Who should get a flu shot?

According to the Centers for Disease Control and Prevention (CDC), almost everyone ages 6 months and older should get a flu vaccine. However, members with severe, life-threatening allergies to ingredients in the vaccine—such as certain antibiotics and gelatin—and members under 6 months cannot get a flu shot. Providers should also discuss risks with members who have egg allergies, are sick, have weakened immune systems or have had Guillain-Barré syndrome.

If there is a shortage of flu shots, the CDC recommends providers prioritize getting the vaccine to people in the following groups:

- Children ages 6 months to 4 years
- People ages 50 and older
- People with chronic pulmonary or cardiovascular disorders
- People who are immunosuppressed
- Women who will be pregnant during flu season
- Children ages 6 months to 18 years who receive long-term aspirin therapy
- American Indians and Native Alaskans
- Residents of nursing homes and chronic care facilities
- People with a BMI greater than 40
- Healthcare personnel
- Household contacts and caregivers for: children younger than 5 (but especially children under 6 months), adults ages 50 and older, and people who are at higher risk for influenza complications

You can learn more about flu shot guidelines at [cdc.gov/flu/protect/whoshouldvax.htm#flu-shot](http://cdc.gov/flu/protect/whoshouldvax.htm#flu-shot).

HEDIS: Flu vaccinations


Appropriate use of antibiotics

When members are sick, they may request antibiotics. But prescribing antibiotics to members who do not need them can lead to antibiotic resistance. In addition, reactions to antibiotics cause 1 out of 5 medication-related visits to emergency rooms.

Several HEDIS measures assess whether plans are prescribing antibiotics appropriately:

- **Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis**: Guidelines recommend against the use of antibiotics to treat acute bronchitis in otherwise healthy adults.
- **Appropriate Treatment for Children with Upper Respiratory Infection**: Most upper respiratory infections in children are caused by viruses and do not require antibiotic treatment.
- **Appropriate Testing for Children with Pharyngitis**: Testing before prescribing an antibiotic ensures that children with a viral infection are not inappropriately treated.
Cancer care for women

Cancer screenings are an important part of healthcare for both men and women, but there are a few tests specific to women. Home State Health providers can help members find cancer early by reminding women to be screened regularly for breast and cervical cancer.

HEDIS for women’s cancer care

<table>
<thead>
<tr>
<th>Measure</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Cancer Screening</td>
<td>This measure assesses women ages 50 to 74 who had at least one mammogram to screen for breast cancer in the past two years. For 2018, NCQA added digital breast tomosynthesis to the list of acceptable tests for breast cancer screening. Read more at ncqa.org/report-cards/health-plans/state-of-health-care-quality/2017-table-of-contents/breast-cancer.</td>
</tr>
<tr>
<td>Cervical Cancer Screening</td>
<td>This measure assesses either women ages 21 to 64 who had a cervical cytology (Pap test) performed every three years or women ages 30 to 64 who had cervical cytology and human papillomavirus co-testing every five years. Read more at ncqa.org/report-cards/health-plans/state-of-health-care-quality/2017-table-of-contents/cervical-cancer-screening.</td>
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</tbody>
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HEDIS supports member health

Home State Health strives to provide quality healthcare to our members as measured through HEDIS quality metrics.

HEDIS (Healthcare Effectiveness Data and Information Set) is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) that allows direct, objective comparison of quality across health plans. NCQA develops the HEDIS measures through a committee of purchasers, consumers, health plans, healthcare providers and policymakers.

HEDIS provides a standardized method for managed care organizations to collect, calculate and report information about their performance. This allows employers, purchasers and consumers to compare plans. Health plans themselves use HEDIS results to see where to focus their improvement efforts.
Oral health offers **clues to overall condition**

Providers may find clues to a member’s overall health by looking at their mouths and teeth.

Several health conditions can affect a patient’s oral health:

**Alzheimer’s disease:** A person with Alzheimer’s may forget how to care for their teeth and gums, leading to infections, tooth decay and problems eating.

**Diabetes:** Because diabetes reduces a person’s resistance to infection, people with the disease are more likely to develop gum disease.

**HIV/AIDS:** People with HIV or AIDS may experience oral infections, dry mouth, lesions, canker sores and other problems.

**Osteoporosis:** Members with osteoporosis may suffer bone loss in their mouths and lose teeth.

In addition to being a sign of poor overall health, oral health problems can contribute to conditions such as endocarditis, cardiovascular disease, premature birth and low birth weight.

Providers can help Home State Health members stay healthy by asking about their dental health and reminding them to get regular dental care.

The American Dental Association says there is no one-size-fits-all dental treatment. Some people may need routine visits once or twice a year, while others may need to see a dentist more often because of their individual health considerations.

Providers who need assistance with helping members find dental care providers can contact Home State Health or refer members in need of a dental provider to Home State Health member services at 1-855-694-HOME (4663).
Helping teens transition to adult care

Home State Health can help members or providers find an adult provider (e.g., a primary care physician, specialist or other provider) for members reaching adulthood.

The American Academy of Pediatrics recommends a transition to an adult care provider between ages 18 and 21, considering each case individually and including discussion with the patient and his or her caregivers.

The National Alliance to Advance Adolescent Health (NAAAH) says the process can begin as early as age 12, when patients and their families can be informed of the transition policy. Transition planning can begin at age 14 and can continue with readiness assessments until the transition takes place between ages 18 and 21.

We encourage your staff to contact Home State Health for help shifting a patient to a new physician, if needed. You can also find tip sheets and clinical resources at gottransition.org, an NAAAH program.

Your role

Providers play a central role in promoting the health of our members.

To help Home State Health process authorization requests accurately and efficiently, please submit sufficient medical information. Submitting insufficient medical records can cause processing delays and increase the risk of denials.

You and your staff can also help facilitate HEDIS process improvement. Be sure to provide appropriate care within designated time frames, document all care in patient medical records, accurately code all claims and respond to our requests for medical records within five to seven days.

Questions? Contact Home State Health Provider Services at 1-855-694-HOME (4663).