



August 2020

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## Electronic Medical Records System Streamlines and Reduces Your Efforts for RADV and Quality Audits

Your Electronic Medical Records (EMR) system can streamline the submission process of medical records for you. EMR expedites collection of medical records for quality assessment and improvement activities, and at the same time reduces the administrative staff's workload.

Member medical records support quality assessment and improvement activities, including Risk Adjustment Data Validation (RADV) audits, Quality audits and HEDIS<sup>®1</sup>/Stars quality measures. EMR access allows us to access these records directly without making requests of a provider's staff and without a provider needing to hire out copying services. The system is designed to be non-disruptive to a provider's office, faster, and less expensive.

### Benefits and Requirements

The benefits of EMR access include cost savings by avoiding copy service costs; eliminating potential office interruptions from people picking up requested records; and reducing administrative work and phone calls.

To participate, a provider must have an eligible EMR system; sign our EMR Access Agreement; and give Florida Blue user login credentials.

In turn, we have established requirements for staff with access to the records. Access is restricted to those patient records that are reasonably needed to conduct quality assessment and improvement activities. Our staff is required to protect and safeguard the information from unauthorized use and/or disclosure. Providers are responsible for ensuring that its EMR provides access to patient data in a secure manner.

In August, we will contact providers who have not given us EMR access to discuss access. Contact will be by phone and/or email.

### Need More Information?

If you have any questions, please contact us via email at one of the following:

[craprovidereducationteam@floridablue.com](mailto:craprovidereducationteam@floridablue.com)

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<sup>1</sup>HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).