



<p>1. What is HEDIS?</p>	<p>HEDIS is a tool used by more than 90 percent of America’s health plans to measure performance on important dimensions of care and service. Altogether, HEDIS consists of 95 measures across seven domains of care.</p>
<p>2. Does the Health Insurance Portability and Accountability Act (HIPAA) permit me to release records to a Blue Cross and Blue Shield of Alabama representative or designated vendor for HEDIS data collection?</p>	<p>Yes. As a Blue Cross business associate, you are permitted to disclose protected health information (PHI) to vendors acting on our behalf. Under the HIPAA privacy rule, a signed consent from the member is not required for you to release the requested information to our vendors. For more information about the HIPAA privacy rule, visit hhs.gov and search “HIPAA privacy rule.”</p>
<p>3. Why are HEDIS medical record reviews important?</p>	<p>For the majority of HEDIS reporting, administrative data is reported via medical claim submission. However, in some instances we cannot get all needed information from claims data alone, so medical records are reviewed to supplement data not captured by claims. Medical record reviews help to ensure Blue Cross’ HEDIS results are complete and accurate representation of the care patients receive from their providers.</p>
<p>4. What are risk adjustment record reviews and are they the same as HEDIS?</p>	<p>No. Risk adjustment reviews are not the same as HEDIS. Risk adjustment reviews capture medical record documentation to determine a Medicare patient’s health status and ultimately ensure accurate coding and reimbursement.</p>
<p>5. Is my participation in HEDIS data collection mandatory?</p>	<p>Yes. 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.</p>
<p>6. When will the vendor or internal health plan staff need the records?</p>	<p>HEDIS data collection is time sensitive. Medical records should be made available on the date of the on-site review or, in the case of fax/mail, by the date requested. Typically, data collection begins in February and ends in early-May. It is imperative that you respond to a request for medical records within 5 business days to ensure we are able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.</p>
<p>7. Should I allow a record review for a member who is no longer with Blue Cross and Blue Shield of Alabama or for a member who is deceased?</p>	<p>Yes. Medical record reviews may require data collection on services obtained over multiple years.</p>

<p>8. What is my office's responsibility regarding HEDIS collection?</p>	<p>You and your office staff are responsible for responding to the contracted vendor's request for medical record documentation in a timely manner. The vendor will contact your office to establish a date for either on-site, fax or mail data collection. A patient list will be faxed to you so the requested medical records can be made available for the appointment or for faxing/ mailing the documentation to the vendor. If a patient included on the vendor list is not part of your practice, you should notify the vendor immediately.</p>
<p>9. Who are the contracted vendors and what is their relationship with Blue Cross and Blue Shield of Alabama?</p>	<p>Blue Cross and Blue Shield of Alabama has contracted with General Dynamics Information Technology (GDIT). This vendor met rigorous criteria designed to validate their ability to successfully complete all aspects of the HEDIS project related to HIPAA and confidentiality. As an entity contracted with us, GDIT functions as our partner in completing HEDIS data collection.</p>
<p>10. How should I provide the records to the contracted vendor?</p>	<p>The vendor will either schedule an on-site review at your location or ask that you fax or mail the information to them. The method chosen will depend on the volume of records being requested from your office or hospital.</p>
<p>11. Who should be responsible for coordinating this process in my office?</p>	<p>Your office manager or designated medical records personnel should be responsible for making records available for on-site reviews or fax/mail.</p>
<p>12. Am I required to provide medical records for a member who was seen by a physician who has retired, died or moved?</p>	<p>Yes. HEDIS data collection can include requests for reviewing medical records as far back as ten years. Archived medical records/data may be required to complete data collection.</p>

Note: If you were contacted to fax medical record documentation for HEDIS in 2017, it is possible you may be contacted again this year. It is imperative that you respond to a request for medical records within five business days to ensure we are able to report complete and accurate rates to NCQA.

Blue Cross and Blue Shield of Alabama has partnered with General Dynamics Information Technology (GDIT), an independent company, to facilitate medical record reviews.