



**BlueCross BlueShield
of Texas**

HEDIS® Hybrid MY 2020

BCBSTX strives to improve quality care outcomes for our members through partnership with our providers to promote preventative care. Healthcare Effectiveness Data and Information Set (HEDIS®) created and monitored by the National Committee for Quality Assurance (NCQA), is a tool used by managed care organizations to measure performance. More than 90 percent of U.S. health plans use HEDIS®. We use performance comparisons across health plans to address the quality of the plan through provider partnership. It's our plan to use this to increase performance rates and improve member health outcomes. BCBSTX has officially initiated planning for our HEDIS® Hybrid MY 2020 Medical Record Retrieval project.

We want to do everything we can to make the project as easy as possible for our providers.

Beginning late January 2021, a BCBSTX nurse will contact provider offices to verify point of contact information for medical record retrieval. We will send requests for medical records at the beginning of February. We ask that providers:

- Respond to our request for medical records within 5 business days
- Provide all documentation required for specific measures (we will send out an overview next month)
- Include two patient identifiers on each page of the medical record
- Include patient demographic page with each medical record
- Notify the Quality Improvement Department if utilizing a third-party medical record vendor at katherine_yadusky@bcbstx.com.

In addition, BCBSTX will introduce a new article series highlighting HEDIS® education and strategies to help you improve patient health outcomes and performance. Each quarter, we will highlight specific HEDIS® measures by providing measure definitions, tips for improvements, coding guidelines and education materials. We welcome ideas or topics you would like to see covered, please email katherine_yadusky@bcbstx.com.

We are very excited for this upcoming HEDIS season!