



An Introduction to HEDIS® for Providers

What is HEDIS®?

HEDIS® stands for Healthcare Effectiveness Data and Information Set, and is a tool developed by the National Committee for Quality Assurance (NCQA) to measure health plan performance on important dimensions of care and service. HEDIS® is an annual project of data collection and assessment of defined performance measures; results are used to evaluate where to focus quality improvement efforts.

The Community Health Network of Connecticut, Inc.® (CHNCT) HEDIS® MY 2022 review consists of more than 50 measures across 4 domains of care, which are:

- Effectiveness of Care
- Access/Availability of Care
- Utilization and Risk-Adjusted Utilization
- Health Plan Descriptive Information

Annual HEDIS® data is collected from Connecticut Medical Assistance Program (CMAP) providers by CHNCT for the hybrid measures, which later undergoes a compliance audit conducted by an NCQA certified HEDIS® auditor. HEDIS® data affords a unique opportunity to assess the care provided to the entire Connecticut Medicaid/CHIP membership.

What dates of service are included in the annual review?

Medical records are reviewed for services performed in the previous calendar year; however, some measures may require additional periods of time, especially for exclusions. For example, the measurement period for breast cancer screening is within the previous three years for women ages 21-66 who had cervical cytology performed, or every five years for women ages 30-64 who had a cervical cytology/HPV co-testing performed. The specific periods of service for each member are included within the medical record request issued to practices by CHNCT.

What types of services and information in the medical record will be reviewed?

The types of services reviewed are specific to each HEDIS® measure, but generally include:

- Condition/medication list
- History
- Lab results
- Medical record notes for a specified period
- Specialist consultations

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Two examples of medical record requests based on member criteria are detailed below:

<u>HEDIS® Measure</u>	<u>Medical Record(s) Required</u>
Comprehensive Diabetes Care (CDC)	Retinal eye exam HbA1c test and result Blood pressure reading
Lead Screening in Children (LSC)	Date of lead screening test with result/finding

What do CMAP providers need to do in support of the annual HEDIS® medical record review?

CHNCT relies on the data collected from CMAP providers to comply with HEDIS®. In January of each year, randomly selected providers will receive a medical record request letter outlining the process, along with an instruction sheet. Medical record data collection will begin in February and continue into May. The sooner that practices provide requested clinical information, the smoother the process will go. If your practice is interested in setting up an arrangement by which CHNCT can access your Electronic Health Records remotely to obtain records, please contact us at 1.866.317.3301. Alternatively, your practice can send the requested records securely via fax to 203.265.2945 (dedicated fax line); via email quality@chnct.org; or via regular mail to:

Community Health Network of Connecticut, Inc.®
HEDIS® Data Collection
11 Fairfield Boulevard
Wallingford, CT 06492

If your practice stores medical records in a central location and would like CHNCT to address all requests for medical records to that location, ***please let us know right away***. You can contact us by email quality@chnct.org, or by phone at 1.866.317.3301 Monday - Friday, from 8:00 a.m. to 5:00 p.m.; a voicemail is available after hours.

Who will review the medical records?

CHNCT clinical staff will review the submitted medical records.

Will providers be asked to change or resubmit claims?

No.

Will the member's personal health information be protected?

Yes, all CHNCT staff follow the Health Insurance Portability and Accountability Act (HIPAA) guidelines while collecting and reviewing member information.

Whom do I call if I have questions?

If you have any questions, please contact CHNCT directly at the phone or fax number included with the request you receive. You may also email our Quality Department quality@chnct.org or call 1.866.317.3301 at any time.

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