

UnitedHealthcare® Medicare Advantage Stars in-home vendor programs

Frequently asked questions

Overview

HEDIS® and Star ratings are both used to measure health care quality, but HEDIS, managed by NCQA, provides detailed, technical performance data for various plans, while Star Ratings, managed by CMS, use that data and other sources (like patient surveys) to assign 1-5 Star ratings specifically to UnitedHealthcare® Medicare Advantage plans for quality and service.

UnitedHealthcare® Medicare Advantage plans partner with external vendors to offer no-cost mobile screening services designed to close HEDIS quality gaps for our members through highly targeted Star's programs and strategies.

Our existing National vendor partners, MeaeCare, HealPros and VuePoint, assist in addressing gaps in care for eligible members who are in the EED (Eye Exam for Patients with Diabetes) and OMW (Osteoporosis Management in Women) in the comfort of their own home.



Questions? We're here to help.

Please contact your UnitedHealthcare representative.

Frequently asked questions

Who is eligible?

EED Star's measure eligibility:

- Members who are in the EED denominator and lack documentation of an annual Diabetic Retinopathy Exam (DRE) in the current measurement year, or a negative retinopathy result within the past 2 years
- Members who are enrolled in an UnitedHealthcare® Medicare Advantage Individual, Group Retiree, DSNP or CSNP plan. ISNPs plans are not eligible.
- Members who have given us consent for telephonic outreach. If members request to be placed on our do not call list, they are ineligible for the program.



Who is eligible? (cont.)

- Please note that our in-home eye screenings are specifically designed to detect diabetic retinopathy and do not include vision assessments for prescription eyewear. Members are encouraged to explore appropriate vision screening options that may support them in obtaining glasses or other corrective eyewear.

OMW Star's measure eligibility

- Women ages 67–85 who have no record of a bone mineral density test or a prescription for osteoporosis medication within 180 days (6 months) after suffering a fracture
- Members who are enrolled in an UnitedHealthcare® Medicare Advantage Individual, Group Retiree, DSNP or CSNP plan.
- Members who have given us consent for telephonic outreach. If members request to be placed on our do not call list, they are ineligible for the program.

Please note, ISNP plans are not eligible.

How does the program work?

We distribute an initial roster of all eligible members to qualifying vendor programs early in the measurement year and provide additional member lists on an ongoing basis as members subsequently meet the measure and Star's program criteria.

Vendors will attempt to schedule member appointments via telephonic outreach when they have technicians in the area. Once the appointment is complete, results are requested by the member or market on an individual basis, the member and member's primary care physician (PCP) on file through e-fax or USPS Mail or in some cases directly into your electronic medical record or secure portal.

What screenings are offered and how are the screenings performed?

Diabetic eye screening for EED: Using a small handheld camera, a technologist takes pictures of the back of the retina using only natural dilation. All images are reviewed by board-certified ophthalmologists.

Bone mineral density screenings for OMW: Using a portable ultrasound machine, a technician will scan the member's wrist to obtain a bone density score. Results are configured by the FDA approved software based on the member's age and the ultrasound scan.

Do all areas have vendor coverage?

Each vendor employs traveling technicians, so coverage may not be in all areas 365 days a year. Vendors can address gaps in care across the continental United States. However, their footprint and service availability may vary based on member population density in specific regions.

How do I know if my members are eligible for an in-home screening?

Please contact your UnitedHealthcare representative for a list of members associated with your practice that are eligible for the program.



Can I refer my patients for in-home screenings?

No. Due to the traveling nature of the technicians, you're unable to refer members for in-home screenings, as vendors may not have coverage in the specific area.

Am I notified when my patients receive an in-home visit?

Yes. Vendors provide a copy of the completed screening results via fax or USPS to the PCP on file. Results are mailed 7-10 business days after the screening is completed.

How is the gap closed?

No action is required from you. Vendors submit supplemental data to us on a weekly basis to support gap closure. Please allow approximately 3-4 weeks following the appointment for the gap to be reflected as closed in Practice Assist or other UnitedHealthcare resources.

If my patient's results are not received, who do I contact?

Please contact your UnitedHealthcare representative. They will reach out to the appropriate resource and obtain a copy of the results for you. Please do not contact these vendors yourself.

Resources

- [VuePoint Diagnostics](#)
- [MeaeCare](#)
- [HealPros](#)



HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

