

HEDIS® Medical Record Review Season: February – May 2024

The annual quality ratings published by the National Committee on Quality Assurance (NCQA), Centers for Medicaid and Medicare Services (CMS), and Washington Health Alliance (WHA) have been released for 2023 and they demonstrate that Kaiser Foundation Health Plan of Washington continues to be not only the leader in the Puget Sound Region for delivering high quality medical care and health plan coverage but also a recognized national leader. We look forward to maintaining this position through working with our provider partners on quality performance monitoring to include the use of care gap reports and providing quality consultation and working collaboratively on quality improvement initiatives to include the sharing of clinical and informational tools and best practices and closing gaps in medical documentation.

From February through mid-May 2024, Kaiser Foundation Health Plan of Washington will be conducting HEDIS medical record reviews on members enrolled in a Kaiser Permanente plan in 2023 to measure the quality of care provided to our members. Our medical record reviewers will be contacting your office to request remote access to your electronic medical record system (preferred), and/or request that medical records are faxed or mailed. We appreciate your assistance in providing access to the medical information as requested. Your prompt response will ensure that your group's HEDIS measures accurately represent the high quality of care that you provide to our members.

Please contact Susie Jorgensen, HEDIS Program Coordinator at Susie.R.Jorgensen@kp.org or 206-531-5644 if you have any questions.

Healthcare Effectiveness Data and Information Set® (HEDIS)

Frequently Asked Questions

1. What is HEDIS?

The Healthcare Effectiveness Data and Information Set (HEDIS) is a standardized set of performance measures developed by NCQA to evaluate how well a health plan is performing in key areas: quality of care, access to care, and member satisfaction with the health plan and providers.

2. Which Kaiser Permanente members are included in HEDIS?

HEDIS data collection pertains to members enrolled in any Kaiser Permanente HMO and PPO plan.

3. Does the Health Insurance Portability and Accountability Act (HIPAA) permit me to release records to a Kaiser Permanente medical record reviewer for HEDIS data collection?

Yes. As a Kaiser Permanente contracted provider, you are permitted to disclose protected health information (PHI) to our Kaiser Permanente medical record reviewers. A signed consent from the member is not required under the HIPAA privacy rule for you to release the requested information.

4. Is my participation in HEDIS data collection mandatory?

Yes. It is your obligation to fulfill state and federal regulatory obligations.

5. Should I allow a record review for a member who is no longer with Kaiser Permanente or for a member who is deceased?

Yes. Medical record reviews may require data collection on services obtained over multiple years regardless if the member is no longer with Kaiser Permanente.

6. What is my office's responsibility regarding HEDIS data collection?

You and your office staff are responsible for responding to the Kaiser Permanente medical record reviewer's request for medical record documentation in a timely manner. The reviewer will contact your office to request remote access to your electronic medical record system (preferred) or ask that you fax or mail the information to them. A patient list will be faxed to you so the requested medical records can be made available to Kaiser Permanente. If a patient included on the vendor list is not part of your practice, you should notify the reviewer immediately.

7. How should I provide the records to the Kaiser Permanente medical record reviewer?

The reviewer will request remote access to your EMR or ask that you fax or mail the information to them. The methodology chosen will depend on the volume of records being requested from your office.

8. Who should be responsible for coordinating this process in my office?

Your office manager or designated medical records personnel should be responsible for making records available.

9. When does Kaiser Permanente need the records?

HEDIS data collection is a time-sensitive project. Medical records should be made available by the date requested. Typically, data collection begins in February and ends in mid-May. It is imperative that you respond to a request for medical records within five business days to ensure we are able to report complete and accurate rates to state and federal regulatory bodies, as well as NCQA.

10. Am I required to provide medical records for a member who was seen by a physician who has retired, died or moved?

Yes. HEDIS data collection includes reviewing medical records as far back as 10 years. Archived medical records/data may be required to complete data collection.

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