

Memorandum

To: Practitioners and Office Managers

From: Kim Osajda, RN, MSN, Director of Quality Improvement
Albert Reeves, MD, Chief Medical Officer

Re: **Release of Information (ROI) Request for HEDIS[®] Quality Reviews**

Date: January 6, 2015

Gold Coast Health Plan (GCHP) requires your assistance in obtaining medical record data in preparation for the 2015 Healthcare Effectiveness Data Information Set (HEDIS[®]) quality reviews.

HEDIS[®] is a nationally recognized and standardized set of performance measures that rely on medical claims and medical record data to measure utilization, effectiveness and access to clinical care. GCHP has access to claims data, but still needs assistance with obtaining medical record data from our practitioners and facilities in order to review clinical records for the following HEDIS[®] measures:

- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (Ages 3 to 17)
- Childhood Immunization (Birth to age 2)
- Adolescent Immunization (Ages 10 to 13)
- Cervical Cancer Screening (Ages 21 to 64)
- Prenatal & Postpartum Care
- Well-Child Visits (Ages 3 to 6)
- Controlling High Blood Pressure (Ages 18 to 85)
- Comprehensive Diabetes Care (Ages 18 to 75)

For each measure, only a random sample of patient records will be selected for review; however, based on the volume of medical record information requested from each clinic or facility, providers will have the following options to submit medical record data: (1) facsimile, (2) mail, (3) uploading records via a secure portal or (4) making an appointment with a GCHP courier to collect the records. GCHP appreciates your assistance and cooperation with providing medical record data within the timelines requested.

Verisk Health, a business associate and vendor of GCHP will lead the data collection process. Practitioners and facilities caring for selected patients will be contacted directly by Verisk Health to verify that medical record(s) exist and to arrange for obtaining them. Verisk Health is contractually bound to preserve the confidentiality of Protected Health Information (PHI) obtained from the medical records of GCHP members and operate in accordance with the privacy regulations of the Health Insurance Portability and Accountability Act (HIPAA).

If you have questions or concerns about the HEDIS[®] medical record data collection process, please contact the Quality Improvement Department at hedis@goldchp.org or by phone at (805) 437-5592. For general information about HEDIS[®], you may also refer to the National Committee for Quality Assurance (NCQA) website at <http://www.ncqa.org>.

Gold Coast Health Plan is committed to improving the health of our members through the delivery of quality care and services. Thank you for the excellent care you provide to our members and for your continued partnership.