



FREQUENTLY ASKED QUESTIONS

1 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?

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.”

2 Why are HEDIS medical record reviews important?

For the majority of HEDIS reporting, administrative data is reported via medical claim submission. However, not all HEDIS data can be collected through claims. Medical records are reviewed to supplement data and ensure our HEDIS results are complete and accurately represent the care your patients receive.

3 What are risk adjustment record reviews and are they the same as HEDIS?

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.

4 Is my participation in HEDIS data collection mandatory?

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. Per your provider agreement, you have agreed to participate in “Quality Management,” which requires medical record documentation as requested.

5 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?

Yes. Medical record reviews may require data collection on services obtained over multiple years.

6 Who are the contracted vendors and what is their relationship with Blue Cross and Blue Shield of Alabama?

Blue Cross and Blue Shield of Alabama has contracted with Advantmed, an independent company. This vendor met rigorous criteria designed to validate its ability to successfully complete all aspects of the HEDIS project related to HIPAA and confidentiality.

7 When will Advantmed need the records?

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. It is imperative that you respond to a request for medical records by the date noted on your fax coversheet to ensure we are able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.

8 How should I provide the records to Advantmed?

Advantmed will either schedule an on-site review at your location or ask that you fax, mail or upload the requested records. The method chosen will depend on the volume of records being requested from your office or hospital.

9 Am I required to provide medical records for a member who was seen by a provider no longer in my office?

Yes. HEDIS data collection can include requests for reviewing medical records as far back as 10 years.

10 Why does my medical record request not have a specific date of service?

This record request pertains to a service that is not indicated in claims data. If you are not sure you have this information within the record, please send all the listed documents you have from the requested period for review.

Advantmed, LLC is an independent company facilitating record retrieval on behalf of Blue Cross and Blue Shield of Alabama.
