



from Provider Communications

Closing gaps in care in 2025 and beyond*

**Gaps in care apply to both Commercial and Medicare Advantage members. It is not limited to Medicare Advantage as the previous email stated.*

Closing gaps in care is essential to ensuring that our members (your patients) receive the care they need, when they need it. By addressing these gaps, we can improve health outcomes, enhance the patient experience, and support timely interventions that prevent conditions from worsening. Together, we can enhance care coordination, expand preventive services, and empower patients, reflecting our commitment to delivering compassionate, high-quality care.

Follow these tips to close gaps in care:

- Ensure your office staff are using the available reporting in [Analytics & Reporting](#) application of the Provider Engagement, Analytics & Reporting (PEAR) portal to identify open care gaps (i.e., Attributed Member Snapshot and Gaps in Care report). We recommend running these reports each quarter: March, June, September, and November.
- Review the *Gap Closures Guides* for both [Pediatrics](#) and [Adults](#) for measure-specific information related to the clinical quality measures.
- Submit claims in a timely manner leveraging appropriate coding when applicable. Reference the above *Gap Closures Guides* for guidance.
- Use PEAR [Comprehensive Visit](#) to submit gap closures for your

If the above steps are followed yet an open care gap remains, please review the [2025 submission process](#) for the measures where feedback is accepted.

For Epic Payer partners, established Epic Payer Platform connections will automatically share clinical encounter-level and supplemental information with Independence Blue Cross via the Clinical Data Exchange upon the appropriate member match. Therefore, we will not accept or review any additional data submitted from an Epic Payer partner.

Feedback submissions must be received by December 19, 2025.

For questions related to the feedback process, please contact your assigned population health specialist or email pophealth@ibx.com.

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