The Patient Care Summary (PCS), is a report accessed through Blue e that provides information to health care providers on an individual patient level. Based on Blue CrossNC claims, the PCS includes potential gaps in evidence based care, 12 months of pharmacy claims, 36 months of medical claims and descriptions of diagnosis and procedures.

Highlights:

- Through Blue e, a physician and office staff can access a Patient Care Summary (PCS) for a Blue Cross NC member who is visiting the office, whether that member is a current or new patient. The PCS, which is based on Blue Cross NC claims data, will let doctors know how their patients are doing against nationally established evidence-based practice guidelines. The PCS will also provide information on prescription medications and most recent medical care that the patient has received to give the physician a quick summary snapshot of the patient’s health care experience.

How should I use the Patient Care Summary?
This is an informational report that you may use to enhance your patients’ quality of care.

- Identify potential gaps in care for individual patients compared with evidence-based and nationally recognized guidelines.
- See if your patients are filling their medications as ordered, and what medications may have been prescribed by other physicians. The report contains information on prescription medications including date of fill, prescriber, medication, dose, generic available, and indication when medications are ordered but not picked up.
- The most recent medical care section includes the date of visit, the provider name, specialty, diagnosis codes and place of service.
- The summary page of the PCS includes up to 10 unique prescriptions, and up to 10 medical care visits.
- The detail pages include all Rx fills in the last 12 months, and all medical care in the last 36 months. The detail page also include text descriptions of all diagnosis and procedure codes.

How is the report generated?
Blue Cross NC uses a software application to aggregate and analyze patient medical, lab and pharmacy data, with the sole purpose of providing our providers with information that they may not have in their medical charts. We handle this information in complete accordance with HIPAA privacy guidelines.

How often is the data in the Patient Care Summary updated?
The claims data in the Patient Care Summary is updated weekly The potential gaps in care are updated monthly.

What’s not included in the Patient Care Summary?
If a patient received care for which a claim was not filed with Blue Cross NC, it will not be included in the report. For example, if a patient received a cholesterol test at a health fair for which no claim was filed, it would not show up in the PCS. Similarly, if a patient is new to Blue Cross NC, medical or pharmacy coverage claims from other coverage will not be a part of our report.
As per the Federal Substance Abuse Regulation (FSAR), Blue Cross NC suppresses all claims information in the PCS that is related to Substance Abuse diagnosis and treatment. We also suppress all claims related to elective abortions.

Does this affect physician performance or compensation in any way?
No. This is not a utilization review, pre-certification program or a professional medical consultation. We are not using the PCS to make decisions or judgments about reimbursement or the acceptance or denial of claims. The only purpose is to share information that might help you care for your patient.
Why can't I find the report on one of my Blue Cross NC patients?
The Patient Care Summary is currently available to Blue Cross NC commercial customers including the State Health Plan. The PCS is currently not available for customers of Medicare Supplement Plans and the Federal Employee Program.

What if I have a question about a claim on the PCS from another provider?
The Patient Care Summary is meant to generate conversation between you and your patients to gain a better understanding of your patient's health care experience. If you have questions about another provider’s claim, talk with your patient about your questions.

Sections of the Patient Care Summary:

What does the Potential Gaps in Evidence Based Care section include?*
The Potential Gaps section includes all open care alerts for which we have claims data. The information associated with each gap in care is:

- The chronic condition for which the potential gap is related. The condition will be Preventive if the alert is for a preventive measure.
- The evidence based measure for which the member may have a gap in care. (*Refer to the Appendix of this document for a complete listing of potential gaps for which we identify.)
- The number of months the care alert has remained open after it was first identified.

If there are no open care alerts for the member, then the following message is displayed under the heading:

- Based on all available BCBSNC claims information we have not identified any open gaps in evidence based care for the conditions included in our program. (Refer to the online Blue e Help page – Patient Care Reports: Introduction for a complete listing of potential gaps for which we identify.)

What does the Prescriptions section include?
The Prescriptions section of the summary only displays the most recent 10 unique medication fill claims over the past 12 months. If a member's plan does not include pharmacy benefits through Blue Cross NC, or if the member has not filled any prescriptions in the past 12 months, the following message will be displayed:

- BCBSNC has no pharmacy claims for this member over the past 12 months.

If a provider would like to view a listing of all medications filled over the last 12 months, they may proceed to page 2 (detail section) of the report.

- Only unique fills are displayed on the summary page of the report (page 1). That is, if the same medication and dose is refilled throughout the 12 month look back period, only the most recent fill is displayed on the PCS. If the medication and/or dose changes, then this is considered a unique medication fill.
- A complete Rx history for the past 12 months will be displayed on the detail page of the report, which starts on page 2 and includes all fills, even if they are for the same medication and dose.
- Data is sorted by date of most recent fill in descending order.
- This section excludes all medications that are used for substance abuse in accordance with the Federal Substance Abuse Act.
The first and last name of the prescribing physician is displayed when available. If it is not available, then the name will appear as N/A.

The dosage of the prescription that was filled, the days supply and a medication count is provided.

If a member did not pick up a Rx that was prescribed (either via E-prescribe or a paper Rx that was dropped off at a pharmacy but never picked up), the corresponding prescription will display on the PCS and include a note after the Rx name “Rx not picked up”, and the the days supply (#) field will display 0/0. This information will assist the provider in identifying prescriptions that are not being picked up by patients.

For brand medications that have a generic equivalent, the following message will appear after the drug name: “generic available.”

What does the Most Recent Medical Care section include?
The most recent medical care section of the PCS summary page only displays the 10 most recent medical claims over the past 36 months. A complete medical care history of up to 36 months is provided on the detail pages of the report which begin on page 2.

The medical care section of the PCS summary page excludes the following:

- Codes related to substance abuse in accordance with the Federal Substance Abuse Act
- Codes related to elective abortion for sensitivity reasons
- Claims for Pathology, lab, DME, Radiology, and Anesthesiology (These claims will appear on the detail pages of the report.)

Data is sorted by date of visit in descending order.

The first and last name of the provider is displayed when available. If the provider name is not known and the claim is associated with a practice, then “PRACTICE” will be displayed. The specialty and place of service listed on the claim are displayed.

The Primary, Secondary, and Tertiary diagnosis codes are displayed in that order.

If there are no medical claims over the past 36 months, then the following message is displayed:

"BCBSNC has no medical claims for this member in the past 36 months."

The detail pages of the PCS include all medical claims (including claims for pathology, lab, DME, radiology, and anesthesiology) that were suppressed on the summary page. Claims related to substance abuse and abortions are suppressed on both the summary and detail section of the PCS.
### Detail on Gaps in Care Measures included on the Patient Care Summary:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Potential Gap</th>
<th>Measure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral health</td>
<td>Antidepressant Med Mgmt (3 f/u’s w/i 180 days)</td>
<td>Patients 18 years of age and older who were diagnosed with a new episode of major depression, treated with antidepressant medication, and who remained on an antidepressant medication treatment for at least 180 days (6 months).</td>
</tr>
<tr>
<td>Behavioral health</td>
<td>Antidepressant Med Mgmt (3 f/u’s w/i 84 days)</td>
<td>Patients 18 years of age and older who were diagnosed with a new episode of major depression, treated with antidepressant medication, and who remained on an antidepressant medication treatment for at least 84 days (12 weeks).</td>
</tr>
<tr>
<td>Behavioral health</td>
<td>F/u for kids prescribed ADHD meds 2 w/i 270 day</td>
<td>Patients 6–12 years of age as of the IPSD with an ambulatory prescription dispensed for ADHD medication, who remained on the medication for at least 210 days and who, in addition to the visit in the Initiation Phase, had at least two follow-up visits with a practitioner within 270 days (9 months) after the Initiation Phase ended.</td>
</tr>
<tr>
<td>Behavioral health</td>
<td>F/u for kids prescribed ADHD meds w/i 30 days</td>
<td>Patients 6–12 years of age as of the Index Prescription Episode Start Dt with an ambulatory prescription dispensed for ADHD medication, who had one follow-up visit with practitioner with prescribing authority during the 30-day Initiation Phase.</td>
</tr>
</tbody>
</table>