

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 7, 2016

HEDIS Season Is Here

The Healthcare Effectiveness Data and Information Set (HEDIS) medical record abstraction process is taking place from February 10, 2016, through May 10, 2016.

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 transitioned from a vendor-supported Medical Record Review (MRR) process to a plan-managed program. The MRR process involves reviewing our subscriber's medical records either at the clinic site or remotely from our office. If a site has less than 10 records that need to be reviewed or, if the site prefers it, the medical records we request can be sent by secure electronic transfer, faxed, or mailed to the plan.

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 encrypted 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 Katie Sender, RN, Manager Healthcare Quality Improvement by email at katie.sender@bluecrossmn.com or by telephone at (651) 662-8111.