



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 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 after 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.