

## Frequently Asked Questions (FAQs) about HEDIS

### **What is HEDIS and why is it important?**

HEDIS refers to Healthcare Effectiveness Data and Information Set (HEDIS), a standardized set of performance measures developed by the National Committee for Quality Assurance (NCQA [www.ncqa.org](http://www.ncqa.org)) to evaluate consumer health care. HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. These measures help us fulfill our state and federal regulatory and accreditation requirements, evaluate our performance, and see where we need to make improvements on a broad range of important health issues.

### **Q: Does HIPAA permit me to release records to NHP for data collection?**

A: Yes. You are permitted to disclose protected health information (PHI) to Neighborhood Health Plan (NHP). A signed consent from the member is not required under the HIPAA privacy rule for you to release the requested information to NHP. Data used for treatment, payment, and healthcare operations may be disclosed without member consent. HEDIS falls into "healthcare operations."

Source: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/index.html>

### **Q: Is my participation in HEDIS mandatory?**

A: Yes. Network participants are contractually required to provide medical record information so that we may fulfill our state and federal regulatory and accreditation obligations. Contracted providers are required to participate in NHP's Quality Improvement and Utilization Management Programs. This includes participation in office reviews, chart and access audits, and focused reviews.

### **Q: What is my responsibility in the data collection process?**

A: HEDIS is time-sensitive project. It is very important that you respond to requests for medical record documentation in a timely manner to ensure we are able to report complete and accurate rates. The HEDIS team will provide you with a patient list so the requested medical records can be made available for the onsite visit or for faxing/mailing the documentation. If a member on the list is a patient you have not seen in your practice, please notify the HEDIS team by fax at (617) 526-1931 or email at [hedis@nhp.org](mailto:hedis@nhp.org).

### **Q: What is my office's responsibility regarding HEDIS data collection?**

A: You and your office staff are responsible for responding to NHP's request for medical record documentation in a timely manner. The NHP HEDIS team will contact your office to establish a date for onsite, fax, or mail data collection. A patient list will be faxed to you so the requested medical records can be made available for the appointment or for faxing/mailing the documentation to NHP. If a patient included on the list is not part of your practice, you should notify the NHP HEDIS team immediately by fax at (617) 526-1931 or email at [hedis@nhp.org](mailto:hedis@nhp.org).

**Q: What if a patient on the list is not part of my practice?**

A: If a patient included on the list is not part of your practice, please notify the HEDIS team by fax at (617) 526-1931 or email at [hedis@nhp.org](mailto:hedis@nhp.org).

**Q: When will NHP need the medical records?**

A: Data collection will begin in late January and end in May.

**Q: How should I provide the records to NHP?**

A: NHP HEDIS staff will either schedule an onsite review at your location or ask that you fax or mail the information to them. The methodology chosen will typically depend on the volume of records being requested from your office. If you are faxing information, our HEDIS fax number is (617)526-1931. Please do not email records.

**Q: Who should be responsible for coordinating this process in my office?**

A: Your office manager or designated medical records personnel should be responsible for making records available for on-site reviews or fax/mail.

**Q: Should I allow a record review for a member who is no longer with NHP or for a member who is deceased?**

A: Yes. Medical record reviews may require data collection on services obtained over multiple years.

**Q: Am I required to provide medical records for a member who was seen by a physician who has retired, died or moved?**

A: Yes. HEDIS data collection includes reviewing medical records as far back as 10 years. Archived medical records/data are required to complete data collection.

**Q: How can I contact the HEDIS team if I have additional questions?**

A: You may email us at [hedis@nhp.org](mailto:hedis@nhp.org).

**Q: May I request a specific data collection method?**

A: NHP uses record volume by site, measure and geographic location to identify the most appropriate collection methodology. We will be as flexible as possible in determining the collection methodology for your organization.

**Q: Anything else I should know about the data collection process?**

A: If you were contacted to fax medical record documentation in past years, it is possible you may be contacted again in the current year. It is imperative that you respond to a request for medical records in a timely manner to ensure we are able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.