

Hierarchical Condition Category Gap Program

Frequently Asked Questions



1. What is an HCC?

A Hierarchical Condition Category or HCC is a group of diagnoses used by The Centers for Medicare and Medicaid in their risk adjusted reimbursement model for Medicare Advantage plans. These codes are the primary indicators of a member's health status. There are currently 79 HCC categories containing more than 9,000 ICD-10-CM codes.

2. What is the goal of the HAP HCC Pilot Program?

To increase primary care physician office visits and increase the accurate capture and reporting of the acuity of the Medicare population. In addition, this program will help close member care gaps for HCCs to improve the overall delivery of preventive services for our members.

3. Who is included in this program?

Primary care providers who are a:

- Medical Doctor
- Doctor of Osteopathic Medicine
- Nurse Practitioner
- Physician Assistant

4. What is the definition of a “completed visit?”

To be considered complete, a visit must include:

- A face-to-face visit with an acceptable provider (M.D., D.O., N.P., P.A.)
- The provider reviewing and addressing each medical condition and indicating if the condition is currently active and documented properly in the medical record.
- The provider signature including acceptable HCC credentials (M.D., D.O., N.P., P.A.)
- Permission for HAP to access the corresponding medical record for validation.

5. How do I submit medical records for this program?

You can upload your medical records when you log in at hap.org and select the HCC Program link; then *upload medical records*. This feature is projected to be available 7/31/18. Until this options is functional, please fax the records to (313) 664-5880.

6. What dates of services are included in this program?

This program is for any face-to-face visit performed **in your office** by an M.D., D.O., N.P. or P.A. from January 1, 2018 through December 31, 2018.

7. What if I have already seen a member this year?

Retro visits are not part of the incentive plan. Please contact the member to schedule another visit to close any missing HCC gaps listed in their profile.

8. Will I see gaps for all my HAP Medicare Advantage members?

No. You will only see members identified with an HCC gap.

9. What if I see a member on my profile that I don't believe is in my practice?

Please contact the member directly to set up an appointment or review your membership by logging in at hap.org.

10. What is required to receive the incentive payment?

Submission of both the 99080 claim and access to the corresponding medical record are required. Only one 99080 claim submission is allowed per member, per provider, per calendar year.

Final deadline for 99080 claim and medical record submission: Jan. 31, 2019.

11. When can I expect payment for submitting a completed 99080 submissions?

Payment will be made during normal claims processing timeframes.

12. What is considered an acceptable medical record?

A medical record for the face-to-face visit must be included with each 99080-incentive claim billed. It must be completed by an M.D., D.O., N.P. or P.A. **and** include all the following:

- Current medical conditions appropriately documented in the medical record per the ICD-10-CM Office Guidelines for Coding and Reporting (see below).
- Current medication list.
- Physical exam, assessment and treatment plan.
- Valid signature according to the CMS. See the Medicare Program Integrity Manual (Publication [Pub.] 100-08), Chapter 3, Section 3.3.2.4.

13. Where can I find more information on coding and documentation guidelines?

The diagnoses reported must be supported through medical record documentation according to the ICD-10-CM Office Guidelines for Coding and Reporting which can be found at:

<https://www.cms.gov/Medicare/Coding/ICD10/Downloads/2017-ICD-10-CM-Guidelines.pdf>

14. Who do I contact for coding and documentation questions?

HAP's Medicare Advantage Risk Adjustment department:

- **(810) 720-2763**
- **hccgapclosure@hap.org**

15. Who do I contact for non-payment on a submission?

HAP Provider Services at (866) 766-4708 or send a secure email to prelweb1@hap.org.

16. Is there additional HCC information on the HAP provider portal?

Yes. Please log in at hap.org and under Quick Links choose the HCC and HEDIS training materials link. The HCC section will be on the left side of the page and contain the following links:

- HAP Community Outreach Presentation
- HAP Community Outreach Presentation (Webinar)
- FAQ's
- HCC Program Overview
- Tips Sheet