



# ANNUAL CAHPS SURVEY EDUCATION

## Smoking cessation

BlueCross BlueShield of Western New York (BlueCross BlueShield) participates in the yearly CAHPS® survey. A focus within the survey is on smoking cessation education.

**Smoking cessation education calculates member responses to three questions:**

**In the last six months:**

1. How often were you advised to quit smoking or using tobacco by a doctor or other health care provider in your plan?
2. How often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?
3. How often did your doctor or provider discuss or provide methods and strategies other than medications to assist you with quitting smoking or using tobacco?

*BlueCross BlueShield of Western New York CAHPS 5.0 Member Survey and Adult Medicaid Results*

| MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (% ALWAYS, USUALLY OR SOMETIMES), 2-YEAR AVERAGE | 2018/2019 |
|--|-----------|
| Q40) ADVISING SMOKERS AND TOBACCO USERS TO QUIT  | 84.65%    |
| Q41) DISCUSSING CESSATION MEDICATIONS  | 63.92%    |
| Q42) DISCUSSION OF CESSATION STRATEGIES  | 54.33%    |

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**Below, you will find some helpful guidelines to assist members in achieving a smoke/tobacco free lifestyle:**

**1. Assess members' smoking habits at each visit.** If you are able to pull data files from your electronic medical records (EMR), the following codes will help to identify tobacco use:

- F17.20
- F17.200
- F17.201
- F17.203
- F17.208
- F17.209
- F17.210
- F17.211
- F17.213
- F17.218
- F17.219
- F17.220
- F17.221
- F17.223
- F17.228
- F17.229
- F17.290
- F17.291
- F17.293
- F17.298
- F17.299
- Z71.6
- Z72.0
- O99.33

It is important to educate these members at each provider visit on the impact of smoking, including secondhand smoke and chewing tobacco, by using these online materials:

- <https://nysmokefree.com>
- <https://women.smokefree.gov>
- <https://smokefree.gov>
- [https://www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/cessation/quitting/index.htm](https://www.cdc.gov/tobacco/data_statistics/fact_sheets/cessation/quitting/index.htm)

**2. Encourage members to call the NY State Smokers Quitline (1-866-NY-QUITS),** which provides free education, nicotine patches, support groups, etc.

When providing counseling to members regarding smoking cessation and strategy, the following codes may be reimbursable per the BlueCross BlueShield fee schedule: CPT codes 99406 and 99407.



**For any questions, contact:**

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[www.bcbswny.com/stateplans](http://www.bcbswny.com/stateplans)

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