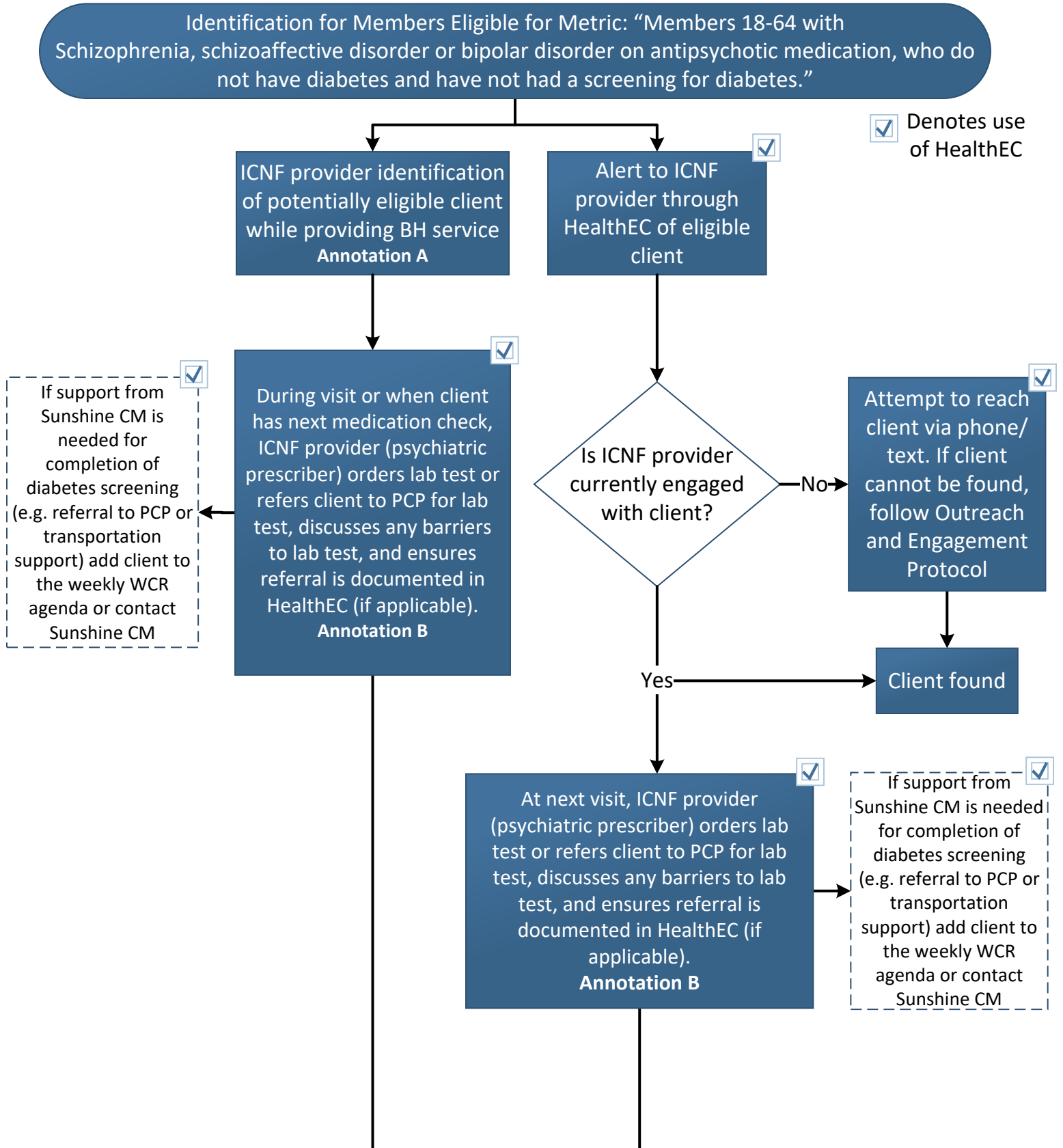
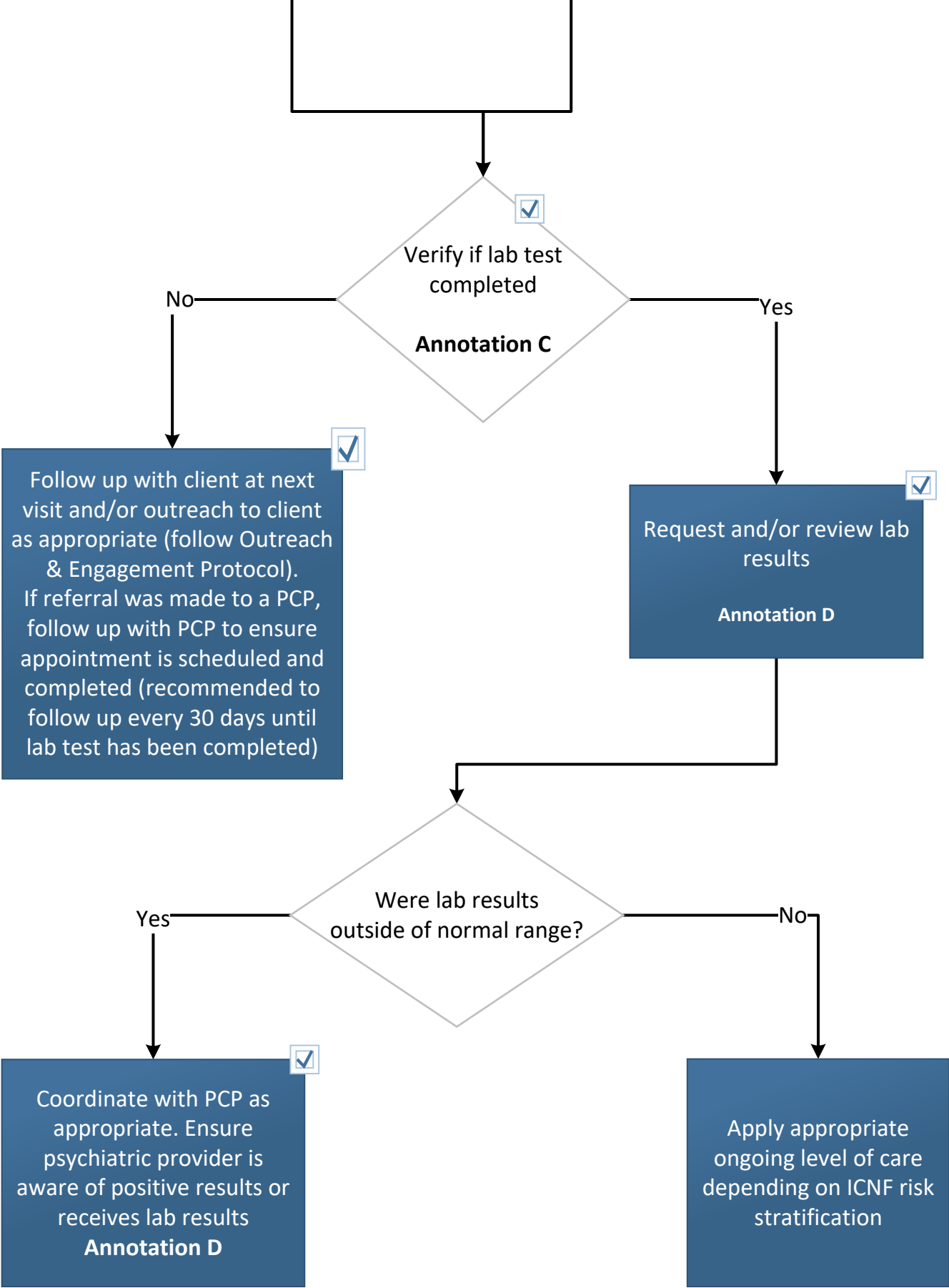


Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) Workflow

This metric measures the percentage of members 18–64 years of age with schizophrenia, schizoaffective disorder or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year. See ICNF provider manual and HealthEC for metric specifications regarding ICNF metric set.

Note: Unless ICNF provider specifically requests support in completing a diabetes screening, Sunshine Care Manager will not be pursuing completion of a diabetes screening with attributed members eligible for this metric.





Workflow Annotations

Annotation A – ICNF provider identification of potentially eligible client while providing BH services

Based on claims it may not be clear if a client, new to Medicaid or newly assigned to an ICNF provider, is eligible for this metric. Therefore ICNF providers should not rely purely on HealthEC alerts for lab testing. During normal course of providing services, an ICNF provider may identify a client that meets metric eligibility who may not have been provided recent screening tests.

Annotation B – Required Tests, Referral for Lab Testing, and Addressing Client Barriers

Required test: NCQA requires a Serum or Plasma Glucose test, or Hemoglobin A1c blood test. (See AHCA and ICNF Quality Metrics for measure type, metric description, metric specifications and populations included in the denominator, method of accountability and description of performance measure.)

Referral to PCP: ICNF providers have a wide variety of methods for referring clients to their PCP for lab tests, whether that process is electronic, paper-based, or some other communication model. It is important that ICNF providers follow the guidance outlined in the referral protocol for referral to an out-of-network provider (in this case a PCP) and then document that activity in HealthEC.

Verifying and addressing client barriers to lab tests:

It is important for the ICNF provider to assess for and address any barriers that may be in place for a client in acquiring the necessary lab tests. ICNF providers should:

- 1) Assess client's ability to get to the lab for testing and if needed, secure transportation assistance (contact Sunshine CM for transportation support if needed). Address social determinant issues when possible and confer with client's PCP and/or Sunshine Care Manager as appropriate to address any barriers.
- 2) For clients hesitating to get required lab tests done:
 - Acknowledge they have a right to choose not to get the lab test done
 - Ask about why they are choosing not to get the test done
 - Try to solicit reasons or values that can be used to engage them in a discussion about barriers or other possible solutions.
 - Tie discussion back to their recovery goals and utilize motivational interviewing skills
 - Review why choosing to not get the lab tests completed can have significant short and long term impacts on health and well-being

Update prescriber or PCP regarding client concerns and consider alternative medications that will have less potential impact related to adverse lab results, if any. Provide the client with information on the nature and management of the illness, and emphasize the importance of diabetes test.

Annotation C – Verification of Lab Test Completion

Determining if the diabetes screening was completed can be accomplished in a variety of ways:

- 1) Through claims data in HealthEC
- 2) In ICNF provider EHR, if linked to lab test provider platform
- 3) Confirming with client's PCP (if a referral has been made to a PCP, it is recommended to follow up with the PCP within 30 days of referral to verify if lab test was completed)
- 4) Asking the client at next encounter (e.g. next scheduled visit) (note: if client says yes, this should be verified using one of the other methods listed above)

Annotation D – Request, Review, and Interpretation of Lab Results

Lab test results could be obtained a variety of ways, including:

- Direct receipt of results from entity that performed lab test – fax, secure email, letter, etc.
- Hand delivery of lab test result form from client to ICNF Provider (verbal communication need to be followed up with actual results or communication with PCP)
- Presence of lab test results via ICNF Provider EHR, if linked to lab test provider platform
- Presence of lab test results via HealthEC, if linked to lab test provider platform, or from Sunshine if applicable
- Other communication routes not noted above

Only appropriately licensed clinical staff should review and act upon the results of lab tests (e.g. prescriber or nurse). While most lab test centers send reports with both results and the interpretation of results, it is the responsibility of the treating provider to act upon those results as appropriate. If lab results are abnormal, coordination between ICNF provider organizations and a client's PCP is critical to manage the co-morbid impact of psycho-tropic medications and diabetes.