

Highmark Bone Mineral Density In-home Outreach

BMD In-home Testing

To assist in the care of Highmark Medicare Advantage members who require follow-up after a fracture, Highmark has contracted with MedXM to conduct in-home heel scans as an option for members who are not ambulatory enough to go to a facility or for those who would prefer the convenience of in home testing. Members residing in nursing homes are eligible for this testing as well. This outreach is available to all qualifying Highmark Medicare Advantage members and will not affect their MA benefits.

Note: CMS Stars Osteoporosis Management in Women who had a fracture measure: The percentage of women 67–85 years of age who suffered a fracture and who had either a bone mineral density (BMD) test or prescription for a drug to treat osteoporosis in the six months after the fracture.

Testing Process

1. Highmark will provide to MedXM all eligible membership with an open gap in the Osteoporosis Stars Measure
2. Med XM will mail the members information about their service and then outreach via phone to the members the following week
3. Med XM will schedule the members for the heel scan and perform the scan
4. If the member consents, Med XM will mail the results to the provider of record

Non-responsive members

Med XM will notify Highmark of any members that decline testing or do not respond to outreach attempts. Highmark will provide a list of those members to the respective providers for provider outreach. If any provider wishes to use Med XM to close a care gap for Osteoporosis Management, please reach out to your Provider Account Liaison, Clinical Transformation Consultant (CTC), or follow your normal route of communications with Highmark.

Working together, we can ensure the best possible care for our senior population.



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BMD In-home Testing is not a substitute for professional medical advice, diagnosis, or treatment. BMD In-home Testing supports the member's physician care through an in-home visit by a medical professional or a technician from Med XM.

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