

Memorandum

To: Gold Coast Health Plan Practitioners and Office Managers

From: C. Albert Reeves, M.D., Chief Medical Officer
Kim Osajda, RN, MSN, Director of Quality Improvement

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

Date: January 19, 2017

Gold Coast Health Plan (GCHP) requires your assistance in obtaining medical record data in preparation for the 2017 Healthcare Effectiveness Data Information Set (HEDIS®) quality reviews.

HEDIS® is a nationally-recognized standardized set of performance measures that rely on medical claims and medical record data to measure five domains of care: effectiveness of care, access/availability of care, experience of care, utilization, and risk-adjusted utilization, as well as relative resource use.

GCHP has access to claims data, but requires assistance with obtaining medical record data from the Plan's practitioners and facilities to review clinical records for the following HEDIS® measures:

- Cervical Cancer Screening (ages 21 to 64)
- Childhood Immunization Status (Children who turned 2 years old during 2016)
- Comprehensive Diabetes Care (ages 18 to 75)
- Controlling High Blood Pressure (ages 18 to 85)
- Immunizations for Adolescents (ages 10 to 13)
- Prenatal and Postpartum Care (women with live birth deliveries between November 6, 2015 and November 5, 2016)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (ages 3 to 17)
- Well-Child Visits in the 3rd, 4th, 5th and 6th years of life (ages 3 to 6)

For each measure, only a random sample of patient records will be selected for review. However, based on the volume of medical record information requested from each clinic or facility, providers will have the following options to submit medical record data:

1. Faxing
2. Mailing
3. Uploading records via a secure portal
4. Making an appointment with a GCHP courier to collect the records

GCHP appreciates your assistance and cooperation with providing medical record data within the timelines requested.

Inovalon Inc., a business associate and vendor of GCHP, will lead the data collection process. Practitioners and facilities caring for selected patients will be contacted directly by Inovalon Inc. to verify that medical record(s) exist and to make arrangements for obtaining them. Inovalon Inc. is contractually bound to preserve the confidentiality of Protected Health Information (PHI) obtained from the medical records of GCHP's members and operate in accordance with the privacy regulations of the Health Insurance Portability and Accountability Act (HIPAA).

If you have questions or concerns about the HEDIS® medical record data collection process, please contact the Quality Improvement Department at hedis@goldchp.org or by phone at 1-805-437-5600. For general information about HEDIS®, you may also refer to the National Committee for Quality Assurance's (NCQA) [website](#).

GCHP is committed to improving the health of its members through the delivery of quality care and services. Thank you for the excellent care you provide to the Plan's members and for your continued partnership.