



An Independent Licensee of the
Blue Cross and Blue Shield Association

January 2020

It's Time for Annual HEDIS Chart Reviews

It's time to review our plan performance under the Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) for the care delivered to our members. Florida Blue or one of our contracted vendors, Change Healthcare, Ciox, Sharecare or Inovalon, will be contacting health care providers between **February 1 and May 5, 2020**, to schedule patient medical record collection for this review.

If you are contacted, we request that you respond promptly to the request. You'll be provided with instructions for the review and a list of patients whose medical records are needed with HEDIS measure-specific requirements. If you use a copy service, please be sure to communicate this information to your appropriate vendor(s).

As a reminder, sharing your patients' protected health information (PHI) for quality assurance, quality improvement and accreditation activities is permitted under the HIPAA Privacy Rule (45 CFR 164). Providers may also disclose PHI to health plans for HEDIS data collection without authorization from the patient when both the provider and health plan had a relationship with the patient and the information relates to that relationship. Our relationship with our contracted vendors is compliant with HIPAA Privacy obligations, and Florida Blue has executed a HIPAA-compliant business associate agreement with these entities to perform these medical records reviews.

Thank you for working with us for this important medical record review. If you have any questions about scheduling patient medical record collection, please contact **Angela Hicks** at **800-555-8228, ext. 50818** or **Lori Montenegro** at **800-555-8228, ext. 17226**.

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).