



## It's all about the timing in TRC – Transitions of Care

**What is TRC?** You may or may not have heard of this hybrid HEDIS® measure. It was introduced in 2018 and, as the name implies, it centers on care transitions from acute (or non-acute) inpatient settings and looks at the percentage of discharges for members 18 and older that meet all four indicators below:

- ❖ **Notification of Inpatient Admission.** Documentation of receipt of notification of inpatient admission *on the day of admission or the following day.*
- ❖ **Receipt of Discharge Information.** Documentation of receipt of discharge information *on the day of discharge or the following day.*
- ❖ **Patient Engagement Post-Discharge.** Documentation of engagement (office visits, in-home visits, telehealth) provided *within 30 days after discharge.*
- ❖ **Medication Reconciliation Post-Discharge.** Documentation of reconciliation *on the date of discharge through 30 days after discharge.*

**One record.** Only one outpatient record can be used to collect all four indicators: *the outpatient record of the PCP or ongoing care provider.*

**How can you affect outcomes?** It's all about the timing, especially when it comes to the first two indicators (admission notification and receipt of discharge information). The date sent does **not** count; the date **received** is what matters. A date stamp on records received via fax within the required time frame is one way to show evidence of timely receipt; so, leave the fax on, especially over weekends and holidays. Another way to aid timely receipt is to utilize a health information exchange (HIE).

**More information.** For measure specific guidelines and more tips on ways to affect outcomes, please visit <https://www.mercycareaz.org/>, Mercy Care Advantage, HEDIS tab for a dedicated information sheet on TRC.