

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

MARCH 13, 2020

HEDIS CHART REVIEW AND ALTERNATE SUBMISSION GUIDELINES REGARDING THE CORONAVIRUS 2019 (COVID-19)

Highmark has taken significant steps to prepare for the potential increase in COVID-19 cases being diagnosed in the U.S. by implementing protocols to protect our employees, members, providers and the communities we serve.

To further support containment of COVID-19, we are encouraging all providers to fax any HEDIS® chart requests back to the designated return fax number identified on the original chart request.

This will again help to limit your exposure of COVID-19 for you and our Highmark staff by allowing an alternate collection route. This will also allow you, if you choose, to limit exposure to your office by requesting quality team staff members not come on site for collection.

Thank you for joining us in our efforts to protect the health of those we serve.



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