

**DATE:** January 15, 2021  
**TO:** All Well Sense Health Plan Providers  
**FROM:** Well Sense Health Plan  
**SUBJECT:** **HEDIS 2021 Medical Record Retrieval**

## **HEDIS 2021 Medical Record Retrieval**

Well Sense Health Plan are required by CMS and NCQA to collect Healthcare Effectiveness Data and Information Set (HEDIS) information annually from our providers. HEDIS is an important annual project that measures performance on certain dimensions of care and service. We will be requesting medical records over the coming months and wanted to notify you in advance.

We understand that the national priority at this time is to address the COVID-19 pandemic and that retrieving physical copies of medical records may be a challenge. At this time, we will be conducting medical record procurement for the 2021 HEDIS season that does not involve travel or entering offices.

To ensure the health and safety of staff, we will collect and process medical records electronically using the below HIPAA secure methods:

- Secure fax: 617-897-0825
- Secure email: [Dainery.Nolasco@bmchp-wellsense.org](mailto:Dainery.Nolasco@bmchp-wellsense.org)
- Encrypted Disc/Flash Drive: Mail to – Well Sense Health Plan 529 Main St, Suite 500 Charlestown, MA 02129 C/O Dainery Nolasco-HEDIS
- Secure FTP: Many locations use a secure FTP system to send medical records. Our team is familiar with this method, and it is always a welcome option.
- Remote Access/ EPIC Data Feed: If remote access is available at your facility, please let us know. Our nurse reviewers will be able to abstract all of the approved patients' charts.

Your support is critical to Well Sense having a successful HEDIS season during these unprecedented times. We appreciate your cooperation and will work with you to minimize any operational disruptions.

### **What you can expect:**

- February - April: You receive the medical record request from Well Sense
- Five days after you receive the request from Well Sense: Return requested medical record documentation
- March – May: Well Sense will follow up with provider offices who have not submitted the requested records or if the required documentation was incomplete

- May: Well Sense completes review of the medical record documentation
- June: Well Sense HEDIS results are reported to CMS and NCQA

## **What you can do now:**

1. Ensure that claims for every office visit are accurate with appropriate codes and submitted to Well Sense. This will help reduce the number of records requested.
2. Advise Well Sense who should receive the medical record request. This is your office contact who will handle the request for your practice. If you have multiple practice locations, we will need to know if you want your request sent to each practice separately or to one central location.

## **What will you receive?**

- A record request for medical records with instructions for returning documentation
- A patient list included in the HEDIS annual record review
- HEDIS measure instructions: guidelines describing the specific clinical documentation needed. We anticipate generating medical record requests by early February 2021.

For more information and to notify us of any changes/updates to record retrieval efforts, please contact Dainery Nolasco, HEDIS Project Coordinator at 617-748-6387 or [Dainery.Nolasco@bmchp-wellsense.org](mailto:Dainery.Nolasco@bmchp-wellsense.org).