



4665 Business Center Drive  
Fairfield, California 94534

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November 1, 2023

Dear Healthcare Providers and Office Managers:

Partnership HealthPlan of California (Partnership) is offering the opportunity to retrieve medical records from your site for the Healthcare Effectiveness Data and Information Set (HEDIS®) Measurement Year 2023 (MY2023)/Reporting Year 2024 (RY2024) season via Electronic Medical Record (EMR) Remote Access through our vendor, KDJ Consultants (KDJ).

As you may be aware, HEDIS is a tool created by the National Committee for Quality Assurance (NCQA) to measure the performance of health plans on the quality of care and service provided to their members. HEDIS provides current performance of Partnership's provider network on important dimensions of care and service.

Our vendor, KDJ, has been contracted by Partnership for the seventh year to conduct EMR Remote Retrieval in addition to medical record review for HEDIS MY2023/R Y2024. EMR Remote Access utilizes a secure connection from a healthcare provider site's EMR system to KDJ and enables highly trained nurse reviewers to retrieve medical record documentation off-site.

Due to the multiple variables that occur throughout the season, we have found that EMR remote access yields great success in timely retrieval. EMR remote access significantly reduces the amount of resources that are required from the provider site when utilizing other methods such as:

- Scheduling
- Mailing
- Space accommodations for technicians
- Printing
- Faxing
- Additional requests and site visits for documentation

Partnership will support KDJ in establishing an EMR remote connection, set up an EMR demonstration, and ensure timely and accurate retrieval. We highly encourage your site to select EMR Remote Retrieval for HEDIS MY2023/R Y2024. For more information on how to establish EMR remote access, please contact us using the information found via the link to Partnership's HEDIS website provided below.

Thank you for your continued support and cooperation with our annual HEDIS project!

A handwritten signature in black ink that reads "Rob L Moore".

Robert L. Moore, MD, MPH, MBA  
Chief Medical Officer

Partnership HealthPlan of California

**Phone:** (866) 828-2302 | **Fax:** (707) 863-4314

**E-Mail:** [HEDISMRA@partnershiphp.org](mailto:HEDISMRA@partnershiphp.org)

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





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