



Ambulatory Care: Emergency Department (ED) Visits (AMB)

AMB Measure Description¹

This measure summarizes, utilization of ambulatory care in ED Visits.

Why is AMB Important?¹

Health care visits are an opportunity for individuals to receive preventive services and counseling on topics such as diet and exercise. These visits also can help them to address acute issues or manage chronic conditions.

Best Practices

- ✓ Educate patients on the importance of having at least one ambulatory care visit during each calendar year.
- ✓ Consider offering expanded office hours to increase access to care.
- ✓ Keep a few open appointment slots each day to see patients the day they call.
- ✓ Contact patients who have not had an ambulatory health visit.
- ✓ Make reminder calls to patients who have appointments to decrease no-show rates.

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¹ Source: ncqa.org/hedis/measures

² Source: HEDIS MY 2024 Tech Specs Manual Vol. 2

Numerator Compliance²

Count each visit to an ED once, regardless of the intensity or duration of the visit. Count multiple ED visits on the same date of service as one visit.

Identify ED visits using either of the following:

- An ED visit.
- A procedure code with an ED place of service code.

Do not include ED visits that result in an inpatient stay.

Numerator Codes²

Refer to HEDIS Numerator Codes Dashboard on the Trillium HEDIS Resources website.

Data Collection Method²

Administrative (Claims)



Trillium Percentages/NCQA National Averages¹

AMB	Calendar Year	Trillium	NCQA National Average
Ambulatory Care: Emergency Department (ED) Visits	2022	909.04*	-
	2021	-	-

*Rate is per 1000 members. A lower rate indicates better performance.