



2020 PONCE DE LEON BOULEVARD, PH 1
CORAL GABLES, FLORIDA 33134

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2025 | FIRST EDITION

Doctors Connect:

CAHPS[®], HEDIS[®], CMS Star Measures,
New Part D Measure (COB) &
Drug Payment Stages

Are You Ready for CAHPS® Survey Season?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey runs from March to June every year. It measures patient experience with providers and the health plan. Doctors Healthcare Plans (DHCP) encourages you to advise your patients—our members—to complete the survey if they receive it. This feedback provides valuable data to both the plan and your office.

Please note that the CAHPS® survey is sent to a random group of beneficiaries selected by Press Ganey, so not all members will receive it.

HOW YOU CAN HELP: We kindly ask that you assist members who bring the CAHPS® survey with them during their visits. Your support can help ensure that members feel confident and informed when completing the survey, ultimately benefiting both their healthcare experience and overall plan performance.

Thank you for your continued partnership and commitment to delivering exceptional care.



Enhancing Patient Care through Medication Adherence: A Focus on CMS STAR Measures

Medication adherence is essential for managing chronic conditions and improving CMS STAR Ratings. Your role in supporting patients with consistent medication use significantly impacts health outcomes and plan performance. This article highlights the three CMS adherence measures and steps you can take to ensure a Proportion of Days Covered (PDC) rate of 0.80 or higher.

WHY MEDICATION ADHERENCE MATTERS

- **Better Outcomes:** Reduces complications like heart attacks, strokes, and diabetic crises.
- **Higher STAR Ratings:** A PDC rate of 0.80 or higher boosts overall STAR scores.
- **Lower Healthcare Costs:** Reduces hospital admissions and emergency room visits.

KEY CMS ADHERENCE MEASURES

- **Cholesterol (Statins):** Consistent statin use to reduce cardiovascular risks.
- **Hypertension (RAS Inhibitors):** Control blood pressure to lower stroke and heart attack risks.
- **Diabetes (Oral Medications):** Maintain blood sugar control and prevent complications.

BEST PRACTICES FOR ADHERENCE

- **Med Sync:** Align refill dates.
- **100-Day Fills:** Recommend longer prescriptions.
- **Patient Education:** Explain medication benefits and address concerns.
- **Side Effects:** If members are suffering from side-effects, discontinue medication at the pharmacy and note it in members chart for the future.
- **Pharmacy Collaboration:** Partner with pharmacists for monitoring and medication delivery options.
- **Follow-Up Visits:** Conduct regular check-ins to ensure adherence.

LET'S WORK TOGETHER

Improving adherence is a shared responsibility. By focusing on these measures, we can achieve better patient outcomes, boost STAR ratings, and create a more efficient healthcare system. Thank you for your commitment to exceptional patient care. Together, we can achieve better health for 100-Day Prescriptions: Suggest 100-day supplies to minimize gaps in therapy.

Partnering for Quality Care: HEDIS® Medical Records Collection Project Season is Here!

Your participation in the Healthcare Effectiveness Data & Information Set (HEDIS®) project is essential for meeting regulatory requirements and improving member care. HEDIS® measures help assess healthcare performance while ensuring HIPAA compliance (45 CFR 164.512).

From February to May, Doctors HealthCare Plans, Inc. (DHCP) will be collecting data from your office for services rendered in Measurement Year (MY) 2023 that were not captured through claims or supplemental data. We kindly request your support by providing the required medical record information in alignment with annual HEDIS® technical specifications. Your participation in the Healthcare Effectiveness Data & Information Set (HEDIS®) project is essential for meeting regulatory requirements and improving member care.

HOW YOU CAN HELP

To make the process as easy and efficient as possible, there are several ways your practice can submit the requested records:

1. **Fax:** (786) 578-0330 (Attn: HEDIS® Team)
2. **Upload:** Go to the DHCP website: <https://www.doctorshcp.com/medical-records-collection-form>
3. **Send via secure email:**
hedis_stars@doctorshcp.com
4. **Mail:** Doctors HealthCare Plans, Inc.
2020 Ponce de Leon Blvd., Ste. PH1
Coral Gables, FL 33134 (Attn: HEDIS® Team)
5. **Pickup or On-Site Review:** Call Ana at (786) 584-2068 to arrange a convenient date and time.
6. **Onsite or Remote Access to Your EMR/EHR:** Granting onsite or remote access to your EMR/EHR system can simplify the collection process and reduce administrative tasks.

IMPORTANT REMINDERS:

- If no chart is available for a member listed, please notify us using one of the methods above.
- If you or your staff have any questions or concerns regarding HEDIS® or quality improvement (QI), please contact the DHCP HEDIS® Department at (786) 584-2068 or email hedis_stars@doctorshcp.com.



New Part D Star Measure – Concurrent Use of Benzodiazepines and Opioids (COB)

The opioid crisis remains a critical public health concern, fueled in part by the concurrent use of benzodiazepines and opioids. This combination accounts for over 30% of opioid-related deaths and leads to increased emergency visits and hospital admissions. Research shows that the risk of overdose death rises more than fivefold within the first 90 days of concurrent use.

MEASURE DESCRIPTION: The measure tracks the percentage of individuals aged 18 and older with concurrent prescriptions for opioids and benzodiazepines. A lower rate indicates better performance.

PROVIDER ACTION REQUIRED: Evaluate your patients currently prescribed both opioids and benzodiazepines. This combination is now recognized as a Part D Star Measure for MY2025 due to its high-risk potential.

EXCLUSIONS: Patients are excluded from this measure if they have any of the following during the measurement year:

- Cancer
- Hospice or palliative care
- Sickle cell disease

CLINICAL RECOMMENDATIONS:

- **Risk Assessment:** Evaluate patient risks before initiating opioid therapy.
- **Non-Opioid Alternatives:** Use non-opioid treatments such as physical therapy or cognitive-behavioral therapy when possible.
- **Evidence-Based Guidelines:** Follow established protocols for safe and effective pain management.

TIPS FOR SUCCESS:

1. **Discuss Treatment Options:** Explain the benefits, risks, and availability of non-opioid therapies.
2. **Coordinate Care:** Communicate with all treating providers to avoid co-prescribing.
3. **Follow CMS Co-Prescribing Guidelines:**
 - **Avoid Initial Combination:** Use alternative treatments where possible.
 - **Limit Dose & Duration:** Prescribe the lowest effective dose for the shortest time.
 - **Taper & Discontinue:** Gradually taper and discontinue long-term medications when feasible.
 - **Monitor Closely:** Continue long-term co-prescribing only when essential, with regular monitoring.
 - **Provide Rescue Medication:** Offer naloxone to high-risk patients and caregivers to reduce overdose risks.

By following these guidelines, you can help improve patient safety, reduce opioid-related risks, and enhance care outcomes. Together, we can save lives.

100-Days’ Supply for Star Measure Drugs in 2025

Doctors HealthCare Plans will now allow a 100-days’ supply of the following medications listed below. **Prescribing a 100-day supply can help improve Medicare Star Ratings for medication adherence for statins, hypertension or oral diabetes medications.** Please consider prescribing these medications for a 100-days’ supply, where appropriate. The member will pay 3 copayments just as they would for a 90-days’ supply.

AMLODIPINE BESYLATE-BENAZEPRIL
AMLODIPINE-VALSARTAN
ATORVASTATIN CALCIUM
BENAZEPRIL HCL
BENAZEPRIL-HYDROCHLOROTHIAZIDE
ENALAPRIL MALEATE
ENALAPRIL-HYDROCHLOROTHIAZIDE
FOSINOPRIL SODIUM
GLIMEPIRIDE
GLIPIZIDE
GLIPIZIDE ER
GLIPIZIDE-METFORMIN
GLYBURIDE
GLYBURIDE MICRONIZED

GLYBURIDE-METFORMIN HCL
IRBESARTAN
IRBESARTAN-HYDROCHLOROTHIAZIDE
LISINOPRIL
LISINOPRIL-HYDROCHLOROTHIAZIDE
LOSARTAN POTASSIUM
LOSARTAN-HYDROCHLOROTHIAZIDE
LOVASTATIN
METFORMIN HCL
METFORMIN HCL ER
OLMESARTAN MEDOXOMIL
OLMESARTAN-HYDROCHLOROTHIAZIDE
PERINDOPRIL ERBUMINE
PIOGLITAZONE HCL
PRAVASTATIN SODIUM
QUINAPRIL HCL
QUINAPRIL-HYDROCHLOROTHIAZIDE
RAMIPRIL
REPAGLINIDE
ROSUVASTATIN CALCIUM
SIMVASTATIN
TELMISARTAN
TRANDOLAPRIL
VALSARTAN
VALSARTAN-HYDROCHLOROTHIAZIDE

CANDESARTAN CILEXETIL
CANDESARTAN-HYDROCHLOROTHIAZIDE
CAPTOPRIL
CAPTOPRIL-HYDROCHLOROTHIAZIDE
FOSINOPRIL-HYDROCHLOROTHIAZIDE
MOEXIPRIL HCL
NATEGLINIDE
TELMISARTAN-HYDROCHLOROTHIAZIDE
TRANDOLAPRIL-VERAPAMIL ER
ALISKIREN
AMLODIPINE-OLMESARTAN
AMLODIPINE-VALSARTAN-HCTZ
EZETIMIBE-SIMVASTATIN
PIOGLITAZONE-METFORMIN
ROSUVASTATIN-EZETIMIBE
EDARBI
EDARBYCLOR
AMLODIPINE-ATORVASTATIN
FLUVASTATIN ER
FLUVASTATIN SODIUM
OLMESARTAN-AMLODIPINE-HCTZ
PIOGLITAZONE-GLIMEPIRIDE
TELMISARTAN-AMLODIPINE
SYMLINPEN 120
SYMLINPEN 60

Provider Updates

MEDICATION REVIEW

- Make sure to review your Members medications during the beginning of the year. If the member is no longer taking medications, please contact the pharmacy to discontinue their prescription.

PROVIDER PORTAL

- Doctors HealthCare Plans has a new multi-functional Provider Portal. The portal gives providers access to eligibility, disputes, authorizations, claims and more! Contact your Provider Relations Representative for more information.

Network Partners

BEHAVIORAL HEALTH SERVICES



DENTAL PROVIDER



FITNESS BENEFIT



HEARING SERVICES



LAB SERVICES



MEAL DELIVERIES



NETWORK PROVIDER



PHARMACY BENEFIT MANAGER



PREPAID CARD



VISION PROVIDER



Quick Reference Phone Numbers

PROVIDER SERVICES

(305) 422-9300 (TTY:711)

Monday - Friday, 8:30AM - 5PM

Prompt 1: Medical Management

Prompt 2: Claims Status

Prompt 3: Eligibility Verification

CASE MANAGEMENT

(786) 785-3427 (TTY:711)

Monday - Friday, 8AM - 6PM

MEMBER SERVICES

DEPARTMENT

(786) 460-3427 (TTY:711)

7 days a week, 8AM - 8PM

TRANSPORTATION

(786) 789-3427 (TTY:711)

Monday - Friday, 7AM - 6PM

SALES DEPARTMENT

(786) 420-3427 (TTY:711)

7 days a week, 8AM-8PM

PARTICIPATING HOSPITALS

Miami-Dade County

Aventura Hospital and Medical Center
Baptist Hospital of Miami
Baptist Health Hospital Doral
Doctors Hospital
Homestead Hospital
Jackson Memorial Hospital
Jackson North Medical Center
Jackson South Community Hospital
Jackson West Medical Center
Kendall Regional Medical Center
Keralty Hospital
Larkin Community Hospital
Larkin Community Hospital
Palm Springs Campus
Mercy Hospital
Mount Sinai Medical Center
Steward Coral Gables Hospital

Steward Hialeah Hospital
Steward North Shore Medical Center
Steward Palmetto General Hospital
South Miami Hospital
West Kendall Baptist Hospital

Broward County

Broward Health Coral Springs
Broward Health Imperial Point
Broward Health Medical Center
Broward Health North
Cleveland Clinic
HCA Florida Woodmont Hospital
HCA Florida University Hospital
Memorial Hospital Miramar
Memorial Hospital Pembroke
Memorial Hospital West
Memorial Regional Hospital
Memorial Regional Hospital
South Campus
Northwest Medical Center
Plantation General Hospital
Steward Florida Medical Center
Westside Regional Medical Center

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