

Missouri Provider Communications

HEDIS® 2018 Commercial Results Are In

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Thank you for participating in the annual Healthcare Effectiveness Data and Information Set (HEDIS®) commercial data collection project for 2018. You play a central role in promoting the health of our members. By documenting services in a consistent manner, it is easy for you to track care that was provided and identify any additional care that is needed to meet the recommended guidelines. Consistent documentation and responding to our medical record requests in a timely manner eliminates follow up calls to your office and also helps improve HEDIS® scores, both by improving care itself and by improving our ability to report validated data regarding the care you provided. The records that you provide to us directly affect the HEDIS® results that are listed below.

Each year our goal is to improve our process for requesting and obtaining medical records for our HEDIS® project. In order to demonstrate the exceptional care that you have provided to our members and in an effort to improve our scores, you and your office staff can help facilitate the HEDIS® process improvement by:

- Responding to our requests for medical records within five days, if possible
- Providing the appropriate care within the designated timeframes
- Accurately coding all claims
- Documenting all care clearly in the patient's medical record

Further information regarding documentation guidelines and administrative codes can be found on the HEDIS® page of our Provider Portal.

In addition, more information on HEDIS® can be found by visiting the provider portal at: www.anthem.com > Provider > Choose State > Find Resources for your state > Health & Wellness (top menu) > Quality Improvement and Standards > HEDIS Information. You will find reference documents entitled "HEDIS 101 for Providers" and "HEDIS Physician Documentation Guidelines and Administrative Codes".

To view the [**HEDIS 2018 COMMERCIAL HMO and PPO Report**](#), [click here](#).

Now is the time to review your patient's records to ensure that they have received their preventative care and/or immunizations before the end of the year.

Again, we thank you and your staff for demonstrating teamwork as we work together to improve the health of our members and your patients. We look forward to working with you again next HEDIS season.

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

<https://providernews.anthem.com/missouri/article/hedis-2018-commercial-results-are-in>

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December 2018 Anthem Missouri Provider Newsletter

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