

## Use of Opioids from Multiple Providers (UOP)

By working together, we can improve health outcomes for your patients, our members. The Healthcare Effectiveness Data and Information Set (HEDIS®) helps us measure many aspects of performance. This tip sheet provides key details of the HEDIS measure for use of opioids from multiple providers.

### What is the measure?

The percentage of members age 18 years and older, receiving prescription opioids for ≥15 days during the measurement year, who received opioids from multiple providers. Three rates are reported, identified below with the lower rate indicating better performance for all three rates.

- **Multiple providers** – the percentage of members receiving prescriptions for opioids from four or more different prescribers during the measurement year
- **Multiple pharmacies** – the percentage of members receiving prescriptions for opioids from four or more different pharmacies during the measurement year
- **Multiple prescribers and multiple pharmacies** (four or more each) – the percentage of members receiving prescriptions for opioids from four or more different prescribers **and** four or more different pharmacies during the measurement year

### Eligible Population

A member must be at least 18 years old and receive prescription opioids from multiple providers for 15 or more days during the measurement year.

### Opioid Medications

- Benzhydrocodone
- Buprenorphine
- Butorphanol
- Codeine
- Dihydrocodeine
- Fentanyl
- Hydrocodone
- Hydromorphone
- Levorphanol
- Meperidine
- Methadone
- Morphine
- Opium
- Oxycodone
- Oxymorphone
- Pentazocine
- Tapentadol
- Tramadol

### Recommend Routine Treatment with a Mental Health Practitioner

1. Initiation and engagement of standalone follow-up visit with a behavioral health (BH) provider, in-person, or virtual visit
2. Request help for coordinated care or a recommended provider. Use Lucet, a New Directions company, Behavioral Health Network and Case Management services as needed:

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## Recommend Routine Treatment with a Mental Health Practitioner (continued)

**Lucet Behavioral Health Member services:** Members can call **866-287-9569** Monday through Friday, 8 a.m. – 8 p.m. ET for help finding a BH professional or coordinating care.

- **Lucet Behavioral Health Physician and Case Management services:** Providers who need help locating a BH professional or coordinating care can call **866-350-2280** Monday through Friday, 7:30 a.m. – 5:30 p.m. ET.
- **Florida Blue Member services:** Call the number on the back of the member ID card.

Symptoms including fever, cough, shortness of breath and wheezing as well as tobacco use (smoking) are **not** exclusions for this measure.

After the patient's follow-up visit with a BH provider, complete a primary care follow-up visit to include a BH assessment and identify applicable treatment plan for integrated medical and BH care.

## Exclusions

Excluded from the opioid medications list are:

- Injectables
- Opioid cough and cold products
- Single-agent and combination buprenorphine products used to treat opioid use disorder for medication-assisted treatment (i.e., buprenorphine sublingual tablets, buprenorphine subcutaneous implant and all buprenorphine-naloxone combination products)
- Fentanyl transdermal patch (Lonsys®) which is for inpatient use only and available only through a restricted program under a Risk Evaluation and Mitigation Strategy (REMS)
- Methadone for the treatment of opioid use disorder

Hospice care or using hospice services during the measurement year

- **HPCPS:** G0182, G9473 – G9479, Q5003 – Q5008, Q5010, S9126, T2042 – T2046
- **CPT:** 99377 – 99378

Members who died during the measurement year

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