

Memorandum

To: Gold Coast Health Plan Providers

From: Nancy R. Wharfield, M.D., Chief Medical Officer
Kimberly Timmerman, MHA, CPHQ, Director of Quality Improvement

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

Date: January 9, 2018

Gold Coast Health Plan (GCHP) requires your assistance in obtaining medical record data in preparation for the 2018 Healthcare Effectiveness Data Information Set (HEDIS®) quality reviews. HEDIS® is the measurement tool used by the nation's health plans to evaluate their performance in terms of clinical quality and customer service.

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 2017)
- Comprehensive Diabetes Care (ages 18 to 75)
- Controlling High Blood Pressure (ages 18 to 85)
- Immunizations for Adolescents (ages 9 to 13)
- Prenatal and Postpartum Care (women who had live birth deliveries between November 6, 2016 and November 5, 2017)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (ages 3 to 17)
- Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (ages 3 to 6)

For each measure, a random sample of patient records will be selected for review. 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. Fax: 1-805-437-5130 or 1-805-437-5131
2. Mail:
Gold Coast Health Plan
Attn: Quality Department
711 East Daily Drive, Suite 106

Camarillo, CA 93010

3. Encrypted email: hedis@goldchp.org
4. Make an appointment with a GCHP courier or a representative from Inovalon, a business associate and vendor of GCHP that will lead the data collection process.
5. Electronic medical record remote access

GCHP appreciates your assistance and cooperation with providing medical record data within the timelines requested. Requests for medical records will be sent out in early February.

Practitioners and facilities caring for selected patients will be contacted directly by Inovalon to verify that medical record(s) exist and to make arrangements for obtaining them. Inovalon 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 GCHP's Quality Improvement Department at hedis@goldchp.org or 1-805-437-5533. 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.