

Memorandum

To: Practitioners and Office Managers

From: C. Albert Reeves, M.D., Chief Medical Officer
Kim Osajda, RN, MSN, Director of Quality Improvement

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

Date: Jan. 19, 2016

Gold Coast Health Plan (GCHP) requires your assistance in obtaining medical record data in preparation for the 2016 Healthcare Effectiveness Data Information Set (HEDIS[®]) quality reviews.

HEDIS[®] is a nationally-recognized standardized set of performance measures that rely on medical claims and medical record data to measure various domains of care.

GCHP has access to claims information, but requires assistance obtaining medical record data from the Plan's practitioners and facilities to review clinical records for the following HEDIS[®] measures:

- Cervical Cancer Screening (women between the ages of 21 to 64)
- Childhood Immunization Status (2 year old children who had appropriate immunizations between 42 days after birth and on/or before 2nd birthday)
- Comprehensive Diabetes Care (ages 18 to 75)
- Controlling High Blood Pressure (ages 18 to 85)
- Immunizations for Adolescents (13 year old adolescents)
- Prenatal and Postpartum Care (women with live-birth deliveries between Nov. 6, 2014 and Nov. 5, 2015)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (ages 3 to 17)
- Well-Child Visits in the 3rd, 4th, 5th and 6th years of life (ages 3 to 6)

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. FAX
2. Mail
3. Uploading records via a secure portal
4. Making an appointment with a GCHP courier to collect the records
5. Electronic Medical Record (EMR) (if applicable)

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 their submission. Verisk Health is contractually bound to preserve the confidentiality of the Protected Health Information (PHI) obtained from the medical records of GCHP members and to 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 by email at hedis@goldchp.org or by phone at 1-805-437-5600.

[Click here](#) for general information about HEDIS[®] on the National Committee for Quality Assurance's (NCQA) website.

GCHP is committed to improving the health of its members through the delivery of quality care and services. Thank you for the excellent care you provide to the Plan's members and for your continued partnership.