

## Providers, HPSM, and HEDIS®

### What is HEDIS®?

“HEDIS” stands for Healthcare Effectiveness Data and Information Set, 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® includes 81 measures across five domains of care.
- HEDIS® measures focus on prevention, screening, conditions across all body systems, access to care, satisfaction with care, as well as utilization for specific procedures and care settings.
- Results from HEDIS® data collection serve as measurements for quality improvement processes, educational initiatives, and preventive care programs
- HEDIS® rewards preventive care - a major focus of the government’s new healthcare system. The concept is that by increasing preventive care, the number of overall doctor visits drops and patients experience better outcomes.
- Managed care companies like HPSM that are NCQA accredited perform HEDIS® reviews the same time each year.

### What is the provider’s role in HEDIS®?

- HEDIS data is collected year-round through claims data and surveys.
- Accurate coding of all claims is critical, since every HEDIS measure is linked to specific coding criteria.
- Each spring, NCQA allows plans to collect additional data through medical record review – also called hybrid chart review – and this is when the HEDIS nurses and medical record technicians visit provider offices.
- Timely access to provider offices and medical records is crucial to meeting audit deadlines.
- Allowing remote access to electronic medical records (EMR) has reduced the administrative burden for many provider offices and can be arranged by contacting the HPSM quality department.

### Does HIPAA allow release of records to HPSM?

Yes, providers are permitted to release protected health information (PHI) to HPSM. HPSM is a health care organization contracted with the California Department of Health Care Services (DHCS, [www.dhcs.ca.gov](http://www.dhcs.ca.gov)) which administers the Medi-Cal program and the Center for Medicaid and Medicare Services (CMS, [www.cms.gov](http://www.cms.gov)) which administers the federal Medicare program. The member’s enrollment into either of these programs allows HPSM’s access to their medical records. A signed consent form is not required.

## Is participation in HEDIS® data collection mandatory?

Yes, HPSM providers are contractually required to provide medical record information to facilitate HPSM's state and federal regulatory and accreditation obligations.

## What is the timeframe for HEDIS®?

- Administrative Data is claims based data (ICD-10, CPT etc.) that is collected year round.
- Hybrid Data is claims data supplemented with medical record data. Medical record reviewing occurs each spring, February to early May.
- HEDIS® data collection is time sensitive with a firm deadline. It is imperative that you respond to a request for medical records within five days to ensure that HPSM is able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.

## How is the data collected?

HPSM staff or a certified medical record technician will call to arrange collection of the medical records. A provider may be asked to fax or mail the medical records to HPSM or an on-site visit may be scheduled. The methodology chosen will depend on the volume of records being requested from the provider's office. Typically, providers with 10 or fewer records will be asked to mail, fax, or use another secure electronic transfer method to submit the records.

## What are the domains and measures being pursued at the provider's office?

### Effectiveness of Care

- Adult BMI Assessment
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents
- Childhood Immunization Status
- Immunizations for Adolescents
- Cervical Cancer
- Colorectal Cancer Screening
- Care for Older Adults
- Controlling Blood Pressure
- Comprehensive Diabetes Care
- Medication Reconciliation Post-Discharge

### Utilization and Risk Adjusted Utilization

- Well-Child Visits in the Third, Fourth, Fifth, and Sixth Year of Life

### Access/Availability of Care

- Prenatal and Postpartum Care

For any further questions or concerns, contact Tim Shoemaker, RN, HEDIS Quality Improvement Nurse at [timothy.shoemaker@hpsm.org](mailto:timothy.shoemaker@hpsm.org) or **650-616-5016**.

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