

MEDICAL MANAGEMENT

Preparing for 2026 HEDIS Medical Record Requests

Louisiana Blue extends sincere thanks to all providers who participated in last year's Healthcare Effectiveness Data and Information Set — HEDIS chart collection efforts, which measured 2024 performance. As we prepare for the 2025 HEDIS Measurement Year, we want to ensure you and your staff are ready for the upcoming medical record review process in 2026.

HEDIS is an annual performance measurement developed by NCQA to promote accountability and improve healthcare quality. Medical record retrieval and review are essential components of this process, and your timely cooperation helps ensure accurate reporting of the care you provide.

Medical Record Collection Options

To streamline chart collection, please have your office manager share your preferred method with our team at HEDISTeam@lblue.com.

Available options include:

- Secure fax access
- Onsite scanning or download
- Onsite pickup of records
- Temporary onsite or offsite EMR access
- Direct upload
- Prepaid mailing label provided by the HEDIS team to ensure your records are directly delivered to our Baton Rouge HEDIS team staff
- iLinkBlue (www.lblue.com/ilinkblue) chart submission. If you are using iLinkBlue, select "Health and Quality Management (HEDIS): Fax 225-298-7411" from the drop-down menu.

Important Deadlines and Reminders

- All requested medical records must be returned by the last week of April 2026 to be included in the audit.
- Your provider contract allows for the release of medical records to Louisiana Blue at no cost. If your office uses a third-party copy service, please ensure they are aware of this.
- We request a seven-day turnaround on all record requests.

We appreciate your continued partnership and the effort your team puts into supporting this important quality initiative. Your collaboration helps us accurately reflect the high-quality care you deliver.

For questions, please contact the HEDIS Team at HEDISTeam@lblue.com.