Provider Alert

January 16, 2019

HEDIS - Medical Records Review

Reviewers from NTSP Holding Company, our delegated vendor for medical record reviewing, will be retrieving medical records of Care N’ Care members for HEDIS Medical Record Review during Spring 2019. NTSP Holding may be contacting your offices to schedule an appointment or request medical records for your patients who are Care N’ Care members.

The timeframe for the reviews will be February through April 2019.

This project is an annual activity with the objective to increase our STARS/HEDIS scores and will require your participation. Medical records review is completed every year by most health insurance plans and typical for quality improvement purposes.

Please be assured that access to the records by our vendor is allowed under HIPAA regulations, as indicated in the below hyperlink. Protection of patient privacy and confidentiality is the highest priority. https://www.hhs.gov/sites/default/files/ocr/privacy/hipaa/understanding/coveredentities/sharingfortpo.pdf

Please note that all providers are required by CMS to release information timely to the health plan to ensure that reporting requirements are met. Facilitating the requests is greatly appreciated and will ensure that we meet the mandatory deadlines for Quality reporting for CMS.

Have Questions? Contact your Provider Concierge:
817-687-4004 | providerconcierge@cnchealthplan.com

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