

Letter/Email

Subject line: Improving Diabetes Care for Patients

Greetings: [INSERT NAME]

As members of the Sentara Quality Care Network (SQCN), we are committed to enhancing clinical outcomes for patients throughout our community. This year, we are placing a specific strategic focus on improving diabetes care.

An important component of this initiative is ensuring that patients receive consistent annual eye exams and that these results are accurately documented in patients' health records. We are reaching out to you as valued colleagues to collaborate with you in the following ways:

- **New patient referrals:** Please let us know if your practice is currently accepting new patients, so that we may begin referring diabetic patients to your practice.
- **Clinical documentation:** We kindly request receiving copies of your diabetic eye exam notes, so that our team can add the information to the patients' records. This will ensure our records remain comprehensive and reflect the high level of care our patients receive from your team.

Thank you for your continued dedication to our patients.

We appreciate your expertise and involvement in our patients' care. We look forward to continuing to work with you and your group to achieve excellence in diabetes management.

Signature

FAX#

Email:

Category II Codes (For Quality Measure Eye Exam for Diabetes/HEDIS):

- **2022F:** Dilated retinal eye exam with evidence of retinopathy.
- **2023F:** Dilated retinal eye exam without evidence of retinopathy.
- **2024F:** 7 standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; with evidence of retinopathy (DM)
- **2025F:** Seven standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; without evidence of retinopathy.
- **2026F:** Eye imaging validated to match diagnosis from 7 standard field stereoscopic retinal photos results documented and reviewed; with evidence of retinopathy (DM)
- **2033F:** Eye imaging validated to match diagnosis from seven standard field stereoscopic retinal photos results documented and reviewed; without evidence of retinopathy (DM)
- **3072F:** Low risk for retinopathy (no evidence of retinopathy in the prior year).

HCPCS:

- **S0620-S0621, S3000**

ICD codes:

- **E11.9:** Type 2 diabetes mellitus without complications (used for routine screening).
- **E10.9:** Type 1 diabetes mellitus without complications.
- **E11.319:** Type 2 diabetes mellitus with unspecified diabetic retinopathy, unspecified eye.
- **E10.319:** Type 1 diabetes mellitus with unspecified diabetic retinopathy, unspecified eye.
- **Z13.5:** Encounter for screening for eye and ear disorders (if no specific retinopathy is found)

Smart phrase for PVP: This can be sent through your patient portal. For SMG practices, the Smart phrase your team can use is: .PVEYEDM

Dear @NAME@: As we were preparing for your upcoming visit, we noticed that we do not have a recent eye exam in our records. This may be because your eye doctor did not send us their notes, or that you have not had an appointment yet. Yearly eye exams are tremendously important for persons with diabetes to catch vision problems and be able to act in time to reduce loss of vision.

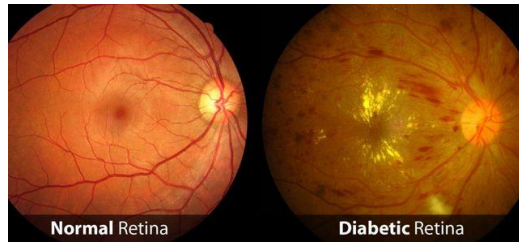
Could you please let us know when your last eye exam was? We are happy to help with referral to an eye specialist if needed.

Thank you!

@NAME@

@PRACTICE@

Outreach letter to diabetics in SQCN, sent from PCP, via portal, email, letter, or handout in office:



Dear @NAME@:

Diabetes is one of the most common causes of vision loss and blindness. Yearly eye exams are tremendously important to catch problems before they cause vision loss!

We noted that your most recent eye exam is not in our records. ***Have you had your yearly exam?***

We can help with referral to your eye specialist and suggest eye clinicians to you if needed.

We also ask that when you get your eye exams, to ask the ophthalmologist or optometrist to be sure to send their notes to us.

We are eager to help you manage your diabetes and reduce complications that threaten your health and quality of life! Please contact us with any questions.

Sincerely

@ME@ (or office manager, CCS RN?)



Communication Option B:

Seeing the Light on Diabetes and the Eye

[Diabetes](#) doesn't only affect your blood sugar levels – it can also have an impact on other areas of your body. Over 9 million people suffer from **diabetic eye disease**. This is a condition that occurs when high blood sugar levels damage the blood vessels in the back of your eye. You do not need to be one them!

Staying on top of the health of your eyes is important when dealing with diabetes. This includes getting routine eye exams. You may be wondering, “**Does my insurance cover diabetic eye exams?**”

Does Insurance Cover Diabetic Eye Exams?

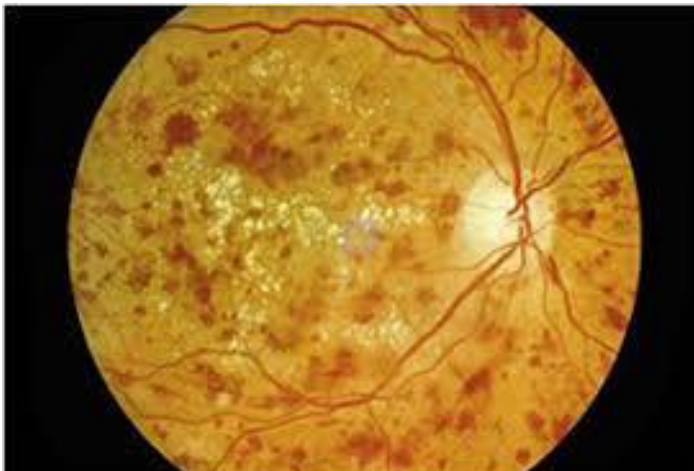
Almost all insurers cover eye exams if you have diabetes. Medicare generally doesn't cover routine vision services, such as eyeglasses and exams. **However**, Medicare Part B DOES pay for certain tests related to diabetes. ***Medicare Part B will help pay for a yearly diabetic eye exam if you have diabetes.***

Your Part B plan will cover one exam per year if you have diabetes. The exam needs to be performed by an eye doctor. Your PCP can refer you.

Understanding Diabetic Eye Exams

Diabetic retinopathy happens when ***the blood vessels inside your eye begin to leak fluid and blood into the retina.*** This can cause:

- Permanent vision loss
- Damage to the retina
- This is a picture of a damaged eye:



This is what you see (and don't see) when you develop diabetic eye disease:



Early treatment and detection are essential to preserving your eyesight. A diabetic eye exam tends to follow the same pattern as a routine eye exam. However, your eye doctor will focus on the health of the blood vessels in your eyes and your “retina” (the back of the eye) during the appointment.

Dilating the Pupils

Pupil dilation is key to getting a clear view of the inner structure of your eye. The main areas your eye doctor will examine include your:

- Optic nerve
- Retina
- Blood vessels

Glaucoma Test

Detecting glaucoma early on is crucial for treating this disease that threatens your eyesight. The unfortunate thing about glaucoma is that it usually doesn't show symptoms until the patient starts to experience permanent vision loss.

Your eye doctor will need to monitor changes in the pressure within your eyes. Increased pressure may mean that you're [dealing with glaucoma](#).

Eye doctors also test for glaucoma by releasing a puff of air into your eye. The puff of air calculates your eye's inner pressure by how it responds to the air.

Vision Test

The vision portion of your diabetic eye exam is key to measuring your vision clarity.

Your eye doctor will ask you to identify small and large letters on an eye chart. They'll review each eye separately to identify any discrepancies between the eyes.

When to Schedule Your Diabetic Eye Exams

It's important to know when you should start scheduling diabetic eye exams once you've been diagnosed.

You should schedule your eye exam immediately if you've been diagnosed with any type of diabetes. Detecting retinal damage is crucial.

Pregnant women with diabetes should schedule an eye exam within the first three months of their pregnancy. They should also schedule a follow-up one year after giving birth.

We recommend scheduling annual eye exams for continual monitoring of your eye health.

Call us to get a referral for your eye exam! Your vision is "clearly" important!!