

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Providers  
**From:** Quality Improvement  
**Date:** January 29, 2021  
**Subject:** HEDIS MY 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 quality of the health plan and its providers in delivering preventive care. We request your cooperation in providing us access to specific members' medical records in your office to support our measurement year (MY) 2020 HEDIS project.

SCFHP has contracted with **Guardian Angel** to retrieve medical records for HEDIS. Beginning in mid-February or 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 with this medical record review and will work with you to minimize any operational disruptions.

### What to expect:

HEDIS MY 2020 medical records retrieval timeline	
<b>February - April</b>	You receive the medical record request letter from Guardian Angel. The letter explains the medical record data collection process for required HEDIS measures.
<b>Five days after you receive the letter from Guardian Angel</b>	Return requested medical record documentation to Guardian Angel.
<b>February - May</b>	Guardian Angel or SCFHP will follow up with provider offices who have not submitted the requested records, or if the required documentation was incomplete.
<b>May 7</b>	Guardian Angel completes review of the medical record documentation.
<b>June</b>	SCFHP's HEDIS results are reported to CMS and NCQA.

**What to do now:**

1. Ensure claims for every office visit are accurate with appropriate codes and submitted to SCFHP by **March 1, 2021**. 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 HEDIS 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 (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 be received?**

- A letter from Guardian Angel requesting medical records including instructions for returning documentation.
- A patient list for whom Guardian Angel needs 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](mailto:CLE@scfhp.com)

**1-408-874-1442**

Thank you for your partnership in quality improvement!