

# What to Expect: Quality Medical Records Requests



Thank you for being a valued provider for members in one or more of our health plans: Health Partners Plans Medicaid, Health Partners Plans CHIP, Jefferson Health Plans Medicare Advantage, and/or Jefferson Health Plans Individual and Family Plans.

## Measure Description

Please forward this information to your Health Information Management (HIM)/Medical Records, Quality, Risk departments, and third-party vendors (e.g., MRO, Datavant).

Our Quality Management Department is mandated to conduct several types of medical record reviews throughout the year. These medical record reviews are exempt from charge and do not require consent from our members. This is outlined in your provider contract. Please note that these requests are time sensitive. Some requests require a direct response letter from the provider, such as those involving a member complaint or inquiry from one of our Medical Directors.

Our Quality and Clinical review teams may collect medical records for a variety of reasons, including but not limited to:

- STARS-HEDIS measures
- Pay for Performance (P4P) – help us help you.
- Credentialing Medical Record Review
- Complaints/Grievances (response letter required)
- Quality of Care (QOC) referrals
- Quality of Care Inquiry (response letter required)

To streamline the review process, please communicate your preferences for medical record requests and delivery exchanges with the Quality department by email to [Quality@jeffersonhealthplans.com](mailto:Quality@jeffersonhealthplans.com). Please include the contact information (phone, fax, email, and address) of individuals responsible for quality of care and complaint reviews (must be a clinical person or office manager).

To reduce burden on your staff, please consider establishing shared access to your electronic medical record (EMR) account with us. We will always communicate the reason and timeline for each medical record request and/or follow your established protocol in addition to our privacy and security measures. For questions, please contact our QM Specialist, Kim Maund at [kmaund@jeffersonhealthplans.com](mailto:kmaund@jeffersonhealthplans.com) or **215-845-4788**.

Acceptable record submission methods are: EMR (preferred), portals, secure email, fax, and paper mail/CDs. We do NOT accept USB/Flash.

## Types of Quality Requests

### HEDIS/NCQA/Care Gaps

Throughout the year, we will measure performance by using HEDIS measures established by NQCA, Medicare STARS measures, P4P/Quality Improvement and Performance (QIP) results, and the CAHPS survey. The evaluation and results will be submitted to regulatory bodies as required by contractual agreements.

## Credentialing Medical Record Review

All Primary Care Physicians (PCPs), OB/GYNs, Centers of Excellence (COE), and High-Volume Specialists (HVS) who see our members will be evaluated upon contracting, and on a biennial basis through a medical record review conducted by the Quality and Clinical Review Department or a delegated entity. The review will ensure the quality and safety of patient care delivered at practitioner sites under contract with any/all our product offerings, and confirm that practitioners demonstrate compliance to medical records standards, preventive care, and clinical guidelines. Medical record reviews also help identify areas in need of improvement and assist practitioners in meeting standards.

## QOC/Complaints/Grievances

Quality of Care issues are identified through multiple sources, including automated quality reports (such as the sentinel events monitoring),

*Continued on next page*

complaints and grievances, access and availability concerns, site visits, medical record reviews, preventive care monitoring, subcontractors, and quality referrals from within our plan. All potential quality issues are categorized by referral/event type and if a quality issue is identified, a severity level is assigned.

Our Quality Management Department monitors and evaluates the quality of medical care provided to members through various means, including but not limited to member-generated complaints, health care acquired conditions/sentinel events, and internal referrals. If an incident occurring during clinical care is determined to have caused harm, has the potential to harm, or presents a safety risk to a member, a clinical evaluation will be completed presented for a peer review with our Credentialing Committee, and corrective action may be implemented.

The Quality Department tracks issues to identify opportunities for process improvement, with trends tracked at least quarterly. In adherence to NCQA standards, designated complaint referrals may trigger a site visit to the provider's office. Additionally, performance monitoring is incorporated into our credentialing program and re-credentialing evaluations.

### Contracting

Per our standard provider contract agreement, providers, at their own expense, are required to make one copy of the medical chart available for purposes of the quality assurance program. Member consent is not required. Please refer to your provider contract for specific language.

*Please Print the Below Contacts Grid to Hang in your Office as a quick Reference Guide*

Quality Management Department Contact information			
Reason for Medical Record Request	Email address	Fax	Phone
STARS-HEDIS initiative	<a href="mailto:Hedis_records@jeffersonhealthplans.com">Hedis_records@jeffersonhealthplans.com</a>	215-967-9230	<b>Pearl Taylor</b> 215-991-4283
Care Gaps	<a href="mailto:Caregap_records@jeffersonhealthplans.com">Caregap_records@jeffersonhealthplans.com</a>	215-967-9230	<b>Pearl Taylor</b> 215-991-4283
Credentialing	<a href="mailto:Audit@jeffersonhealthplans.com">Audit@jeffersonhealthplans.com</a>	215-967-4477	<b>Kim Maund</b> 215-845-4788 C:267-634-4831
QOC/Complaints	<a href="mailto:Quality@jeffersonhealthplans.com">Quality@jeffersonhealthplans.com</a>	267-515-6648	<b>Kristen Spofford</b> 215-845-4959
CIOX/Datavant	HPP-JHP Smart Request Portal ID <b>#1336327</b>	–	–
MRO Portal	Jefferson/Health Plans/Health Partners Quality Mgmt. Dept	–	<b>Artisa Tyson</b> 215-967-4590 C: 267-322-1934
Share your EMR/Portal	<a href="mailto:Kmaund@jeffersonhealthplans.com">Kmaund@jeffersonhealthplans.com</a>	–	215-845-4788

Health Partners Plans, Inc. (HPP), uses Jefferson Health Plans as the marketing name for some of its lines of business. Current lines of business are: Jefferson Health Plans Individual and Family Plans, Jefferson Health Plans Medicare Advantage, Health Partners Plans Medicaid, and Health Partners Plans CHIP. All communications will specify the impacted line of business within the content of the message.