

# Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser  
Senior Director of Network Management

Re: **Encounter Data Validation Study**

Date: February 4, 2019

The state Department of Health Care Services (DHCS) contracted with Health Services Advisory Group, Inc. (HSAG), an external quality review organization (EQRO), to conduct an encounter data validation (EDV) study. The study will involve the evaluation of encounter data compared to medical record documentation for services rendered between January 1 and December 31, 2017.

Gold Coast Health Plan's (GCHP) Quality Improvement (QI) staff may be contacting you soon to request submission of medical record documentation for GCHP beneficiaries associated with your practice / organization who have been randomly selected by DHCS. DHCS has notified GCHP that it has identified 411 medical records encompassing 60 providers as part of the EDV study.

Your participation in this study and the continued submission of timely and accurate encounter data to GCHP is of great importance. Encounter data is a core component that DHCS uses to effectively monitor its managed care program. Accurate and complete encounter data is essential for measuring and monitoring managed care plan quality, service utilization, finances, and compliance with contract requirements. Encounter data is also a critical source of information in setting capitation rates and performing risk adjustments to account for differences in recipient health status across health plans.

GCHP also would like to provide you with advance notice that the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) medical record collection is just around the corner. HEDIS<sup>®</sup> is a tool used by more than 90% of America's health plans to measure performance on important dimensions of care and service.

Because so many plans collect HEDIS<sup>®</sup> data, and since the measures are specifically defined, HEDIS<sup>®</sup> makes it possible to compare the performance of health plans on an apples-to-apples basis. GCHP's performance on HEDIS<sup>®</sup> measures is reported to the National Committee for Quality Assurance (NCQA) and DHCS annually.

You will be contacted by Inovalon, GCHP's certified HEDIS<sup>®</sup> vendor, in February to obtain this important medical information.

If you have any questions, please do not hesitate to contact Kimberly Timmerman, GCHP's QI director, at 1-805-437-5533 or [ktimmerman@goldchp.org](mailto:ktimmerman@goldchp.org).

Thank you, in advance, for your time and cooperation as the Plan begins these important quality reporting initiatives.