

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Johanna Liu
Director, Quality & Pharmacy
Date: February 06, 2019
Subject: HEDIS 2019 Medical Records Requests Arriving Soon

Dear SCFHP Provider,

The Centers for Medicare & Medicaid Services (CMS) and National Committee for Quality Assurance (NCQA) require health plans to collect Healthcare Effectiveness Data and Information Set (HEDIS) annually from its providers. At Santa Clara Health Plan (SCFHP), HEDIS is an important annual project that measures our efficiency and that of our providers in delivering preventive care.

SCFHP has contracted with Cotiviti Health Technologies to retrieve our member's medical records in a secure and efficient manner. Beginning this month, Cotiviti will contact your office to request the necessary records. SCFHP appreciates your cooperation with this medical record review and will work with you and your staff to minimize any operational disruptions.

Preparing for HEDIS - What Providers Can Do Now:

1. Ensure claims for every office visit are accurate with appropriate codes, and submitted by March 1, 2019. Compliance with this deadline helps reduce the number of requested records.
2. Advise SCFHP how to address your HEDIS medical record request letter. This is your office contact responsible for completing the record request for your practice. If you have multiple practice locations, let SCFHP know whether the request should be sent to each practice separately or to one central location.

| 2019 Timeline | |
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| February - April | <p>Medical record request letters are sent to providers explaining the medical record data collection process for required HEDIS measures. The letter notification will include:</p> <ul style="list-style-type: none"> • A letter from Cotiviti/SCFHP requesting medical records including instructions for returning documentation. • A Member List of patients for whom Cotiviti requires medical records. • HEDIS Measure Instructions which describes the specific clinical documentation guidelines. |
| Within 5 days of receipt of record request letter | Providers return requested medical record documentation to Cotiviti. |
| February - May | Cotiviti and/or SCFHP will follow up with provider offices who have not submitted the requested records, or sent incomplete documentation. |
| May 9 | Cotiviti completes their review of the medical record documentation. |
| June | SCFHP HEDIS results are reported to CMS and NCQA. |

Special authorization (medical record release) from your patient is not required for the dissemination of this information. State confidentiality laws [Cal. Civil Code §56.10(c) (4)] and Health Insurance Portability and Accountability Act (HIPAA) regulations allow providers to release medical information to the patient's health plan (or the plan's authorized representative) for the purposes of quality improvement, without the patient's authorization. All medical records and information submitted to SCFHP will be kept confidential in accordance with federal, state, and HIPAA laws.

SCFHP thanks all our providers for cooperating with the HEDIS 2019 project!

If you have questions or would like more information, email Kiesha Payne at kpayne@scfhp.com or call 408-874-1707.