

# Memorandum

To: Gold Coast Health Plan Primary Care Providers

From: Kim Timmerman, MHA, CPHQ, Director of Quality Improvement  
Nancy Wharfield, M.D., Chief Medical Officer

Re: **HEDIS<sup>®</sup> Measurement Year 2018**

Date: January 15, 2019

Happy New Year! Thank you for the work you have done in the community and for serving the members of Gold Coast Health Plan (GCHP).

The beginning of the year for GCHP's Quality Improvement (QI) Department means preparation for the annual Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) data collection and reporting project. HEDIS<sup>®</sup> is a retrospective review of services and clinical care provided to GCHP members. The 2019 Reporting Year will measure 2018 data.

GCHP monitors measures selected by the state Department of Health Care Services (DHCS). The QI team utilizes claims, encounter and supplemental data, and medical record review to assess these metrics. The measures that require medical record review include:

- Cervical Cancer Screening
- Childhood Immunization Status
- Comprehensive Diabetes Care
- Controlling High Blood Pressure
- Immunizations for Adolescents
- Prenatal and Postpartum Care
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents
- Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life

For many of the measures, GCHP will need your help in obtaining medical record data. You will be contacted with questions or requests during the data collection effort. Inovalon, the contracted HEDIS<sup>®</sup> vendor working with GCHP, will reach out to practitioners and facilities caring for selected patients to make arrangements for obtaining designated medical records. Inovalon is contractually bound to preserve the confidentiality of protected health information (PHI) and operate in accordance with the privacy regulations of the Health Insurance Portability and Accountability Act (HIPAA).

The **2019 Reporting Year Calendar** below shows the timeline of events related to HEDIS®:

January - May	June - July	August - November
<ul style="list-style-type: none"><li>•Collection of medical records from provider offices.</li></ul>	<ul style="list-style-type: none"><li>•Audit results are compiled and finalized.</li><li>•Audit results are sent to DHCS.</li></ul>	<ul style="list-style-type: none"><li>•Results are assessed for opportunities for improvement.</li><li>•DHCS assigns Improvement Projects for measures scoring below the minimum performance level.</li></ul>

GCHP's providers play a critical role in facilitating HEDIS® performance and process improvements. **The provider's role in HEDIS® includes:**

- Faxing or mailing medical records in a timely manner, as specified on the medical record request documentation.
- Ensuring that preventive health care screenings are completed within the right time frame.
- Ensuring that all screenings and exams are documented in the medical record and coded properly.
- Ensuring that the date of service, date of birth, and member name are legible and correct.
- Staying up-to-date with HEDIS® measure criteria.

## HEDIS® Resources

The GCHP website is a great resource for information about HEDIS®. A list of **Frequently Asked Questions (FAQ)** was recently added to the site. In addition, the website offers a **Reporting Provider Reference Guide** and **HEDIS® measure tip sheets** that provide key information on individual HEDIS® measures.

[Click Here](#) to view all HEDIS® resources

OR

Visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org) > Providers > Resources > HEDIS®

[Click here](#) for the HEDIS® FAQs.

Thank you, in advance, for your support of the HEDIS® data collection project. If you have questions or concerns about HEDIS®, please contact GCHP's Quality Improvement Department at [hedis@goldchp.org](mailto:hedis@goldchp.org).