



HEDIS® 2019 Medical Record Collection Overview

Beginning in January, we may contact you to request member-specific medical records. UnitedHealthcare is required by the Centers for Medicare & Medicaid Services (CMS) to collect Healthcare Effectiveness Data and Information Set (HEDIS®) information each year from our participating care providers. In addition to helping us meet CMS requirements, HEDIS® medical record collection plays a critical role in supporting the care you provide to our members. Together we can help them manage existing medical conditions and be more engaged with their preventive health.

Providing Medical Records

If you have patients who are part of the HEDIS® 2019 cycle, a health information organization working on our behalf may contact you to arrange the medical record collection method that is most convenient for you – in person, fax, mail or electronic. These organizations include Advantmed, Change Healthcare and Optum/CiOX.

Please provide these records as soon as possible to be in compliance with federal, state and UnitedHealthcare accreditation requirements. Our members are randomly selected for each medical record collection cycle, so patients from your practice may not be included for the HEDIS® 2019 cycle.

While we'll do everything we can to minimize disruption to your practice, multiple appointments may be needed to complete collection. The following suggestions may help make medical record collection more efficient:

- Confirm the date/time of your appointment and the name of the reviewer.
- Designate a work area for the reviewer and have the requested medical records available.
- Ask if the reviewer will need to make copies of the records; if so, make a copy machine available.
- Provide any faxed, mailed or electronic records in the timeframe requested.
- If a requested medical record is not available, please notify the health information organization as soon as possible.

Key Facts About the HEDIS® Medical Record Collection Process

- The indicated HEDIS® year reflects the year the medical record is collected rather than the year the care was given. For example, for the HEDIS® 2019 cycle, we collect records for services rendered in 2018 or earlier.
- If you are contacted, please respond within five business days to indicate your preference for medical record collection.
- Our health information organizations are subject to privacy, confidentiality and Health Insurance Portability and Accountability Act (HIPAA) business associate requirements. The HIPAA privacy rule allows for exchange of confidential patient information to conduct treatment, payment or health care operations and may occur without written consent or authorization by the patient between covered entities and UnitedHealthcare.
- If a patient's chart included on the list we provide to you is not available at your practice location, or if a patient listed has never received services from your practice, please alert the listed contact person immediately.

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Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.

*Under the Health Insurance Portability and Accountability Act, health care operations include disclosure of Protected Health Information for accreditation (e.g., Healthcare Effectiveness Data and Information Set (HEDIS) reporting) and certification activities. These disclosures may be made to a business associate, acting on behalf of the covered entity. The American Recovery and Reinvestment Act of 2009 also permits release of records. Our vendors have executed HIPAA-compliant business associate agreements to perform the medical records reviews.