

# Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser  
Senior Director of Network Management

Re: **Encounter Data Validation Study**

Date: January 31, 2020

The state Department of Health Care Services (DHCS) has again contracted with Health Services Advisory Group, Inc. (HSAG), an external quality review organization (EQRO), to conduct an encounter data validation (EDV) study. The study will involve the evaluation of encounter data compared to medical record documentation for services rendered between January 1 and December 31, 2018.

In the coming weeks, Gold Coast Health Plan's (GCHP) staff may be contacting you to request medical record documentation for GCHP beneficiaries associated with your practice / organization. This study will require the collection of 411 medical records that have been randomly selected by DHCS.

Your participation in this study and the continued submission of timely, accurate and complete encounter data to GCHP is of great importance as it is a core component of the information DHCS uses to monitor its managed care programs. Encounter data is used to measure and monitor quality, service utilization, finances and compliance with contract requirements. Encounter data is also a critical source of information in setting capitation rates and performing risk adjustments to account for differences in recipient health status across health plans.

In addition to the EDV study, GCHP would like to remind providers of the Managed Care Accountability Set (MCAS) medical record collection that will also begin soon. You may be contacted by Inovalon, GCHP's certified HEDIS® vendor, starting in February to obtain important medical documentation. GCHP emailed a [provider memo](#) on January 9 outlining the details and provider expectations of the MCAS project.

If you have any questions, please do not hesitate to contact Provider Relations at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

Thank you, in advance, for your time and cooperation as the Plan begins these important quality reporting initiatives.