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To: Direct DualChoice PCPs
From: IEHP – Quality Improvement
Date: November 20, 2025
Subject: **Best Practices for Care of Older Adults (COA) – Functional Status Assessment & Medication Review Measure**

Inland Empire Health Plan (IEHP) would like to take this opportunity to remind providers that the **Care of Older Adults (COA)** measure includes two critical components: **Medication Review (MR)** and **Functional Status Assessment (FSA)**. Please find below a summary of the measure requirements, common gaps identified and recommended best practices.

Functional Status Assessment (FSA):

Requirement: A complete FSA must document assessment of at least five Activities of Daily Living (ADLs) or four Instrumental Activities of Daily Living (IADLs)

Missed Opportunity Identified:

- The FSA is being performed but not properly coded, resulting in missed measure capture.

Medication Review (MR):

Requirement: A valid Medication Review includes at least one medication review and the presence of a medication list in the medical record. Both must occur **during the same visit** where the provider type is a prescribing practitioner or clinical pharmacist.

Missed Opportunities Identified:

- Medication reviews are conducted but **not coded**.
- **Annual Wellness Visits** were completed without MR coding, despite MR being a required element.
- Only **one of the two required codes** (medication list and review) are submitted.

Best Practices for Providers:

- **Review your COA roster in the IEHP Direct Stars Incentive Program 2025 report available on the IEHP portal** to identify patients missing FSA or MR documentation.
- **Audit encounter history** to confirm if services were provided but not coded.
- If both the medication review and the medication list are present for the same visit, **ensure both codes are submitted**.
- **Submit corrected claims** to capture previously completed but uncoded services.
- Moving forward, **ensure visits that include FSA and MR assessments are documented in the member's medical record and appropriately coded** when the services have been provided.

- **Review the 2025 IEHP Direct Stars Incentive Program Guide for COA- FSA and MR for additional coding details.** The guide is available at providerservices.iehp.org > Programs & Services > Provider Incentive Programs > Pay for Performance Programs.

Please note that improving documentation and coding accuracy ensures compliance with COA measures and supports better care outcomes for older adults.

If you need additional resources or assistance with coding guidelines or encounter audits, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email ProviderServices@iehp.org.

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