

Appropriate Treatment for Upper Respiratory Infection (URI) 2025

Healthcare Effectiveness Data Information Set[®] (HEDIS) is a widely used set of performance measures developed and maintained by NCQA. To help you better serve our members and drive improved efforts surrounding HEDIS, we have compiled some tips and best practices. With your help, we can continually build towards a future of shared success.

This HEDIS measure looks at the percentage of episodes for members 3 months of age and older with a diagnosis of upper respiratory infection (URI) that did not result in a dispensed antibiotic dispensing event.

A higher rate indicates appropriate URI treatment (for example, the proportion of episodes that did not result in an antibiotic dispensing event July 1 of the year prior to the measurement year to June 30 of the measurement year).

Record Your Efforts:

- Document results of all strep tests or refusal for testing in medical records.
- If antibiotics are prescribed for another condition, ensure accurate coding and documentation will associate the antibiotic with the appropriate diagnosis.



Exclusions:

- Members who use hospice services or elect to use a hospice benefit any time during the measurement year
- Members who die any time during the measurement year

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Description	CPT®/HCPCS/ICD-10-CM
Pharyngitis	ICD-10-CM J02.0: Streptococcal pharyngitis J02.8: Acute pharyngitis due to other specified organisms J02.9: Acute pharyngitis, unspecified J03.00: Acute streptococcal tonsillitis, unspecified J03.01: Acute recurrent streptococcal tonsillitis J03.80: Acute tonsillitis due to other specified organisms J03.81: Acute recurrent tonsillitis due to other specified organisms J03.90: Acute tonsillitis, unspecified J03.91: Acute recurrent tonsillitis, unspecified
URI	ICD-10-CM J00: Acute nasopharyngitis [common cold] J06.0: Acute laryngopharyngitis J06.9: Acute upper respiratory infection, unspecified
Outpatient, ED and Telehealth	CPT 98966, 98967, 98968, 98970, 98971, 98972, 98980, 98981, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99242, 99243, 99244, 99245, 99281, 99282, 99283, 99284, 99285, 99341, 99342, 99344, 99345, 99347, 99348, 99349, 99350, 99381, 99382, 99383, 99384, 99385, 99386, 99387, 99391, 99392, 99393, 99394, 99395, 99396, 99397, 99401, 99402, 99403, 99404, 99411, 99412, 99421, 99422, 99423, 99429, 99441, 99442, 99443, 99455, 99456, 99457, 99458, 99483

Description	CPT®/HCPCS/ICD-10-CM
Outpatient, ED and Telehealth (cont.)	HCPCS G0071: Payment for communication technology-based services for 5 minutes or more of a virtual (non-face-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only G0402: Initial preventive physical examination; face-to-face visit, services limited to new beneficiary during the first 12 months of Medicare enrollment G0438: Annual wellness visit; includes a personalized prevention plan of service (pps), initial visit G0439: Annual wellness visit, includes a personalized prevention plan of service (pps), subsequent visit G0463: Hospital outpatient clinic visit for assessment and management of a patient G2010: Remote evaluation of recorded video and/or images submitted by an established patient (for example, store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment G2012: Brief communication technology-based service, for example, virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 5 to 10 minutes of medical discussion G2250: Remote assessment of recorded video and/or images submitted by an established patient (for example, store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment G2251: Brief communication technology-based service, for example, virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment; 5 to 10 minutes of clinical discussion G2252: Brief communication technology-based service, for example, virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 11 to 20 minutes of medical discussion T1015: Clinic visit/encounter, all-inclusive

Note: The codes listed are informational only; this information does not guarantee reimbursement. If applicable, refer to your provider contact or health plan contact for reimbursement information. For a complete list of CPT codes, go to the American Medical Association website at ama-assn.org.

HEDIS Helpful Tips:

- If a member tests negative for group A strep but insists on an antibiotic:
 - Refer to the illness as a sore throat due to a cold; members tend to associate the label with a less frequent need for antibiotics.
 - Write a prescription for symptom relief, like over-the-counter medications.
- Educate members on the difference between bacterial and viral infections. This is the key point in the success of this measure.
- Discuss with members ways to treat symptoms:
 - Get extra rest.
 - Drink plenty of fluids.
 - Use over-the-counter medications.
 - Use the cool-mist vaporizer and nasal spray for congestion.
 - Eat ice chips or use throat spray / lozenges for sore throats.
- Educate members and their parents or caregivers that they can prevent infection by:
 - Washing hands frequently.
 - Disinfecting toys.
 - Keeping the child out of school or daycare for at least 24 hours until antibiotics have been taken and symptoms have improved.
- Report all services provided and use appropriate billing codes.
- Make reminder calls to patients who have appointments to decrease no-show rates.
- If using an electronic medical record (EMR) system, consider electronic data sharing with your health plan to capture all coded elements. Refer to your provider contact or health plan contact for reimbursement information.



Please visit My **Diverse Patients** for additional information about eLearning experiences on provider cultural competency and health equity.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

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