



HEDIS® Provider Frequently Asked Questions

What is HEDIS?

“HEDIS” stands for Healthcare Effectiveness Data and Information Set, a standardized set of performance measures developed by the National Committee for Quality Assurance (NCQA, www.ncqa.org) to evaluate consumer health care.

What AlohaCare membership is included in HEDIS?

HEDIS data collection pertains to members enrolled in Medicaid QUEST, Medicare Advantage, and Medicare Advantage Plus.

Does HIPAA permit me to release records to AlohaCare for HEDIS data collection?

Yes. You are permitted to disclose protected health information (PHI) to AlohaCare. A signed consent from the member is not required under the HIPAA privacy rule for you to release the requested information to AlohaCare. AlohaCare is a managed care organization contracted with the Department of Human Services (DHS, www.med-quest.us) which administers the Hawaii Medicaid program and the Center for Medicaid and Medicare Services (CMS, www.cms.hhs.gov) which administers the federal Medicare program. The member’s enrollment into either of these programs facilitates AlohaCare’s access to their medical records.

Is my participation in HEDIS data collection mandatory?

Yes. Network participants are contractually required to provide medical record information so that we may fulfill our state and federal regulatory and accreditation obligations.

Do I have to participate even if I participate in one of the NCQA Recognition Programs?

Yes. NCQA Recognition Programs do not satisfy HEDIS data collection requirements.

How should I provide the records to AlohaCare?

AlohaCare HEDIS staff will either schedule an onsite review at your location or ask that you fax or mail the information to them. The methodology chosen will typically depend on the volume of records being requested from your office.

Should I allow a record review for a member who is no longer with AlohaCare or for a member who is deceased?

Yes. Medical record reviews may require data collection on services obtained over multiple years.

Am I required to provide medical records for a member who was seen by a physician who has retired, died or moved?

Yes. HEDIS data collection includes reviewing medical records as far back as 10 years. Archived medical records/data are required to complete data collection.

What is my office's responsibility regarding HEDIS data collection?

You and your office staff are responsible for responding to AlohaCare requests for medical record documentation in a timely manner. The AlohaCare HEDIS staff will contact your office to establish a date for either onsite, fax, or mail data collection. A patient list will be faxed to you so the requested medical records can be made available for the appointment or for faxing/mailing the documentation. If a patient included on the list is not part of your practice, you should notify the HEDIS staff at the number provided to you immediately.

Who should be responsible for coordinating this process in my office?

Your office manager or another employee you designate should be responsible for making records available for onsite reviews or fax/mail. In offices with a medical record department, the office manager or your designee should coordinate with the medical records contact so he or she knows that the request was authorized.

When will the AlohaCare HEDIS staff need the records?

HEDIS data collection is a time sensitive project. Medical records should be made available on the date of the onsite review, or by the date requested, in the case of fax/mail. Typically, data collection begins in mid to late February and ends in early June.

It is imperative that you respond to a request for medical records within five days to ensure we are able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.

Will I be reimbursed for copies/materials?

Per your contract with AlohaCare, we do not reimburse for medical record copies requested for HEDIS data collection. If you have additional questions, please consult your participation agreement or talk to your AlohaCare Network representative. AlohaCare HEDIS staff who conduct review onsite have laptop scanning capabilities that create a digital image, making record copying unnecessary.

May I request a specific data collection method?

AlohaCare determines record volume by site, measure and geographic location to identify the most appropriate collection methodology. We will be as flexible as possible in determining the collection methodology for your organization.

Who should I contact if I have further questions/concerns regarding HEDIS data collection?

You may reach Carrie Blackburn, HEDIS Project Manager at cblackburn@alohacare.org or 808-973-2626.

Note:

If you were contacted to fax medical record documentation in past years, it is possible you may be contacted again in during the current year. It is imperative that you respond to a request for medical records within five days to ensure we are able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.