

Special Bulletin

For professional providers

February 5, 2024

Annual HEDIS® Medical Record Reviews to Begin in February 2024

Clinical staff from Highmark Blue Cross Blue Shield will conduct the annual Healthcare Effectiveness Data and Information Set (HEDIS) medical record reviews — based on measurement year 2023 data — from February through mid-May 2024.

The HEDIS report includes the medical record review to assess compliance with a set of standardized performance measurements that health plans report to the National Committee for Quality Assurance (NCQA). HEDIS data is collected and reported annually as part of Highmark's accrediting and governmental requirements. The measurements being collected are:

- Controlling High Blood Pressure
- Colorectal Cancer Screening
- Hemoglobin A1c Control for Patients with Diabetes
- Blood Pressure Control for Patients with Diabetes
- Eye Exam for Patients with Diabetes
- Transitions of Care
- Cervical Cancer Screening
- Childhood Immunization Status
- Immunizations for Adolescents
- Lead Screening in Children
- Prenatal and Postpartum Care
- Weight Assessment and Counseling for Nutrition and Counseling for Physical Activity for Children and Adolescents

A random sample of members will be identified, and a representative from Highmark Blue Cross Blue Shield will notify you either by telephone or fax to discuss the process to send us specific elements of members' medical records via fax or AXWAY SFTP for us for review.

CHART RETRIEVAL PROCESS: We are encouraging all providers to submit requested HEDIS medical records to Highmark via secure electronic delivery or fax to the designated return fax number identified on the original chart request.

Should you need alternate arrangements to submissions or have concerns with being able to support this medical record retrieval during the review, please reach out to your Provider Account Liaison.

If you have any questions regarding the HEDIS project, please contact the following representative from Highmark Blue Cross Blue Shield Clinical Service area: Charlene Kozak at 716-658-8322.

For more information on HEDIS, log in to [Availity](#)[®], select **Payer Spaces** from the task bar, and then click the **Provider Resource Center** tile. Once there, select **EDUCATION/MANUALS** from the left menu and then click **HEDIS**[®].

****Please Note: Continuity of Care (CCD) documents are not an acceptable form of medical record documentation.***

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All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

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