

# HEDIS® – ANNUAL MEDICAL RECORD DATA REQUEST

## A Provider’s Guide to Important Timelines and Requirements

The HUSKY Health program utilizes the Healthcare Effectiveness Data and Information Set (HEDIS®), a tool developed by the National Committee for Quality Assurance (NCQA), to measure health plan performance on important dimensions of care and service. The annual HEDIS® data collected from Connecticut Medical Assistance Program (CMAP) providers undergoes a medical record review conducted by Community Health Network of Connecticut, Inc. (CHNCT) staff, followed by a compliance audit of rate results conducted by an NCQA-certified HEDIS® auditor. Results of the data collection and assessment of defined performance measures are used to evaluate where to focus quality improvement efforts as well as provide a unique opportunity to assess the care provided to the entire Connecticut Medicaid/CHIP membership.

CHNCT’s HEDIS® 2018 review will include 53 measures across 5 domains of care:

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Utilization and Risk Adjusted Utilization
- Health Plan Descriptive Information

CHNCT’s 2018 HEDIS® record collection will begin in **February, 2018.**

### What to Expect During the 2018 HEDIS® Medical Records Request:

2018 Timeline	
<b>February</b>	Medical record request letters are sent to providers to begin the medical record data collection process for hybrid HEDIS® quality measures.*
<b>14 days after record request letters are received</b>	Providers are asked to return requested medical record documentation to CHNCT.
<b>February through May</b>	CHNCT will follow up with provider offices who have not submitted the requested records by the date indicated on the request letter, or if the required documentation on the list was incomplete.
<b>Early May</b>	CHNCT completes their review of the medical record documentation.
<b>June</b>	HUSKY Health program HEDIS® results are reported to the NCQA and the Connecticut Department of Social Services (DSS).

### Preparing for HEDIS®/What Providers Can Do Now:

1. Ensure claims for every office visit are accurate with appropriate codes and submitted in a timely fashion.
2. Advise CHNCT as soon as possible to whom your HEDIS® medical record request letter should be sent. This is your office contact who will handle the HEDIS® request for your practice. If you have multiple practice locations, CHNCT will need to know if you want your request sent to each practice separately or to one central location.

**\* Please Note:** Special authorization from your patient **is not required** for the dissemination of this information. DSS is a covered entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and CHNCT is their business associate. Under the final rule, as amended, Section 164.506, the **routine form you obtain from the patient permitting you to bill for the care you have rendered is sufficient for disclosures to carry out health care operations.** Section 164.501 defines healthcare operations to include quality assessment and improvement activities. HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

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### What Providers Will Receive:

- **A letter from DSS:** This letter describes the importance of the HEDIS® project and why your collaboration is being requested. This letter will also include instructions for returning the requested clinical documentation and the date by which it must be returned to CHNCT.
- **A Member List:** This is the list of patients for whom CHNCT is requiring medical records.
- **HEDIS® Measure Instructions:** These are guidelines describing what clinical documentation is required for the HEDIS® measure.

### Once You Receive Your Medical Records Request You Will Need To...

1. Contact CHNCT right away at 1.866.317.3301 with any questions about the request you received or if you believe you received the request in error.
2. As soon as you receive your request, verify you have medical records for the patients being requested. Even if a member has: transferred to a new practice; is deceased; or was seen by a provider who has retired, died, or moved; CHNCT will need to review any pertinent medical record documentation for the requested member. HEDIS® medical documentation requests may span multiple years.
3. Compile any medical record documentation required for the requested patients based on the HEDIS® measure medical documentation request instruction sheet. The instruction sheet outlines the exact information that CHNCT is requesting.
4. Choose a method of returning the requested clinical documentation to CHNCT:
  - a. **Fax:** 203.265.2945, 203.626.7009, or 203.626.7010
  - b. **Email:** [HEDIS@chnct.org](mailto:HEDIS@chnct.org)
  - c. **Mail:**  
Community Health Network of Connecticut, Inc.  
HEDIS® Data Collection  
11 Fairfield Boulevard  
Wallingford, CT 06492
  - d. **Office Pick-Up:** A CHNCT representative can pick up the records from your office.
  - e. **On-site Download:** A CHNCT representative can bring a portable scanner or encrypted flash drive to obtain your medical records electronically.
  - f. **On-site Abstraction:** A CHNCT representative can review the records onsite at your designated office location.
  - g. **Remote Access to Electronic Health Record(s):** If you are interested in setting up an arrangement by which CHNCT can access your Electronic Health Record remotely, please contact us at 1.866.317.3301.