> Photochromic	
Lens Coatings:	<input type="checkbox"/> Ultraviolet	<input type="checkbox"/> Scratch	<input type="checkbox"/> Anti-Reflective	<input type="checkbox"/> Occupational	

Contact Lenses

Soft Single Lenses  Planned Replacement Lenses  Disposable Lenses  Gas Permeable

**Recommended Follow-up**

Follow-up for eye health in my office in \_\_\_\_\_ days  weeks  months  
 Next appointment on \_\_\_\_\_ at \_\_\_\_\_ a.m.  p.m.  
 Consult with Dr. \_\_\_\_\_ for \_\_\_\_\_ (appointment on \_\_\_\_\_)  
 See your primary care physician regarding \_\_\_\_\_

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Primary Care Physician  
Communication Form

Date \_\_\_\_\_ PCP Name \_\_\_\_\_  
 PCP Fax Number \_\_\_\_\_ PCP Address \_\_\_\_\_

The following patient received an eye exam in my office on \_\_\_\_\_  
 In an effort to ensure coordination of care, I am including my exam findings and follow-up recommendations.  
 Please contact me if you have questions or would like additional information.

Patient Name \_\_\_\_\_ DOB \_\_\_\_\_  
 VSP Doctor Name \_\_\_\_\_ Phone \_\_\_\_\_

**Findings**

Diabetes with no significant diabetic retinopathy found in either eye  
 Retinal exam abnormalities detected, as follows:  
     Non-proliferative diabetic retinopathy only  Right  Left  
     Clinically significant macular edema  Right  Left  
 Proliferative changes detected, as follows:  
     Neovascularization  Right  Left  
     Pre-retinal hemorrhage  Right  Left  
     Vitreous hemorrhage  Right  Left  
 Other conditions:  
     High Cholesterol  Ocular surface disease  Hypertension  
     Cataracts  Elevated intra-ocular pressure  Macular degeneration  
     Corneal dystrophies  Glaucoma  Other \_\_\_\_\_

**Recommended Follow-up**

Follow-up exam is scheduled in my office on \_\_\_\_\_  
 Follow-up of abnormalities in my office is recommended in \_\_\_\_\_  
 Recommended consultation with Dr. \_\_\_\_\_  
 Phone \_\_\_\_\_ within \_\_\_\_\_

Attachments \_\_\_\_\_

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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“Securely sharing HIPAA-compliant patient information with your member’s PCP provides continuity of care, and better health outcomes.”



### 3 Engage

## Exam Reminder Report

Reports the number of complimentary reminders sent to members with diabetes, and how many received a follow-up exam.

Reminder Year	Reminder Month	Reminders Sent	Received Exam Within 0-90 Days	Received Exam Within 91-180 Days
2015	January	201	30	14
	February	113	17	8
	March	160	24	11
	April	244	37	17
	May	148	22	10
	June	255	38	18
	July	138	20	12

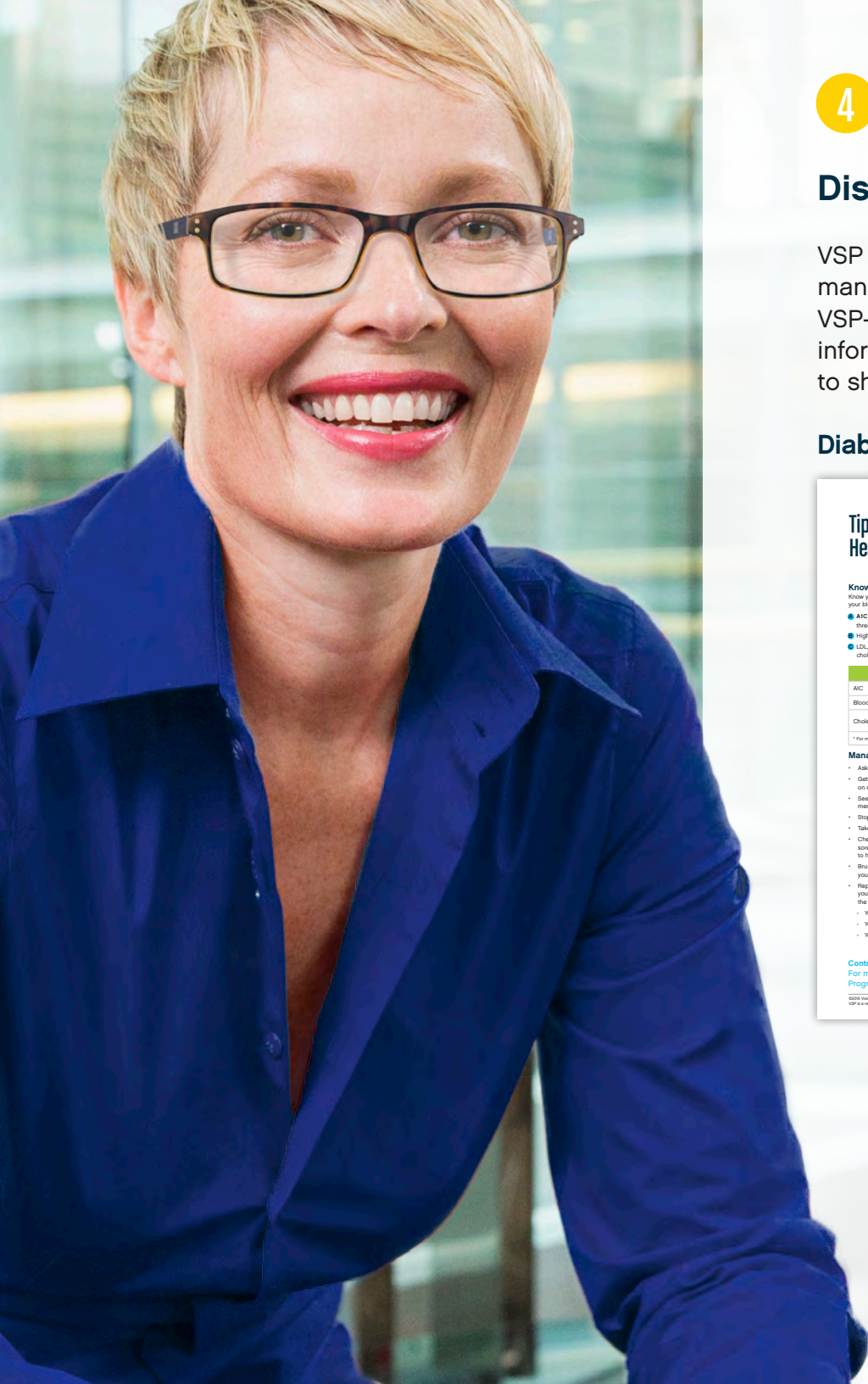
At **no charge** to you, VSP sends HIPAA-compliant reminder letters to members identified with diabetes who haven't had an eye exam in 14 months.

See how many members return for an exam after receiving the reminder, providing increased opportunity for **preventive care**.



"We send exam reminders to diabetic members identified by our doctors, as well as your list of known diabetics."





# 4 Educate

## Disease Management Assistance

VSP empowers our doctors with training and tools to engage patients in managing their chronic conditions. We notify our doctors of a patient's VSP-identified health history before the visit and provide them with information on diabetes, retinopathy, hypertension, and high cholesterol to share with the patient.

### Diabetes Management Tips

#### Tips to Help You Stay Healthy with Diabetes

**Know your ABCs**  
Know your A1C and blood glucose targets. Learn how and when to test your blood glucose, and how to use the results to manage your diabetes.

- **A1C** measures your average blood glucose level over the past three months.
- **High blood pressure (BP)** makes your heart work too hard.
- **LDL, or bad cholesterol**, builds up and clogs your arteries. HDL, or good cholesterol, helps remove cholesterol from your blood vessels.

Test	Goal*	Check How Often?
A1C	below 7	At least twice a year
Blood Pressure	140/90	Each doctor's visit
Cholesterol	LDL below 100 HDL above 40	At least once a year

\* For most people with diabetes

**Manage your diabetes**

- Ask for a diabetes meal plan to help you choose healthy foods.
- Get 30 to 60 minutes of physical activity, such as brisk walking, on most days of the week.
- Seek help if you feel down. You may feel better if you talk with a mental health counselor, friend, or support group.
- Stop smoking—seek help to quit.
- Take your medicines even when you feel good.
- Check your feet every day. Call your healthcare team if a cut, sore, blister, or bruise on your feet or toes does not begin to heal after one day.
- Brush your teeth and floss every day to avoid problems with your mouth, teeth, or gums.
- Report any changes in your eyesight to your doctor. See your eye doctor immediately if you experience any of the following:
  - You see little black lines or spots that won't go away.
  - You have a sudden change in how clearly you see.
  - Your eyes take longer than usual adjusting to darkness.

**Get regular care**  
Avoid problems by seeing your healthcare team to:

- Get your ABC tests, have your blood pressure, weight and feet checked, and get a yearly flu shot.
- Clean a dental exam from your oral health professional at least twice a year.
- Receive an annual dilated eye exam from your doctor. This is the best way to identify problems early and protect yourself against diabetes-related vision loss.

**Listen Up**  
Diabetes can also affect your hearing. Hearing loss is about twice as common among people with diabetes than among those without diabetes. Regular, moderate-to-vigorous physical activity helps prevent heart and blood vessel disease. VSP can help you save money on hearing aids or replacement batteries through a discount program with TrueHearing.

To learn more, visit [vsptruhearing.com](http://vsptruhearing.com) or call 877.296.7164. (Not made available by VSP in the state of Washington.)

The National Diabetes Education Program is a joint program of the National Institutes of Health and the Centers for Disease Control and Prevention.

Control your diabetes for life.  
For more information about the National Diabetes Education Program, visit [yourdiabetesinfo.org](http://yourdiabetesinfo.org), or call 1.800.438.5383.

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### Heart Disease Prevention

#### Are You at Risk for Heart Disease?

**Heart Healthy Tips**  
Research shows that several factors that can indicate or lead to heart damage are also harmful to the eyes. What risk factors can you modify, treat, or control by changing your lifestyle or taking medicine?

- **Stop smoking** – Smokers' risk of developing coronary heart disease is two to four times that of nonsmokers. Cigarette smoking is a powerful independent risk factor for sudden cardiac death in patients with coronary heart disease; smokers have about twice the risk of non smokers.
- **Reduce cholesterol** – As blood cholesterol rises, so does the risk of coronary heart disease. When other risk factors (such as high blood pressure and tobacco smoke) are present, this risk increases even more. A person's cholesterol level is also affected by age, sex, heredity, and diet.
- **Reduce blood pressure** – High blood pressure increases the heart's workload, causing the heart to thicken and become stiffer.
- **Increase physical activity** – An inactive lifestyle is a risk factor for coronary heart disease. Regular, moderate-to-vigorous physical activity helps prevent heart and blood vessel disease.
- **Lose those extra pounds** – People who have excess body fat—especially if a lot of it is at the waist—are more likely to develop heart disease and stroke even if they have no other risk factors. Excess weight increases the heart's work; it also raises blood pressure, blood cholesterol, and triglyceride levels, and lowers HDL "good" cholesterol levels.
- **Control blood sugar** – Diabetes seriously increases your risk of developing cardiovascular disease. Even when glucose (blood sugar) levels are under control, diabetes increases the risk of heart disease and stroke; the risks are even greater if blood sugar isn't well controlled.
- **Reduce stress** – Individual responses to stress may lead to heart disease and stroke.
- **Reduce alcohol consumption** – Drinking too much alcohol can raise blood pressure, cause heart failure, and lead to stroke.

**Be smart about your heart.**  
For more information about the National Diabetes Education Program, visit [yourdiabetesinfo.org](http://yourdiabetesinfo.org), or call 1.800.438.5383.

Source: This information has been adapted from the Centers for Disease Control and Prevention's Division for Heart Disease and Stroke Prevention's *Heart Matters*. ©2016 Vision Service Plan. All rights reserved. VSP is a registered trademark of Vision Service Plan. All other brands or marks are the property of their respective owners. J2882051-10-0220 1/16

“Our doctors focus not only on vision, but also the overall health and wellness of their patients.”

# Supporting Member Health and Reducing Costs

As a not-for-profit company focused on healthcare, VSP invests in the things our clients and members value most: high quality care, early detection, and long-term solutions to help you improve healthcare spending.

*Prior to receiving VSP data, our baseline for identifying diabetic patients who regularly received their eye exams was 25%. A goal of 40% was set when we began working with Eye Health Management to receive vision data. Over a two-year period, they came in at 90%.*

*– Regional health system, Ohio*

*Our dilated eye exam rates for Medicare went up from 71% to 76% in a single year. Glaucoma Screening went from 60% to 67%.*

*– Health plan serving 150,000 members, Northern California*

*I recommend VSP to all my friends. My glasses used to cost over \$300, but now I usually pay \$10 for single vision--with all the bells & whistles! Plus, since I now have Type 2 diabetes, my eye doctor is monitoring my eyes to take care of any problems before they develop. I love VSP!*

*– Carolyn S. | Member*

*The eyes are unique in that they give us a window into your overall systemic health. For instance, the eyes allow us the ability to access vascular health without making an incision or use other more invasive techniques. From Diabetes to Hypertension, age-related diseases, and neurological disorders an eye exam can serve as a front-line, preventative health assessment for the entire body.*

*– Niam Phan, OD | VSP Doctor*



## It's easy to get started.

Get the most out of your partnership with VSP. Take advantage of our free data sharing services to improve your members' health and increase your HEDIS Scores and Star Ratings.

Complete the **consent form** today.

