



2025 | FOURTH EDITION

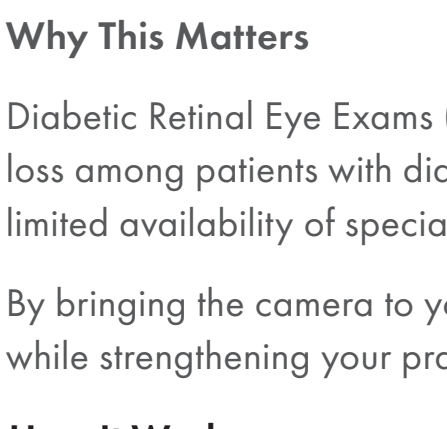
Doctors Connect:

On-Site Eye Exam Events, Closing Medication Adherence Gaps, Flu Vaccines, Statin Adherence in Patients, Supporting Your Patients’ Mental Health and Quality Department Assistance.

Annual Enrollment Period (AEP) Is Here — Help Your Patients Choose the Right Plan

The **Medicare Annual Enrollment Period (AEP)** runs from **October 15 through December 7** each year. During this time, Medicare beneficiaries can review their current coverage and decide if they would like to make any changes for the upcoming year.

As a valued provider of **Doctors HealthCare Plans**, you may receive questions from your Medicare patients about their plan options.



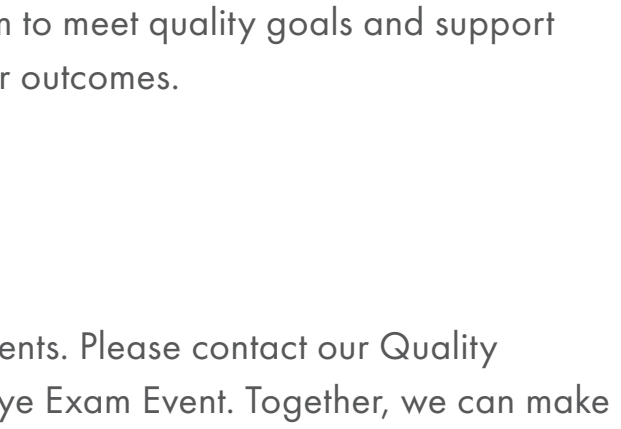
Here are a few helpful reminders you can share with your patients:

- » The AEP is an opportunity for Medicare beneficiaries to review their healthcare and prescription drug coverage.
- » Patients can compare plans based on their healthcare needs, network preferences, and costs.

To learn more about available plans, patients can visit <https://www.medicare.gov/>.

We are Coming to You: On-Site Eye Exam Events

We are excited to share that Doctors HealthCare Plans has acquired a retinal camera to make diabetic eye exams more accessible for your patients—directly at your office.



Why This Matters

Diabetic Retinal Eye Exams (DRE) are a critical Star measure and an important step in preventing vision loss among patients with diabetes. Yet many members miss this annual exam due to transportation issues, limited availability of specialists, or simply not realizing its importance.

By bringing the camera to you, we remove those barriers—helping your patients receive the care they need while strengthening your practice’s quality performance.

How It Works

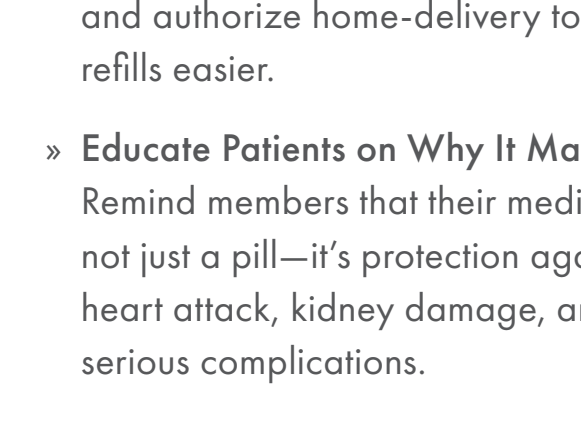
- » On-Site Service: Our Quality team will coordinate with your office to set up an eye exam event.
- » Quick & Convenient: Each exam takes only a few minutes and can be completed during a regular office visit.
- » Results You Can Use: Images are reviewed by an ophthalmologist, and results are sent back to you for follow-up care as needed.

Benefits for Your Practice

- » Improved Quality Scores: Close open DRE gaps in real time.
- » Patient Convenience: Increase adherence by making eye exams part of routine care.
- » Stronger Partnerships: Collaborate with our team to meet quality goals and support healthier outcomes.

Let’s Coordinate Your Event!

We invite you to partner with us in bringing this service to your patients. Please contact our Quality Department at quality@doctorshcp.com to schedule your on-site Eye Exam Event. Together, we can make eye care more accessible, reduce preventable vision loss, and boost our shared quality performance.



Last Chance to Hop on the 2025 Medication Adherence Train

As we enter the final stretch of the year, the **fourth quarter** is our **last and best opportunity to close medication adherence gaps**. Every prescription filled, every refill picked up, and every conversation with a member makes a difference—not just for their health, but also for our collective success in the 2025 Star Ratings.

Why This Matters

Medication Adherence for **Diabetes (DIA)**, **Hypertension (RAS)**, and **Cholesterol (CHO)** continues to be among the most heavily weighted Medicare Star measures. To count as adherent, members must achieve at least an **80% Proportion of Days Covered (PDC)** across the year. Missing just one or two refills can quickly push a patient below that threshold.

What Providers Can Do Now

- » **Review Member Lists** – Identify patients with open gaps and flag those at risk of non-adherence.
- » **Prescribe 100/90-Day Supplies** – Whenever possible, switch members to 100/90-day fills and authorize home-delivery to make refills easier.
- » **Educate Patients on Why It Matters** – Remind members that their medication is not just a pill—it’s protection against stroke, heart attack, kidney damage, and other serious complications.
- » **Address Barriers Quickly** – If patients report side effects, high copays, or trouble getting to the pharmacy, work with them to find solutions such as alternative statins, tier exceptions, or delivery services.
- » **Partner with Pharmacies** – Encourage synchronized refills, automatic reminders, and follow-up calls to keep members on track.

The Big Picture

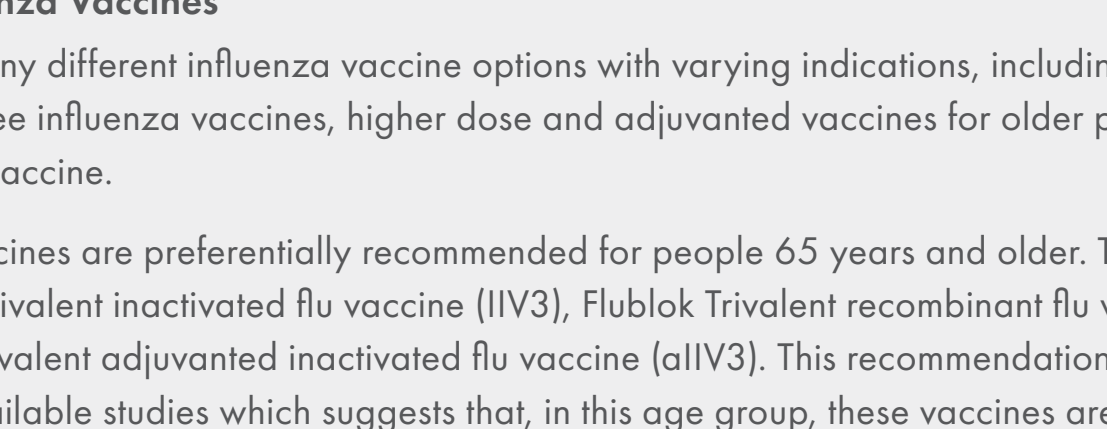
Each closed gap strengthens both **patient health** and your **quality performance**. With adherence measures being triple-weighted, every member who stays on track moves your practice closer to achieving (and maintaining) 4- and 5-Star performance.

The train is about to leave the station. This is our **final chance in 2025** to ensure members are adherent, protected, and supported. Let’s make every refill count—together, we can cross the finish line strong.

2025-2026 INFLUENZA SEASON:

Make a strong flu vaccine recommendation at every patient visit.

It is important that all patients receive a strong recommendation for vaccination from their provider. CDC suggests using the SHARE method to make a strong vaccine recommendation and provide important information to help patients make informed decisions about vaccinations:



SHARE the reasons why an influenza vaccine is right for the patient given his or her age, health status, lifestyle, occupation, or other risk factors.

HIGHLIGHT positive experiences with influenza vaccines (personal or in your practice), as appropriate, to reinforce the benefits and strengthen confidence in influenza vaccination.

ADDRESS patient questions and any concerns about influenza vaccines, including side effects, safety, and vaccine effectiveness in plain and understandable language. Acknowledge that while people who get an influenza vaccine may still get sick with influenza, there are studies that show that illness may be less severe.

REMIND patients that influenza vaccines help protect them and their loved ones from influenza illness and serious complications that can result from influenza, such as hospitalization or even death for some people.

EXPLAIN the potential costs of getting influenza, including potential serious health effects for the patient, time lost (such as missing work or family obligations), financial costs, and potentially spreading influenza to more vulnerable family or friends.

Available Influenza Vaccines

- » There are many different influenza vaccine options with varying indications, including egg-free and thimerosal-free influenza vaccines, higher dose and adjuvanted vaccines for older patients, and a nasal spray vaccine.
- » Three flu vaccines are preferentially recommended for people 65 years and older. These are Fluzone High-Dose Trivalent inactivated flu vaccine (HIV3), Flublok Trivalent recombinant flu vaccine (RIV3), and Fluad Trivalent adjuvanted inactivated flu vaccine (aIV3). This recommendation was based on a review of available studies which suggests that, in this age group, these vaccines are potentially more effective than standard dose unadjuvanted flu vaccines. If none of these three vaccines is available, any age-appropriate influenza vaccine should be used. Data suggest greater benefit from HD-IIV3, aIV3, or RIV3 compared to standard-dose unadjuvanted vaccines, with the most evidence supporting HD-IIV3; however, direct comparisons between these vaccines are limited.

Updated ACIP/CDC guidance released August 2025

- » Strain composition changes: [A/Croatia/10136RV/2023 (H3N2)-like virus and A/District of Columbia/27/2023 (H3N2)-like virus].
- » FluMist (LAIV3) is now FDA-approved for self-administration in adults 18-49 years, and for caregiver administration (by individuals ≥ 18 years) in patients 2-17 years.
- » The FDA expanded the approved age range for Flublok (RIV3) to include children and adolescents aged 9-17 years. It is now approved for individuals aged 9 years or older.
- » ACIP now recommends that all children aged ≤ 18 years, pregnant individuals, and adults receive seasonal influenza vaccines in single-dose, thimerosal-free formulations.

Updated Strain Components 2025-2026 Flu Vaccines

All vaccines available in the United States will be trivalent vaccines containing hemagglutinin

Egg-based vaccines	Cell- or recombinant based vaccines
A/Victoria/4897/2022 (H1N1)pdm09-like virus	A/Wisconsin/67/2022 (H1N1)pdm09-like virus
A/Croatia/10136RV/2023(H3N2)-like virus	A/District of Columbia/27/2023 (H3N2)-like virus
B/Austria/1359417/2021(B/Victoria lineage)-like virus	B/Austria/1359417/2021 (B/Victoria lineage)-like virus

Who should be immunized against influenza?

Annual flu vaccination is recommended for everyone aged ≥6 months without contraindications.

Timing Considerations

For most groups, vaccination is ideally offered in September or October and should continue as long as influenza viruses circulate.

REFERENCES:
Centers for Disease Control and Prevention. ACIP Recommendations Summary: Influenza (Flu). Accessed September 2025. Available at: <https://www.cdc.gov/flu/hcp/acip/index.html>
Centers for Disease Control and Prevention. Talking About Influenza Vaccine Recommendation | Influenza (Flu) | CDC. Accessed September 2025. Available at: <https://www.cdc.gov/flu/hcp/vax-summary/flu-vaccine-recommendation.html>

STATIN ADHERENCE IN PATIENTS:

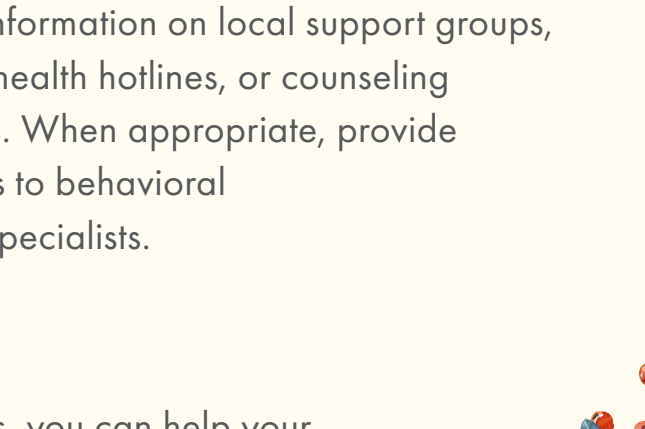
Why Statins Still Matter

Statin Are the Only Medications That Count Toward the Cholesterol Adherence Measure

The Medication Adherence for Cholesterol (Statins) measure—used in CMS Part D and Medicare Star Ratings—explicitly tracks adherence to statin medications. Patients must achieve a Proportion of Days Covered (PDC) of ≥ 80% to be considered adherent. Non-statin cholesterol-lowering agents such as PCSK9 inhibitors (e.g., Repatha), ezetimibe, or others are not included in this quality measure.

Why This Matters for Providers and Patients

- » Quality Reporting: Only statin adherence contributes to performance on the cholesterol adherence measure. If a patient switches to non-statins—even when clinically appropriate—they no longer contribute to that measure’s numerator.
- » Clinical Outcomes: Statins remain the cornerstone of cholesterol management in patients with diabetes due to robust trial evidence for reducing cardiovascular risk.



Role of Non-Statins Agents (e.g., Repatha)

Medications like Repatha (evolocumab) and other PCSK9 inhibitors may be essential for patients who cannot reach LDL-C goals with statins alone or are intolerant. Clinical guidelines support their use as adjunctive therapy—but not a substitute for statins NCBI.

Key Takeaway

- » For quality metric purposes, only statin adherence counts.
- » Non-statin lipid-lowering therapies may be clinically appropriate but do not count toward the cholesterol adherence measure.

SOURCES:
<https://www.hopkinsmedicine.org/johns-hopkins-health-plans/providers-physicians/health-care-performance-measures/hedis/medication-adherence-cholesterol-statin>
Clinical Review - Evolocumab (Repatha) - NCBI Bookshelf

Supporting Your Patients’ Mental Health during the Holiday Season

The holiday season can be a joyful time, but for many older adults it also brings added stress, loneliness, and emotional challenges. As a trusted provider, you can play a key role in helping your patients protect their mental health during this time of year.

Start the Conversation

Ask your patients how they are feeling emotionally, not just physically. A simple question about their mood, stress levels, or holiday plans can open the door to meaningful discussions.

Screen and Identify

Use validated tools to screen for depression, anxiety, or social isolation. Early identification can help you connect patients with appropriate resources before symptoms worsen.

Encourage Social Connection

Remind patients of the importance of staying in touch with friends, family, or community groups. Suggest safe ways to connect—whether it’s phone calls, faith-based gatherings, or senior center activities.

By proactively addressing mental health during the holidays, you can help your patients feel more supported, resilient, and connected—ultimately improving their overall well-being.

Promote Healthy Routines

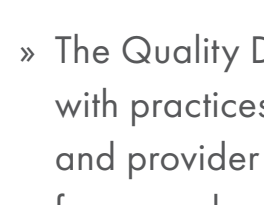
Encourage patients to maintain regular sleep, meal, and activity schedules. Even light physical activity, such as walking, can improve mood and reduce stress.

Provide Coping Strategies

Offer simple stress-management techniques such as deep breathing, mindfulness, or journaling. Encourage patients to take breaks during busy holiday activities to avoid feeling overwhelmed.

Offer Resources and Referrals

Share information on local support groups, mental health hotlines, or counseling services. When appropriate, provide referrals to behavioral health specialists.



FROM DATA TO ACTION: Empowering Providers through Quality Collaboration in 2026

In today’s evolving healthcare environment, providers are expected to balance patient care with an increasing number of quality and performance requirements. Doctors HealthCare Plans’ (DHCP) Quality Department is designed to be a partner in this journey—offering the resources, data, and engagement opportunities needed to improve outcomes and achieve success in CMS Star Ratings and HEDIS® measures.

- » The Quality Department connects directly with practices through on-site visits, webinars, and provider toolkits. Engagement efforts focus on sharing best practices, coding education, and updates on quality initiatives, helping providers close care gaps and streamline workflows.
- » In 2026, the Quality Department will continue to deliver customized provider-level and panel-level reports, tailored to each practice’s patient population. These reports highlight open gaps in care, performance trends, and opportunities for improvement.
- » Providers benefit from real-time tracking of their progress toward Star measure thresholds, including medication adherence, cancer screenings, and care coordination measures. Dashboards and quarterly scorecards help providers understand where they stand relative to benchmarks and CMS cut points.
- » The Quality Department offers training sessions on HEDIS® coding guidelines and supplemental data capture. Through predictive analytics and population health data, the Quality Department can identify at-risk members, flag gaps in preventive care, and support proactive outreach—helping providers target interventions more effectively.

Ultimately, the Quality Department is a partner in care, working side by side with providers to ensure members receive timely, high-quality, and coordinated services. Together, providers and health plans can improve health outcomes, reduce disparities, and succeed in value-based care.

In 2026, DHCP’s Quality Department is more than a compliance function—it’s a strategic partner that empowers providers with engagement, data, and tools to deliver better care and achieve higher Star Ratings.

If you are interested in receiving regular visits from DHCP’s Quality Department Team, please reach out to Ana Maria Delgado, HEDIS Manager, at quality@doctorshcp.com.

QUICK REFERENCE PHONE NUMBERS

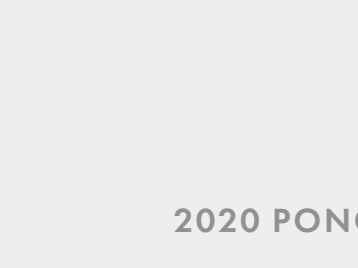
PROVIDER SERVICES (305) 422-9300 Monday - Friday, 8:30AM - 5PM Prompt 1: Medical Management Prompt 2: Claims Status Prompt 3: Eligibility Verification	CASE MANAGEMENT (786) 785-3427 Monday - Friday, 8AM - 6PM MEMBER SERVICES DEPARTMENT (786) 460-3427 Monday - Friday, 8AM - 6PM	TRANSPORTATION (786) 789-3427 Monday - Friday, 7AM - 6PM SALES DEPARTMENT (786) 420-3427 7 days a week, 8AM-8PM
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NETWORK PARTNERS

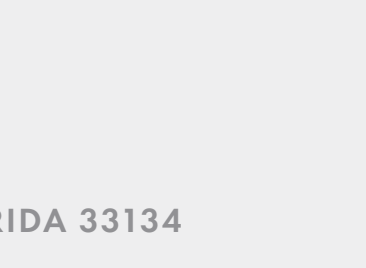
BEHAVIORAL HEALTH SERVICES

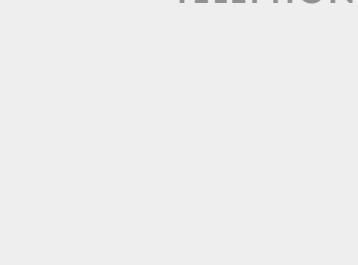

HEARING SERVICES


PHARMACY BENEFIT MANAGER

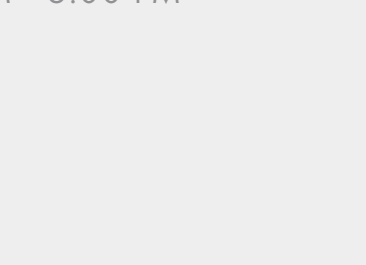

DENTAL PROVIDER


LAB SERVICES


PREPAID CARD


FITNESS BENEFIT


MEAL DELIVERIES


VISION PROVIDER


NETWORK PROVIDER


PARTICIPATING HOSPITALS

South Florida

Aventura Hospital and Medical Center
Baptist Hospital of Miami
Baptist Health Hospital Doral
Broward Health Coral Springs
Broward Health Imperial Point
Broward Health Medical Center
Broward Health North
Cleveland Clinic
Coral Gables Hospital
Doctors Hospital
Florida Medical Center
HCA Florida Woodmont Hospital

HCA Florida University Hospital
Hialeah Hospital
Homestead Hospital
Jackson Memorial Hospital
Jackson North Medical Center
Jackson South Community Hospital
Jackson West Medical Center
Kendall Regional Medical Center
Kerley Hospital
Memorial Hospital Miramar
Memorial Hospital Pembroke
Memorial Hospital West

Memorial Regional Hospital
Memorial Regional Hospital South Campus
Mercy Hospital
Mount Sinai Medical Center
North Shore Medical Center
Northwest Medical Center
Plantation General Hospital
South Miami Hospital
West Kendall Baptist Hospital
Westside Regional Medical Center