



Electronic medical record data feeds:
Increasing rates, decreasing medical record
review

Agenda

- Background
- HEDIS® rates calculations
- Are claims inclusive?
- Medical records and gaps
- Electronic medical record (EMR) data feeds

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Background

- What is HEDIS (Healthcare Effectiveness Data and Information Set)?
- Data is collected to calculate the rate for each measure.
- Rates are calculated by the number of members eligible (denominator) and divided by the number of members who are compliant (completed an eye exam, a1c test, etc.).
- Measures are used to evaluate provider's performance on HEDIS, NCQA, and STARS measures.
- This ensures that members are receiving the proper care.
- HEDIS data is not always captured through claims submission and requires medical record collection and review. Examples of data not captured through claims:
 - Member visits prior to enrollment
 - Claims billed to a third-party billing agency
 - SNOWMED codes
 - Lab and prescription data

How HEDIS rates are calculated

- Data is collected primarily from claims and medical record data:
 - Administrative method —Claims, data feeds
 - Supplemental method —Medical records
- Records are collected to *supplement* claims year-round, but record collection increases greatly between January and May .

Claims are not all-inclusive

- Member visits prior to enrollment:
 - Cervical exams prior to pregnancy
 - Well-child visits before enrollment
- Member's medical history:
 - Colorectal exam
 - Eye exam
 - Breast cancer screening
 - History of cancer
- Claims billed to a third-party billing agency:
 - Limits to the number of codes submitted
- Lab results:
 - Missing CPT® II codes in claims
 - Labs completed outside of LabCorp
- Prescription data:
 - When the Rx was filled

Medical records needed to fill the gaps

At the practice:

- Incoming faxes/phone calls
- Printing
- Faxing/re-faxing
- Paper and ink supply/demand
- Recurring requests
- Shredding service

Copy service:

- Expensive to the provider and health plan:
 - Lack of accurately fulfilling the request: HEDIS training needs improvement
 - Hospitalist records
 - Wrong date of service
 - Does not send all records to health plan due to *their* internal quality assurance process
 - Not representing your practice accurately
 - We will still call you



Solution: EMR data feeds

- Data comes from the EMR system to the Summit Community Care quality team directly.
- Free service, including the secure file transfer protocol (SFTP).
- Reduces the administrative burden of medical record requests.
- Data is more thorough and efficient than claims.
- Members are targeted wholly as opposed to one measure.
- Reduction in copy service vendor utilization.

Solution: EMR data feeds (cont.)

Summit Community Care providers using EMR technology can seamlessly increase HEDIS scores via a secure data feed.



What is an EMR data feed?

Simply put, it is a text file with data coming from an EMR system (for example, EPIC, e-Clinicalworks, etc.) and sent directly to the health plan. This is also known as a flat file.

EMR data feed process

- EMR feeds are sent monthly via an SFTP by your EMR data specialist or Office Manager.
- If you do not already have an SFTP site created, Summit Community Care will set up a site at no cost to you.
- Data is uploaded to NCQA certified HEDIS quality software.
- Data will be processed along with your claims to close gaps.

Benefits of an EMR data feed

- More efficient than faxing medical records to Summit Community Care.
- Less administrative burden for providers and office staff.
- All codes that are in your EMR system will be included in the file.
- Improves individual provider and group HEDIS scores by closing gaps in care.
- Decreases health plan's requests for medical records.
- Reduces copy service vendor utilization and requests.
- Provider staff are not displaced from daily office tasks to fulfill requests.
- Trained and proficient HEDIS staff are utilized, reducing copy errors.
- Members are reviewed as a whole, opposed to via **Provider Dashboard** reports.
- Other possible resources for data can be identified while researching the medical record.
- Identification of gaps in care and opportunities for improvement can be communicated to the provider in a timely manner that will meet the time frames specified for HEDIS measure outcomes.

Thank you

If you are interested in a SFTP supplemental data feed with Summit Community Care, please contact the following:

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