



Case study: Quest Lab Gap Closure program


Oscar Health follows a proven approach to close more gaps in care

Oscar Health strives to make a healthier life accessible and affordable for their members and understands the importance of closing gaps in care to improve health outcomes. Oscar collaborated with Quest Diagnostics to do just that.

Tackling the care gap closure challenge

While most health plans agree with the importance of closing gaps in care, it doesn't mean it's an easy task to accomplish.

>55%



of health plans noted member compliance and provider engagement as the top barriers they face when closing gaps in care and improving HEDIS® scores.¹

Potential reasons for gaps in care include lack of member engagement that is necessary to close care gaps. Poor health literacy, socioeconomic and demographic barriers such as challenges in securing transportation to care, subpar provider initiation due to overworked providers with too many competing priorities, or simply the cost of care cause gaps. But these issues are not insurmountable.

Health plans can address member engagement by collaborating with strategic vendors to help close gaps in care. Cost-effective, year-round programs that reduce reliance on busy providers or offer convenient access to testing and screening for those with transportation challenges can be particularly effective in improving outcomes for health plans and their members.

Quest Lab Gap Closure



A full-service program that works to help close gaps in care and improve quality measure scores such as HEDIS

Quest Lab Gap Closure program (QLGCP) is a value-based program that proactively closes laboratory testing gaps year-round, helping payers simultaneously improve quality performance measure scores and member health outcomes.

Quest Lab Gap Closure offers convenience at its core, breaking down barriers for patients and providers. The program provides testing and screening services at home through a mailed test kit or at one of approximately 2,000 Quest Patient Service Centers nationwide. The program incorporates testing into a member's natural course of care, ensuring minimal disruption. Quest Lab Gap Closure program also provides prescriptive authority and physician oversight, reducing the burden on physicians to initiate testing for their patients while competing with other priorities.



The program offers these tests and screenings to **help close gaps in care**

	 Quest PSC	 Home test kit
HbA1c blood test	✓	✓
Kidney eGFR and uACR (blood and urine test)	✓	✓
Lead blood test	✓	-
Chlamydia urine test	✓	-
Colon cancer screening	-	✓
Blood glucose	✓	✓
Lipid panel test	✓	✓
LDL-C blood test	✓	✓

Quest Lab Gap Closure program helped **streamline quality data reporting and improve outcomes for Oscar Health**

Starting in 2022, Oscar was actively working to close gaps in care with members needing a completed HbA1c test, uACR and eGFR, and colorectal cancer screening. By closing these gaps in care, Oscar could improve measure scores for

- ✔ **Hemoglobin A1c Control for Patients with Diabetes (HBD)**
- ✔ **Kidney Health Evaluation for Patients with Diabetes (KED)**
- ✔ **Colorectal Cancer Screening (COL)**

Closing enough gaps in these measures would mean Oscar could avoid penalties in states that have them for not meeting quality reporting. Oscar first participated in the Lab Gap Closure program for the 2022 measure year and continued participation for the 2023 measure year due to the growing success in closing gaps in care.

Results

Of the list of open lab gaps Oscar Health provided, **Quest helped to successfully close 9% of open gaps in 2022 and 14% of open gaps in 2023** to support quality reporting for HEDIS measures HBD, KED, and COL. Plus, Oscar was able to close enough gaps for COL to avoid penalties in the state of California. In addition to helping close more testing gaps, Quest also helped streamline the data collection and reporting process by providing a batched file of member results.

Percentage of open gaps closed^a

	2022	2023
HbA1c	6%	34%
uACR + eGFR	15%	17%
CRC	9.2%	13%

^a Gaps closed by QLGCPC/open gaps provided by Oscar Health

A great outcome starts with Quest Lab Gap Closure program

As Oscar Health discovered, Quest Lab Gap Closure program provides an effective and performance-based approach to reduce care gaps and improve quality measure scores, all while improving member outcomes and experiences.



Partnering with the Quest Gap Closure team has enabled us to provide screening services to members who were unreachable through the traditional provider channels. Our members value the convenience of testing at home or as an add-on to their existing Quest PSC visit. This program makes screening easier and more accessible to members.

The Quest team has demonstrated remarkable agility in addressing gaps and aligning the program with our organization's goals. They have provided translated materials to help address disparities and implemented effective outreach for CRC screening, which helped mitigate potential performance penalties. Working with the Quest team has been a pleasure, and I greatly appreciate their continued partnership.

—Kristine Green, HEDIS Manager, Oscar Health



Quest Lab Gap Closure is a program that works to proactively close laboratory testing gaps year-round, helping payers improve quality performance measures while reducing end-of-year stress from retrospective chart retrieval.



Improve lab-related quality performance measure scores, such as HEDIS



Increase the likelihood that lab services are completed for members who don't have test orders in the normal course of care



Pay only for testing gaps closed through the program, after the measure year is complete



Rely less on providers to initiate testing



Closing lab-related testing gaps may help improve the following **HEDIS measure scores**

GSD Glycemic Status Assessment for Patients with Diabetes

KED Kidney Health Evaluation for Patients with Diabetes

COL Colorectal Cancer Screening

LSC Lead Screening in Children

CHL Chlamydia Screening in Women

APM Metabolic Monitoring for Children and Adolescents on Antipsychotics

SMC Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia

SSD Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are Using Antipsychotic Medications

SMD Diabetes Monitoring for People with Diabetes and Schizophrenia



Visit QuestLabGapClosure.com to learn more about how we can help you improve lab-related quality performance measure scores.

Reference

1. Based on a survey conducted by Quest in 2024.

Quest is not an affiliate of the NCQA. Quest provides solutions to help close gaps in care and improve HEDIS measure scores.

Image content features models and is intended for illustrative purposes only.

QuestDiagnostics.com

Quest®, Quest Diagnostics®, any associated logos, and all associated Quest Diagnostics registered or unregistered trademarks are the property of Quest Diagnostics. All third-party marks—® and ™—are the property of their respective owners. © 2024 Quest Diagnostics Incorporated. All rights reserved. SB13287 11/2024