



BlueCross BlueShield of Alabama

February 14, 2019

Dear Provider:

Blue Cross and Blue Shield of Alabama requests your assistance in completing the 2019 Healthcare Effectiveness Data and Information Set (HEDIS[®]) medical review program. HEDIS data collection and reporting is mandated by CMS for Medicare Advantage and health insurance exchange plans. For the majority of HEDIS reporting, we analyze administrative data including medical/pharmacy claims and laboratory data. However, in some instances we cannot get the information we need from claims data alone and need your assistance. Your prompt response will ensure that Blue Cross' HEDIS measures accurately represent the high quality of care you provide to our members.

We have contracted with Advantmed, an independent company, to facilitate our medical record reviews. As a contracted business associate that is covered by HIPAA, Advantmed is ethically and legally bound to protect the confidentiality of any protected health information (PHI) gathered from clinical medical records provided by a physician, hospital or medical practice.

Network providers are contractually required to provide medical records in a timely manner so we may fulfill our state and federal regulatory and accreditation obligations.

HEDIS medical record reviews will begin in February 2019. Advantmed will contact your office to schedule an on-site visit to copy or scan the records or make arrangements to collect records via fax, mail or electronically. Every effort will be made to meet the scheduling needs of your office. After initial contact with your office, Advantmed will send the list of Blue Cross members whose medical records are being requested and a provider packet designating the specific sections of the charts and the dates of service to be collected for each member. Please extend Advantmed your professional courtesy and assistance in providing these records.

If you have any questions or concerns, you may contact Advantmed at 1-800-698-1690 or your Provider Networks Consultant at 1-866-904-4130. You can also find frequently asked questions and answers regarding HEDIS medical reviews on our provider website, AlabamaBlue.com/providers, by using the search term "HEDIS."

Sincerely,

Ross M. Bartee

Department Manager, Healthcare Networks

Advantmed is an independent company that facilitates medical record reviews on behalf of Blue Cross and Blue Shield of Alabama.