

## Plan All-Cause Readmissions (PCR)

### Measure Description

For members ages 18 and older, the number of acute inpatient and observation stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission.

- The measure is a weight of one 1 star and is part of the **STARs P4P Incentive Program**.
- The denominator for this measure is based on discharges and not members specifically.
- An acute discharge can be from any type of facility, including behavioral health facilities.

### Call to Action

- **Following** up with them within 1 week of their discharge.
- **Making** sure they filled their new prescription post-discharge.
- **Implementing** discharge plan that includes a post-discharge phone call to discuss these questions:
  - Do you completely understand all the instructions you were given at discharge?
  - Do you completely understand the medications and your medication instructions? Have you filled all your prescriptions?
  - Have you made your follow-up appointments? Do you need help scheduling them?
  - Do you have transportation to the appointment and/or do you need help arranging transportation?
  - Do you have any questions?

### Exclusions

- Members in hospice or using Hospice services
- Member died during the inpatient stay
- Members with a principal diagnosis of pregnancy on the discharge claim
- Principal diagnosis of a condition originating in the perinatal period on the discharge claim
- Planned admissions for:
  - Chemotherapy maintenance
  - Principle diagnosis of rehabilitation
  - Organ Transplant
  - Potentially planned procedure without a principal acute diagnosis



Please **fax** medical records to **877-741-9186**  
Contact us with questions at **Stars\_Support@uhcsouthflorida.com**  
or speak to your Health Plan Representative.