



## **Transitions of Care-Patient Engagement After Inpatient Discharge Tip Sheet**

### **What is the CMS Star Rating Program?**

CMS uses a five-star quality rating system to measure the experiences Medicare beneficiaries have with their health plan and healthcare system – the Star Rating Program. Health plans are rated on a scale of 1 to 5 stars, with 5 being the highest. These ratings are then published on the Medicare Plan Finder at [medicare.gov](http://medicare.gov) to raise the quality of care for Medicare beneficiaries, strengthen beneficiary protections and help consumers compare health plans more easily.

### **Measure Description**

The percent of plan members with documentation of engagement within 30 days after discharge.

### **Measure Source**

- Chart Review & Claims.
- Discharge must occur between 1/1 and 12/1 of measurement year.

### **Stars/Quality Specifications**

This measure shows the percent of plan members with documentation of engagement within 30 days of discharge. Does not include patient engagement that occurs on the date of discharge.

### **Strategies for Success**

The following meet criteria for patient engagement:

- Outpatient Visit/Office Visits
- Telephone Visit
- Transitional Care Management Services
- E-visit or virtual check in/Home Visits

Ensure that member has follow up care scheduled with primary care physician, ongoing care provider or transitional care management.

### **Coding and Documentation Tips**

- Members who are deceased or were in hospice care any time during the measurement year are excluded.
- Documentation must be in the member's primary care physician or ongoing care provider's medical record.

**If you have any questions, please contact your Provider Relations Specialist.**