

# PROVIDER Update



Health Net®

REGULATORY | NOVEMBER 2, 2018 | UPDATE 18-748 | 1 PAGE

## HEDIS® Annual Medical Record Collection

*Datafied™ to assist and minimize the time required to copy and collect medical records at no cost to providers*

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) are included in the data collection efforts for the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) 2019 Clinical Effectiveness of Care measures. HEDIS is an important standard set of nationally reported measures that are utilized to assess the quality of care provided to Health Net members.

Collecting data from randomly selected participating providers takes place approximately from December 1, 2018, to May 15, 2019. Contractual agreements between Health Net and its participating providers contain an explicit provision that requires providers to supply member information when requested for health care operations, including quality review purposes, at no cost.

Health Net contracts with Datafied™ to support the HEDIS data collection process. Provider offices that choose to use a copy service vendor other than Datafied may do so at their own expense and will maintain responsibility for ensuring the medical records are released to the vendor and plan.

### DATAFIED

Datafied assists with retrieving medical records to minimize the time required by providers and their staff to collect the records necessary for the HEDIS reporting process. Datafied contacts provider offices by telephone to verify contact information prior to sending out the HEDIS packets. The packet contains a list of Health Net members and the specific medical records or documentation required. The vendor collects all medical records for Health Net's HEDIS collection and offers copy service for high-volume provider sites.

When contacted, it is important for providers to release the applicable medical records within five days or contact the vendor with a time frame for when records will be sent. If records are not available, or the member is not your established patient, please notify Datafied immediately so the request can be redirected.

### ADDITIONAL INFORMATION

If you have specific concerns or questions related to the medical records requested or how or where to send the data, contact the Health Net HEDIS team by telephone at 1-800-640-3545 or by email at HEDIS@healthnet.com (this email address is not secured; do not submit protected health information (PHI) data to this address).

If you have questions for a vendor, refer to the contact information in the letter included with the HEDIS packets to reach that vendor.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
  - Kern
    - Molina
  - Los Angeles
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES

provider\_services@healthnet.com

**EnhancedCare PPO (IFP)**

1-844-463-8188

provider.healthnetcalifornia.com

**EnhancedCare PPO (SBG)**

1-844-463-8188

provider.healthnet.com

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**

1-800-641-7761

provider.healthnet.com

**IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO**

1-888-926-2164

provider.healthnetcalifornia.com

**Medicare (individual)**

1-800-929-9224

provider.healthnetcalifornia.com

**Medicare (employer group)**

1-800-929-9224

provider.healthnet.com

**Medi-Cal – 1-800-675-6110**

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

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fax 1-800-937-6086