

Emergency Department Utilization (EDU)

Description of Measure

For members 18 years of age and older, the risk-adjusted ratio of observed-to-expected emergency department (ED) visits during the measurement year.¹

Measure Compliance

This measure is a calculated percentage of episodes for members 18 and older; the risk adjusted measure of observed to expected emergency department visits during the measurement year.

Why is this measure important?

Observation of this measure helps us make the most efficient use of our resources. Arkansas has a number of healthcare deserts including urgent care facilities in rural areas. A healthcare desert is defined as a geographical area where access to healthcare is limited or nonexistent. Adhering to some commonsense guidelines for the emergency department, it helps ensure those facilities are ready and able to deal with true emergencies

Exclusions

Exclusions	Time limit
- Members who use hospice services) or elect to use a hospice benefit - Visits that result in an inpatient stay	Any time during measurement year (MY)

Exclusion Codes

Code	Definition
HCCPS: G9473 - G9479, Q5003 - Q5008, Q5010, S9126, T2042 - T2046	Hospice Care

Strategies for Success

- Encourage patients to engage with their PCP for annual wellness visits, screenings and care coordination.
- Engage with patients who are diagnosed with chronic conditions to help prevent and minimize exacerbations and complications.
- Educate patients about proper emergency room use and other options available such as same day appointments, urgent care, nurse lines, and telehealth.
- Consider extended clinic and telehealth hours and an addition of a nurse-line.
- Coordinate support services for patients who are experiencing an exacerbation of a chronic condition.
- Make patients aware of existing phone numbers, after-hours care services and who they should contact for assistance if needed



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Resources

- I. National Committee for Quality Assurance, HEDIS® Measurement Year 2026 Volume 2 Technical Specifications for Health Plans