

Quality news

Medicare, Medicaid & HEDIS updates

Summer 2026

Helping you close important gaps in care with education, resources and member campaigns.

Medicare Quality news

Breaking down barriers to OMW gap closure

The Osteoporosis Management in Women Who Had a Fracture (OMW) measure can be challenging to impact because it relies on timely action following a fracture—an event that's often managed across multiple care settings. Success depends on collaboration across care teams and ensuring appropriate evaluation and/or treatment occurs within the 180-day HEDIS timeframe.

With a focused approach to follow-up and documentation, provider teams can help close important care gaps, reduce the risk of future fractures and improve quality performance.

To support OMW gap closure and improve patient care:

- Treat every qualifying fracture as a trigger for osteoporosis follow-up and bone health evaluation.
- Order a BMD/DEXA scan or initiate osteoporosis therapy, when clinically appropriate, within the 180-day HEDIS timeframe and ensure referrals are completed.
- Close the loop with patients who have not scheduled a scan, missed an appointment, or have not started prescribed therapy.
- Discuss strategies to reduce future fracture risk, including medication review, home safety, calcium and vitamin D intake and weight-bearing activities.
- Document completed BMD testing, osteoporosis therapy, fracture details and applicable exclusions clearly in the medical record to support accurate quality reporting.
- Leverage your monthly Provider Incentive Program (PIP) reports to identify members with open OMW care gaps and prioritize outreach to those who have not completed a BMD screening or initiated osteoporosis treatment.
- Check out our [2026 HEDIS Provider Guide](#) or our [OMW tipsheet](#) for measure details.

Supporting diabetes gap closure for our Medicare members

We're working to improve care access for our Medicare members with diabetes through targeted outreach and at-home testing campaigns. Here's some information on what's coming in quarter 3.

EyeMed retinal eye exams

Beginning in July, we've partnered with EyeMed to conduct outreach to Medicare members with diabetes who have an open care gap for an annual retinal or dilated eye exam. Members may receive text messages, emails, mailings and phone reminders encouraging them to schedule and complete their diabetic eye exam before Dec. 31, 2026.

What providers can do:

- Review care gap reports to identify patients due for a diabetic retinal eye exam.
- Encourage patients to schedule and complete their annual diabetic retinal or dilated eye exam.
- Remind patients that a diabetic retinal eye exam is different from a routine vision exam and should be scheduled accordingly.
- Document completed screenings to support continuity of care and quality reporting.

LetsGetChecked at-home diabetes testing

Beginning in September, eligible Medicare members with diabetes and open care gaps may receive at-home testing kits through LetsGetChecked. Depending on the member's needs, kits may include hemoglobin A1c and/or kidney health testing, including eGFR and uACR testing. Completed tests help close diabetes care gaps and provide valuable clinical information to support ongoing care.

What providers can do:

- Encourage patients who receive a LetsGetChecked kit to complete and return it promptly.
- Review and document test results in the patient's medical record.
- Follow up with patients who have abnormal or out-of-range results, as clinically appropriate.

Join us for our next quality webinar.

Thursday, Nov. 5, 2026 at noon.

[Register now](#)



Improving HOS and the patient experience through meaningful conversations

The 2026 Health Outcomes Survey (HOS) is underway through November 16 and provides valuable feedback on members' health statuses and care experiences. Providers can play a critical role in improving both member outcomes and HOS performance by incorporating conversations about topics like:

- **Falls prevention:** Discuss fall risk, home safety and prevention
 - [Get our falls prevention tip sheet](#)
- **Mobility:** Encourage physical activity
- **Medication adherence:** Review and discuss medications, potential side effects and the importance of adherence

Get our [HOS provider tip sheet](#) for education and tips for success.

Managing care and the quality experience through caregiver support

We offer caregiver support at no cost to members enrolled in our **Priority**Medicare Dual-eligible Special Needs Plan (D-SNP) plan and our **Priority**Medicare Dual Premier plan through [Carallel](#). Carallel offers personalized support to caregivers and members alike on important topics like:

- Navigating health insurance and benefits
- Emotional support and stress management
- Help with housing and transportation needs
- Guidance on financial and legal concerns

This tailored support helps to improve care coordination, medication adherence, follow-up care and overall quality and health outcomes.

What can you do

- Identify members or caregivers who may need additional support for their care
- Encourage eligible members and caregivers to use this benefit
- Reinforce this resource during visits

Members can enroll by calling **1.877.715.7872 (TTY 711)**, Monday–Friday, 8 a.m. to 7 p.m. ET, or by visiting <http://app.carallel.com/priorityhealth>.

Programs to promote healthy pregnancies and birth outcomes

According to Priority Health claims data, completion rates for the following screenings among pregnant Medicaid members decreased from 2024 to 2025:

- **Chlamydia screenings declined by 10.2%**
- **Gonorrhea screenings declined by 10.4%**

Additionally, Priority Health's low birth weight (LBW) rate rose from 8.73% in 2024 to 9.64% in 2025. Together, these findings highlight the importance of connecting pregnant members to recommended prenatal screenings, early intervention and supportive maternity resources throughout pregnancy. To help address barriers to care and support members throughout their pregnancy journey, we offer the following programs and resources:

- **Covered doula services** and a \$50 gift card for completing regular visits with a doula
- **PriorityMOM®** – a maternity program that provides support for members throughout their pregnancy journey, along with gifts for eligible members after enrollment
- Connections to maternity support programs like **CenteringPregnancy®** and the **Maternal Infant Health Program (MIHP)**
- **Free transportation** to and from appointments and pharmacies
- For providers: Providers can earn incentives through our Provider Incentive Program (PIP) for positive performance in the Chlamydia Screenings in Women (CHL) HEDIS measure. Check out our [2026 HEDIS Provider Guide](#) for measure requirements and approved billing codes

Want more information on the programs and resources available to support Medicaid members throughout pregnancy? Visit our [Maternal and infant care webpage](#).

We're contacting members about Medicaid eligibility changes

Beginning in late June, some Medicaid members may receive communications from the Michigan Department of Health and Human Services (MDHHS) and the Centers for Medicare & Medicaid Services (CMS) regarding upcoming Medicaid eligibility changes, including work requirements and six-month renewals for certain Healthy Michigan Plan members. *(Continued on next page)*

If patients have questions, please remind them that no action is required at this time. Members should ensure MDHHS has their current mailing address, phone number and other contact information so they can receive future updates. Additional information and any required next steps will be communicated directly to impacted members before changes take effect. **For the latest information, FAQs and member talking points, visit the [MDHHS webpage](#).**

Enhancing the patient experience: CAHPS survey opportunities

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures patients' experiences with the health care they receive and provides valuable insight into how they perceive their care. Results from the 2026 Adult Medicaid CAHPS survey identified several opportunities to improve members' overall health care experience, including:

- **Rating of Personal Doctor:** 66.2% (10th percentile)
- **Rating of Health Care:** 55.9% (25th percentile)
- **Rating of Specialist:** 66.4% (25th percentile)

Providers play an important role in shaping patients' perceptions of their care. Clear communication, timely access to appointments, active listening and engaging patients in shared decision-making can help strengthen patient-provider relationships and improve the overall care experience. Find practical tips for improving the patient experience with our [Understanding CAHPS and HOS](#) tip sheet.

Thank you for your continued partnership in delivering high-quality, patient-centered care. We're committed to working alongside you to improve members' experiences and support better health outcomes across our communities.

Supporting healthy outcomes with comprehensive preventive care

Preventive care visits provide an opportunity to complete recommended screenings, identify health concerns early and address care gaps. Priority Health aligns with preventive care recommendations from the [American Academy of Pediatrics \(AAP\)](#) and quality measures developed by the National Committee for Quality Assurance (NCQA). *(Continued on next page)*

Blood lead test screening recommendations from the AAP

In 2025, Priority Health's blood lead test screening completion rate for Medicaid members was 49.22%. As a reminder, Michigan's Universal Blood Lead Testing requirements call for all children to receive:

- At least one blood lead screening at age 1 (months 9-17)
- At least one blood lead screening at age 2 (months 18-29)

Completing lead screenings during routine well-child visits supports compliance with state requirements and helps identify lead exposure early, allowing for timely follow-up and intervention. To learn more, visit Michigan's [Lead Safe website](#) for information about Universal Blood Lead Testing requirements.

Stay connected with Quality

The Quarterly Quality Newsletter

This newsletter is included in our Provider Quarterly Newsletter and is sent to all prism users who've opted into receiving communication from Priority Health. You can find past Provider and Quality newsletters in our [newsletter archive](#).

Quality Provider Webinars

2026 provider webinars can be found on [our website](#). Register for upcoming webinars or stream past webinars on demand.

Contact us

Questions about HEDIS? Email HEDIS@priorityhealth.com

Questions about Medicare Quality? Email PhMedicareQuality@priorityhealth.com

Questions about Medicaid Quality? Email giph@priorityhealth.com