

Plan All-Cause Readmissions (PCR)

Description of Measure

For persons 18 years of age and older, the risk-adjusted ratio of observed-to-expected unplanned acute readmissions (inpatient and observation stays) for any diagnosis within 30 days of an acute hospitalization (inpatient and observation stays).

Note: This measure is based on discharges, not patients, and includes behavioral health facilities.

Exclusions

Patients are excluded if they:

- Elected or using hospice services anytime during the measurement year (MY)
- Members who died during the the hospital stay
- Members with primary diagnosis of pregnancy on the discharge claim
- Members with a principal diagnosis of a condition originating in the perinatal period
- The Index Admission Date is the same as the Index Discharge Date
- A planned hospital stay using any of the following:
 - Principle diagnosis of maintenance chemotherapy
 - Principal diagnosis of rehabilitation
 - An organ transplant
 - A potentially planned procedure without a principle acute diagnosis

Tips for Success

- Please help members avoid readmission by:
 - Following up with them within 1 week of their discharge.
 - Making sure they filled their new prescriptions post-discharge.
 - Implementing a robust post-discharge plan that includes a phone call to discuss the following questions:
 - Do you completely understand all the instructions you were given at discharge?
 - Do you completely understand the medications and your medication instructions? Have you filled all your medications?
 - Have you made your follow-up appointments? Do you need help scheduling them?
 - Do you have transportation to the appointment and/or do you need help arranging transportation?
 - Do you have any questions?
- Implement an appointment frequency protocol for patients at high-risk for admission.
- Utilize telehealth appointments for patients who are not able to come to the office for appointments.
- Obtain any test results that were not available when patients were discharged.
- Ask about barriers or issues that might have contributed to patients' hospitalization and discuss how to prevent them in the future.



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- Consider outreach calls to members that are prone to readmission.
- Educate patients that are non-adherent to treatment plans on the risk to hospitalization, as appropriate.
- Educate patients to call their PCP prior to going to the emergency/ hospital, if appropriate.
- Patients with multiple comorbidities are expected to return post inpatient or observation discharge at a higher rate. Ensure all suspect conditions are appropriately identified in the patient's medical record and claims.
- Encourage members to engage in palliative care or hospice programs as appropriate.
- Promote regular PCP visits and follow-up appointments for chronic condition management. Members can find care at secure.arkansasbluecross.com/Findcare/Default.aspx#/ChooseNetwork if they don't have a PCP.
- Speak with an Arkansas Blue Cross case manager by calling **800-225-1891** to help manage chronic conditions between provider visits to stay out of the hospital. Learn more by visiting arkbluecross.com/casemanagement.
- Telehealth is an easy way to follow-up with a provider at home in between PCP visits. For ARHOME members, view virtual care options like Teladoc on Blueprint Portal (blueprintportal.com/login) or go to myvirtualhealth.com to create an account and schedule a virtual visit.
- *ARHOME members can earn Blue Wellness Rewards by completing annual preventive visits or follow-up appointments within 30 days of a mental health or substance use disorder ED or hospital visit. Visit blue.wellthrewards.com and register or login or call **866-567-2070** to sign up with a customer service representative to see what rewards are recommended.
- For FEP members:
 - fepblue.org/provider
 - For 24/7 health advice, call the Nurse Line **1-888-258-3432**
 - For virtual care anywhere, use telehealth fepblue.org/find-doctor/telehealth-services
 - Call **1-855-636-1579**
 - Find a Doctor: Search our nationwide directory of Preferred providers—those providers in our network at www.fepblue.org

Resources

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