Hello,

As a contracted provider with iCare, we want to remind our obstetric providers:

While virtual visits currently meet the prenatal and postpartum HEDIS metric, visits are invalid unless performed by a medical provider.

Independent Care Health Plan (iCare) encourages our provider partners to strive towards the highest quality of care. This includes virtual visits performed by a primary care provider, obstetrician, or nurse practitioner/certified nurse midwife. The virtual visit CANNOT be completed as a questionnaire performed by office staff, unit RN or MSW.

Virtual visits completed by anyone other than a medical provider does not count towards the HEDIS prenatal or postpartum metric.

If you have any questions, please contact the iCare Provider Relations team.

Thank you!

Additional iCare resources for providers:

- COVID-19 updates
- Provider web page
- Subscribe to future e-blasts/e-newsletters (scroll down on the page)
- iCare News