



PHC HEDIS Newsletter

Special Edition 2019



CAHPS 2019 has launched!

PHC is conducting the Consumer Assessment of Healthcare Providers and Systems (CAHPS) audit this year. The CAHPS audit measures the satisfaction of the member with the health plan, provider accessibility, patient/provider relationship and communication through an adult and child survey based on the past six months.

We are currently conducting the CAHPS audit to identify and address areas of opportunity in member satisfaction prior to officially reporting CAHPS to the NCQA for accreditation. The adult and child surveys will be distributed through our vendor, SPH Analytics, starting this month.

In parallel, the Department of Health Care Services (DHCS) is conducting CAHPS through their survey vendor, Health Services Advisory Group (HSAG). The adult and child surveys will also be distributed this month.

If a member inquires about a survey, please encourage them to complete the survey and to utilize the contact information provided in the survey packet to answer any questions about the survey. Please be aware that participation in the survey is not incentivized.

Please contact the HEDIS team if you have any questions.

CAHPS Survey Summary

Vendor	SPH Analytics	HSAG
On Behalf of	PHC	DHCS
Adult Survey	Yes	Yes
Child Survey	Yes	Yes

HEDIS Reminders

HEDIS 2019 launched February 11!

Over the next few weeks, our retrieval vendors will be outreaching to your site to schedule medical record retrieval for PHC's HEDIS audit. To contact them, please see the information below:

Health Data Vision, Inc. (HDVI)

*On-Site & Provider Method
(Fax/Mail) Retrieval*

Phone: (855) 454-6182

Fax: (855) 252-7704

KDJ Consultants, Inc. (KDJ)

EMR Remote Retrieval

Phone: (817) 329-1397

HEDIS Primary Contact:

Has your primary HEDIS contact information recently changed?

Email us with updated information for your office at

HEDISMRA@partnershiphp.org

to help us ensure a timely and efficient HEDIS 2019!

PHC's HEDIS Web Pages:

For additional information about PHC's annual HEDIS audit, please visit our web page at

<http://www.partnershiphp.org/Providers/Quality/Pages/HEDISLandingPage.aspx>.