

It is that time of year again! Healthcare Effectiveness Data and Information Set (HEDIS®)* medical record data collection is starting in February.

We appreciate your participation. It helps your peers and our members understand the quality of care your clinical team provides every day. The same holds true for all providers legally contracted to participate in Blue Cross VT's network.

As in past years, Blue Cross VT measures quality by selecting and reviewing a sample of medical records as defined by HEDIS®. We recognize this process is relatively short in duration, but still creates extra work for your practice.

Blue Cross VT is contracting with a new vendor this year, Optum**, to conduct our medical record review data collection, and Optum has engaged the services of Datavant for the retrieval of medical records. During the next few weeks, a Datavant representative will contact your office to discuss which of the following retrieval methods will work best for your practice.

<p><u>DATAVANT LINK PROVIDER PORTAL</u> <i>(Recommended method)</i> Upload up to 200 medical records to DATAVANT's secure provider portal at https://datavant.com/provider/upload. Username and Password credentials will be located on your Pull List that contains patient/measure information.</p>	<p><u>EMR REMOTE RETRIEVAL</u> Set up secure remote connection from a provider site's EMR directly to DATAVANT for timely off-site remote retrieval of records with trained associates at DATAVANT by contacting 1-877-445-9293.</p>
<p><u>ONSITE RETRIEVAL</u> Schedule on-site retrieval with a complimentary Datavant Retrieval Specialist or review any aspects of the on-site retrieval services at Datavant by contacting 1-877-445-9293.</p>	<p><u>FAX</u> Send secure faxes to 1-972-957-2222.</p> <p><u>MAIL</u> Mark 'Confidential' on the envelope and mail the medical records to: Datavant, 2222 W. Dunlap Ave, Phoenix, AZ, 85021</p>

If you have questions regarding this project, please feel free to contact Optum's Retrieval Client Engagement Operations Manager Natalie Raphael at 952-687-3833 or natalie.raaphael@optum.com.

If you have any additional questions regarding this notice, please feel free to contact your Blue Cross provider relations consultant at (888) 449-0443 option 1 or via e-mail at providerrelations@bcbsvt.com. Business hours are Monday through Friday, 8 a.m.–4:30 p.m.

* Vermont Rule H 2009-03, a Vermont state mandate, requires use of the HEDIS® data collection process to collect and report data. The Centers for Medicare & Medicaid Services, the National Committee for Quality Assurance and several states use HEDIS® for monitoring the performance of managed care organizations. Vermont's Accountable Care Organizations also use HEDIS® data.

** The Plan contracts with Optum to perform HEDIS® medical record data collection on its behalf. **It is important for you to know that Optum serves the Plan in a role that is defined and covered by the Health Insurance Portability and Accountability Act (HIPAA).** As defined by HIPAA, Optum's role is as a "Business Associate" of "Covered Entities." Optum is contractually required to protect, preserve, and maintain the confidentiality of any Protected Health Information (PHI) it collects from clinical records provided by medical

practices. Please be assured Optum will treat your patients' PHI with the highest level of protection and confidentiality. Optum requires Datavant to comply with all applicable federal and state privacy and confidentiality requirements, as well.