



Frequently Asked Questions (FAQ)

EMR Remote Access

Each year Partnership HealthPlan of California is required to collect and report data for Healthcare Effectiveness Data and Information Set (HEDIS®), a standardized set of performance measures developed by the National Committee for Quality Assurance (NCQA) to evaluate the quality of healthcare provided to our members. Given the time-sensitive nature of this project, we are encouraging providers with a minimum of 20 charts requested to utilize the Electronic Medical Record (EMR) Remote Access Retrieval method to improve efficiency and reduce the resources required from a provider site needed to complete retrieval.

Partnership's HEDIS Team has developed this document to address common questions from providers about the EMR Remote Access retrieval method. If you have a question not addressed here, please contact us at (866) 828-2302 or hedismra@partnershiphp.org.

1. What is EMR Remote Access Retrieval?

EMR Remote Access utilizes a secure connection from a provider site's EMR system to Partnership's EMR Remote Access Retrieval vendor, KDJ Consultants, Inc. (KDJ). This enables KDJ's highly trained nurse reviewers to retrieve medical record documentation off-site for all Partnership members sampled for Partnership's hybrid HEDIS measures.

2. Why does Partnership encourage EMR Remote Access Retrieval?

HEDIS is a time-sensitive project and we are given a limited opportunity to retrieve and review medical records. Utilizing KDJ for remote access retrieval reduces the turnaround time to receive records, increases overall project efficiency, decreases the burden on provider sites to pull records, and mitigates the risk of non-retrieval.

3. What are the benefits of EMR Access?

Due to the variables that occur throughout the season, we have found EMR remote access yields greater success in timely and accurate retrieval. KDJ nurse reviewers are trained in HEDIS measures and requirements and can quickly identify necessary documentation. EMR remote access significantly reduces the amount of resources required from the provider site when utilizing other methods such as:

- Printing
- Scanning
- Faxing
- Additional requests for documentation

4. What if my site utilizes both paper and EMR?

If your site is interested in EMR Remote Retrieval and still has paper records with Dates of Service between January 1, 2019 and December 31, 2023, not included in your EMR, please contact the HEDIS team and we will discuss the best retrieval methodology for your site.



Frequently Asked Questions (FAQ)

EMR Remote Access

5. Who will be retrieving medical records remotely for HEDIS MY2023/Ry2024?

Our vendor, KDJ, has been engaged by Partnership for a sixth year of retrieval via EMR Remote Access. With over 20 years of experience, KDJ is well versed in retrieval and a variety of EMRs.

6. Does HIPAA permit me to allow EMR Remote Access to a Partnership designated vendor for HEDIS data collection?

Partnership has entered into a Business Associate Agreement (BAA) with KDJ in accordance with the privacy regulation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This agreement allows KDJ to perform activities involving the use or disclosure of individually identifiable health information on behalf of Partnership HealthPlan of California. In addition, it only permits KDJ to use the information as permitted in accordance with the BAA. The regulations promulgated under HIPAA are the federal rules that govern the privacy of an enrollee's protected health information (PHI), and establish requirements for the use and disclosure of PHI by physicians/health care professionals and Partnership in connection with their "health care operations" activities. HIPAA allows a covered entity to disclose PHI to another covered entity for the health care operations of the entity receiving the information, without an enrollee's authorization or consent, under certain circumstances. Under this provision, you are permitted to disclose PHI to KDJ, as KDJ is a Business Associate of Partnership and acting on behalf of Partnership.

In adopting this regulation under HIPAA, the Department of Health and Human Services (HHS) explicitly recognized in the preamble to the HIPAA privacy regulations that Partnership may need to obtain PHI from physicians and other health care professionals for the plans' quality related activities, accreditation, and performance measures. HHS confirmed that the provision "was intended to allow information to flow from one covered entity to another for activities important to providing quality and effective health care."

7. How do I know if EMR Remote Access is available for our EMR?

Based on our experience, all EMRs should be capable of remote access, however, access is dependent on the initial setup of the system. Partnership would be happy to support your site as you explore your remote access capabilities through education and testing.

8. When will Partnership's contracted Retrieval Vendor need access to my EMR?

We ask that your site work with our retrieval vendor starting in December to establish access, complete user access forms, and set-up a training date if needed. Retrieval will begin in mid-February. Our goal is to maintain access for the duration of the project season ending in June.

9. What level of EMR access do I need to provide Partnership's EMR Remote Retrieval Vendor?

Partnership is requesting all provider sites provide Read-Only* EMR Remote Access to KDJ. Read-Only* access will prevent any alteration of medical records within your EMR. Read-Only*

Frequently Asked Questions (FAQ)

EMR Remote Access

EMR Remote Access should include to access all of the following types of medical record documentation:

- Problem List
- Medication Sheet
- History and Physicals
- Consult Notes
- Obstetrics Flow sheets
- Functional Assessment
- Progress Notes
- Labs
- Immunization Records
- Staying Healthy Assessments, Bright Future, or PM 160 forms

*Please note, this level of access is different than “Auditor” access.

10. How will Partnership’s Retrieval Vendor search for records in my EMR?

We ask that you work with our retrieval vendor to ensure they are aware of what search criteria are available in your EMR. Partnership may need to provide additional member demographic details to KDJ to assist in locating the member in the EMR.

11. What documentation will I be sent by Partnership’s contracted Retrieval Vendor?

KDJ will reach out to the provider’s primary contact, as provided on the EMR Remote Access Retrieval Form, in December to begin the connection process. Beginning in mid-February, KDJ will send the provider packages, which will include an authorization letter, Partnership’s minimum documentation requirements and the list of members whose charts are being collected. The list of members is available in PDF and Excel formats.

12. How many users will need to establish access to my EMR?

The number of users requested will depend on the volume of charts requested to be collected from your site. We ask that you work with our Retrieval Vendor to discuss the number of users that will work best to meet the needs of your site and the success of record collection. User access will need to remain open for KDJ until the HEDIS project is completed in June.

13. What are the technical guidelines to consider when setting up remote access?

- Read-only access set-up for your EMR
- Permission/set-up that allows the retrieval vendor to print to PDF to their secure Remote Desktop Protocol (RDP) environment utilizing re-directed printing capabilities
- The ability to set-up and maintain remote access for the retrieval nurses
- The ability to maintain access from January through June
- Ensure KDJ/Partnership are aware of any browser requirements (does your EMR require the use of Google Chrome, Firefox, etc.)
- Technical Assistance at your location, or within your organization to resolve any access/printing challenges (if challenges occur)

Frequently Asked Questions (FAQ) EMR Remote Access

14. Does our site need to provide training on our EMR to the Retrieval Vendor?

We would highly encourage your site provides a short training for KDJ to share how to navigate your EMR to capture specific documents.

This training should include where to locate the following as applicable to your office:

- Progress Notes
- Labs
- Scanned documents (consult notes, outside reports)
- BMI Growth Charts
- Immunizations

15. How do I sign up for EMR remote access for HEDIS Record Retrieval?

Getting started is easy, just complete the EMR Remote Access Retrieval Form available on Partnership's website (located here: [EMR Remote Access Retrieval Form](#)) and submit via fax (866) 828-3208 or email HEDISMRA@partnership.org.

16. Where can I find more information about HEDIS and the type of documentation collected?

Partnership's website houses a variety of information about HEDIS and the documentation our retrieval vendor will be retrieving by measure.

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

"HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)."