



# Provider Medical Record HEDIS® Hybrid Training

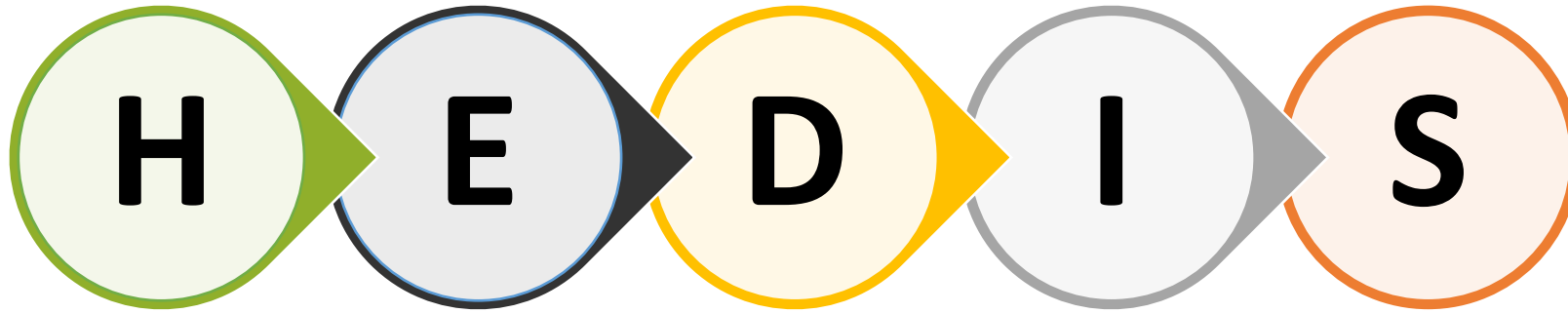
2023

<i>Why we're in business</i>	<b>OUR PURPOSE</b>				
<h1>Transforming the health of the community, one person at a time</h1>					
<i>What we do</i>	<b>OUR MISSION</b>				
<h2>Better health outcomes at lower costs</h2>					
<i>What we represent</i>	<b>OUR PILLARS</b>				
 Focus on the Individual +  Whole Health +  Active Local Involvement					
<i>What drives our activity</i>	<b>OUR BELIEFS</b>				
<p>We believe healthier individuals create more vibrant families and communities.</p>	<p>We believe treating people with kindness, respect and dignity empowers healthy decisions.</p>	<p>We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.</p>	<p>We believe in treating the whole person, not just the physical body.</p>	<p>We believe local partnerships enable meaningful, accessible healthcare.</p>	

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# Introduction to HEDIS®

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## HEDIS stands for:

### Healthcare Effectiveness Data and Information Set

HEDIS is a comprehensive set of standardized *performance measures* developed by the National Committee for Quality Assurance® (NCQA) to objectively measure, report, and compare quality across health plans.

HEDIS rates are used to evaluate quality of care and services of health insurance companies to improve preventive health outreach for members and to evaluate practitioner's preventive care efforts.

# Value of HEDIS

HEDIS provides value in **three** specific areas:

The ability to understand how well organizations achieve results

Offers a way to make an “apples-to-apples” comparison of organizations

Is part of a larger system that requires accountability and quality improvement in healthcare

# HEDIS Data Sources

## Administrative

**Administrative Data** is calculated from a claim or encounter(s). This includes:

- CPT codes.
- ICD-10 codes.
- Approved supplemental data.
- Enrollment systems.
- Insurance claims (both paid and denied).

Measure denominators and reported rates are based on the entire eligible population.

## Hybrid

**Hybrid Data** is obtained from both administrative sources and abstracted from the patient's medical record (both paper and EMR).

- Reviews a collection of medical records for members who are part of a randomly selected sample population to improve the administrative rate.
- The hybrid method focuses on collecting medical records on a sample population of members to improve the administrative rate.
- NCQA determines the hybrid measures allowed to be used for HEDIS data collection.
- Hybrid medical record collection methods include fax, (preferred), EMR access, onsite retrieval, portal, email, mail.

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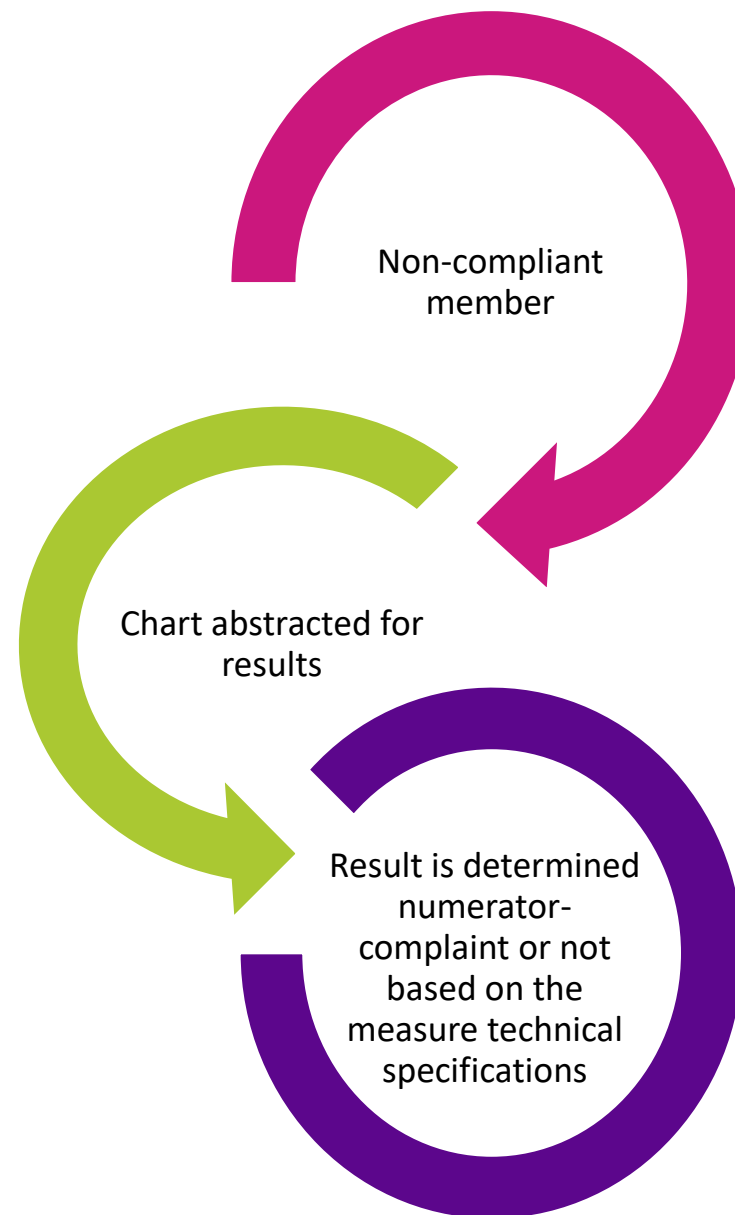
Hybrid Season

# HEDIS Hybrid Chart Chase

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# HEDIS Hybrid

- The **Hybrid Method** requires a sample to be drawn from the eligible population based on measure specifications.
- **HEDIS Chart Chase** means that Iowa Total Care will collect records for members that fall into the hybrid measure samples. All sampled members are included in the denominator.
- The chart chase process supplements compliant administrative data and typically begins late January and wraps-up at the end of April.
- Health plans work to retrieve records as soon as possible during the season. The goal is to find the member's compliant event to ensure the highest compliant rate possible.





# HEDIS Technical Specifications



- Technical Specifications are commonly referred to as ‘Tech Specs’.
- Tech Specs serve as a required resource for anyone collecting, calculating, or submitting data to Medicaid, Medicare and Commercial insurance.
- Tech Specs are the requirements or ‘rules’ of each of the specific HEDIS<sup>®</sup> performance measures.
- NCQA releases technical specifications annually.
- Reporting must follow the specifications and is heavily audited.

# HEDIS Medical Record Process

- Iowa Total Care begins requesting medical record information for HEDIS® Hybrid Season **early February 2024**.
- Medical record fax requests will include a member list identifying the measure(s) and the minimum necessary information needed.
  - Always include the patient/member demographic information on the initial page. Information should include:
    - First and last name
    - Date of birth (DOB)
    - Insurance information (Medicaid ID/Number)
    - Etc.
- Medical record submission via fax is preferred.
  - Fax: 1-833-900-3871
- Submitting the requested medical records promptly is very important and is part of your provider agreement/ contract with Iowa Total Care.
  - Submit requested information within seven (7) days of receipt of the request.
  - Medical records submitted via CD, USB drive, etc. are **no longer** accepted.
  - Do not staple copies of medical records/charts.
  - Records provided during this process help Iowa Total Care validate and demonstrate the quality of care you provide to our patients/members.

# HEDIS Medical Record Process, *continued*

## HIPAA:

- Under the Health Information Portability and Accountability Act (HIPAA) Privacy Rule, data collection for HEDIS is permitted, and the release of this information **does not** require special patient consent or authorization.
- Iowa Total Care's patient/member personal health information is maintained in accordance with all federal and state laws.
- Only the minimum medical record information is necessary to satisfy the requested information.
  - Submission of a patient's/member's entire medical record is often unnecessary and is not recommended.

# HEDIS Practitioner Copying Instructions for Medical Records

Please submit the requested supporting documentation to Iowa Total Care **within seven (7) days** of receipt of the request, preferably via fax.

- Include a copy of the patient's/member's demographic page/face sheet (Name, Date of Birth, Medicaid ID/Number).

To submit documentation or for any questions pertaining to medical record collection options, please reach out:



Fax: 1-833-900-3871



[ITC\\_HEDIS@iowatotalcare.com](mailto:ITC_HEDIS@iowatotalcare.com)

Attention: HEDIS® Operations

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# Medical Record Documentation

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# HEDIS Measure for Blood Pressure Control for Patients with Diabetes (BPD)

## Medical Record Documentation for BPD

- Demographic page/face sheet confirming patient's:
  - First and last name,
  - Date of birth (DOB), and
  - Medicaid ID/number.
- **2023:**
  - Office notes/service visit notes/encounters/history documentation.
  - All consult reports/documentation.
  - Problem lists/medical history.
  - Blood pressure readings during the year.

# HEDIS Measure for Controlling High Blood Pressure (CBP)

## Medical Record Documentation for CBP

- Demographic page/face sheet confirming patient's:
  - First and last name,
  - Date of birth (DOB), and
  - Medicaid ID/Number.
- **2023:**
  - Office notes/service visit notes/encounters/history documentation.
  - All consult reports/documentation.
  - Member-reported blood pressures.
  - Blood pressure readings during the year.

# Chart Example for BPD and CBP

## Compliant

### Number One Nursing Home

#### Weekly Vital Checks

**Resident:** John Doe, DOB 1/1/1900

**Service Date:** 9/9/2023

Feels well today. John is stopping by for his weekly vital sign check before lunch.

**Vital Sign Check:** 9/9/23

**BP:** 138/58

**Pulse:** 88

**Respirations:** 28

**Temperature:** 98.6

#### Patient Active Problem List

##### Diagnosis

Essential hypertension, benign

Diabetic peripheral neuropathy associated with type 2 diabetes mellitus

DM, type 2 with renal complications

Signed by Dr. Snowman, MD, 9/10/2023

## Non-Compliant

### Welcome Hospital ER Department

Electronically signed by Dr. Snowman, MD, 10/1/MY

**Resident:** Jane Doe, DOB 1/2/1900

**Service Date:** 9/9/2023

**Chief Complaint:** Lightheadedness and overall, not feeling well.

**Vital Sign Check:** 9/9/23

**BP:** 158/62

**Pulse:** 80

**Respirations:** 20

**Temperature:** 98.6

#### Patient Active Problem List

##### Diagnosis

Seen in the ER over the weekend for reported hyperglycemic episode. Checked HgbA1c today.



# HEDIS Measure for Cervical Cancer Screening (CCS)

- **Medical Record Documentation for CCS**

- Demographic page/face sheet confirming patient's first name, last name, date of birth (DOB) and Medicaid ID/Number.
- All consult reports/documentation.
- Notation of gender, if not female.
- **2021-2023:** Patients with cytology report (pap test) and results, **OR**
- **2019-2023:** Patients with HPV test result alone **OR** a Pap test and HPV test and results.

## Acceptable Documentation for CCS

- Documentation in the progress note of a pap test and/or HPV with results or findings **AND** the date of service.
- Documentation of complete, total, simple, full hysterectomy in the medical record.

# HEDIS Measure for Childhood Immunization Status (CIS)

## Medical Record Documentation for CIS

- Demographic page/face sheet confirming patient's:
  - First and last name,
  - Date of birth (DOB), and
  - Medicaid ID/number.
- **Date of Birth-2023**
  - Office notes/service visit notes/encounters/history documentation.
  - All immunization records/certificates/logs, state immunization forms or registry printouts.
  - Well-child checklists/allergy list.
  - Birth record/discharge summary.
  - Lab tests/results.

### CIS Combo 10

DTaP (4)	HiB (3)	Hep B (3)	IPV (3)	MMR (1)	PCV (4)	VZV (1)	Hep A (1)	Flu (2)	RV (2 or 3)
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# HEDIS Measure for Eye Exam for Patients with Diabetes (EED)

## Acceptable Documentation

### Medical Record Documentation for EED

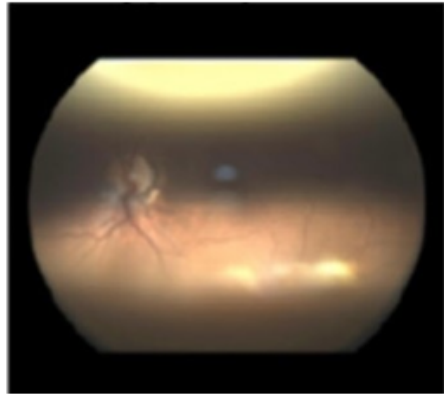
- Demographic page/face sheet confirming patient's first name, last name, date of birth (DOB) and Medicaid ID/Number.
- **2022-2023**
  - Retinal or dilated eye exam results (conducted by an optometrist, ophthalmologist, or other eye care professional).
  - Chart/photograph of retina performed by an eye care professional and results.
  - Specialist notes/letters (nephrologist/endocrinologist/eye care provider).

**RetinaVue® Care Delivery Model  
Professional Medical Service**

**Retinal Diagnostic Report**

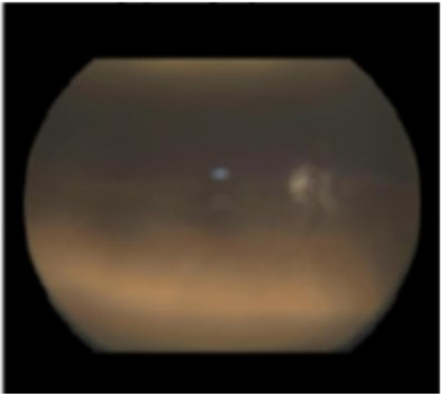
**Patient Information**  
Name:  
Medical Record Number:  
Date of Birth: 3/23/1954  
Referring Physician:  
Referring Clinic:

**Retinal Image Assessment and Management Plan**  
Fundus Photograph of Left Eye (OS):



Left Eye (OS) Diagnosis:  
**No diabetic retinopathy**

Fundus Photograph of Right Eye (OD):



Right Eye (OD) Diagnosis:  
**No diabetic retinopathy**

**ICD-10 Diagnosis Codes:**  
E11.9 Type 2 diabetes mellitus without complications, E11.9 Type 2 diabetes mellitus without complications

**Recommendation and Management Plan:**  
Follow up photographs in 12 months.

**Reviewing Physician:** Donald OD, MD

# HEDIS Measure for Hemoglobin A1c Control for Patients with Diabetes (HBD)

## Medical Record Documentation for HBD

- Demographic page/face sheet confirming patient’s first name, last name, date of birth (DOB) and Medicaid ID/Number.
- **2023**
  - Most recent (latest) HbA1c documented in medical record (dated and results).
  - Dated flow sheets: diabetic lab results.

### Acceptable Documentation

Component	Reference Range	11/5/MY	6/19/MY	2/11/MY	11/3/PY	8/27/PY
Hgb A1c	<5.7 (% of total Hgb)	<b>6.8</b>	5.9	7.4	6.8	6.6

# HEDIS Measure for Immunizations for Adolescents (IMA)

## Medical Record Documentation for IMA

- Demographic page/face sheet confirming patient's first name, last name, date of birth (DOB) and Medicaid ID/Number.
- **2019-2023**
  - Office Notes/Service Visit Notes/Encounters with documentation of immunizations for Meningococcal, Tdap and HPV.
  - Immunization records/certificates/logs, state immunization forms or registry printouts for Meningococcal, Tdap and HPV.



# HEDIS Measure for Timeliness of Prenatal and Postpartum Care (PPC)

## Medical Record Documentation for PPC

- Demographic page/face sheet confirming patient's first name, last name, date of birth (DOB) and Medicaid ID/Number.]
- **2022-2023**
  - Prenatal flow sheets (ACOG, EMR, or other) and/or prenatal history, prenatal risk assessment and counseling/education.
  - All progress/office visit notes for duration of pregnancy.
  - All lab reports/results related to and during pregnancy.
  - Ultrasound reports.
  - Hospital/delivery records.
  - All consult reports for duration of pregnancy.
  - Postpartum visits following delivery.



# HEDIS Measure for Weight Assessment & Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

## Medical Record Documentation for WCC

- Demographic page/face sheet confirming patient's first name, last name, date of birth (DOB) and Medicaid ID/Number.
- **2023:**
  - Progress notes/office visit notes/telephonic or telehealth notes.
  - Well-child check forms.
  - Daycare exam, state, sport or camp physicals.
  - Consult notes.
  - Height/weight/BMI growth charts and/or graphs.
  - Height/weight/BMI percentile flow sheets.
  - All referrals (dietitians, obesity/eating disorders, WIC).



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# Questions?

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