



Santa Clara  
Family Health Plan  
*The Spirit of Care*

**To:** Providers  
**From:** Jeff Robertson, Chief Medical Officer  
**Date:** February 12, 2018  
**Subject:** **HEDIS Medical Records Request Season**

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Dear Providers:

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

SCFHP has **contracted with Verscend Health Technologies** to retrieve medical records for HEDIS. Beginning this month, Verscend will contact your office to request the necessary records and set up the most efficient way to retrieve them. We would appreciate your cooperation with this medical record review, and will work with you to minimize any operational disruptions.

<b>HEDIS 2018 Timeline</b>	
<b>February - April</b>	Medical record request letters are sent to providers explaining the medical record data collection process for required HEDIS measures. <ul style="list-style-type: none"><li>• Providers will receive a letter from Verscend/SCFHP requesting medical records, including instructions for returning documentation.</li><li>• You will also receive the list of patients for whom Verscend/SCFHP requires medical records along with guidelines describing specific clinical documentation we need for HEDIS.</li></ul>
<b>Five days after record request letters are received</b>	Providers return requested medical record documentation to Verscend.
<b>February through May</b>	Verscend and/or SCFHP follows up with provider offices who have not submitted the requested records, or sent incomplete documentation.
<b>May 9</b>	Verscend completes their review of the medical record documentation.
<b>June</b>	SCFHP reports HEDIS results to CMS and NCQA.

## **Preparing for HEDIS - What Providers Can Do Now:**

1. Ensure claims for office visits and services provided are accurate with appropriate codes, and are submitted by March 1, 2018.
2. Advise SCFHP on how to address your HEDIS medical record request letter. This should be your office contact responsible for handling the HEDIS 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.

Special authorization (medical record release) from your patients are **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 need for a signed medical record release from the patient. 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 your cooperation with the HEDIS 2018 project!

If you have questions, please contact SCFHP's HEDIS Project Manager Mai Chang (MChang@scfhp.com) at 408-874-1823.