

Moda Health HEDIS® 2014 medical record review process

We appreciate your participation in our HEDIS® 2014 medical record review. Our goal is to minimize disruption to your office and maintain office and patient confidentiality. Here are answers to some of the most commonly asked questions about the review process.

1. What is HEDIS?

HEDIS (Healthcare Effectiveness Data and Information Set) is a tool more than 90 percent of health plans use to measure important dimensions of care and service. HEDIS requires us to provide data to calculate the quality of care for more than 80 different measures. Examples of these measures include diabetes care, immunization status and breast cancer screenings. Some of the data required is not available on the claims submitted by you and other healthcare partners. We can obtain it only through chart reviews.

2. Who will be doing the reviews?

We've contracted with Inovalon, Inc., to perform HEDIS medical record data abstraction on our behalf. Qualified nurses will conduct the record reviews. Before conducting an onsite review, Inovalon will contact your office to schedule the visit.

3. How can we prepare for this review?

- After confirming the date and time of the visit, Inovalon will send you the list of patients included in the record reviews. We would greatly appreciate your time in pulling the specified medical records, so they can be ready on the date of the review.
- Please provide a space for the Inovalon nurse reviewer to work.
- The nurse reviewers will be making copies of the portions of the medical record that pertain to the measure being reviewed. This way, a second nurse can review the record for quality control, ensuring accuracy and reliability in the HEDIS data. We thank you in advance for the use of a copier at your site.
- 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 Inovalon to help facilitate communications. Please email the information to HEDIS@modahealth.com.

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

In 2014, we will abstract data concerning diabetes care, cholesterol management, colorectal cancer screening, high blood pressure control, childhood immunization status, prenatal and postpartum care, and adult body mass index.

5. When will the record reviews begin?

The onsite record reviews started in early March. Inovalon will contact your office to schedule a review at least two weeks prior to the visit. Each medical record review will take 20-25 minutes, depending on the measures involved.

6. Will all record reviews be onsite?

Not all of them. For record reviews of fewer than five charts, Inovalon may request that copies of chart components be sent via FedEx or fax for off-site review. For records that are shipped via FedEx, Inovalon will supply the shipping material, provide instructions for pickup and pay the shipping fee.

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

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

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

Yes. As part of your provider contract, you agreed 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, outcomes studies and data collection from monitoring and evaluation of healthcare service and delivery for Moda Health members. We appreciate the time and energy you commit to fulfilling these terms.

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

If you have any questions or concerns, please contact Lou Ann Gustafson, our HEDIS medical record review nurse coordinator. You can reach her at 503-265-2930 or HEDIS@modahealth.com.