Medicine Records Review & Retrieval

Measuring quality of care and services provided to our members!

Date: November 16, 2016

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Ciox Health Presenter: Julie Vance, National Account Manager
Webinar Instructions

To avoid echoes and feedback, we request that you use the telephone instead of your computer microphone for listening/talking during the webinar.
Webinar Instructions

• All participants have been muted to eliminate any possible noise interference/distraction.

• If you have a question or would like to share your comments during the webinar, please type your question in the “question” box or click on the “raised hand” icon.
Objectives

• Overview of PHC HEDIS reporting
• HEDIS 2017 Measurement Set
• Ciox Health HEDIS Records Retrieval
• Contacts & Resources
• Q&A
HEDIS Overview

• What is HEDIS?
  • Introduced by the NCQA in 1996
  • Healthcare Effectiveness Data and Information Set
  • Standardized measurement tool to evaluate quality of care

• Why is HEDIS Important?
  • Identify targeted quality improvement opportunities
  • Performance is publicly reported
  • Regional reporting is required by DHCS
**HEDIS Reporting Regions**

**Northeast:** Lassen, Modoc, Siskiyou, Trinity, Shasta

**Northwest:** Humboldt, Del Norte

**Southeast:** Solano, Yolo, Napa

**Southwest:** Sonoma, Marin, Mendocino, Lake
Two HEDIS Measure Types:

• **Administrative Measures**
  - Report rates for the entire eligible population
  - E.g. Monitoring Patients on Persistent Medications (MPM)

• **Hybrid Measures**
  - Report rates for a sample of the eligible population
  - E.g. Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents (WCC)
What’s New for HEDIS 2017?

- New measures
  - Asthma Medication Ratio (AMR)
  - Breast Cancer Screening (BCS)
  - Clinical Screening for Depression and Follow-up (CDF)
- Changes
  - Eliminating BMI percentile – WCC
  - Eliminating Digoxin indicator – MPM
  - HPV immunization for males/females added to IMA
- Partnering with Ciox Health (formerly ECS) for medical records collection
<table>
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<th>Administrative Measures</th>
<th>Hybrid Measures</th>
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<tr>
<td>All-Cause Readmission (ACR)</td>
<td>Cervical Cancer Screening (CCS)</td>
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<tr>
<td>Ambulatory Care (AMB)</td>
<td>Childhood Immunization Status (CIS – Combo 3)</td>
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<tr>
<td>Annual Monitoring for Patients on Persistent Medications (MPM – ACE/ARB, Diuretics)</td>
<td>Comprehensive Diabetes Care (CDC)</td>
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<td>Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)</td>
<td>Controlling High Blood Pressure (CBP)</td>
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<td>Breast Cancer Screening (BCS)</td>
<td>Immunizations for Adolescents (IMA/HPV)</td>
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<td>Children &amp; Adolescents’ Access to Primary Care (CAP)</td>
<td>Prenatal and Postpartum Care (PPC)</td>
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<tr>
<td>Asthma Medication Ratio (AMR)</td>
<td>Screening for Clinical Depression &amp; Follow-up Plan (CDF)</td>
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<td>Use of Imaging Studies for Low Back Pain (LBP)</td>
<td>Weight Assessment &amp; Counseling for Nutrition &amp; Physical Activity for Children and Adolescents (WCC)</td>
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<td>Well-Child Visits in the 3rd, 4th, 5th, &amp; 6th Years of Life (W34)</td>
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2017 HEDIS Retrieval Process

2017 Projects

• November 16, 2016
Agenda

- About Ciox
- Security and Compliance
- Ciox Field Technicians
- Retrieval Process
- Methods of Retrieval
- Provider Package
- Best Practices
CIOX Health is healthcare’s largest data exchange

- 15K Embedded Clinics
- 3K Embedded Hospitals
- 75K Connected Facilities
- 1 PB Annual Data Processed
- 1M Unique Requesters
- 50M Requests Annually
- 60M Records Stored
- 7.5K Employees
- 50M Annual Data Processed
100% Commitment to Zero PHI Violations

- Detailed HIPAA Compliance program includes:
  
  ✓ Policies & Procedures
  
  ✓ Security awareness and training of workforce
  
  ✓ Records and information access
  
  ✓ Incident Response
  
  ✓ Hardware, Software & Transmission Security
  
  ✓ Detailed auditing procedures
Typical Field Technician Profile

✓ In-depth medical record knowledge
✓ Excellent computer skills
✓ Familiarity with provider office
✓ Professional conduct at all times
✓ Knowledge of EMR systems

RN’s ○ Nursing Assistant ○ Nurse Technician ○ LPN’s
Admissions Personnel ○ Coders ○ Office Administration
Clinical Coding Specialist ○ Medical Records Clerk
Medical Billing ○ Lab Assistant ○ Social Workers
Patient Service Clerk ○ Clinical Care Coordinator
Medical Administration
Methods of Retrieval

- **On-site**
  - **Encrypted Flash Drive** (IronKey) – Ciox retrieves charts from EMR with encrypted flash drive
  - **Print to Scan** – Ciox Field Technician(s) will come to the office, print charts from the EMR and scan onto secure laptop
  - **Paper Scan** – Ciox will come to the office, scan paper charts onto secure laptop

- **Off-site**
  - **EMR Remote** – Ciox can work with sites to remotely gain access to EMR and pull charts (**most efficient method**)
  - **Fax/mail** (only available for < 10 chart requests)
    - Ciox will provide pre-paid shipping labels
Scheduling Script

1. **Call Provider Group**
   - If the provider contact is not responsive, outreach will be made a minimum of 3 times
   - Ask to speak to the Primary and Secondary contact provided by PHC which were collected for your sites
   - Explain this is a HEDIS Chart Review request on behalf of health plan(s) name, # of charts expected, and timeframes for retrieval.

2. **Complete Site Contact Verification**
   - Verify contact first and last name, phone #, fax # (twice), address, and EMR system if applicable

3. **Determine Best Retrieval Method and Schedule Dates**
   - Offsite Retrieval: EMR Remote. Last retrieval target date April 6, 2016
   - Onsite Retrieval: Remote EMR, CD/Flash Drive, or Paper Scan. Last retrieval target date May 1, 2016

4. **Send Provider Packet**
   - Health plan letter
   - Coversheet with confirmation of appointment date and contact information
   - Recommended Minimum Documentation to Copy
Retrieval Process Overview: On-Site Retrieval

SCHEDULING

Ciox Call Center will contact Designated Site Contact to schedule Method of Retrieval

Provider Package will be delivered via fax or secure email

ON-SITE RETRIEVAL SELECTED

Designated Contact will coordinate access to EMR system, Disease Registries, and paper charts (if applicable) with Ciox

Ciox Technician(s) will arrive with laptop, flash drive, and hand scanner

Designated Site Contact can provide a brief overview of EMR system and technical assistance (if needed)

If more time is needed Ciox Technician(s) will call Ciox Call Center to adjust schedule

Ciox Technician(s) will collect medical records

All medical records are retrieved and sent to Ciox
Retrieval Process Overview: Off-Site Retrieval

**SCHEDULING**

Ciox Call Center will contact Designated Site Contact to schedule Method of Retrieval

Provider Package will be delivered via fax or secure email

**EMR REMOTE ACCESS SELECTED**

Designated Contact will coordinate access to EMR system and Disease Registries remotely with Ciox

Designated Site Contact can provide a brief overview of EMR system and technical assistance (if needed)

Ciox Technician(s) will collect medical records remotely

If more time is needed Ciox Technician(s) will call Ciox Call Center to adjust schedule

All medical records are retrieved
Provider Package

Once Ciox verifies your fax number and schedules a retrieval date(s), you will receive a provider package that contains:

- A cover sheet containing: the office’s contact info, Ciox’s contact info, method of retrieval chosen, and retrieval instructions.
- Partnership Health Plan’s Provider letter.
- Partnership’s list of HEDIS documentation for Ciox to retrieve by HEDIS measure.
- A pull list containing member demographics and HEDIS measures to retrieve.

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Best Practices

- Anticipate Ciox’s call and plan on your preferred method of retrieval
- If Ciox leaves a voicemail, return the agent’s call or call the provider support hotline
  - (877) 445-9293 (Provider Support)
  - (817) 251-5424 (Provider Support Fax)
- Have your charts ready to expedite the retrieval
- If on-site, designate a work-station for the field technician
- If you do not have a chart that is being requested please indicate by marking the pull list C.N.A (Chart Not Available)
- This will avoid further calls from Ciox about this chart
Summary

✓ Ciox is the contracted chart retrieval vendor for PHC

✓ Ciox representatives will contact you to schedule your sites beginning the week of February 20, 2017

✓ Retrieval Methods Include:
  - On-site: Paper Scan, Print to Scan, Flash drive
  - Off-site: Fax/Mail, EMR Remote
  - Have your charts ready to expedite the retrieval
HEDIS 2017 Timeline

**February**
- CIOX Health will call providers to schedule retrieval

**March**
- Primary Medical Record Retrieval & Review

**April**
- Secondary Medical Record Collection

**May**
- May 15th: Stop all retrieval and review
- May 20th - 27th: Final rates locked and reported to DHCS

**June**
- HEDIS 2017 Performance shared with Provider Network
Roles and Responsibilities

Providers
- Identify a primary and secondary HEDIS point person for your site

Ciox Health
- First point of contact for scheduling retrieval, questions about HEDIS medical records retrieval

PHC HEDIS Team
- Support providers & Ciox Health to collect medical records
Resources

Visit our HEDIS Website

- [http://www.partnershiphp.org/Providers/Quality/Pages/HEDISLandingPage.aspx](http://www.partnershiphp.org/Providers/Quality/Pages/HEDISLandingPage.aspx)
- HEDIS 2016 Performance
- Link to Annual Provider Information Form
- HEDIS FAQs
- Upcoming Events and Activities
- Measure definitions and documentation requirements

NCQA Website

Ciox Health:

(877) 445-9293 (Provider Support)
(817) 251-5424 (Provider Support Fax)

For all other questions please contact the PHC HEDIS Team:

(866) 828-2302 (PHC HEDIS Hotline)
(707) 863-4314 (PHC HEDIS Fax)
HEDISMRA@partnershipphp.org
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