

# HEDIS® – ANNUAL MEDICAL RECORD DATA REQUEST

## A Provider's Guide to Important Timelines and Requirements

The HUSKY Health program utilizes the Healthcare Effectiveness Data and Information Set (HEDIS®), a tool developed by the National Committee for Quality Assurance (NCQA), to measure health plan performance on important dimensions of care and service. The annual HEDIS® data is collected from Connecticut Medical Assistance Program (CMAP) providers, which first undergoes a medical record review conducted by Community Health Network of Connecticut, Inc.® (CHNCT) clinical staff, followed by a compliance audit of rate results by an NCQA-certified HEDIS® auditor. Results of the data collection and assessment of defined performance measures are used to evaluate health outcomes of the HUSKY Health membership and identify opportunities for quality improvement efforts unique to the population.

CHNCT's HEDIS® MY 2024 review will include 88 measures across six domains of care:	CHNCT's MY 2024 HEDIS® record collection will begin in January 2025.
<ul style="list-style-type: none"><li>• Effectiveness of Care</li><li>• Access/Availability of Care</li><li>• Utilization and Risk-Adjusted Utilization</li><li>• Health Plan Descriptive Information</li><li>• Measures Reported Using Electronic Clinical Data Systems</li><li>• Experience of Care</li></ul>	

### What to Expect During the MY 2024 HEDIS® Medical Records Request:

2025 Timeline	
January	Medical record request letters are distributed to providers to begin the medical record data collection process for hybrid HEDIS® quality measures. *
14 days after record request letters are received	Providers are asked to return requested medical record documentation to CHNCT.
January through April	CHNCT follows up with provider offices who haven't submitted the requested records by the date indicated on the request letter (or if the required documentation on the list was incomplete).
Early May	CHNCT completes their review of the medical record documentation.
June	HUSKY Health program HEDIS® results are reported to the NCQA and the Connecticut Department of Social Services (DSS).

### Preparing for HEDIS®/What Providers Can Do Now:

1. Ensure claims for every office visit are accurate with appropriate codes and submitted in a timely fashion.  
*The more accurate and complete the coding is, the less medical records you will be required to submit.*
2. **Advise CHNCT as soon as possible to whose attention your HEDIS® medical record request letter should be sent.**  
This is your office contact who will handle the HEDIS® request for your practice. If you have multiple practice locations, CHNCT will need to know if you want your request sent to each practice separately or to one central location.

**\* Please Note:** Special authorization from your patient **is not required** for the dissemination of this information. DSS is a covered entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and CHNCT is their business associate. Under the final rule, as amended, Section 164.506, the **routine form you obtain from the patient permitting you to bill for the care you have rendered is sufficient for disclosures to carry out healthcare operations.** Section 164.501 defines healthcare operations to include **quality assessment and improvement activities.**

HEDIS® The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.

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### What Providers Will Receive:

- A letter from DSS: This letter describes the importance of the HEDIS® project and why your collaboration is being requested. It will also include instructions for returning the requested clinical documentation and the date by which it must be returned to CHNCT.
- A member list: This is the list of patients for whom CHNCT is requiring medical records.
- HEDIS® measure instructions: These are guidelines describing what clinical documentation is required for each individual HEDIS® measure.

### Once You Receive Your Medical Records Request, You Will Need To...

1. Contact CHNCT right away at 1.866.317.3301 with any questions about the request you received.
2. Verify you have medical records for the patients being requested. Even if a member has transferred to a new practice, is deceased, or was seen by a provider who has retired, died, or moved, CHNCT will need to review any pertinent medical record documentation for the requested member. HEDIS® medical documentation requests may span multiple years.
3. Compile any medical record documentation required for the requested patients, based on the HEDIS® measure medical documentation request instruction sheet. The instruction sheet outlines the exact information CHNCT is requesting.
4. Choose a method of returning the requested clinical documentation to CHNCT:
  - a. **Electronic Health Record (EHR) Remote Access:** If you are interested in setting up an arrangement by which CHNCT can access your EHR remotely, please contact us at 1.866.317.3301.
  - b. **Secure Fax:** 203.265.2945, 203.626.7009, or 203.626.7010.
  - c. **Secure Email:** [quality@chnct.org](mailto:quality@chnct.org)
  - d. **Mail:**

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