

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



January 20, 2015

### **HEDIS Season Is Here**

The Healthcare Effectiveness Data and Information Set (HEDIS) medical record abstraction process is taking place from February 15, 2015, through May 15, 2015.

#### **What is HEDIS?**

HEDIS is a government mandated set of measurements used to evaluate the effectiveness of healthcare and quality of service provided to our subscribers.

#### **Why is HEDIS important?**

- Results provide comparative data that consumers can use to make choices as to what health plan and which provider(s) they will access to meet their healthcare needs.
- Reporting HEDIS results annually is a federal and state contractual requirement as well as a National Committee for Quality Assurance (NCQA) accreditation requirement.
- Many employer groups consider HEDIS scores an important factor for their employees.

Blue Cross and Blue Shield of Minnesota (Blue Cross) has contracted with Inovalon, Inc. to perform HEDIS medical record data abstraction on its behalf. This year, Blue Cross is conducting a smaller scale Medical Record Review (MRR) project alongside our Inovalon partners. We are preparing for the transition of the full HEDIS MRR program to move from a vendor-supported service to a plan-managed service in 2016.

The MRR projects involve auditing our subscriber's medical records either at the clinic site or remotely at our offices. If a site has less than 10 records that need to be audited or, if the site prefers it, the medical records we request can be sent by secure electronic transfer, faxed, or mailed.

During on-site visits, the abstractor is required to attach relevant copies of the medical record to the review software to validate their findings. In lieu of making paper copies, we encourage you to allow the abstractor to upload electronic copies to the tool by using a secure transfer website or device.

Thank you for accommodating our abstractors as we complete the review of over 20,000 medical records throughout the state of Minnesota. Blue Cross is committed to providing accurate HEDIS results with the least amount of disruption to your clinic staff as possible.

#### **Who should providers contact with questions?**

For questions or concerns please contact Sheila Dalen, RN, Program Manager by email at [Sheila.dalen@bluecrossmn.com](mailto:Sheila.dalen@bluecrossmn.com) or by telephone at **(651) 662-1170**.