

Frequently Asked Questions (FAQs) About HEDIS for Eye Care Providers

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, www.ncqa.org) to evaluate consumer healthcare.

Partnership's HEDIS Team has developed this document to address common questions from eye care providers about the annual HEDIS Measurement Year 2024 (MY2024) Project. If you have a question not addressed here, please contact us at (866) 828-2302.

1. Who is Partnership HealthPlan of California?

Partnership is a Medi-Cal Managed Care Plan. Partnership provides coverage in 24 counties within California, including Del Norte, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Shasta, Siskiyou, Solano, Sonoma, Trinity, Yolo, Tehama, Plumas, Sierra, Nevada, Placer, Yuba, Glenn, Colusa, Sutter and Butte. The majority of members enrolled in Medi-Cal in those counties are members of Partnership.

2. Why is HEDIS important to Partnership and how long have we been doing it?

HEDIS measures the quality of care provided to our members and provides a platform to assist providers and Partnership in identifying targeted opportunities for improvement. Partnership has been reporting on a subset of HEDIS measures since 1998, as mandated by the Department of Health Care Services (DHCS).

3. How does HEDIS apply to Eye Care Providers?

Diabetes care includes multiple measures, one of which is Eye Exam for Patients with Diabetes (EED). Partnership is required to provide medical record evidence that a diabetic eye exam was performed to demonstrate quality of care given to our members. Eye care providers are important to HEDIS MY2024 because they may have rendered a diabetic eye exam for Partnership members in the 2023 and/or 2024 Measurement Years.

4. What documentation will I be expected to provide Partnership for HEDIS?

For eye care providers, we are only looking for documentation related to one (1) specific measure, EED. This documentation should include evidence of an ophthalmoscopic exam (retinal or dilated) and the results for 2023 (negative for retinopathy) and/or 2024. It is very important the exam is shown to have been completed by an optometrist or ophthalmologist with both a signature and credentials provided.

5. What is my responsibility in the data collection process?

HEDIS MY2024 is a time-sensitive project regulated by a strict audit timeline. It is very important you respond to requests for medical record documentation in a timely manner to ensure we are able to report the quality of care you provided to members. Partnership staff will contact you between February 12, 2025 and April 29, 2025 to request the medical records. Records can be sent through a secure website such as ShareFile or via fax.

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6. When will Partnership need the medical records?

NCQA requires all medical record reviews are finalized by May 3, 2025. This is a very short time allocated by NCQA to obtain and review over 17,000 medical records. We ask that you return the medical record request no later than April 30, 2025, to allow us enough time to review.

7. Is my participation in HEDIS mandatory? *Please refer to Section 3.6 of your Partnership contract.*

Yes. Contracted providers are required to participate in Partnership's Quality Improvement and Utilization Management Programs. This includes participation in office reviews, chart and access audits, and focused reviews. Partnership is contracted with VSP, so if you do not have a direct contract with Partnership, but have a contract with VSP, you are still required to participate through the VSP contract.

8. We submit claims, why does Partnership need medical records?

The EED measure does not allow us to collect the results through claims or encounter data.

9. What if the record requested is for a member who is blind or has a history of bilateral eye enucleation?

NCQA notes blindness is not an exclusion for a diabetic eye exam because it is difficult to distinguish between individuals who are legally blind but require a retinal exam and those who are completely blind therefore do not require an exam. Therefore, evidence that the member received a diabetic eye exam meets criteria. For bilateral eye enucleation, evidence that the member had bilateral eye enucleation any time during the member's history through December 31 of the measurement year meets criteria.

10. What if the record requested is for a member who no longer has Partnership or a member who is deceased?

The records are still needed because the member was with Partnership at the time the service was provided and the data required for the measure can go back several years. For a deceased member, the member is excluded from the request.

11. Will I be reimbursed for copies and materials?

Generally, we do not reimburse for medical record copies requested for HEDIS data collection. If you have additional concerns, please refer to your participation agreement or contact a member of the Partnership's HEDIS Team.

12. How can I contact the HEDIS team if I have additional questions?

You may contact us at: **E-Mail:** hedismra@partnershiphp.org | **Phone:** (866) 828-2302

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