

PROVIDER Update



Health Net®

REGULATORY | NOVEMBER 01, 2018 | 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 Arizona, Inc. (Health Net) is included in the data collection efforts for the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data 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 requiring 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 Datafied with a time frame for when the 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 personal health information (PHI) data to this address).

If you have questions for the vendor, refer to the contact information included in the letter to reach the vendor.

If you have questions regarding the information contained in this update or if additional education is needed please contact your Provider Engagement Specialist or email:

AzCHProviderEngagement@azcompletehealth.com.

THIS UPDATE APPLIES TO THE FOLLOWING **HEALTH NET OF ARIZONA** PROVIDERS TYPES:

- Physicians
- Medical Groups/IPAs

LINES OF BUSINESS:

- HMO
- Ambetter/.CommunityCare HMO
- Medicare Advantage (HMO)

PROVIDER SERVICES:

Allwell from Health Net (Medicare Advantage)

1-800-977-7522

allwell.azcompletehealth.com

Ambetter from Health Net (Health Insurance Marketplace)

1-888-926-5057

ambetter.azcompletehealth.com

Health Net of Arizona (Commercial)

1-800-289-2818

www.healthnet.com

