



Quality Programs Video

Script Written for Humana's Corporate Chief of Quality

Visual	Audio
Dr. Andrews (photo) Humana (logo) Humana's Quality Operating Model (text) Dr. George Andrews Corporate Chief of Quality Humana's Health Guidance Organization (text)	[No audio]
Dr. Andrews (video)	Hello. I am Dr. George Andrews, corporate chief of quality for Humana's health guidance organization. Thank you for joining me today as I discuss how Humana is expanding our focus on quality of care. We are always looking for new ways to improve the health and wellness of our members, and our expansion brings exciting new opportunities to ensure that our members – your patients – get the services they need. We value the care you give our members and are committed to offering you the tools and support you need so we can achieve our common quality goals.

<p>Quality at Humana (text)</p> <ol style="list-style-type: none"> 1. Quality Nurse Program 2. Provider Tools 3. Member Outreach (text) 	<p>So, what does quality look like at Humana? In this video, I'll cover three main topics: our enhanced quality nurse program, provider tools and member outreach.</p>
<p>Dr. Andrews (video)</p>	<p>First, the quality nurse program.</p> <p>For many years, our quality nurses have worked with practices to promote preventive services, improve HEDIS scores and increase medication compliance.</p>
<p>Photo of nurse and physician talking together</p> 	<p>This year, we're enhancing the program by assigning specific nurses to specific practices, allowing them to better understand your practice and its specific needs. Your quality nurse will be your primary clinical point of contact with Humana and will be able to bring other Humana expertise to bear as needed. He or she is on Humana's payroll, but definitely dedicated to assisting you.</p>
<p>Dr. Andrews (video)</p>	<p>Next, provider tools.</p> <p>I practiced in a clinical setting for 18 years, so I recognize the vast amount of information that flows to and through your practice. Our goal is not to add to that information, but to help you make it all add up.</p>
<p>Star Quality Reports</p>	<p>For example, you already know what preventive services patients need at specific ages. Our Star Quality Reports highlight specific patients who have not yet received those services.</p>

HEDIS 2012 Stars Quality Report
Reflects Claims or Encounters Data Processed Through June 30, 2011

HUMANA
Guidance when you need it most

ALLISON MD, LLC
P.O. BOX 173 (86)455-5555
STE 208 YOUR PROVIDER CITY, ME 02020

Provider ID: 0000199

Return copies of applicable medical record pages for any reconsiderations. Information being submitted.

DR. SCHMIDT, MD NPI: 2874345446 ADDR: P.O. BOX 173, STE 208, YOUR PROVIDER CITY, ME 02020

Member ID	DOB	PCP	Phone
1. JENSEN, KATHERINE Humana Member ID: 1190001709	05/11/1956	02071952	(555) 555-5555
2. PALMER, JILL Humana Member ID: 1190001992	02/07/1952	02071952	(555) 555-5555
3. SMITH, JONES Humana Member ID: 1190003004	09/21/1944	02071954	(555) 555-5555

Total measures on this report: 7

Attestation Statement: I have reviewed the medical record of the members on this list and confirm to the best of my medical knowledge that the member:
 Does not have the diagnosis as indicated in the note or
 Has not received the services as indicated in the note or
 Should be excluded from the measure for the reason indicated.

Return copies of applicable medical record pages for any reconsiderations. Information being submitted.

Name (print): _____ Signature: _____ Date: _____

Sample report only: artificial member and provider data

* Indicates member was on previous report. This document contains PHI. Handle and dispose appropriately. ALLISON MD, LLC DR. SCHMIDT, MD Page: 1

Even better, we will soon roll out a new Member Summary report that you can attach to each Humana-covered patient's chart. I'm really excited about this tool because it brings together current, actionable information in a single report.

Member Summary report

Member Summary Date Produced: 1/4/2012 7:58:01

Member Demographic Information

NAME: DOE, JANE DOB: 1/13/1933
 HUMANAID: HXXXXXXXXX GENDER: Female
 PLAN: MEDICARE RISK CITY/STATE: BATON ROUGE LA
 POLICY EFFECTIVE: 1/1/2005 PHONE: 225-751-9876
 PCP/PROVIDER: GRUNER, RACHEL M, MD

Patient Quality

STAR MEASURE	COMPLIANT	COMPLIANCE DATE	SCREENING FREQUENCY	DATE OF LAST TEST
Care for Older Adults - Functional Status Assessment	N		Every 12 Months	
Care for Older Adults - Medication Review	N		Every 12 Months	01/01/2011
Care for Older Adults - Pain Screening	N		Every 12 Months	
Glaucoma Screening in Older Adults	Y	01/01/2005	Every 36 Months	01/01/2005

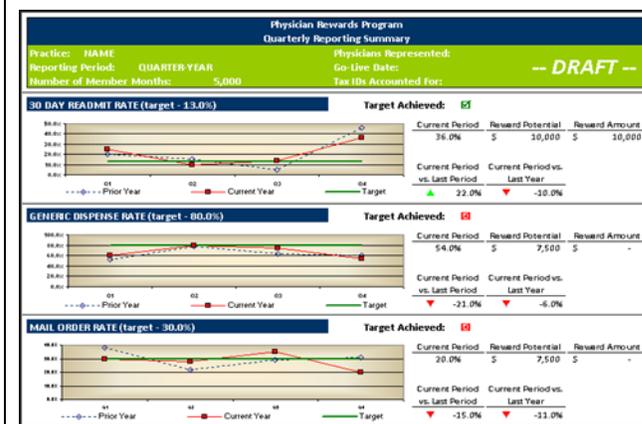
Health Condition History

HCC: 005-10/2010-12/31/2010 005-10/2011-12/31/2011

Dr. Andrews (video)

During office visits, you'll be able to quickly review needed services, current prescriptions, recent hospitalizations and more, letting you make the most of your and your patient's time.

Physician rewards report



But we're doing more than just promoting quality. We're also rewarding it. Our Star Rewards and Model Practice Rewards programs offer financial incentives for achieving goals on key quality metrics, while our Medical Home program goes further by rewarding engagement with Humana's clinical programs. Your quality nurse can provide more information about these programs.

<p>Dr. Andrews (video)</p>	<p>Finally, member outreach.</p> <p>We all know that individuals need to hear health promotion messages several times before taking action.</p>
<p>Slide from Quality Nurse video</p> <div data-bbox="240 506 883 877" style="border: 1px solid black; padding: 10px;"> <p style="margin: 0;">It shows here that it's been a while since your last mammogram, colonoscopy or glaucoma exam.</p>   <p style="margin: 0;">Yes, sir.</p> </div>	<p>We're using email and outbound phone calls to remind our members of specific services they need and even help them schedule appointments. We want your patients to seek you out when they need specific services – and for you to be ready when they arrive.</p>
<p>Dr. Andrews (video)</p>	<p>The key is collaboration. By working together, we'll all perform better, and the people we serve will enjoy greater opportunities for wellness. And that, of course, is the most important goal we share.</p> <p>Thank you.</p>