

# Memorandum

To: Practitioners and Office Managers

From: Julie Booth, Director of Quality Improvement  
Charles Cho, MD; Chief Medical Officer

Date: February 19, 2013

Re: Release of Information (ROI) Request for HEDIS® Quality Reviews

Gold Coast Health Plan (GCHP) requires your assistance in obtaining medical record data in preparation for the 2013 Healthcare Effectiveness Data Information Set (HEDIS®) report.

HEDIS® is a nationally recognized report that relies on medical claims and medical records data to measure access to clinical care and effectiveness of care. GCHP has access to claims data, but still needs help from our practitioners and facilities to obtain the required medical record data. The HEDIS® 2013 report requires medical record data for the following clinical performance measures. They include:

- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (Ages 3 to 17)
- Childhood Immunization (Birth to 2)
- Adolescent Immunization (Ages 12 to 13)
- Cervical Cancer Screening (Ages 21 to 64)
- Prenatal & Postpartum Care
- Well Child Visits (3rd, 4th, 5th & 6th Years of Life)
- Adolescent Well Care Visits (Ages 12 to 21)
- Controlling High Blood Pressure (Ages 18 to 85)
- Comprehensive Diabetes Care (Ages 18 to 75)

Although we are sending this letter to notify all contracted practitioners and facilities of the HEDIS® reporting process, only a random sample of patients will be selected for medical record data collection. Based on the volume of medical record information needed from each practice site or facility, arrangements for data collection will include requests for data by facsimile or mail. GCHP appreciates your assistance and cooperation in providing medical record data within the timelines requested.

Record Flow, a business associate and vendor of GCHP, will lead the data collection effort of medical record data. They are contractually bound to preserve the confidentiality of Protected Health Information (PHI) obtained from the medical records of GCHP health plan members and operate in accordance with the privacy regulation of the Health Insurance Portability and

Accountability Act (HIPAA). Practitioners and facilities caring for selected patients will be contacted directly by Record Flow to verify that medical record(s) exist and to arrange for obtaining them.

If you have questions or concerns about the HEDIS® medical record data collection process, please contact Helen Chtourou, RHIT, HEDIS Project Manager by e-mail at [hchtourou@goldchp.org](mailto:hchtourou@goldchp.org) or by phone at (805) 981-6660. For general information about HEDIS®, you may refer to the National Committee for Quality Assurance (NCQA) website at <http://www.ncqa.org>.

Gold Coast Health Plan is committed to improving the health of our members through the provision of the best possible quality care and services. Thank you for the excellent care you provide to our members and for your continued partnership.