

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Quality Improvement
Date: February 28, 2020
Subject: HEDIS 2020 Medical Records Retrieval

Dear Physician,

Santa Clara Family Health Plan (SCFHP) is required by the Centers for Medicare & Medicaid Services (CMS) and National Committee for Quality Assurance (NCQA) to collect Healthcare Effectiveness Data and Information Set (HEDIS) information annually from our providers. HEDIS is an important annual project that measures the efficiency of the health plan and its providers in delivering preventive care. We request your cooperation by granting us access to specific members' medical records in your office.

SCFHP has contracted with **Guardian Angel** to retrieve medical records for 2020 HEDIS. Beginning in early March, Guardian Angel will contact your office to request the necessary records and set up the most efficient way to retrieve them. We appreciate your cooperation and will work with you to minimize any operational disruptions.

What you can expect:

2020 Timeline	
March - April	You receive the medical record request letter from Guardian Angel. The letter explains the medical record data collection process for required HEDIS measures.
Five days after you receive the letter from Guardian Angel	Return requested medical record documentation to Guardian Angel.
March - May	Guardian Angel or SCFHP will follow up with provider offices who have not submitted the requested records, or if the required documentation was incomplete.
May 8	Guardian Angel completes review of the medical record documentation.
June	SCFHP's HEDIS results are reported to CMS and NCQA.

What you can do now:

1. Ensure that claims for every office visit are accurate with appropriate codes and submitted to SCFHP by **March 2, 2020**. This will help reduce the number of records requested.
2. Advise SCFHP who should receive the medical record request letter. This is your office contact who will handle the request for your practice. If you have multiple practice locations, SCFHP will need to know if you want your request sent to each practice separately or to one central location.

Special authorization or 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 purpose of quality improvement, without the need of 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.

What will you receive?

- A letter from Guardian Angel requesting medical records with instructions for returning documentation
- A patient list: the list of patients that Guardian Angel needs their medical records
- HEDIS measure instructions: guidelines describing the specific clinical documentation we need

For more information or if you have questions, please contact:

Cecilia Le
HEDIS Project Manager
CLE@scfhp.com
1-408-874-1442

Thank you for your partnership in caring for our members!