

# Moda Health

## HEDIS<sup>®</sup> 2015 medical record review process

Thank you for participating in our HEDIS<sup>®</sup> 2015 medical record review. Our goal is to meet regulatory requirements, minimize disruption to your office, and maintain confidentiality.

### 1. What is HEDIS?

HEDIS (Healthcare Effectiveness Data and Information Set) is a widely-used quality measurement tool. Most health plans and many providers are required to use it to report over 80 different measures including diabetes care, immunization status, and breast cancer screenings. Some of the data required is not available on the claims submitted by you and partners. We can obtain it only through medical record reviews.

### 2. Who will be doing the reviews?

Our contracting partners HealthPort and KDJ will perform the HEDIS medical record review (MRR). They will contact your office in advance on our behalf. Qualified nurses will review the charts, on-site or remotely. Your patients' PHI (protected health information) will be treated with the appropriate level of protection and confidentiality pursuant to HIPAA and our contracts.

### 3. Are we required to participate in these medical record reviews?

Yes. As part of your provider contract, you agree to participate in initiatives related to credentialing, peer review, utilization review and quality assurance programs. These include, but are not limited to, medical records review, investigation of complaints, outcome studies, etc. We appreciate the time and energy you commit to fulfilling these terms.

### 4. What data is being abstracted from the medical records?

This year, we will abstract data concerning diabetes care, cholesterol management, high blood pressure control, colorectal cancer screening, cervical cancer screening, childhood immunization status, prenatal and postpartum care, and adult body mass index.

### 5. When will the record reviews begin?

In early March, we requested our partners give you advance notices.

### 6. Will all record reviews be onsite?

No. Our partners may review EHR records remotely or request that copies of chart components be sent via fax, secure file transfers (sFTP), or FedEx (with shipping material provided and shipping fee paid).

### 7. Does the physician or healthcare provider have to be present for the review?

No. However, having an office representative available for questions will be very helpful.

### 8. If we have a question or concern about the review process, who is the contact at Moda?

Contact Mandy Gasperson, RN, HEDIS Medical Record Review Nurse Coordinator at 503-952-5076, or email [HEDIS@modahealth.com](mailto:HEDIS@modahealth.com).

## 9. How can we prepare for this review?

### *Pull requested medical records in advance*

Our partners will pre-notify you about the medical record review and then send you a patient list. We would greatly appreciate your time in pulling/sending the specified medical records for review.

### *Provide some physical working space*

Please provide a space for the reviewer(s) to work and assist with EHR access, if needed.

### *Make copier/printer available*

The reviewer(s) will be making copies of the portions of the medical record that pertain to the measure being reviewed. This way, other reviewers and certified auditors can over-read for quality control to ensure accuracy and reliability in the HEDIS data.

### *Provide your office representative's name and contact information*

You can also help by sending us contact information for an office representative who can coordinate the record review. We will share this information with our partners to help facilitate communications. Please email the information to [HEDIS@modahealth.com](mailto:HEDIS@modahealth.com).