HEDIS 2020 – An Early Start to Ensure Success!

The Healthcare Effectiveness Data and Information Set (HEDIS®) is an important standard set of nationally reported measures that are used to assess the quality of care provided to our members—your patients. Through collaboration with our network providers, PrimeWest Health is committed to improving the quality of care provided to our members. Our data collection effort for HEDIS 2020 is one way that we strive to accomplish this goal, and we need your help to do so: medical records from our members’ providers are required to compile the necessary data for some of the HEDIS measures.

PrimeWest Health is working with The Mihalik Group (TMG), LLC, to collect and review records for the upcoming 2020 HEDIS season. This project starts the first week of January and could last through the beginning of May.

TMG staff members will contact you by fax or phone to establish the best way to retrieve records from your office. They will provide you with multiple options for submitting records, including remote access to the Electronic Medical Record (EMR) system, onsite scanning, mailing, or faxing records. TMG works with experienced nurses and clinical coders to review the records according to National Committee for Quality Assurance (NCQA) guidelines and abstract important information to help improve HEDIS rates and accurately reflect the care you provide to your patients.

Medical record confidentiality
PrimeWest Health and TMG have entered into a Business Associate Agreement; therefore, both parties are equally bound by State and Federal privacy and confidentiality requirements. This agreement allows TMG to collect medical records on PrimeWest Health’s behalf.

PrimeWest Health strictly maintains the confidentiality of all records, and records are only accessed by authorized individuals adhering to the following guidelines:
- Records are used only for the purpose designated in the specific request
- Records are kept in a safe and secure location
- Records are appropriately destroyed when they are no longer needed for the purpose requested
- Records are not further disclosed or otherwise distributed

Health Insurance Portability and Accountability Act of 1996 (HIPAA)
This year, we anticipate that you may have questions about whether these studies are permissible under the updated privacy regulations, including HIPAA. In particular, you may question whether a specific authorization is required from your patient (our member) prior to releasing a copy of the medical record to us. Be assured that a special authorization is not needed.

Title 45 Code of Federal Regulations (CFR) Part 164.506 permits disclosures to other covered entities, such as the health plan, to carry out health care operations. 45 CFR 164.501 defines health care operations to include quality assessment and improvement activities, and 45 CFR 164.504 permits disclosures to business associates under contract to perform health care operations for covered entities.

1 HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)
PrimeWest Health is a covered entity under HIPAA and has implemented procedures to protect the privacy of health information received. Other safeguards have also been implemented and are explained below for your reference.

**Authorization**
PrimeWest Health secures the consent of our members for release of such records upon enrollment. We are not asking for, nor do we want, any medical record information related to psychotherapy, HIV, substance use disorder, or developmental disabilities.

In addition, contractual agreements between PrimeWest Health and our participating providers contain an explicit provision that requires providers to provide member information when requested for quality review purposes.

**Questions**
If you or your staff have questions regarding HEDIS, please contact Jordan Klimek, MS, Quality Coordinator, at 1-320-335-5364, 1-888-588-4420 ext. 5364 (toll free), or jordan.klimek@primewest.org; or Rachel Narveson, LPN, HEDIS & Site Visit Specialist, at 1-320-335-5352, 1-888-588-4420 ext. 5352 (toll free), or rachel.narveson@primewest.org.

Thank you for your cooperation and participation in this important effort.