Medical Office Update

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Join our email list

Join our email list in order to begin receiving bi-monthly newsletters, as well as occasional electronic communications.

Sign up now

HEDIS chart collection is underway

The HEDIS chart retrieval has begun. From now through early May, Moda Health and our chart retrieval partners will begin reaching out to providers to collect charts for the upcoming HEDIS season.

We use both Cotiviti and KDJ. So, if you may get requests from either vendor, know that these are valid requests. We ask that you provide the medical charts requested from these vendors. They're essential to the yearly HEDIS project and are protected through HIPAA as an operational function between the health plan and the provider.

You can provide these charts through EHR remote access, onsite retrieval or by fax/mail. For ease and efficiency, we encourage the use of remote access through EHR's.

Thank you for your time and effort this HEDIS season!

Questions?

If you have any questions or would like to set up remote access, please email us at HEDIS@modahealth.com.

Join our monthly Quality Office Hours

We invite all of our provider partners to join us for our monthly Quality Office Hours. This is a relaxed, open space for you to ask questions, share ideas and talk through quality improvement topics.

Starting in March, each hourlong session will be on the first Wednesday of every month. You're welcome to join for the full hour or drop in when it works for you. Some months will be open discussion and others will feature a specific topic for deeper conversation.

Meeting schedule
All sessions take place from noon to 1 p.m. PST (lunch hour).

- March 4, 2026
- April 1, 2026
- May 6, 2026
- June 3, 2026
- July 1, 2026
- August 5, 2026
- September 2, 2026
- October 7, 2026
- November 4, 2026

Upcoming topics
Topics will be shared in the Provider Monthly Newsletter leading up to each session. The first two topics will include:

- **March:** PointClickCare – Supporting your patients after discharge
- **April**: Navigating patient communications using the know your care model

Interested in joining?
If you'd like to attend or have a topic you'd like us to cover, please complete this form.

If you have questions or would like more details, email us at qualityimprovement@modahealth.com.

We look forward to connecting and collaborating with you.

Thank you,
Your Moda Quality Improvement team

Make refunds easier from the start

At Moda, we're always looking for ways to make day-to-day work easier and more efficient for our provider partners. One way is by using our Provider Refund Submission Form whenever your office identifies an overpayment.

Why use the Provider Refund Submission form?
This form lets you share all the right details—including claims, patient

information and refund specific—in one place so we can process refunds quickly and accurately. It helps:

- Reduce follow-up questions
- Limit back-and-forth emails or calls
- Prevent delays caused by missing information
- Ensure adjustments are done right the first time

Choose the easiest option: auto recovery

You may submit the form with a refund check, but we strongly encourage selecting auto recovery ("Please deduct on next PDR"). Using auto recovery helps:

- Cut down on paperwork
- Eliminate the time and cost of issuing checks
- Speed up reconciliation on your next Explanation of Payment (EOP)
- Keep your workflow moving smoothly

If you receive an overpayment notice, the same approach applies. You can use the form to request auto recovery right away or allow the overpayment to be recovered automatically on a future EOP. Either option helps reduce manual steps and keeps things moving smoothly.

Using the Provider Refund Submission Form—especially with auto recovery— helps keep administrative work to a minimum so you can spend less time on paperwork and more time caring for your patients.

COB info is now in the 271 EDI transaction

Providers who use the EDI (Electronic Data Interchange) may notice an enhancement to Coordination of Benefits (COB) information in the 271 Eligibility and Benefit Response technology. This update applies to providers submitting 270 Eligibility and Benefit Inquiry transactions.

When you send Moda 270 transactions and the member has primary or secondary coverage with another health insurance company, COB details will now be included in the 271 Response to support clearer, more complete eligibility information.

Smart steps to reduce drug waste

We know administering drugs and biologicals takes careful planning. Following a few simple guidelines can help reduce waste, support accurate billing and ensure medications are used as efficiently as possible.

Here are some best practices to minimize waste:

- **Use efficient administration practices:** Administer drugs and biologicals in a clinically appropriate way that limits unnecessary waste whenever possible.
- **Choose the smallest vial combination:** Use the smallest available combination of vials or doses from the manufacturer to match the

prescribed amount.
- **Document clearly in the medical record:** Be sure to record:
  - The amount of medication administered
  - Any remaining amount that was discarded

Clear documentation helps support accurate claims and reduces follow-up.

- **Report wastage correctly on claims:** When submitting claims:
  - Report discarded drug amounts on a separate claim line using **modifier JW**
  - Calculate reportable waste as: Total amount from the smallest vial combination minus the amount ordered for administration.

Visit [Drugs and Biologicals, Wastage and/or Discarded Amounts](#) for detailed guidance, including when to use modifiers JW and JZ.

Additional Information

Looking for additional information about this month's topics? Click the button below for our new comprehensive document. This month it will contain:

- [Reimbursement Policy Manual updates](#)
- [Medical Necessity Criteria](#)

Moda Health Medical Customer Service

For claims review, adjustment requests and/or billing policies, please call the number shown on the back of the patients Moda ID card.