

Reminder – Requesting Your Assistance with HEDIS Medical Record Retrieval Activities

Summary: Prestige Health Choice conducts comprehensive reviews of clinical data each year in support of the Healthcare Effectiveness Data and Information Set or HEDIS. As a provider of services to our members, please be aware that you may be asked to submit copies of encounters, lab reports, or other clinical documentation to support accurate reporting of the performance measures in this data set. **Your assistance is vital to the success of these documentation gathering activities.**

Background:

HEDIS is part of a nationally recognized quality improvement initiative. HEDIS is used by the Centers for Medicare & Medicaid Services (CMS), the National Committee for Quality Assurance (NCQA), and state regulatory bodies to assess and monitor the performance of managed care organizations.

Each year, Prestige Health Choice conducts comprehensive reviews of clinical data to achieve the most complete and accurate reporting on all performance measures in the current HEDIS data set. Prestige Health Choice has contracted with Change Healthcare to assist with this year's review.

Action Needed:

Please pass this message along to the appropriate staff in your organization. **We ask for your timely** cooperation with any documentation requests you may receive from Prestige Health Choice or Change Healthcare and remind you of your contractual obligation to comply.

Permissions and Use of Information:

Please keep in mind that under HIPAA regulations providers are permitted to share patient medical documentation with the health plan for the purposes of billing and payment; no other special authorization is required for you to share member medical record information with Prestige Health Choice. In instances where you may need to share patient medical documentation for continuity of care, a valid HIPAA Authorization form must be obtained from the patient prior to releasing that information.

The documentation you submit is used to assess the health plan at a population level, not on a member-by-member basis. HEDIS allows health plans to assess, design, and implement population health strategies to improve the overall care and services offered to health plan members.

Questions:

If you have questions about this communication or would like to request an example HIPAA Authorization form, please contact your Provider Account Executive or the Provider Services department at **1-800-617-5727**.