

Annual HEDIS Medical Record Retrieval Project Frequently Asked Questions

What is HEDIS?

Healthcare Effectiveness Data and Information Set (HEDIS®) reporting is mandated by the Centers for Medicare & Medicaid Services (CMS), National Committee for Quality Assurance (NCQA), and state regulatory agencies. HEDIS is a set of standardized performance measures that objectively measures, reports, and compares quality across health plans. Data obtained in annual HEDIS projects is used to identify opportunities for care improvement, monitor quality improvement initiatives, maintain health plan accreditation, and provides a standard method of comparison with other health plans.

The HEDIS Medical Record Retrieval project occurs annually from January to April. During this period, medical record reviews are completed for a subset of members identified as being nonadherent or missing care gap information.

Participating providers are contractually required to supply medical records to meet state and federal regulatory and accreditation obligations.

How does the Annual HEDIS Medical Record Retrieval project benefit me?

- Helps improve patient outcomes and decrease the cost of care by identifying members who have a gap in care.
- Provides data to support HEDIS measure compliance that is often not obtained from claims.
- Complies with contractual requirements regarding the provision of HEDIS data.

What should our office expect?

- Your office/organization should receive a letter near the end of the year notifying you that record collection will begin in the coming weeks.
- Your office/organization may then receive outreach and/or a list of members and their identified gaps in care in a provider package from the plan's third-party medical record retrieval service.
- Your office/organization is expected to respond to the record collection request by providing specific member records according to the criteria included in the provider package instructions. ***Only send the minimum data necessary that is outlined in the provider package.***

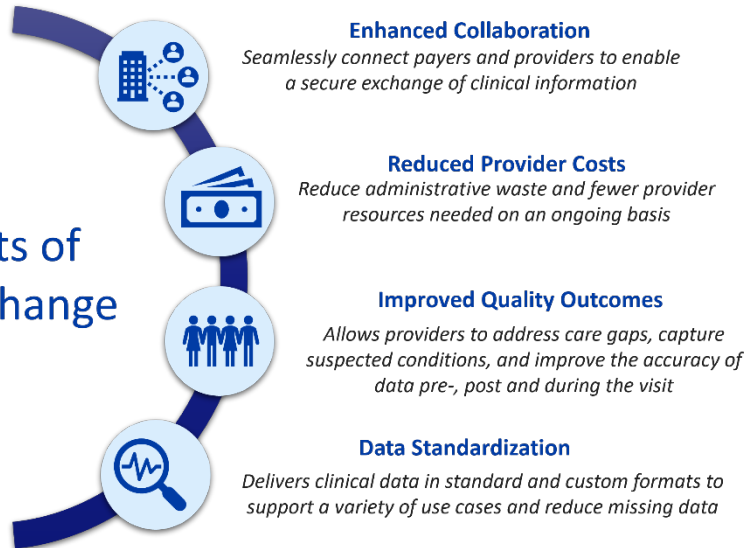
Is this an audit?

- No, this is not an audit, but participation in annual HEDIS reporting is a contractual requirement for plan-participating providers.

Our office has limited staffing so will AmeriHealth Caritas Ohio supply onsite staff assistance?

- Yes, the third-party medical record retrieval vendor may be able to provide onsite staff to retrieve and copy medical records. Please note that by allowing the plan access to your electronic medical record (EMR) system, you can alleviate any inconvenience to your staff or office routine. Our staff will access and pull **only** the records needed.

Benefits of Data Exchange



Who can I reach out to if I have questions?

- For questions, please contact Grace Robles at grobles@amerihealthcaritas.com or (215) 937-8372.