

# New Hampshire Provider Communications

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## HEDIS® 2018 commercial results are in

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Published: Dec 1, 2018

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 [anthem.com/provider](http://anthem.com/provider) > Find Resources for [state] > Health & Wellness (top blue bar) > Quality Improvement and Standards > HEDIS Information. You will find reference documents entitled "HEDIS 101 for Providers" and "HEDIS Physician Documentation Guidelines and Administrative Codes".

Please click the attachment link to the right to view the 2018 HEDIS rates.

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<https://providernews.anthem.com/new-hampshire/article/hedis-2018-commercial-results-are-in-6>

**Featured In:**

December 2018 Anthem New Hampshire Provider Newsletter

**1 Related Attachment:**

- HEDIS 2018 NH.docx